



Communications Division

NexLog Recorder User Manual

- Models NexLog 740 and NexLog 840
- NexLog Recorder Software 2.8.2 or later

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Publisher: Eventide Inc., Communications Division, 1 Alsan Way, Little Ferry, NJ 07643, telephone: 201-641-1200

Communications Division Product Information: Visit the Eventide website at: www.eventide.com.

Communications Division Product Service and Technical Support:

Users: Contact your local authorized Eventide Dealer.

Authorized Dealers: Visit the Eventide website or email service@eventide.com.



FCC Part 68 Eventide Larch Analog Recording Card Information

1. This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom side of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.
2. The Eventide Larch Analog Recording Card does not terminate analog telephone lines. Therefore, information about USOC, FIC, and SOC are not applicable.
3. The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (*e.g.*, 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.
4. If the Eventide Larch Analog Recording card causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
5. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
6. **If trouble is experienced with the equipment Eventide Larch Analog Recording Card, for repairs or warranty information, please contact Eventide Inc, 1 Alsan Way, Little Ferry, NJ 07643, 1-201-641-1200 : www.eventide.com. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved. The Eventide Larch Analog Recording Card cannot be repaired by the customer (end user). Contact Eventide Inc. for all repairs.**
7. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
8. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this Eventide Larch Analog Recording card does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.





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Revision History

This section summarizes significant changes, corrections, and additions to the document. The history appears in chronological order with the most recent document listed first. Documents are identified by part number and applicable software (SW) version. This section tracks documentation changes. For a description of new software features and improvements introduced in a release, see the product release notes on the Eventide company website.

Date	Part Number	SW	Description
March 30, 2018	141214-18	2.8.2	New rear panel details for NexLog 840, Use as Quarantine Storage Location, create wav at archive time transcoding information
October 20, 2017	141214-17	2.8.0	Expanded Translations Section, Block Media Access, Updated VoIP Channel Capacity, RAID6, Hotspare RAID, IPv6, NFS Archiving, ON Voxbreak, NexLog Access Bridge Redundant Bases
March 1, 2017	141214-16	2.7.3	NexLog Access Bridge User Sync, updates to Users, User Groups and Resource Groups sections, 840 back panel diagram, new NexLog 740 back panel diagram
November 1, 2016	141214-15	2.7.1	Labeled diagram of 740 back panel and explanation of Power Alarm Silencer and Breaker Reset.
September 12, 2016	141214-14	2.6.1	Labeled diagram of 740 back panel and explanation of Power Alarm Silencer and Breaker Reset.
September 1, 2016	141214-13	2.7.0	Updated Screenshots and additional refinements. Updated Alert Codes Encryption at Rest Refinements and clarifications
February 26, 2016	141214-12	2.6.1	Updated Screenshots and additional refinements.
February 11, 2016	141214-11	2.6.0	Enhanced Reporting Active Directory Background Vocoder Retention
February 6, 2015	141214-10	2.5.0	Refinements to Networking GPIO NexLog Access Bridge
June 24, 2014	141214-09	2.4.1	Minor updates to NexLog Access Bridge Create WAV File Archive Option Required network ports for MediaWorks Plus



May 8, 2014	141214-08	2.4.0	NexLog Access Bridge Update to Custom Fields – Call Type Advanced Custom Network Routing Configuration Resource Groups Session Inactivity Timeout Translations Schedules System Diagnostics
February 6, 2014	141214-07	2.3.2	Update to SSL Appendix
November 1, 2013	141214-06	2.3.0	Dual Span Active T1/E1 4-Wire Recording Beep Duration and Gain configuration TDD Re-Order Channels. Blu-Ray Support Image List Custom Fields
May 13, 2013	141214-05	2.2.1	Auto Start option for Archive Drives Archive Pairing Appendix Configuration Restore clarification.
March 18, 2013	141214-04	2.2.0	Resource Groups Network Utility Upload Recorder Patch Utility Alert Updates
April 30, 2012	141214-03	2.1.0	Updated screen shots. VoIP clarifications. Updates related to MediaWorks Express option. Updates related to Quality Factor Software option.
August 30, 2011	141214-02	2.0.1	Updated screen shots. Alert clarifications. Permission clarifications. AGC clarification.
July 10, 2011	141214-01	2.0.0	Initial Release





About This Publication

The following topics provide information about this publication:

- [Purpose and Applicability](#)
- [How to Use This Publication](#)
- [Documentation Conventions](#)
- [Related Information](#)

Purpose and Applicability

This publication provides information for users of the Eventide® NexLog™ Recorders.

This information applies to NexLog Recorder Software 2.7 for the NexLog 740 and NexLog 840 recorders. It may also apply to later versions except when superseded by a more recent publication.

How to Use This Publication

The content is organized as follows:

[About This Publication](#)

Describes the content of this publication and how to use it.

Chapter: 1. Introduction

Provides a brief introduction and customer support information.

Chapter: 2. Recorder Setup

Provides information on unpacking the product, performing a bench test, installing the product, and a short description of how to use the front panel.

Chapter: 4. Recorder Configuration and Administration

Provides information on configuring the recorder and administrative tasks using the web-based Setup utility.

Chapter: 5. Recorder Operation

Provides information on basic operating tasks, such as start-up and shutdown, additional information about locating and playing recordings, archiving recordings, and live monitoring.

Chapter: 6. The Client-Based NexLog Recorder Software

Provides introductory information about client software that can be used for



instant recall, incident playback, and more. *Note: Detailed information about the client-based NexLog software is provided in Eventide's MediaWorks and MediaAgent manuals.*

Appendices

Provide related information.

Documentation Conventions

Important or Critical Information

The following labels are used to emphasize important or critical information. To ensure safety and prevent damage, you must read and follow the instructions in these statements.

■ Personal Hazard Information

- ▲ **CAUTION** This warns of a potential hazard that could result in minor or moderate injury if not avoided, or it warns of an unsafe practice.
- ▲ **WARNING** This warns of a potential hazard that could result in death or serious injury if not avoided.
- ▲ **DANGER** This warns of an imminent hazard that will result in death or serious injury if not avoided.

■ Useful Information

Important! This provides important information, mainly alerting readers to situations that may cause undesirable results or system harm. If there is more than one item, they will appear in a numbered list.

Note: This draws the reader's attention to useful information. If there is more than one item, they will appear in a numbered list.

Typographical Conventions and Symbols

The following information describes the meaning assigned to various text formatting and symbols.

- | | |
|--------------------------------|--|
| <code>Courier font</code> | Represents messages, prompts, code, or other text displayed or generated by the computer. |
| Courier bold font | Represents user input or entries typed on keyboard or other input device, such as through the front panel. |
| <i>Bold italic text</i> | Represents computer buttons or keys, either hardware-based (e.g., on the front panel) or software-based (e.g., soft-keys on front panel display or PC display). |
| <i>Blue text</i> | (PDF version only) Represents a hyperlink in the electronic document. Click on the link in the PDF to jump to the referenced item. This format is often applied to cross-references within the document, such as to chapters, sections, tables, and figures. |



Parameter	Parameter names are typically given in bold type.
<name>	Refers to an item of information of the named type, which may vary from case to case and so is identified generically. A user would substitute specific information if instructed to enter this information.

Related Information

Eventide Documentation

- *MediaWorks Plus User Manual* (part number 141217)
- *Eventide Quality Factor Software User Manual* (part number 141216)
- *Nexlog Enhanced Reporting* (part number 141268)
- *NexLog Screen Recording Guide* (part number 142218)
- *NexLog Active Directory Configuration* (part number 141267)
- *NexLog API Manual* (part number 142367)
- *NexLog Access Bridge Manual* (part number 141307)

Eventide Products and Services

- For product information, visit the Eventide website at www.eventide.com.
- For technical support, email Eventide at service@eventide.com.

Note: Eventide offers advanced professional services. If you are interested in obtaining specialized services or Customer Engineering work, contact Eventide through one of the means listed above.





1. Introduction

1.1. Welcome

Welcome and congratulations on your purchase of an Eventide® NexLog™ Recorder.

Eventide invented the digital communications recorder in 1989. With thousands of communications recorders in service in such diverse applications as corporate call centers, NORAD, nuclear submarines, NASA, maximum security prisons, air traffic control, and 911 call centers throughout the world, Eventide continues its tradition of combining unmatched ease-of-use with mission-critical reliability.

This manual will help you maximize the use of your purchase. It includes:

- A quick-start bench test, for those who want to quickly familiarize themselves with some basic operations
- Guidance on installing your recorder
- Step-by-step instructions on how to set up and operate your recorder
- Descriptions of all of the controls and menu items on the front panel user interface

To help us reach you with information on updates and upcoming new features, please send us your warranty card. Eventide does not provide your information to marketers or any other outside organizations.

1.2. Customer Support Information

Eventide is committed to your satisfaction. If, after using this manual, you still have questions about the operation of your recorder, contact Technical Support at service@eventide.com or call (201) 641-1200.

The Eventide web site has additional information that may be helpful. Go to www.eventide.com.

Release Numbers

You may need to identify the software version and serial number for the following products/components:



- **NexLog Recorder Software:** On the touch screen front panel or with a monitor and mouse attached (while the recorder is running), do the following to display the version information:
 - Select the menu icon on the lower left indicated by an “e” icon.
 - Select **Setup**.
 - Select **System**.
 - Select the sub menu **System Info**.
 - The Recorder Serial Number and Current Firmware Version should be displayed.

Alternatively, you can get the version and serial number remotely via the Web-based NexLog Configuration Manager:

- Log into the recorder via a web browser and navigate to the recorder’s address (example: http://192.168.2.100). Note that the default logon credentials for the recorder (before they are changed by the administrator) are User Name: Eventide / Password: 12345.
- Click Configuration Manager.
- In the NexLog Configuration Manager’s navigation menu on the left, select the **System** menu.
- In the sub navigation menu select **System Info**.
- The Recorder Serial Number and Current Firmware Version should be displayed.
- **Eventide MediaWorks Plus** or **Eventide MediaAgent Plus:** On the **Help** menu, select **About** to display the version information.





2. Recorder Setup

2.1. Unpacking the Recorder

▲ CAUTION

Use care and assistance when lifting and handling the recorder. The NexLog 740 weighs approximately 50 pounds (23 kg). The NexLog 840 can weigh as much as 95 pounds (43 kg)!

Check the box for damage. A crushed box, holes, or water damage, for example, could indicate that the recorder has been damaged. Open the box and inspect the recorder and associated accessories. If the equipment appears damaged contact Eventide right away and **save the damaged box and packaging!**

Check that the unit is delivered with the expected configuration and accessories. The packing slip states the contents. In addition, the box will include:

- A configuration sheet indicating installed audio input boards and other I/O boards
- One archive medium per removable archive drive
- One power line cord per power supply module
- One server software DVD disk labeled “Eventide NexLog Software”
- This document

Other accessories may be included, depending on your order. For example, you may receive client disks and additional documentation for the client software.

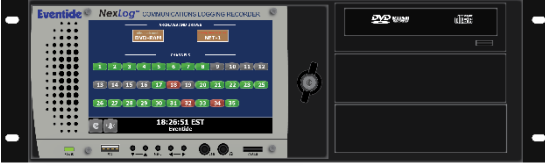

2.2. General Specifications

2.2.1. NexLog 740 and NexLog 840

All Eventide NexLog Recorders are based on identical server (recorder) software and client (PC user) software. The primary differences among different units in the product line are physical, e.g., size, power, storage configuration, etc. The following table highlights the differences among the products. This is a summary only and does not replace the individual unit specifications.



Table 1—Specification Summary for NexLog 740 and NexLog 840 with touch-screen Front Panel

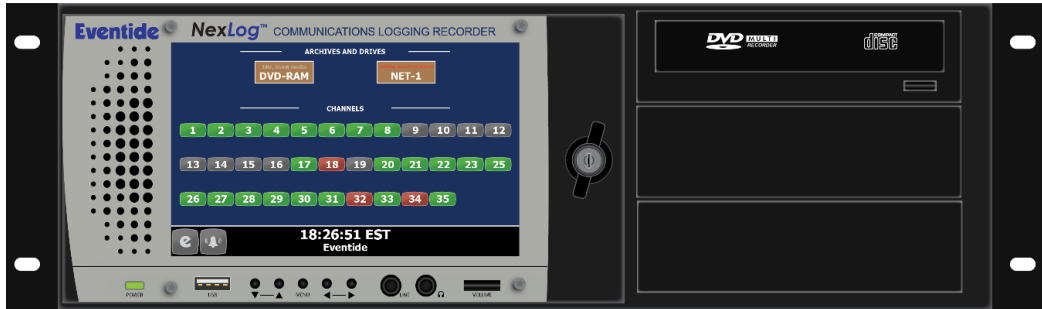
Product view	 <p style="text-align: center;">NexLog 740</p>	 <p style="text-align: center;">NexLog 840</p>
Front Panel GUI	Available 800 x 600 Touch screen Display (or use an external SVGA 800x600 display)	
Front Panel I/O	USB jack, 1/8-inch line level output, 1/8-inch headphone output	
Remote software	Web browser based NexLog Configuration Manager Windows-based remote playback clients (optional)	
Operating System	Linux (embedded)	
Call Record Database	Internal relational database with programmable retention	
Channel Inputs	Compression Rates (Kbits/s): 13.3, 16, 32, 64 Mu-law Frequency Response: 200 to 3400 Hz Signal to Noise: -50dB Crosstalk: -60dB AGC: 24dB Boost Impedance: >10 K ohm	
Network	Ethernet 1,000 Mbps (Qty. 2)	
Height	5 1/2 inches (3 rack units)	7 inches (4 rack units)
Depth	24 inches	27 inches
Power	350 watts	400 watts
Power supplies	Dual hot-swap	Dual hot-swap
Weight	50-80 pounds	65-95 pounds
Analog channels	8-120	8-240
Digital PBX channels	8-120	8-240
T1/E1/ISDN PRI channels	24-240	24-240
ISDN BRI channels	4-60	4- 120
VoIP channels	8-560	8-560
Maximum hard disk capacity	2, 4 or 5 drives, RAID1, RAID5, RAID10, RAID6	2, 4 or 5 drives, RAID1, RAID5, RAID10, RAID6
Standard archive drive	1 X Multi-Drive for DVD-RAM Archiving (for bare DVD-RAM media, 4.7GB per side)	1 X Multi-Drive for DVD-RAM Archiving (for bare DVD-RAM media, 4.7GB per side)



Standard hard disk storage	2 X 1 TB fixed-mount, software RAID1	2 X 1 TB fixed-mount, software RAID1
Optional storage	Removable hard drives, RDX archive drives, Blu-Ray archive drives	Removable hard drives, RDX archive drives, Blu-Ray archive drives

2.2.2. Front Panel Details: NexLog 740 and NexLog 840

Figure 1—NexLog 740 with Touch Screen (Door Closed)



The touch screen display is on a locking door that protects the power switch and optional hot-swap RAID array.

Figure 2—NexLog 740 with Touch Screen (Door Open)



The NexLog 740 with the touch screen door open, showing the optional hot-swap RAID hard drives.

Figure 3 – NexLog 840 with Touch Screen



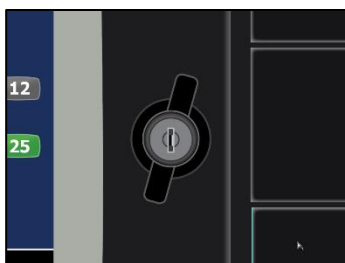
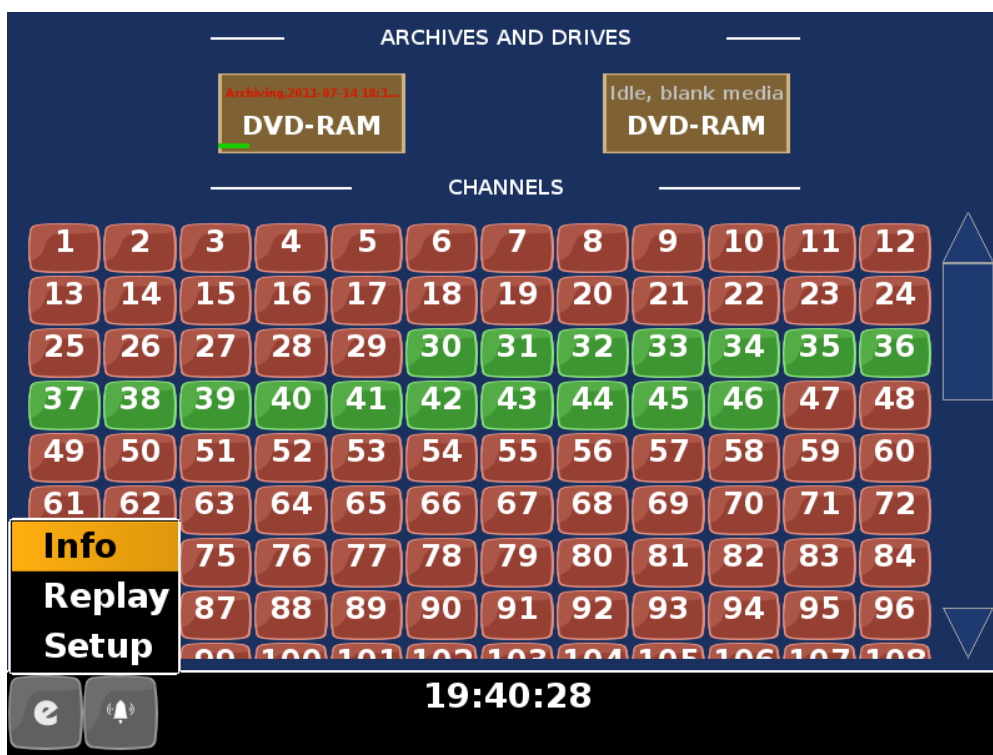
The NexLog 840 uses a horizontal hinge at the bottom of the unit. Loosening the thumb screw on the front will allow the entire front face to fold down for hard drive access.

The NexLog 740 and NexLog 840 employ touch screen displays for control and don't require a mouse or keyboard. All functions can be accessed from this panel. When necessary, an alphanumeric keyboard appears on the screen so that alphanumeric data such as channel names can be entered. The RAID disk array (up to 12 TB of storage) can be accessed and disks can be replaced while the recorder is operating by opening the monitor door (hot-swap hard drive option required). One DVD-RAM multi-drive is standard for archiving on the NexLog 740 and NexLog 840.

Newer NexLog 740 and NexLog 840 systems ship with DVD-RAM drives made by LG that are for cartridge-less DVD-RAM use only, while earlier models had cartridge based Panasonic drives, which accepted Type 4 cartridge DVD-RAM media or cartridge-less DVD-RAM discs.

Audio monitoring/playback is accomplished with an integral amplifier/speaker unit (left) with headphone jack, line-level output, and volume control below the LCD screen.

Figure 4—Touch Screen (Close-Up)



The door lock can be opened to access the recorder power switch (NexLog 740) and the hot-swap RAID disk array. Two keys are supplied.





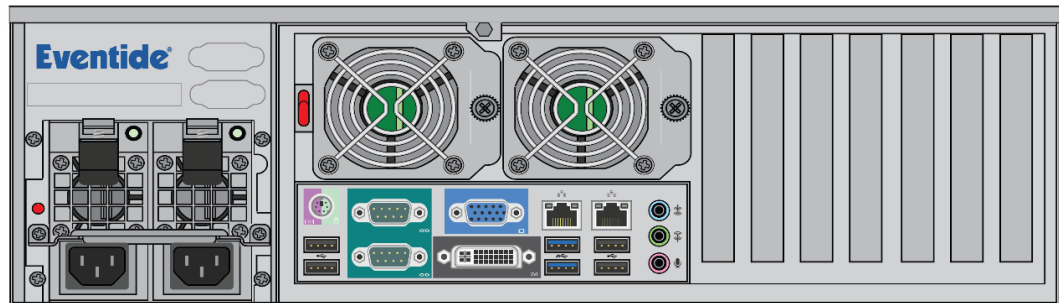
The NexLog 740 power switch is behind the locked door. The NexLog 840 uses a keyed power switch on the front of the unit. Note: Avoid using the switch to power down the unit. Use it to power up only.



The audio section provides a 1/8-inch headphone jack and a 1/8-inch constant level Line Out jack for convenient re-recording. The volume control adjusts speaker and headphone volume.

2.2.3. Rear Panel Details: NexLog 740

Figure 5—Typical NexLog 740 Rear Panel

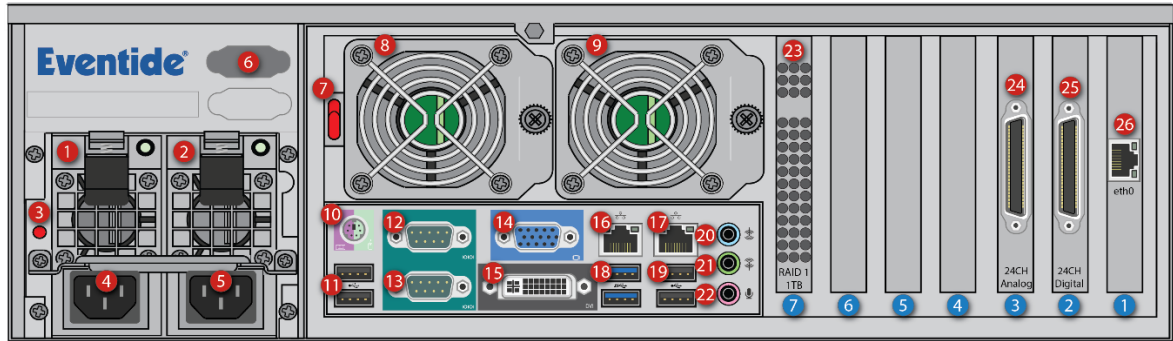


The rear panel of this NexLog 740 shows (from left to right): Dual Hot-Swap power supplies, connector panel for PS/2 mouse and keyboard, two RS-232 ports for serial ANI/ALI and SMDR feeds or serial time sync, DVI (not used), two Ethernet ports, four USB ports, and audio in/out (unused- use the front audio connectors instead). On the right side of the unit are spaces for five telephony boards, 2 (second from far right) through 6. Slot one is reserved for certain half-size option cards. The seventh slot is reserved for the optional hardware RAID controller. You can see these clearly labeled below in a numbered illustration. The numbers in black circles show the numbering of the board slots, which is right to left when looking at them from behind the NexLog.

The redundant power supplies have an alarm that will sound when power is disconnected from either supply, whether from being unplugged or from a hardware failure. To acknowledge this alarm and silence it, press the small red button at the left-most edge of the back panel. It is labeled 3 in the diagram below.

The larger red switch, labeled 7, is the breaker reset. If someone plugs in an incompatible power supply, the breaker will trip, cutting all power to prevent electrical damage. After the power supply is replaced, press this switch to reset the breaker and restore power to the system.

Figure 6—Diagram of NexLog 740 Rear Panel



- | | |
|--|--|
| 1 - Power Module 1 | 14 - VGA Output** |
| 2 - Power Module 2 | 15 - DVI (Unused) |
| 3 - Power Alarm Silencer | 16 - Ethernet Port 0 |
| 4 - Power Plug 1 (NEMA 5-15P) | 17 - Ethernet Port 1 |
| 5 - Power Plug 2 (NEMA 5-15P) | 18 - USB 3.0 Ports |
| 6 - Front Panel Video Input* | 19 - USB 2.0 Ports |
| 7 - Breaker Reset | 20 - Line In Jack (Unused) |
| 8 - Fan Module 1 | 21 - Line Out Jack*** |
| 9 - Fan Module 2 | 22 - Microphone Line In Jack (Unused) |
| 10 - PS/2 Keyboard/Mouse
Combo Port | 23 - RAID Controller (optional) |
| 11 - USB 2.0 Ports (Unused) | 24 - Analog Recording Card (optional) |
| 12 - Serial Port 2**** | 25 - Digital Recording Card (optional) |
| 13 - Serial Port 1**** | 26 - Add-on Network Card (optional) |

* Only used on systems with Front Panel Screens, connected to 14.

** Connected to 6 on systems with Front Panel Screens

*** Line Out Jack will provide alarm audio on left channel and playback on right channel.

**** The serial ports are standard RS232 DB 9 ports.

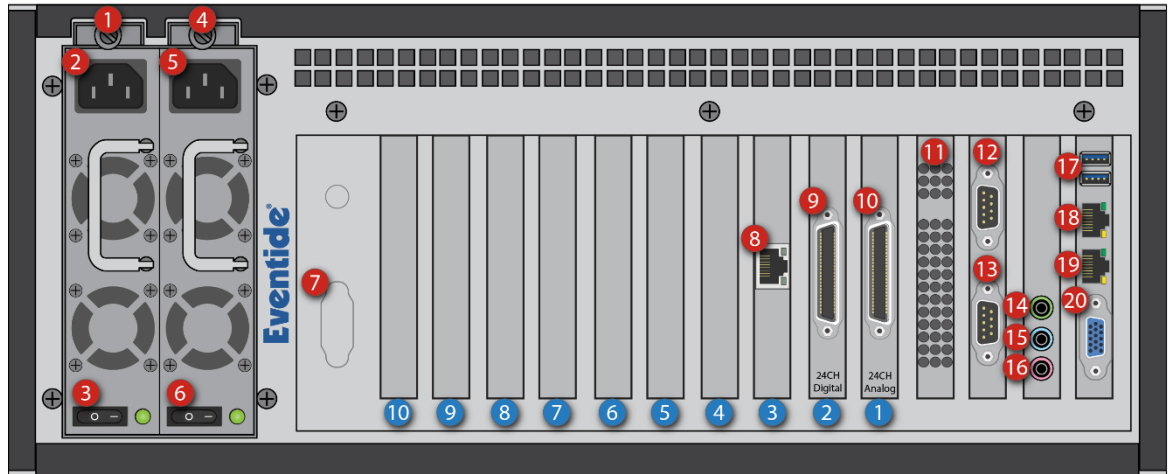
Note: If the section under the fans looks different on your recorder, you have a system with a serial number under 740003000. Visit the Eventide Communications Partner Resource Site's Technical FAQs section for a diagram of the previous version of the NexLog 740 back panel.

(<https://www.eventidecommunications.com/eventide-partners/resources/faqs/index>)



2.2.4. Rear Panel Details: NexLog 840

Figure 7—NexLog 840 Rear Panel



- | | |
|-------------------------------|--------------------------------|
| 1 - Power Module 1 | 11 - RAID Controller* |
| 2 - Power Plug 1 (NEMA 5-15P) | 12 - Serial Port 1***** |
| 3 - Power Switch 1 | 13 - Serial Port 3***** |
| 4 - Power Module 2 | 14 - Line Out Jack*** |
| 5 - Power Plug 2 (NEMA 5-15P) | 15 - Line In Jack** |
| 6 - Power Switch 2 | 16 - Microphone Line In Jack** |
| 7 - VGA Input**** | 17 - USB 2.0 Ports |
| 8 - Add-On Network Card* | 18 - Ethernet Port 0 |
| 9 - Digital Recording Card* | 19 - Ethernet Port 1 |
| 10 - Analog Recording Card* | 20 - VGA Output**** |

* Optional

** Unused.

*** Line Out Jack will provide alarm audio on left channel and playback on right channel.

**** Occupied only on systems using the optional Integrated Front Panel Touchscreen Display. (P/N:105303-001).

***** The serial ports are standard RS232 DB 9 ports.



Note: If the power modules to the left look different on your recorder, you have a system with a serial number under 840003000. Visit the Eventide Communications Partner Resource Site's Technical FAQs section for a diagram of the previous version of the NexLog 840 back panel.

2.2.5. NexLog 740 and NexLog 840 Blank Front Panel Units

The NexLog 740 and the NexLog 840 Blank Panel Unit require that a mouse, monitor, and keyboard be plugged in for local configuration (setting of the IP address). Note that once basic networking setup is completed, it is possible to access all other configuration settings remotely via a web browser.



Table 2—Specification Summary for NexLog 740 and NexLog 840 (Blank Panel)

Product view	 <p style="text-align: center;">NexLog 740 (Blank Panel)</p>	 <p style="text-align: center;">NexLog 840 (Blank Panel)</p>
Front Panel GUI	None (use External monitor and standard computer mouse and keyboard)	
Front Panel I/O	USB jack, 1/8-inch line level output, 1/8-inch headphone output	
Remote software	Web browser based NexLog Configuration Manager Windows-based remote playback clients (optional)	
Operating System	Linux (embedded)	
Call Record Database	Internal relational database with programmable retention	
Channel Inputs	Compression Rates (Kbits/s): 13.3, 16, 32, 64 Mu-law Frequency Response: 200 to 3400 Hz Signal to Noise: -50dB Crosstalk: -60dB AGC: 24dB Boost Impedance: >10 K ohm	
Network	Ethernet 1,000 Mbps (Qty. 2)	
Height	5 1/2 inches (3 rack units)	7 inches (4 rack units)
Depth	24 inches	27 inches
Power	350 watts	400 watts
Power supplies	Dual hot-swap	Dual hot-swap
Weight	50-80 pounds	65-95 pounds
Analog channels	8-96	8-240
Digital PBX channels	8-96	8-240
T1/E1/ISDN PRI channels	24-192	24-240
ISDN BRI channels	4-48	4-120
VoIP channels	8-560	8-560
Maximum hard disk capacity	2, 4 or 5 drives, RAID1, RAID5, RAID10, RAID6	2, 4 or 5 drives, RAID1, RAID5, RAID10, RAID6
Standard archive drive	1 X 9.4 GB multi-drive for DVD-RAM	1 X 9.4 GB multi-drive for DVD-RAM
Standard hard disk storage	2 X 1 TB fixed-mount, software RAID1	2 X 1 TB fixed-mount, software RAID1
Optional storage	Removable hard drives, RDX archive drives, Blu-Ray archive drives	Removable hard drives, RDX archive drives, Blu-Ray archive drives

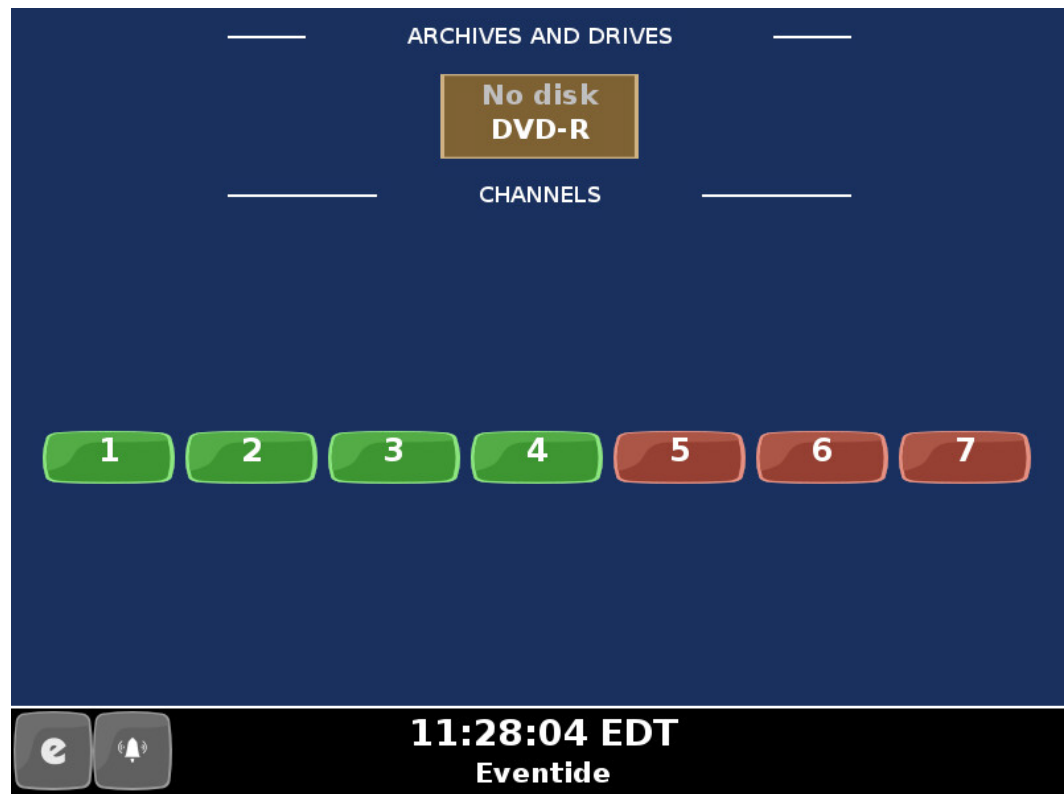


2.3. Bench Test

Before installing the unit, you may want to run a brief bench test, especially if you are unfamiliar with Eventide NexLog Recorders. The following steps are a suggested bench test procedure, which you may modify as you wish. If you change settings, note the defaults first and set them back to the defaults after you complete the test.

- Plug in the provided line cords to the appropriate line voltage.
- Unlock the door and press the power switch. The boot process will start and diagnostic messages will scroll by on the front panel screen or monitor.
- After several minutes, the screen will show the INFO display, one of three top-level displays. The others are SETUP and REPLAY, which are accessed by the Menu button indicated by the “e” in the lower left corner.

Figure 8— Front Panel Info Screen



- Place a new DVD-RAM archive medium in the archive drive. The associated Drive Status indicator will change from “No disk” to “Unformatted media.”
- There is no need to format it now. It is better to wait until you are actually ready to start archiving. You will learn more about archiving later in the manual.
- View the available archive action options by selecting the archive drive. On the touch screen this is done by pressing the brown box in the “ARCHIVES AND DRIVES” section. (When using a mouse, the drive icon can be single-clicked to open the archive menu).

Figure 9—Front Panel Archives and Drives



- Eject the DVD-RAM medium by pressing the “Eject” button.
- After the DVD-RAM Medium has been ejected, close the archiving action menu by pressing the “Close” button.
- The Channel Status section tells you which channels the recorder recognizes as ready for recording. For example, if you ordered a 16-channel unit (whether analog-only, digital-only, or a combination), you should see 16 green steady indicators.
- Likewise, for 24 channels, 32 channels, and so on. This is a good time to make sure you see the expected number of channels.
- Press the menu button (‘e’ on bottom left) to view the main screens for the Front Panel. The available screens are as follows:

2.3.1. Info screen

- View channel status
- Listen to real time activity on channels (live monitor)
- View and manage archiving status
- Access active alarms on the recorder

2.3.2. Replay screen

- Research and play back recordings stored locally and on archives



- Export recordings to removable media.

2.3.3. Setup screen

- Configure the recorder.

2.3.4. Login screen

- This option is only visible and available under certain configurations. This will be explained later during System Security Settings.
- When you have finished viewing each screen, you can shut down the unit as follows:
 - Important!** Do not force a shutdown by pulling the power plug or using the power switch. A forced shutdown can result in corrupted files and loss of data.
 1. Go to the SETUP screen.
 2. Select System.
 3. Select Power Off.
 4. Select the Shutdown button.
 5. Answer **OK** to the prompt.

After the recorder completes its controlled shutdown procedures, the unit will automatically shut down.

2.4. Installation

- ▲ **CAUTION** NexLog Recorders can be quite heavy, depending upon the model and options. Do not attempt to lift or install these units without assistance. Do not attempt to rack mount any model without either shelf or rack-slide support. Rack slides are available as an option from Eventide. Do not support these units using only the mounting ears.

2.4.1. General

NexLog Recorders are computer equipment. They have essentially the same requirements, both physical and electrical, as standard servers, and similar attention should be paid to their environment to assure long life and reliable operation. Site preparation, especially for larger installations, may include providing rack cabinets and concentrating communication wiring – phone lines, radio, etc. – nearby.

2.4.2. Operating Limits

The installation should allow the units to operate within their electrical and physical operational limits.



Table 3—Operating Limits

Parameter	Range or Limits
Voltage	100 - 240VAC
Frequency	50 - 60 Hz
Power (typical/max)	NexLog 740-200W/350W, NexLog 840 - 200W/400W
Temperature	Operating +5C (41F) to 40C (104F)
Humidity	10% - 80% relative, non-condensing
Altitude	-2,000 to +2,000 feet operating (to 22,000 feet non-operating). If operated at high altitudes, take special care that airflow is unrestricted by dust or obstacles.
Vibration (Hard Disk Drives)	These units contain hard disk drive storage units and mechanical components that are sensitive to mechanical vibration. They are intended for operation in fixed locations. Typical vibration limits for the hard disk drives are as follows: Operating: .2 G, 5-300 Hz Non-Operating: 1 G, 5-300 Hz Note: There is a variant of the NexLog available for high vibration environments, which adheres to MIL-STD-167-1A (25 Hz)
Shock (Hard Disk Drives)	Typical shock limits for the hard disk drives are as follows: Operating: 1 G, 11 ms half-sine Non-Operating: 40 G, 11 ms half-sine Note: There is a variant of the NexLog available, that has passed MIL-S-901D medium weight, Grade "B shock testing.
Orientation	The archive drives are very sensitive to orientation. The recorder should always be mounted on a flat, non-sloping surface.

2.4.3. Location Considerations

When choosing a location, consider the following:

- **Operating Limits.** The location must respect the unit’s operating limits, as listed in the Operating Limits section of this manual.
- **Convenience.** If the unit will be operated from its front panel, then it should be comfortably accessible to the operator. Service personnel should have access to the unit. If the unit is to be installed in a rack, special rack units that provide a horizontal writing surface are commercially available.
- **Security.** If the unit must be physically secure, then it can be placed in a locked equipment room with limited access. This will also help ensure data security. Consider that a user with access to the unit can remove power, disconnect the input cables, play back recordings, monitor calls, remove archive media, and do other things to compromise your data. Logins are no protection against a determined attacker with physical access to a machine. In short, if you are concerned about malicious users making a purposeful effort to gain **unauthorized access to your data**, then the only real protection is to place the unit in a secure location.
- **Cable lengths.** For analog signals, such as POTS lines and radio receiver outputs, cable lengths are not likely to be an issue. An adequate level can be



obtained hundreds of feet from the signal source. The unit has programmable adjustments for low or high signal levels. That being said, shorter cable lengths will create less signal attenuation and pick-up less noise than longer cable lengths. For tapping digital PBX telephones and T1/E1 circuits, maximum cable lengths are extremely important, and can be different for different makes & models of telephone systems. Contact Eventide technical support for digital-tap cable length information for your particular digital phone system or T1/E1 circuits.

- **Particulates.** The archive drives and, to a lesser extent, the fans and hard drives, can be damaged by smoke and dust. If you find dust build up on the surfaces or the fans being clogged, consider changing the location.
- **Power dropouts or surges.** The unit should be protected from power dropouts and surges. The chosen location should have line power available that is not on the same circuit as equipment that draws a large current on start-up, such as electric motors or compressors or banks of fluorescent lights. Line voltage fluctuations, brown-outs, and power outages can result in loss of data and damage to the unit. An Uninterruptible Power Supply is required to mitigate these problems. For a list of approved UPS units, see [Section 2.4.6. Connecting AC Power and UPS \(Uninterruptible Power Supply\)](#) on page 32.
- **Spilled liquids.** Liquids spilled on the unit can damage it. The location should not encourage people to place coffee cups on the unit, for instance.
- **Vibration and Shock.** Vibrating or physically shocking the unit while the hard drives are operating could damage the hard drives. The location should not be subject to vibration or jolting while the unit is operating.

2.4.4. Mounting Options

As normally provided, the unit can be mounted on any flat, non-sloping surface that can bear its weight. It can be rack mounted if the rack has a shelf to support it, and the supplied mounting ears can be attached to the rack with the rack screws provided, in order to prevent casual removal. The unit must not be mounted solely with the mounting ears and rack screws!

If no rack shelf is available, a rack-slide rail install kit, which includes slide rails, rear slide supports, brackets, and mounting hardware, can be ordered:

- 4-post Rack-Slide Rail Kit for the NexLog 740: Eventide Part# 324430
- 4-post Rack-Slide Rail Kit for the NexLog 840: Eventide Part# 108112

Alternatively, a center rack mounting option is also available:

- 2-post Center Rack Mount Kit for the NexLog 740: Eventide Part# 108109
- 2-post Center Rack Mount Kit for the NexLog 840: Eventide Part# 108110



2.4.5. Other Considerations

NexLog 740: The recorder is shipped with two keys for locking and unlocking the front door of the recorder. One key should be kept in a safe place as a backup spare. You should consider preventing casual access to the other key as well. The switch behind the front panel should be used to power up the recorder only and not be used to power down the recorder unless absolutely necessary. The logger should be shut off using the SETUP/Power Off option. Otherwise, data corruption could occur. If it is necessary to use the switch to shut down the recorder, hold it for one second and release. **Do not continue holding it until the recorder shuts down.**

NexLog 840: The recorder is shipped with two keys for the power key-switch on the front panel of the recorder. One key should be kept in a safe place as a backup spare. You should consider preventing casual access to the other key as well. The power key-switch should be used to power up the recorder only and not be used to power down the recorder unless absolutely necessary. The logger should be shut off using the SETUP/Power Off option. Otherwise, data corruption could occur. If it is necessary to use the key-switch to shut down the recorder, insert the key, turn it for one second, and release. **Do not keep the key turned until the recorder shuts down.**

2.4.6. Connecting AC Power and UPS (Uninterruptible Power Supply)

The recorders use “universal” power supplies. All NexLog systems ship with US type power cords, end customer must provide a country appropriate power cord. This means you can plug the recorder into any line (mains) voltage from 100 volts to 240 volts nominal. However, to prevent unplanned shutdowns caused by power glitches or interruptions, Eventide strongly recommends the use of an Uninterruptible Power Supply (UPS) unit that meets certain minimum characteristics:

The UPS must provide power for a long enough period to allow orderly shutdown of the recorder in case of power failure.

If your facility has a backup generator, the UPS should provide power long enough to operate the recorder until the generator becomes operational following the start of a power failure (typically a minute or less) PLUS a period long enough to allow orderly shutdown of the recorder in case of generator failure.

The UPS should be an approved model, i.e., one that can communicate its status to the recorder. This isn't strictly necessary if your facility is manned and personnel are trained to shut down the recorder using the appropriate procedure in case of power failure before the UPS battery drains. However, an approved UPS will keep the recorder running and automatically signal to the recorder to perform a safe shutdown when its battery power gets low.

Eventide offers commercial-grade, heavy-duty rack-mount UPS units. Eventide has tested the following units and confirms they work with the recorders.



Manufacturer	Rating	Rack Height
APC / Tripp-Lite	1500VA, 940W, 120V	2U (3-1/2 inch)
APC / Tripp-Lite	1500VA, 940W, 240V	2U
APC / Tripp-Lite	750VA, 120V	2U
APC / Tripp-Lite	750VA, 240V	2U
APC / Tripp-Lite	3000VA, 2700W, 120V	2U
APC / Tripp-Lite	3000VA, 2700W, 240V	2U

In addition, consumer-grade UPS units may be available locally and are suitable for more casual installations and shorter run-times. Eventide has tested the following units and confirms that they work with the recorders.

Manufacturer	Model	Recommended for
APC	Back-UPS ES 500	NexLog 740
APC	Back-UPS ES 725	NexLog 740, NexLog 840

To connect your recorder to a UPS, simply plug the UPS into an AC socket, and plug the recorder into the UPS using the power cords provided. If you use an approved UPS, also connect the UPS to one of the recorder's USB connectors on the rear panel using the cable provided with the UPS. This communication link will perform a safe shutdown when necessary, and also allow the recorder to notify you (by display and optionally by email) if there is a power problem. The NexLog 740 and NexLog 840 recorders are supplied with dual redundant power supplies. To preserve redundancy, it is acceptable to use a separate UPS with each power cord from the recorder.

▲ CAUTION

The power cords are used to disconnect the NexLog from all main power. Remove both power cords before servicing the unit.

2.4.7. Before You Connect Audio Signals to the Recorder...

Before you connect the telephone lines, radio outputs, or other signals to be tapped and recorded, set the recorder's internal clock, date, time zone, and channel names. If you are installing new software on a currently operating recorder, disconnect the audio inputs until you have restored the configuration of the recorder, including channel selection and time zone. The reason for this is that the recorder will begin recording as soon as it detects an input signal. Calls with the wrong time, date, and time zone may get recorded and will likely remain on the recorder for a long time. This might be confusing later when you search, filter, and archive calls. Refer to Section 3 of this document for configuration information including Date and Time settings.

2.4.8. Connecting Telephone, Radio, and Other Analog Audio Signals to the Recorder

This section applies to units equipped with one or more Analog Input Boards. If you are not sure this board is installed, check the printed back-panel diagram that was packed with your recorder.



▲ WARNING To reduce the risk of fire, use only 26 AWG or larger telecommunication wire.

The Analog Input Board handles interfacing to analog audio signals. The number of channels per board will vary depending on which is ordered. Eventide sells 8, 16, and 24 channels versions of the Analog Board.

A mating connector is provided for each board unless a Quick Install Kit has been ordered (see Section [2.4.9. The Optional Quick Install Kit](#)). The connector has two rows of contacts. One row is numbered 1 through 25, and the other row is numbered 26 through 50. Numbering is such that pin 1 is opposite 26, and 25 is opposite 50. Each audio input requires two wires, in what is known as a “balanced” configuration. There is no “ground” connection. The channel and connector pin correspondence is detailed in [Appendix D: Channel Wiring for Eventide Analog Input Boards](#).

Eventide offers a Quick Install Kit that, besides pulling together the parts you will need for a convenient installation, brings Channel 1 to the white-blue pair (see Section [2.4.9. The Optional Quick Install Kit](#)).

To connect a telephone line to a given channel, simply connect the two wires to the two pins for that channel. It is not necessary to check or observe polarity.

To connect an audio source such as the line output or recording output of a radio, connect the “hot” lead to one pin and the ground or shield lead to the other. Again, there is no distinction between input pins. Either can be connected to the “hot” lead.

Any audio source may be connected, provided that the audio voltage is nominally in the .1 - 1 Volt range and remains fairly constant. Differing voltage levels are compensated for when setting up the board parameters from the recorder front panel. Not recommended are sources with greatly varying levels, such as “speaker” outputs. Also unusable are “microphone” signals, whose levels are too low by far to be usable without pre-amplification.

2.4.9. The Optional Quick Install Kit

For each telephone recording board in the recorder, you will have received either a mating blue-ribbon connector, or if ordered as an option, a Quick Install Kit. The connections for the mating blue-ribbon connector are detailed in [Appendix D: Channel Wiring for Eventide Analog Input Boards](#). The pins are numbered on the connector itself for reference.

The Quick Install Kit, Eventide part #109033-003 (3-meter cable) and #109033-007 (7-meter cable), include the following components:



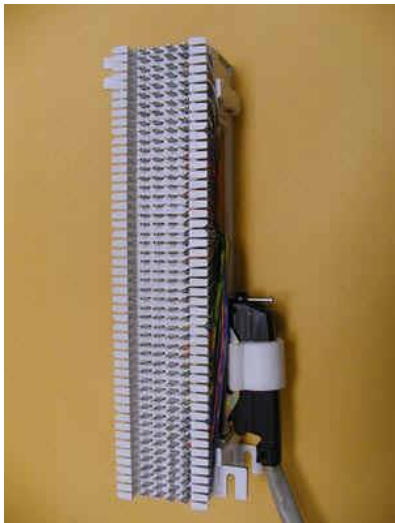
Figure 10—Quick Install Kit Components



Cable

Connects the recorder telephony board to the punch block. The rear-entry connector (right in photo) goes to the recorder and is fastened to the telephony board rear panel with small wire bails on each side. The end-entry (left in photo) RJ-21 male connector goes to the punch block and is held in place with a Velcro strip.

Note: This cable may have special wiring! Before substituting a standard 50-pair extender cable for this cable, confirm that the telephony boards in your recorder do not have special connections. (See [Appendix D: Channel Wiring for Eventide Analog Input Boards](#)). If you need a greater length, you may use an extender cable in series with the cable provided as part of the kit whether or not it is one with special wiring.



Punch Block

The punch block is a convenient, industry-standard appliance used to connect twisted pair telephone wiring to the recorder. It provides a central location to connect your physical wiring.

The 25-pair "Split 50" 66 Block has 50 rows and four columns. Each row contains four connectors (contacts). Each outside contact contains an electrical connection to the one next to it, creating a pair of contacts, but the left pair of contacts are electrically isolated from the right pair of contacts (thus, they are "split").

Using a punch-down tool (not provided), the telephone wires are forced into a slit cut in the contacts in the block, which makes a firm electrical and physical connection. The blocks are usually mounted in the orientation shown.

The right side of the block has a female RJ-21 connector for the cable that goes to the recorder. The left side of the punch block (opposite the RJ-21 connector) is used to connect the telephone (or other audio) lines.



Bridging Clips

The right side (nearest the connector) has each column connected to an associated connector pin-pair so that the top row is connected to pin 1, the next row to pin 26, the third to pin 2, etc. Thus, adjacent vertical rows form one signal pair.

When you connect the first telephone line, you just start at the top and connect the wire pair to the first two rows on the left. The next wire pair would go to the next two rows down, on the left.

Finally, to connect the telephone line to its associated recorder input, slip two bridging clips over the two center contacts in each row.

The purpose of the punch block system is to centralize your connections, as well as to provide a clean way to isolate the telephone or radio system from the recorder, should it become necessary. The components can be isolated by removing clips, rather than removing wires.

2.4.10. Connecting Digital PBX Stations that are to be Tapped

Note: For tapping digital PBX telephones and T1/E1 circuits, maximum cable lengths are extremely important, and can be different for different makes & models of telephone systems. Contact Eventide technical support for digital-tap cable length information for your particular digital phone system or T1/E1 circuits.

This section applies to units equipped with one or more Digital PBX Station tapping Boards. If you are not sure this board is installed, check the printed back-panel diagram that was packed with your recorder.

▲ WARNING

To reduce the risk of fire, use only 26 AWG or larger telecommunication wire.

The Digital PBX Station tapping Board handle interfacing to certain Digital PBX Station makes and models (check with Eventide for compatibility). The number of channels per board will vary depending on which is ordered. Eventide sells 8, 16, and 24 channels versions of the Digital PBX Station tapping Board.

A mating connector is provided for each board unless a Quick Install Kit has been ordered (see Section [2.4.9. The Optional Quick Install Kit](#)). The connector has two rows of contacts. One row is numbered 1 through 25, and the other row is numbered 26 through 50. Numbering is such that pin 1 is opposite 26, and 25 is opposite 50. For most Digital PBX systems (except Mitel Supersets, Avaya Index phones, and ROLMphones), each Digital PBX Station requires two wires. Eventide offers a Quick Install Kit that, besides pulling together the parts you will need for a convenient installation, brings Channel 1 to the white-blue pair (see Section [2.4.9. The Optional Quick Install Kit](#))

To connect a supported digital PBX telephone line to a given channel, simply connect the two wires to the two pins for that channel.



2.4.11. Connecting to an Ethernet Network

Connect to an Ethernet network by attaching a network cable between the RJ45 jack on the back of the recorder and your hub, switch or router. The cable should be CAT5 or equivalent with a male RJ45 plug for the recorder end and with the connector pin wiring going straight through from end to end.

Alternatively, a crossover cable can be used to isolate the recorder from the network and connect directly to a PC's network connection without using a router or switch. The NexLog 840 and NexLog 740 have two RJ45 jacks and can be connected to multiple networks simultaneously. On the NexLog 840, the bottom-most jack is Device 1 in the NETWORK INTERFACE section. The top jack is Device 2. On the NexLog 740, the jack closest to the input boards is Device 2, and the jack furthest from the input boards is Device 1.

2.4.12. Connecting a Keyboard

A keyboard can be connected to a recorder to allow easier and faster data entry and interaction than is permitted by the recorder's optional front panel interface. This can be useful for performing system administration tasks from the front panel and for diagnostic work.

Note: The same configuration capabilities that are available on the Front Panel can be accessed via a web browser from a PC, using the browser-based NexLog Configuration Manager. Under most circumstances this will allow for a quicker setup procedure.

The following methods are available for connecting a keyboard to the recorder:

- Connect a USB keyboard to any USB connector on the recorder. This may be done while the recorder is running and does not require a shutdown and restart of the recorder.
- Connect a PS/2 keyboard to the PS/2 connector on the recorder back panel (purple on the NexLog 740 only). This should be done while the recorder is off, so if the recorder is running, it requires a shutdown of the recorder before it is installed.

2.4.13. Connecting Headphones

Optionally, connect headphones to the 1/8-inch jack labeled "Headphone" on the front panel. Suitable headphones are available from Eventide (part# 324200). Most headphones with an appropriate plug can be used and adjusted to a comfortable level with the front panel volume control.

2.4.14. Connecting Line-Level Equipment

A line-level audio output is available at the 1/8-inch jack labeled "Line Out" on the front panel, if you wish to connect an external recorder such as a Philips Cassette recorder to the recorder for excerpting calls to cassette. Most standard cassette units with record capability can derive an appropriate signal level from this jack.





3. The Front Panel User Interface

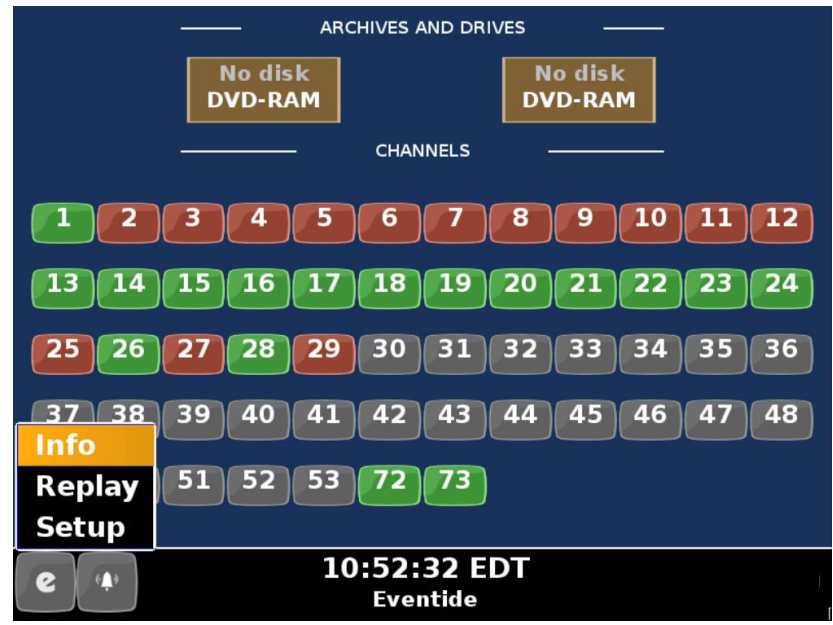
The optional NexLog touch-screen LCD front panel provides direct control over your NexLog digital logging recorder, enabling you to listen to recorded audio and manage recorded calls, without using an external display, keyboard, and mouse. If your NexLog recorder has a blank front panel (no LCD Touch-screen), then connect an SVGA 800x600 display, keyboard and mouse to the unit. To select a menu option on your front panel, use the touch screen directly (if installed), or use an attached USB keyboard and mouse; the SVGA 800x600 display will appear as described below for the touch-screen.

There are three main screens: Info, Replay, and Setup. In addition, a login button may be displayed in the main menu. This allows multiple users to access the Front Panel with different permissions. By default, the recorder comes configured to auto login the “Eventide” user.

3.1. Front Panel Step by Step Quick Guide

To use the NexLog Front Panel to monitor the logger for recording activity, click (touch the screen directly or use a connected USB mouse) the Main Menu “e” button at the lower left corner of the screen, and select "Info". This opens the Front Panel’s Info screen.

Figure 11—Front Panel Info Screen



The top section of the Info page shows any archives and drives currently installed on the recorder. The middle section of the page shows a grid display of the channels that are currently configured on the recorder.

- If a channel is grey, it is not configured for recording.
- If a channel is yellow, it has recording currently disabled.
- If a channel is green, it is in an idle state, ready and waiting to record.
- If a channel is red, it is currently recording.

To listen to activity currently in progress on a channel (referred to as "Live Monitoring"), click (or push) a channel in the grid. A yellow oval indicator will appear on the channel button, indicating that it is currently Live Monitoring. Clicking the same channel again will stop Live Monitor for that channel. Multiple channels can be Live Monitored simultaneously. Note that a user must have Live Monitor permissions to use the Live Monitor feature.

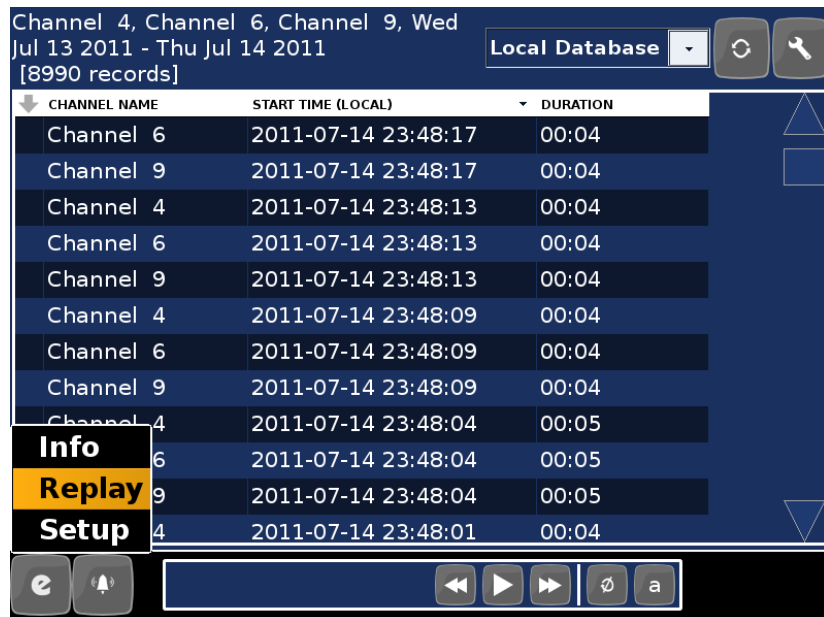
If you are unable to enable live monitoring on any channels, the current user probably lacks Live Monitor permissions. See "Section 3.7. Setup: Users and Security" for information on granting Live Monitor access to users. The current front panel user is shown below the current time and the bottom of the screen.

3.1.1. Query (Search for) Recordings

The NexLog Front Panel has several modes to assist you in finding recordings on the logger.

1. Click the Main Menu "e" button and select "Replay" to go to the Front Panel's Replay screen. This screen includes search criteria, source selection, a list of recordings matching the search criteria, and playback controls.

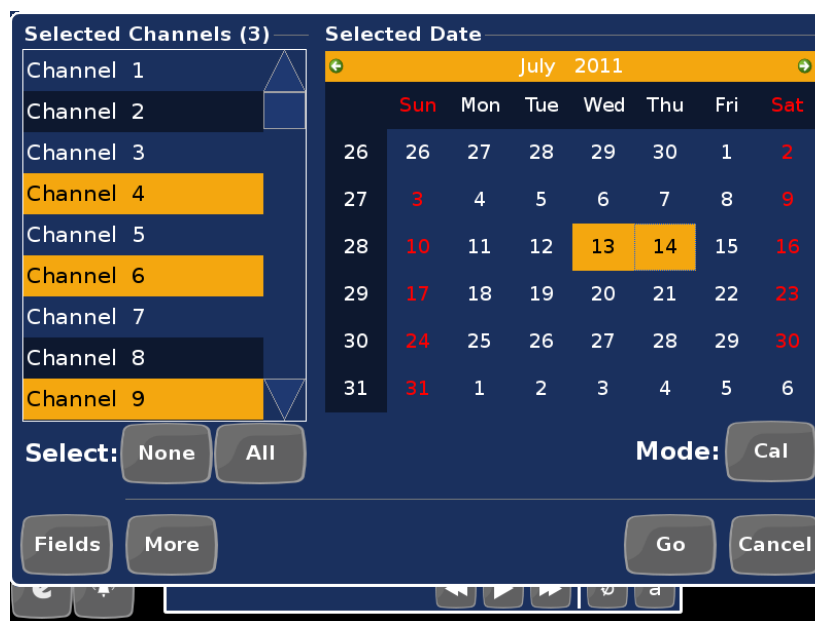
Figure 12—Front Panel Replay Screen



2. Select a recording source by clicking the list-box at the top of the page, and then choose among available sources (by default, "Local Database").
3. Once a source is selected, click the Tools menu (upper right button with a wrench icon) and then choose "Filter Query" to set criteria for the search.

The default search mode is Calendar mode (indicated by the Mode button marked "Cal").

Figure 13—Calendar Mode



4. Click within the calendar to select or deselect dates. You can also drag to select multiple days quickly. The green arrows at the top of the calendar change the month that is displayed.
5. Click the desired channels in the "Selected Channels" list to the left. (Only the selected channels will be searched).
6. Optional: The "Fields" and "More" buttons contain additional criteria for further refining the search.
7. When all criteria have been set, click "Go". The query will run for a moment, and then the Replay record list will appear, containing the recordings matching the set criteria.

To search instead by a known date range:

1. Go to "Filter Query" as before, and click the Mode button. It will change from "Cal" to "Date" mode.
2. Click the "From" and "Through" down-arrows to select dates for the query.
3. Click "Go" to run the query.

To search instead by a relative time window:



1. Go to "Filter Query" as before, and click the Mode button. It will change from "Date" to "Rel", for Relative mode.
2. Click the "Previous" down-arrow to select a timeframe ranging from the present.
3. Enable "Update with Live Results" (the checkbox will turn yellow) to have the query list continually and automatically update as new recordings arrive. Or, disable it (the checkbox will be grey) to skip this feature.
4. Click "Go" to run the query.

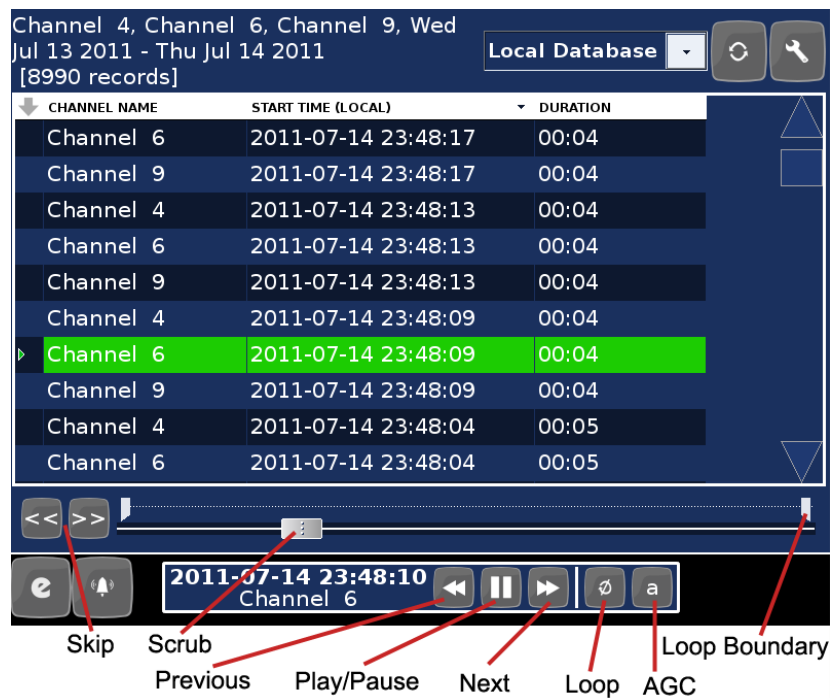
3.1.2. Playback

The NexLog Front Panel can be used to playback recordings on the logger.

1. Click the Main Menu “e” button and choose Replay. This changes the view to the Replay screen.
2. Search for recordings as described above
3. Click any row to begin playback of a single recording at a time.

The buttons in the scrub control and “transport” at the bottom of the screen can be used to control playback.

Figure 14—Replay Transport



- The moving scrub can be used to set the exact point of playback. Click and drag it to move it around.
- The arrow keys to the left of the scrub area can be clicked to skip playback forward or skip playback back by a configured interval.
- The pointers just above the scrub control can be dragged for exact placement of loop boundaries.

- In the Transport area at the bottom of the screen, the Play/Pause button begins or pauses playback,
- The Next and Previous buttons can be used to jump to the next or previous recording,
- The Loop button is used to enable or disable looped playback.
- The AGC button toggles the playback automatic gain control on/off.

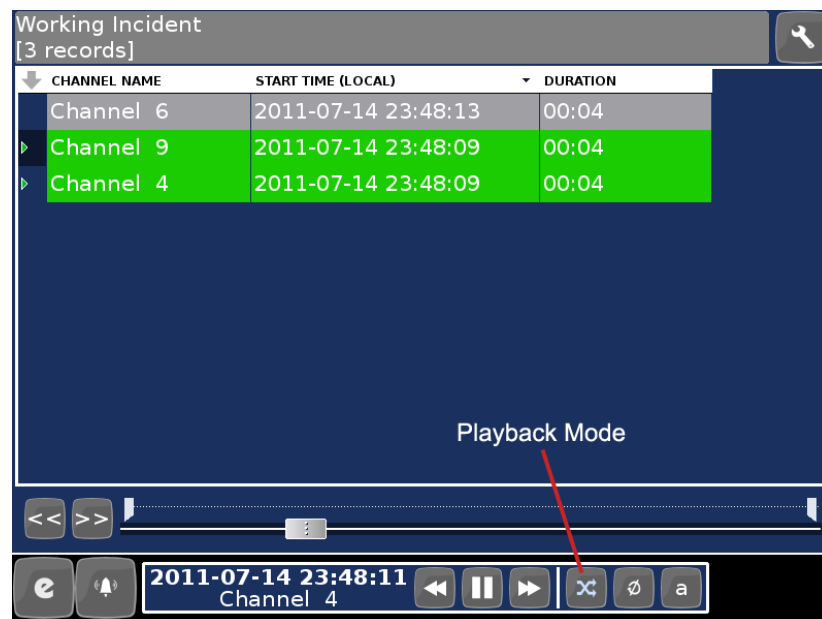
If playback of more than one simultaneous recording at a time ("mixed playback") is desired:

1. Create an Incident of the desired recordings as described below in the "Incidents" section.
2. On the Working Incident page, an additional playback mode button allows selection of mixed play.
3. Click on any recording in the working incident to begin mixed playback.

3.1.3. Incidents

Incidents are a useful way to handle collections of related recordings.

Figure 15—Incident



Creating an Incident

To use the NexLog Front Panel to build an Incident:

1. Query recordings as described in "Query (Search for) Recording", above.
2. Click the leftmost column (this column is indicated by an arrow pointing down) beside any recordings you wish to mark for the Incident. A checkmark will appear next to each selected recording.

Note: recordings that are currently in progress (as shown by red text) cannot be added to Incidents.



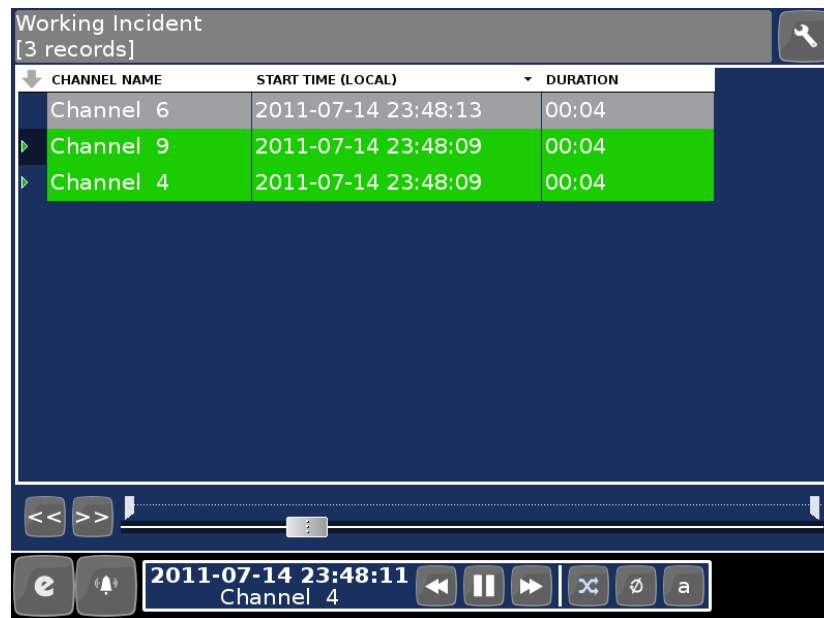
Figure 16—Selected Calls in Replay Screen



3. Click the Tools button (upper right button with the wrench icon) and choose "Add marked to Incident"

The Front Panel will automatically switch to the Working Incident view, and the marked recordings will be added to the incident.

Figure 17—Working Incident



To remove any recordings that are not desired in the Incident, mark the recordings as before, then click the Tools button (upper right button with the wrench icon) and select "Remove marked from Incident".

Saving an Incident

To save the incident (a collection of recordings) on the logger:

1. Click the Tools button (upper right button with the wrench icon) and select "Save Incident".
2. Enter a descriptive name for the incident.
3. Enable "Protect Records" if you wish to protect the recordings from scheduled deletion from the logger, or disable the setting to skip this feature.

To create a new Working Incident at any time, choose "Clear Incident" from the Tools menu, and repeat this process. An Incident which has been saved can be opened into the same Working Incident page by choosing "Open Incident" in the Tools menu and selecting the desired Incident. To return to the Replay screen, open the Tools menu and choose "Switch to Query".

Exporting an Incident

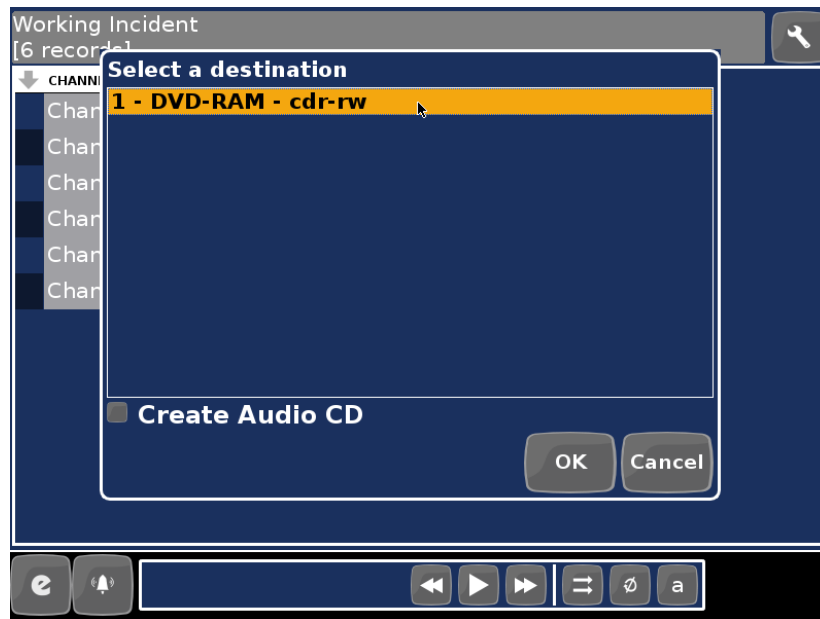
To export an Incident as data files to a CD, DVD, or USB stick:

1. Insert appropriate media to the logger. If a CD or DVD is desired, click the Main Menu button and select "Info". Click the archive drive desired for exporting, and then click "Eject". Confirm to eject, and the logger DVD tray will open. Insert a CD or DVD and close the tray. If a USB stick is desired for export, insert it into one of the logger's available USB slots.
2. From the Replay page, create an Incident as described in "Incidents" above, or open an existing Incident.
3. On the Working Incident page, click the Tools button (upper right button with the wrench icon) and select "Export"
4. In the "Select a destination" dialog box, click the appropriate media for the export, and click "OK". The recordings within the Working Incident will be exported to the selected media. The Front Panel will indicate when the process is complete.
5. If exporting to CD or DVD, when the tray opens, remove the disk and then click OK.

Recordings exported in this manner are individual data files that can be played in Windows Media Player, iTunes, some personal audio players, and similar software and devices.



Figure 18—Create Audio CD



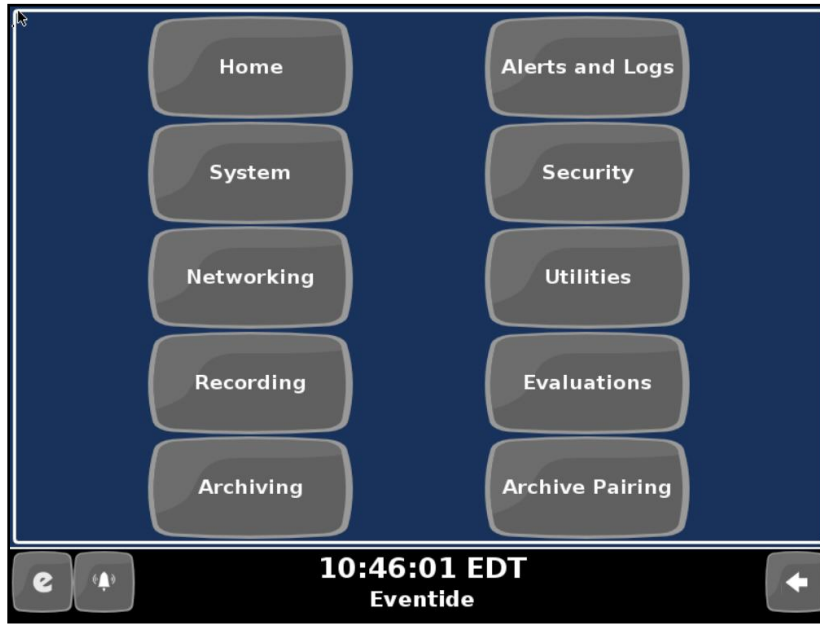
To export an Incident as an audio CD:

1. Click the Main Menu “e” button and select "Info". Click the archive drive desired for exporting, and then click "Eject". Confirm to eject, and the logger DVD tray will open. Insert a blank CD and close the tray.
2. From the Replay page, create an Incident as described in “Incidents” above, or open an existing Incident.
3. On the Working Incident page, click the Tools button (upper right button with the wrench icon) and select "Export"
4. In the "Select a Destination" dialog box, select the CD for export, and then click to enable "Create Audio CD".
5. Click "OK". The recordings within the incident will be exported in Redbook Audio format to the CD. The Front Panel will indicate when the process is complete.
6. When the tray opens, remove the disk and then click OK.
7. Recordings exported in this manner can be played back by any CD player or software that plays standard Redbook Audio CDs.

3.2. Setup Screen

The SETUP screen allows you to view and modify various recorder parameters, such as IP address, time and date, network parameters, user accounts, and channel settings. Details about use of the Setup screen (and the nearly identical NexLog Configuration Manager software) are provided below in Section 3: “Recorder Configuration and Administration”.

Figure 19—Setup Screen

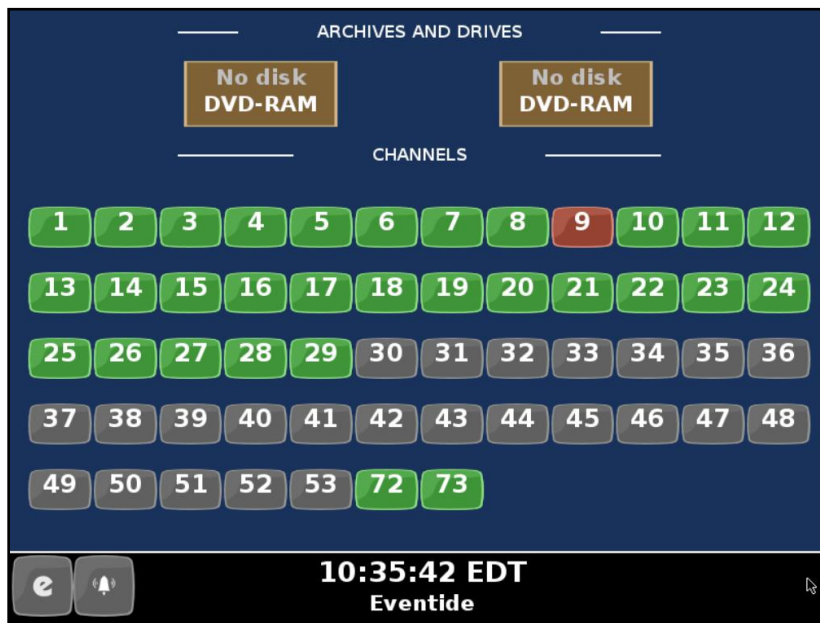


Important! If you are in the process of setting up a recorder, the very first thing you should do is set the Date and Time Zone of the recorder, found under System->Date and Time.

3.3. Info Screen

The INFO screen allows you to view and set parameters for your archiving tasks, check individual channel status, and live monitor channel audio.

Figure 20—Info Screen



The top portion of the screen shows a summary status of your archiving drive or drives. Each archive drive will have an individual status indicator that looks like a brown rectangle with a white boarder. It displays the current status, the



archive drive type (DVD-RAM, USB, NAS, Removable Hard disk), and a green line indicating the percentage full. Clicking or pressing on an archive drive will pop up a box with more information and actions you can take regarding the drive.

Table 4—INFO Screen Messages

Display	Description
No Disk	The drive is empty.
Loading	A medium has been loaded and the recorder is scanning it to learn its status.
Unloading	A medium is being ejected.
Idle, Unformatted Media	An unformatted medium is inserted.
Idle, Blank Media	A formatted, blank medium is inserted.
Idle, Used Eventide Media	A medium with one or more recorded calls is inserted.
Idle, Full Eventide Media	A full medium is inserted.
Eventide Configuration Media	A medium containing recorder configuration information is inserted.
Eventide Call Metadata	A medium containing call metadata is inserted.
Preparing for Playback	The medium is preparing for browsing. “Browsing” means the viewing, searching, and playing back of calls. While preparing, the recorder is loading the calls from the archive into an internal database.
Playback	The medium is ready for browsing.
Standby	
Eventide Export	A data CD containing WAV files playable in a media player.
Audio CD	A CD with Redbook audio that is playable in a standard CD player.

The bottom half of the INFO screen displays information about live incoming calls. Each small block represents a channel. Each channel displays its number and a color:

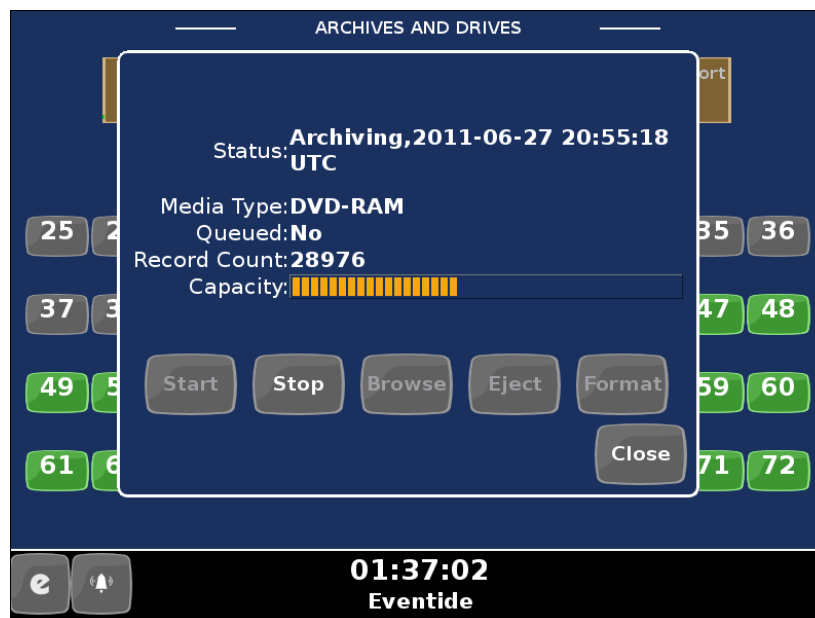
- Green – The channel is idle and ready for recording.
- Red – Audio is being recorded.
- Gray - The channel is not ready for recording. The audio interface board may be missing or has not been recognized by the recorder.
- Yellow – Recording on the channel has been disabled by the “Record Enable” setting in Eventide MediaWorks or the recorder front panel.
- Blue – Recording on this channel has been suppressed by call suppression settings.
- Live monitoring a channel allows you to listen to audio being recorded in real time. This is accomplished by pressing or clicking on the channel status indicator. A yellow oval indicates that the channel is live monitoring. Multiple channels can be selected for live monitor at a single time. To control the volume at the Front Panel use the volume slider wheel below the display.



3.4. Archiving Controls

- Eventide NexLog can permanently copy all recorded activity (including recorded media) to an external archive for preservation. Archives can be created on DVD-RAM media, on USB media and on network drives. You can configure the available archives using setup mode on the front panel or via the web Configuration Manager from your web browser.

Figure 21—Archives and Drives Display



- Touch any archive in Info Mode to display detailed information and control basic archive behavior for the selected archive. All common archive operations can be performed from this dialog. Touch “Start” or “Stop” to initiate or pause archiving on the device. Touching “Browse” will activate the archive, making it available for searching and playback in Replay Mode. Touching “Eject” will remove the archive from the drive (if it is on a physical drive, the media will be ejected; if it is a network attached archive, it will be detached from the network). Touch “Format” to re-initialize the archive media (WARNING: all data on the archive will be lost if you choose this operation).

Table 5—Archive dialog information

Field	Description
Status	Display the current archive status, including the availability for continued archiving, or the current playback mode.
Type	Displays the type of archive drive (DVD-RAM, USB, etc.)
Media Type	Displays the type of archive media (DVD, network drive, etc.)
Queued	Indicates the position of the archive within the archive queue. If another archive drive is filled to capacity, the next archive in the queue is activated.
Record count	Displays the number of recordings on the archive, if available.
Capacity	Gives a rough visual representation of the remaining space left on the archive.



3.5. Information Bar

During operation, the Information Bar displays the current logger time and the currently logged-in user. In addition, depending on the operating mode, it may display other controls or information. The Information Bar is used to navigate between the major operating modes (Info, Replay, Setup and Login) and provide quick access to active alarms.

Figure 22—Information Bar

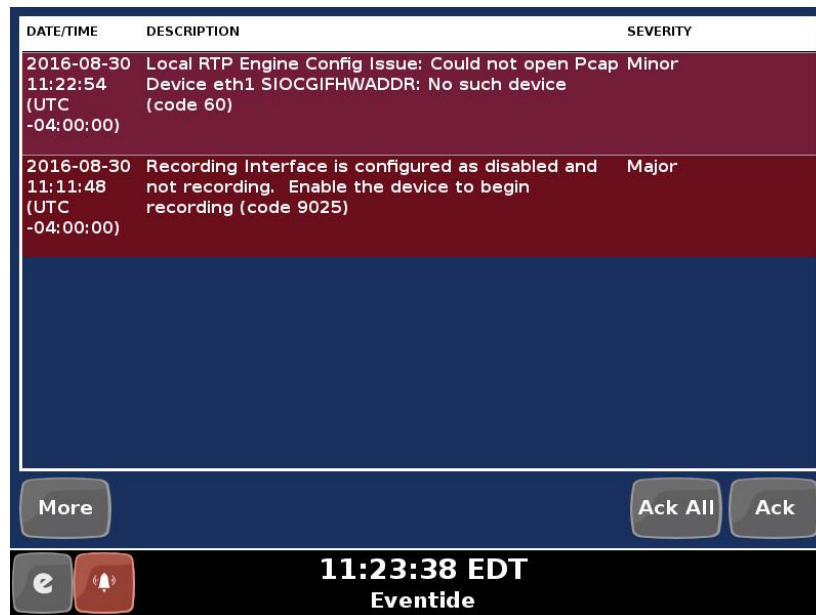


- To switch operating modes, press the mode button and select an option from the menu which appears.
- When active alarms are present, the alarm button flashes. Press the alarm button to view a list of the active alarms. Press the alarm button again to return to the previous operating mode.

3.6. Alarm Status

Alarms can be viewed and acknowledged at the alarm screen viewable by clicking the bell icon on the information bar.

Figure 23—Alarm Status



DATE/TIME	DESCRIPTION	SEVERITY
2016-08-30 11:22:54 (UTC -04:00:00)	Local RTP Engine Config Issue: Could not open Pcap Device eth1 SIOCGIFHWADDR: No such device (code 60)	Minor
2016-08-30 11:11:48 (UTC -04:00:00)	Recording Interface is configured as disabled and not recording. Enable the device to begin recording (code 9025)	Major

Alarms indicate an active condition on the recorder. In some cases, an alarm condition can be automatically resolved by the recorder. An example of such an alarm is losing time synchronization to a time source because it is unavailable for a period of time. Some alarms will require user action before they will be resolved. An example of such an alarm is a hard drive failure in a RAID system.

Alarms can be acknowledged from this screen, causing the alarm to be less intrusive. Once all of the alarms are acknowledged or resolved, the alarm icon will stop blinking red.

Some alarm conditions are configured by default to trigger an audio alarm on the recorder. Acknowledging an alarm condition that causes an audio alert will silence the audio.

To see a history of alarms and alerts go to Setup->Alerts and Logs->Alert history.

For more information on alarms and the action to take, see the Alerts and Alarms section.

3.7. Replay Screen (Detailed Information)

The Replay screen is where you view, search, and playback calls. It's also where you create incidents and export recordings in a format that's playable in a PC without Eventide client software. Calls are displayed as rows, one row per call. You can specify which columns to display (the default set of columns is Channel Name, Start Time, and Duration). Searches are accomplished by applying filters to the main call list. Calls can be filtered on date and time, channel number, and dialed DTMF digits, among other parameters.

Figure 24—Replay Screen



Table 6—Replay Mode information

Area	Description
Description	A brief summary of the current results is displayed at the top of the screen. This includes the channels included in the current filter, as well as the date and time ranges. The total number of queried records is display, along with the number of records which are 'selected' for further processing. When monitoring live channel activity, the "[Live]" tag is also visible.



Data Source	Select the data source to be queried by touching this drop list. The local database is always available, along with any browsed archives (see Info Mode for information on browsing archives).
Refresh	Touch this button to refresh the current query.
Menu (wrench icon)	Touch this button to display a menu containing additional functions.
Results	Records matching the current filter are displayed here.
Playback Controls	When playback is started, these controls allow typical playback functions (next, previous, pause, loop, etc.).

3.7.1. Playing Audio Recordings

Do the following to play back a recording:

From the main Replay screen, touch or click on a recording. The audio recording will play, and a timeline will display at the bottom of the screen showing the recording's playback status and general attributes.

Press **Next** to play the next audio recording, in descending sequence. Press **Previous** to play the previous recording. Press **Pause** to pause playback for the current recording.

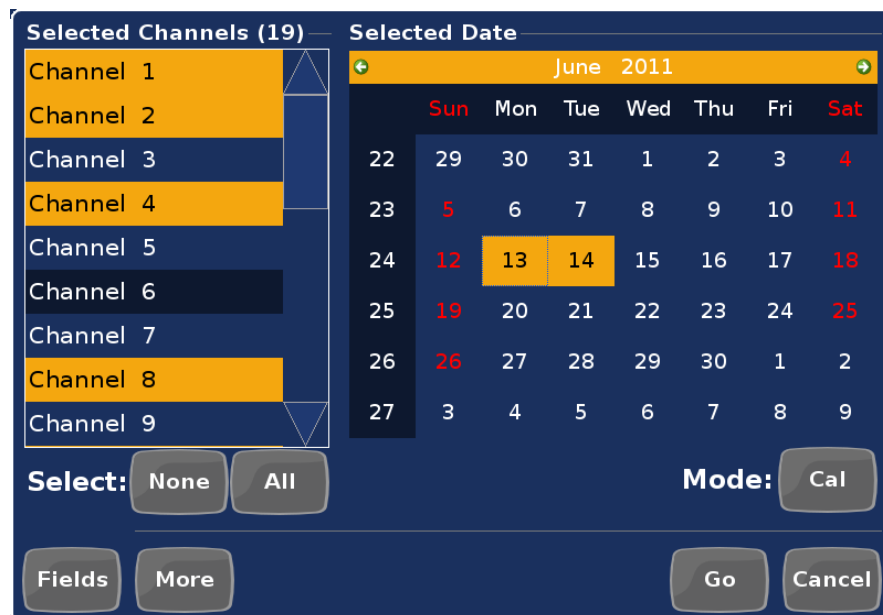
Press the **Looping** icon to toggle looping of the call playback.

Press the **AGC** icon to enable AGC.

3.7.2. Searching for Recordings

By default, Replay Mode will display all available recordings across all channels for the last 24 hours. In addition, channels are monitored for activity, and new recordings will automatically appear in the results list. Perform more advanced searches by selecting "Filter query" from the menu button at the top of the display.

Figure 25—Calendar Mode Search



Use a combination of all available filters to refine your search to find exactly the set of recordings you're looking for. A basic query involves two parts: a channel filter and a date filter. Touch "Fields" or "More" to limit queries further by specifying other additional filter parameters.

To select the channels for the query, simply touch the desired channel name in the "Selected Channels" list. To deselect a channel, touch it again. Shortcut buttons for selecting "All" or "None" are located below the channel list. Only channels for which you have permission to view are included in the list.

Select date filters for the query in one of three ways. Change the date selection mode by pressing the "Mode" button repeatedly until you find a date selection method which works best for the query you are attempting.

In "Calendar" mode, select days in a traditional monthly calendar by touching individual days of interest. Select any combination or range of days. Change the month or year by navigating with the controls at the top of the calendar.

Figure 26—Calendar



Note: When using the calendar selector, you can only select days on the currently selected month.

In "Date" mode, specify a starting and ending date. Touch the "From" date and choose a starting date from the calendar which appears. Touch the "Through" date and select an ending date (inclusive) for the query.



Figure 27—Date Mode



In “Relative” mode, recordings are retrieved within a specified time period relative to the current date and time. Touch the “Previous” list box and choose one of the available options. Optionally, enable the “Update with Live Records” option to continuously monitor channel activity for new recordings and have them appear in the results. Enabling this option adds the “[Live]” tag to the Replay Summary.

Figure 28—Relative Mode



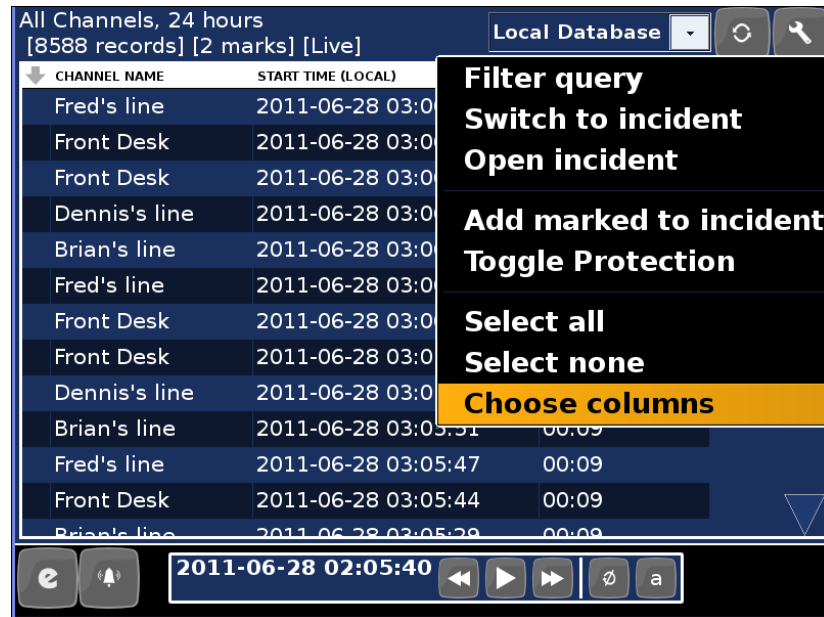
3.7.3. Filtering

Optionally, add other standard filters to the query by touching the “Fields” button. A dialog appears, allowing you to enable filters based on “Protection”, “Duration” and “Direction” of recordings. Simply enable a desired option and touch “OK” to add the filter to the current query. The “More” button allows you to further limit the query by specifying values for custom database fields, including Caller ID. Your installation of NexLog might have additional, custom fields as well. Add as many filtered fields as needed; they will all be appended to the filter.

3.7.4. Choosing Columns

Changing the default set of columns will allow you to see associated metadata with your recordings. To change the column selection, navigate to the “Choose Columns” menu option in the Replay menu. From the dialog which appears, toggle the desired column names on or off by touching them. Touch “OK”, and the selected columns are displayed in the results. Once recordings are displayed from your query, sort the results using any visible column. Simply touch the header section to sort the recordings. Touch it again to sort in the opposite direction. Re-order columns by touching and dragging them to a new location.

Figure 29—Replay Mode Menu



3.7.5. Creating Incidents

Incidents are a collection of recordings that can be managed separately from the list of filtered recordings. Incidents can be saved and exported for future use and shared with other users on remote clients like Eventide MediaWorks.

To add a recording to an incident you select the recording by pressing (or clicking) in the left most column. Toggle check marks on and off for individual recordings by touching the desired recordings directly. You can also mark and unmark recordings en masse by touching “Select all” or “Select none” from the Menu button, which adds or removes the selection checkmark on all recordings at once. After recordings have been marked in this fashion, select an operation from the Menu button at the top of the display. Selecting “Toggle Protection” will enable or disable the “protected” flag for the selected recordings. “Protected” recordings are preserved by the recorder and never marked for deletion.

Once you have selected a group of recordings to form the Incident, touch “Add selected to incident” from the Menu button, and all marked recordings will be copied into a working incident. The Replay Summary will indicate “Working Incident” so you know that the recordings which are now visible in the results are those which you have specifically put there. An “incident” typically



represents a logical grouping of recordings, arranged according to whatever criteria you desire. To remove recordings from the incident, first place a check mark next to them, and then touch “Remove selected from incident” from the Menu button; the recordings will be removed from the incident. To quickly remove all recordings from an incident, touch “Clear incident” from the Menu button.

Figure 30—Selected Calls in Replay Screen



Save, or open previously saved, incidents from the Menu button. To save an incident select “Save incident” from the Menu button. A dialog will appear where you will be asked to supply a name for the incident (and, optionally, to protect the recordings contained within the incident). Saving an incident allows other remote clients (such as Eventide MediaWorks) to view and open the incident when connected to the same Eventide NexLog recorder. To open a previously saved incident, select “Open incident” from the Menu button and touch the desired incident name.

Touch “Switch to query” or “Switch to incident” from the Menu button in order to move back and forth between the “working incident” and the current query. This allows additional recordings from the query to be added to the working incident. When viewing the query, any recording from the current query which already exists in the working incidents is indicated with a grey color.

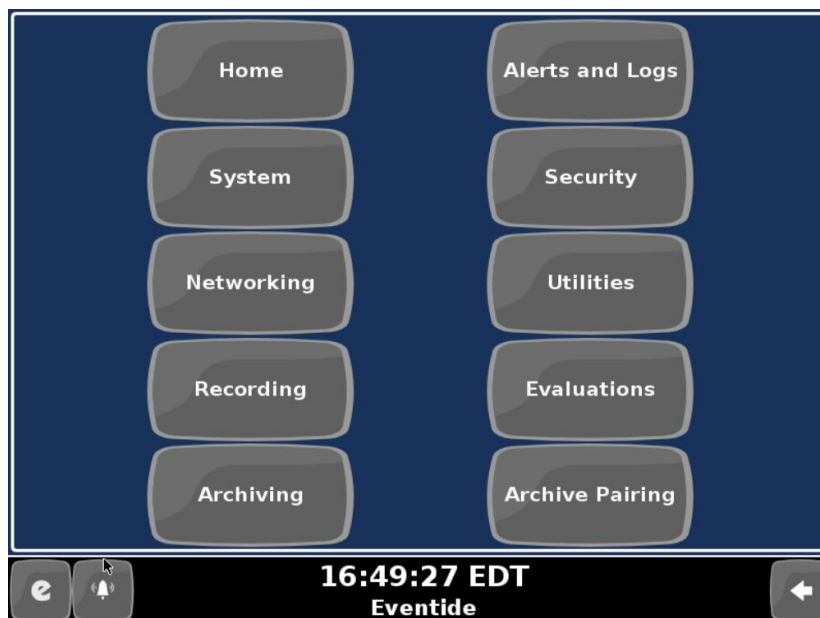
Export the audio from all recordings collected into an incident by touching “Export” from the Menu button. Before exporting audio, ensure that an appropriate export destination is available (for example, insert a blank recordable CD, or insert a blank, formatted USB thumb drive, into the recorder). When exporting, all available export destinations will be listed in the dialog which appears. Select the export destination. For recordable CDs, you will have the additional option of creating an audio CD, which can be played back in any CD player. Otherwise, audio data will be copied or burned to the destination location directly.



4. Recorder Configuration and Administration

This section discusses setup and administration of the recorder from the front panel and the NexLog Configuration Manager tool. When utilizing the Recorder's Front Panel's Setup Screen, you are actually connecting to the same configuration interface that is accessible via a web browser. The Setup Screen layout differs from the Web Configuration tool only in that it's visually optimized (via Blue background) for the usage on the Front Panel's touch screen, but the configuration functionality is identical. This section will cover both configuring from the Front Panel and via the web-based NexLog Configuration Manager tool.

Figure 31—Front Panel Set-Up top level menus

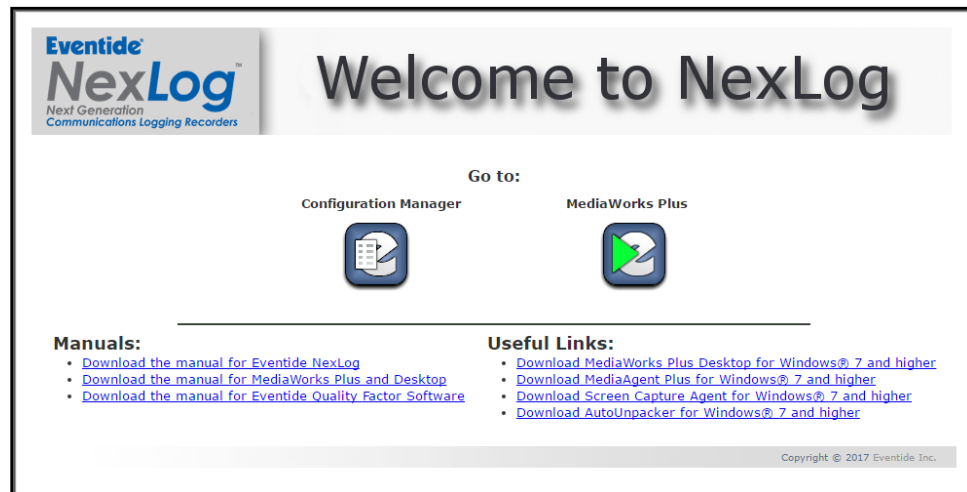


4.1. The Welcome to NexLog Screen

To access the NexLog Configuration Manager, navigate to the recorder's host name (IP address) in a web browser, for example: <http://192.168.2.1>, which will bring you to the Welcome to NexLog page. This page provides quick links to useful online features: Configuration Manager and MediaWorks Plus, as well as download links for the latest MediaWorks and MediaAgent clients, and PDFs of the manuals for each NexLog product.



Figure 32—Web Browser Welcome Page



The welcome page can be disabled via the “Users and Security: System Security” page. Disabling the welcome page will force the recorder to go directly to MediaWorks Plus when accessed from the browser. To enter the “Configuration Manager” simply add “/admin” after the base IP address or hostname in the address bar. For example: *http://192.168.2.1/admin*

4.1.1. MediaWorks Plus

MediaWorks Plus is a streamlined web version of the MediaWorks desktop software. To learn more, read the MediaWorks Plus Manual (part number 141217.)

4.2. SETUP: NexLog Configuration Manager

Eventide NexLog Configuration Manager has been tested with the following web browsers:

- Mozilla Firefox 4 and above
- Microsoft Internet Explorer 8, 9, 10 and 11
- Apple Safari
- Google Chrome 12 and above

Other web browsers will most likely be usable as well, but you may experience some visual glitches or missing functionality.

Logging into the Web Configuration Manager always requires authentication. By default, the username and password “Eventide”/”12345” are installed at the factory. It’s always recommended that these defaults are changed to something secure once the recorder is installed.

Once authenticated through a web browser you will see the Eventide Configuration Manager. On the Left side is a list of top level configuration categories. Clicking on a category will expand it, so you can see the configuration pages inside the category. Clicking on a link will take you to the corresponding Configuration Manager page. Each page is designed to allow the



user to configure or view the status of an aspect of the recorder's configuration. The categories and their contents are listed below. Following the list is detailed description of each page.

4.3. SETUP: System

4.3.1. System Info

Figure 33—Configuration Manager System Info

The screenshot shows the 'Configuration Manager' interface for an Eventide NexLog recorder. The left sidebar contains a navigation menu with options like Home, System, System Info, Date and Time, License Keys, Storage Devices, Translations, Configuration Files, System Diagnostics, Power Off, Basic Reports, Enhanced Reports, Networking, Recording, Archiving, Alerts and Logs, Users and Security, Utilities, Quality Factor Software, and Change Password. The main content area is titled 'Configuration Manager' and has four tabs: CONFIGURATION, IDENTIFICATION, INTERFACES, and HISTORY. The 'CONFIGURATION' tab is active, displaying the following system information:

- Recorder Serial Number: 740000192
- Current Firmware Version: 2.7.0[135]
- IP Address: 192.168.1.214
- MAC Address: 00:0C:29:6D:3C:C1
- Total memory KB: 8316044
- Current Time: 2016-08-30 11:38:13
- Timezone: America/New_York (EDT)

Below this information is a table for 'Storage Devices':

DEVICE TYPE	PARTITIONS	PERCENT FREE
STORAGE-DEVICE-TYPE-HARDDISK	grub,root,log,config,storage	84.85%

At the bottom of the configuration area are 'Export Config' and 'Import Config' buttons. The footer of the page reads 'Copyright © 2016 Eventide Inc.'

This screen has 4 tabs labeled CONFIGURATION, IDENTIFICATION, INTERFACES, and HISTORY. Clicking on a tab header will activate that tab.

Configuration

Recorder Serial Number: Assigned by the Eventide factory to identify a recorder.

Current Firmware Version: Software version and build number running on the recorder.

IP Address: Address of the first Ethernet port in the system

MAC Address: Media Access Control address of the first Ethernet port in the system

Total memory KB: Amount of usable RAM in the system



Current Time: Current local date and time of the recorder

Time zone: Time zone setting of the recorder

Storage Devices: List of the available storage devices in the recorder. (Hard Drives, RAIDs, SAN, etc.) This list does not include archive devices.

In addition to all the information described above, this page contains two additional important buttons, 'Import Configuration' and 'Export Configuration'. Export Configuration allows you to export all of the recorder's configuration settings for back up and safe keeping. 'Import Configuration' allows these settings be re-loaded into the recorder. This is designed to allow you to back up and restore your settings, for example, if you want to reinstall your recorder's firmware. You can also use this option to Import the configuration from a different recorder with identical hardware. It is not supported to Import Configurations across different hardware (models, storage devices, Telephony Boards), or software versions. For example, if the configuration you want to import was exported under 2.1.4, you should install 2.1.4 on the recorder, restore the configuration, and only then upgrade the recorder to the latest. After performing a Configuration Import, it is important to immediately reboot your recorder; this will happen automatically.

Identification

Recorder Name: The logger name that will be displayed in remote clients.

Facility Name: The facility name (i.e.: location) that will be stored on archive media.

Interfaces

This page displays a summary of the recording boards installed in the system.

History

Recorder Run History: Displays a history of system startup and shutdown. Also note that unplanned shutdowns are noted in this list and usually indicate a power failure to the recorder. Unplanned Shutdowns can cause severe issues and should be avoided.

Recorder Upgrade History: Displays a history of the first firmware install on the recorder and subsequent updates.

4.3.2. Date and Time

This page allows you to configure your date/time and time sync settings. The top two items are Time and Time zone. To modify these settings and have them take effect when you click 'Save', you must first click the 'Edit' checkboxes. This is to protect you from accidental changes. Time and Time zone are very important settings on a Recorder. Recordings generated during times when these are incorrectly set, will be recorded on the wrong dates/times and may be impossible to find or overlap other properly recorded calls. The configured time



zone is primarily used for displaying timestamps in Setup and on the front panel. Regardless of the configured time zone, call records are actually stored in the recorder's database in UTC time zone and converted for display and querying. The time zone is also used for synchronizing with a time source that provides Local Time rather than UTC (see below.)

In addition to setting your time and time zone, this page allows you to set your Time Sync settings. Time sync settings allow you to slave your recorder's internal clock to an external source to make sure the internal time and all recording timestamps remain accurate and synchronized across your organization. Eventide highly recommends the use of Time Sync. When you select a Time Source via the Time Source Radio buttons, all configuration settings relevant to that Time Source will appear below. The Available Time sources are:

None: No Time sync, only the recorder's internal clock will keep time

NTP: Network Time Protocol. You can configure the IPs of up to 4 NTP time servers. Only one will be used at a time, but others are backups in case the recorder cannot reach a primary time source. Normally, the recorder will slowly "slew" the current time to the time source's time if they do not match to prevent large time jumps. The Force Sync option will save the current settings and immediately set the recorder time. This is useful when first setting up a recorder.

IRIG-B: Only relevant if you have purchased the optional IRIG-B time code reader for your recorder. IRIG-B is a time source protocol provided over a coaxial cable. You can select whether your IRIG-B time source is providing current time in the UTC Time zone, or in the Local Time zone you have configured under 'Time zone'

RS232: Some Time sources provide time over an RS232 (Serial) Cable plugged into the recorder. Here you can configure which serial port you have your time source plugged into and which of the supported formats the time source will be formatting the timestamps in. You also select serial settings to match your time source such as Baud Rate, Parity, Number of Data bits and Number of Stop Bits. Like IRIG-B you can configure whether your time source is sending time stamps in UTC or Recorder Local Time.

Wharton: Wharton is a special case of RS232 time sync which does not have any options about baud rate or format, as this is hard coded as part of the protocol. In addition, only the first serial port can be used for Wharton.

Regardless of the time source you are attempting to sync to, as a precaution against the recorder receiving an invalid timestamp from the time source, the recorder will only act on a timestamp received if it is within 5 minutes of the recorder's own clock. Therefore, when first syncing to a new time source it may be necessary to first manually set the recorder's time 'in the ballpark' of the time source's time. In addition, the recorder will not allow large jumps in time due to a time source input but will instead slowly 'slew' the recorders time towards the time source time. The recorder attempts to avoid time ever moving backwards, as this could cause overlapping recordings.



At the bottom of this page is some diagnostic information about your configured time source, from which you can see information such as jitter and reach ability of your time source. This information is useful for troubleshooting problematic time sources. It includes information about which time sources are configured, which are reachable, and which, if any, the recorder is currently synchronized to. You must click the refresh button to see the most recent data. The formatting of this information is identical to the standard UNIX / Linux command 'ntpq -p'. For more information on the data format used search online for 'ntpq'.

4.3.3. License Keys

License keys are purchased from Eventide to enable licensed functionality. Your recorder will ship with one or more license keys installed, and you may also be sent additional license keys if you upgrade or add new options to your recorder. License keys are entered on this configuration page. Every recorder has one primary license key. If this key is not entered, or does not match the hardware, the system will run normally for 7 days during a grace period, and then certain functions, such as archiving and call playback will become unavailable until a valid key is entered. You cannot delete a primary key or add more than one, only edit your primary key. Each license key is a long number provided by Eventide. When you add or edit a key, you will see it in the list along with either the text 'Not a Valid License Key for this Recorder' or a description of which features the license key enables. If the license key itself is valid for your recorder but does not provide adequate coverage for your installed configuration (for example if you add in an additional Analog Board beyond your licensed channel count), the particular field which is not adequate will be marked as "INVALID". For the license to function on your recorder, it must be valid for the recorder itself, and cover the installed features. If your license key does not cover your purchased features, such as if you purchase an additional Analog Board, you must get a new license key from Eventide.

In addition to the primary license key which contains information on number and types of channels, number of client connections, hard drive size, etc. There are Add-on Keys. Add-on Keys can be modified, added, or deleted from the system and contain additional 'add on' features such as Metadata Feeds or Radio-Over-IP channels. Each add-on key can provide up to three features.

Figure 34—Example license display with a Primary key and one Add-on license

KEY TYPE	LICENSE KEY
Primary	10921636402571108121 Num Analog Channels = 96 Num Digital Channels = 96 Num MediaWorks Connections = 16 Num MediaAgent Connections = 16 Num Archive Drives = 2 Max Disk Size (GB) = 500
Addon	12339705336500951659 Num Centralized Archiving Destinations = 2

Evaluation licenses are available for some NexLog recorder features, such as Quality Factor and Enhanced Reporting. Evaluation licenses can be requested from Eventide through an authorized reseller. Eventide has the right to approve or deny evaluation license requests. When an evaluation license reaches its expiration, the licensed feature will no longer function until a new license key has been applied.

4.3.4. Storage Devices

This page presents information about hard drives, RAIDs, or SANs connected to your recorder. You can visualize the amount of free and used space, the serial number of disk drives, and RAID Configuration and settings. The "Refresh" button is used to refresh the information provided on the page. After the page loads, you will see at the top of the page a Hard Drive Icon representing your RAID or SAN along with a description of what type of storage device your recorder has installed (Hardware RAID, Software RAID, or SAN). To the right of the icon will be a status indicator if the drive is degraded or rebuilding. The red text DEGRADED is displayed if the RAID is currently running in a degraded state. If the RAID is rebuilding, the yellow text 'REBUILDING' will be displayed as well as the current percentage of the rebuild that is complete. When a RAID is degraded, there is no data redundancy, so it is important to replace the failed drive as soon as possible. Also displayed is an indicator of how full the storage device is. On a heavily loaded system or a system that has been running for some time, it is normal for a storage device to appear as full or almost full always. This is because the recorder is usually configured to remove older, unprotected media records as new media records begin.

Figure 35—Software RAID 1 storage devices

The screenshot displays the configuration for a Software RAID 1. At the top, there are 'Refresh' and 'History for All Devices' buttons. Below them is a RAID1 icon, the text 'Status: OK', 'Software RAID 1', and a 'Used space' progress bar. A 'Details' section is expanded, showing a 'History' button. The 'Partitions' section contains a table with the following data:

Name	Size MB	Free Space MB
log	10,000	8,338
config	2,000	1,789
storage	978,000	37,244

The 'Disks' section contains a table with the following data:

Device	Serial NO	Model	Firmware	Size	°C	Status	Options
SATA Port 0	Z1W00EW2	ST1000NM0033-9ZM173	GA00	1000.0 GB	34	ACTIVE	Options ▼
SATA Port 1	Z1W016TZ	ST1000NM0033-9ZM173	0001	1000.0 GB	33	ACTIVE	Options ▼

To the left of the icon is an icon that looks like a plus sign. Click this icon to expand the storage device to see details about the device:



The detail view will display information about the sizes of each partition on the drive, its size, and how much free space remains. Above this is a 'history' button. Pressing this button will display the device history, which is a log of important events that have occurred on this drive, such as RAID Degrades. The 'Disks' heading which is only displayed for RAID Systems displays disk drives in the RAID. For each drive, the Device ID and Serial Number of the Hard Drive are displayed. In addition, the current status of the drive is displayed. The possible status values are as follows:

ACTIVE: The drive is currently active and functioning in the RAID

DEGRADED: The drive is in the RAID but not providing redundancy, either because it is failed or because it is still being rebuilt onto.

REBUILDING: A new drive has been added to the RAID or an existing drive is being synced into the RAID. A completion percentage will be displayed; refresh the page to see this percentage update as the rebuild happens.

HOTSPARE: An extra drive has been added to a RAID that is already in OK state. This drive will be automatically added if another drive degrades. This feature requires an Add-On License and for RAID5 requires an 8-port LSI RAID card.

Note: On systems with RAID6, if two drives are rebuilding at the same time the status percentage will remain at 0% until the first drive added is finished rebuilding; the third-party HW RAID card only reports the lowest completion percentage across all drives in the rebuild state, and since it rebuilds only one at a time, that percentage will stay at 0 for a long time. This is expected in this rare situation.

REMOVED: There was a drive in this position (slot) in the RAID but it has been removed. RAIDs with REMOVED drives are by definition degraded. A new drive should be put in the REMOVED slot and added to the RAID as soon as possible.

FAULTY: On software RAIDs this state indicates an otherwise well-functioning drive that has been forced into a failed state by a user. This state is the first step in removing an otherwise functioning drive.

IDLE: The drive is not associated with the array in any way.

The 'Options' button next to the drive status will give you a menu of options for the selected drive:

History: View a history of important events that have occurred to the drive.

Remove: will remove the disk drive from the RAID if it's a hardware RAID or if the device is already FAULTY or DEGRADED

Set Faulty: option to begin the removal process for a Software RAID system on a drive that is currently ACTIVE

Add: A drive that is IDLE or REMOVED can be added into a RAID to be utilized by the RAID

The serial number displayed for each drive in the RAID can be helpful in the case of a failed drive, to verify which drive needs to be replaced.



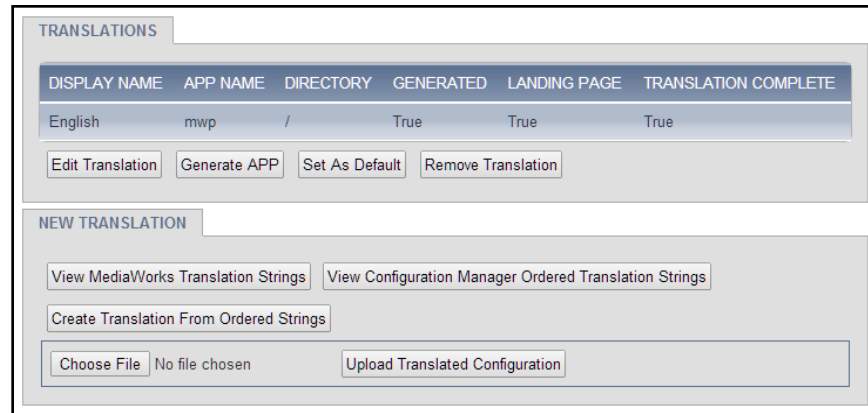
4.3.5. Translations

NexLog supports using MediaWorks Plus in multiple languages via user-configurable translations. The translations are user-customizable and presented in a list of text “strings” that you can edit for clarity.

Translations Basics:

You can view, edit and upload Translation files stored on the recorder in Configuration Manager via the System: Translations page.

Figure 36—Default Translations view



At the top is a list of currently loaded Translation files, with important information displayed in a column view. Note that a full translation requires a pair of files, one for MediaWorks Plus and one for elements of MediaWorks Plus that draw on elements from Configuration Manager, such as Evaluations and Alerts. These are distinguished by App Name: mwp for MediaWorks Plus or webconfig for Configuration Manager.

The **Display Name** must be unique for each Translation, we recommend (Name of Language) (Name of APP) to keep things clear. For example, for French, we suggest having the display names be Française MWP and Française WC.

On the other hand, the **Directory** must be the same for each half of a translation. So, in this case, both Française MWP and Française WC should have a directory of “fr”.



Figure 37—Translations Configured

The screenshot shows a web interface for managing translations. At the top, there is a tab labeled 'TRANSLATIONS'. Below it is a table with the following data:

DISPLAY NAME	APP NAME	DIRECTORY	GENERATED	LANDING PAGE	TRANSLATION COMPLETE
English	mwp	/	True	False	True
Française MWP	mwp	fr	True	True	True
Française WC	webconfig	fr	N/A	N/A	True

Below the table are four buttons: 'Edit Translation', 'Generate APP', 'Set As Default', and 'Remove Translation'. Below this is another tab labeled 'NEW TRANSLATION'. Under this tab, there are three buttons: 'View MediaWorks Translation Strings', 'View Configuration Manager Ordered Translation Strings', and 'Create Translation From Ordered Strings'. At the bottom of the 'NEW TRANSLATION' section, there is a file selection area with a 'Choose File' button, the text 'No file chosen', and an 'Upload Translated Configuration' button.

Set as Default changes which language the Welcome page will use as the main link to MediaWorks Plus. By default, this is English, and other language choices will appear below the MediaWorks Plus icon, listed by Display Name. On a system configured as above, however, the icon would link to the *http://recorder-IP/client/fr/mediaworks/* address, leading to the French translation.

Generate App will be covered in the next section, as it makes more sense in context.

Creating A Translation:

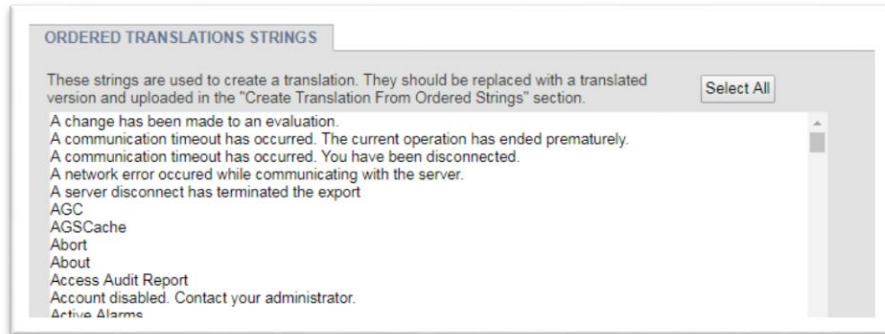
To create a new translation, start by clicking the **View MediaWorks Translation Strings** button. A string can be a word, a number, a sentence, and these strings make up all the text directly visible in the MediaWorks Plus client. Text that appears in alerts, quality factor and archiving is optional to translate and is covered in the Configuration Manager Translation Strings, which will be next.

Figure 38—New Translations section of Translations Page

This screenshot shows the 'NEW TRANSLATION' section of the interface. It contains three buttons: 'View MediaWorks Translation Strings', 'View Configuration Manager Ordered Translation Strings', and 'Create Translation From Ordered Strings'. Below these buttons is a file selection area with a 'Choose File' button, the text 'No file chosen', and an 'Upload Translated Configuration' button.

Once you've clicked **View MediaWorks Translation Strings** button, use the **Select All** button to select all the strings, then copy the selection and paste into a text file or word document. You can then translate each line manually, or, as we recommend, pass the lines through a machine translation service like Google Translate, to provide a first draft of a new translation and then refine the translation manually.

Figure 39—Ordered Translations Strings Page



IMPORTANT NOTE: The translation created via Google will likely have amusing or embarrassing mistakes in it, for example, going from English to French it will confuse “Channel” for “River”, and from English to Russian it will want to “Rescue” your incidents rather than “Save” them. So, it is essential that a native speaker of the language being translated-to proofread the result to avoid obvious mistakes or confusing word choices made by the context-less machine translation.

ALSO IMPORTANT: The strings must be kept one to a line, in the exact order presented here, or the translation will not work correctly. Lines out of order will cause text to show up in the wrong places in the translation, or for the translation to not work at all.

Once you are ready to build a translation out of one set of strings, click the **Create Translation From Ordered Strings** button. This will bring up a page with a large text field pre-populated with this text:

```
[SETTINGS]
TRANSLATION_DISPLAY_NAME=<display name>
TRANSLATION_OUTPUT_DIRECTORY=<app path>
TRANSLATION_APP=mwp
TRANSLATION_DO_DYNAMIC=1
TRANSLATION_DISPLAY_R_TO_L=0
[TRANSLATIONS]
```

Paste your translated lines beneath the [TRANSLATIONS] line, then scroll back up to the top of the field to fill in the settings:

The **Display Name** must be unique for each Translation, we recommend (Name of Language) (Name of APP) to keep things clear. For example, for French, we suggest having the display names be Française MWP and Française WC. On the other hand, the **Output Directory** must be the same for each half of a translation. So, in this case, both Française MWP and Française WC should have a directory of “fr”.

The **Translation APP** is either MWP, for the MediaWorks Strings or WebConfig, for the Configuration Manager Strings. Anything else will fail to load.

Translation Do Dynamic should be left as 1 if you want any custom field names to be translated; they will show up at the end of the app for editing once this is saved.



Translation_Display_R_To_L should be set to 1 if the target language reads right to left. Note this only changes the direction the text is written in; it does not flip the whole UI of MediaWorks Plus.

Once this is all configured, scroll down and click **Save**.

If successful, the Translations page will load again with a message saying: "Translation uploaded. Select "Generate APP" to enable the translation." Click the **Generate App** button to create a custom version of MediaWorks Plus at the directory configured in the Translation settings.

The **Generate App** step is not required for WebConfig translations, as a custom MediaWorks Plus does not need generating to use that translation, but a MWP translation pointing to the same directory is required to make any use of it.

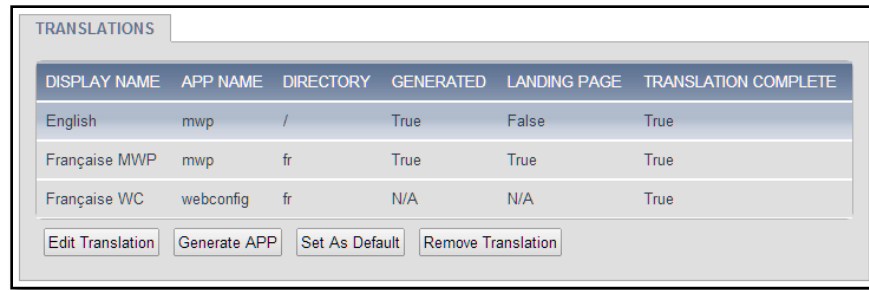
After making the MWP translation, one can translate Alerts, Quality Factor and Archiving windows shown in MediaWorks Plus by making a Configuration Manager Translation. Start by clicking the **View Configuration Manager Ordered Translation Strings** button and repeat the above steps, with one major difference: Alert strings contain variables such as <~1~> and <~112~>, which must remain whole during this process. These variables substitute in text like the name of the recorder, the serial number of the recorder, error messages from the database, status messages passed along from third-party hardware installed in the system, etc.

Three things to note about the variables:

1. They must remain exactly as typed: <~1~> is good, but <~ 1 ~> is not. Translations by Google for some languages will modify the strings, and by using Find & Replace in Microsoft Word or other text editors, one can change all instances of <~ 1 ~> in the machine translation back to the required <~1~>. This must be repeated for <~110~>, <~111~>, etc, that you find throughout the list. Malformed variables will show up as plain text in the alerts.
2. The variables can be rearranged to better fit the grammar of the language. Missing variables are ignored. Extra variables are also ignored.
3. Because it is impossible to offer every possible string these variables can stand for, they are not translated and fall back to what they are by default in the English translation. In most cases, the variables will be easily understood numbers like software version or serial number; in other cases they will be highly specialized database strings that can will be useful when reported to dealers or support when reporting a problem.

Editing an Existing Translation:

Figure 40—Translations Configured



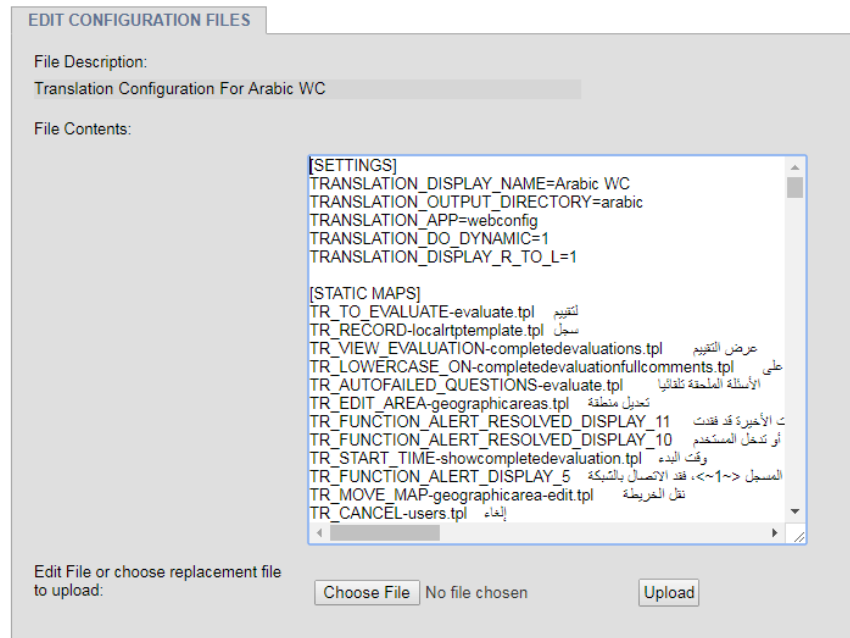
DISPLAY NAME	APP NAME	DIRECTORY	GENERATED	LANDING PAGE	TRANSLATION COMPLETE
English	mwp	/	True	False	True
Française MWP	mwp	fr	True	True	True
Française WC	webconfig	fr	N/A	N/A	True

Buttons: Edit Translation, Generate APP, Set As Default, Remove Translation

A translation may need a second draft; a word might feel awkward in context, or a phrase may be too long for the space available. Or perhaps an existing translation file is available, but your site wants to customize some of the terminology used. For these reasons and more we provide the option to edit existing translations.

To begin, select the file from the list and click the Edit Translation button. This will open the Edit Configuration File page for this language. You can edit the text here, or you can select all, copy, and paste into a separate text editor to make your changes, then copy and paste the entire list back into this page and save. If the file changed is a MediaWorks Plus translation, select the translation and click Generate APP to update it to the latest text.

Figure 41—Edit Translations Page



EDIT CONFIGURATION FILES

File Description:
Translation Configuration For Arabic WC

File Contents:

```
[SETTINGS]
TRANSLATION_DISPLAY_NAME=Arabic WC
TRANSLATION_OUTPUT_DIRECTORY=arabic
TRANSLATION_APP=webconfig
TRANSLATION_DO_DYNAMIC=1
TRANSLATION_DISPLAY_R_TO_L=1

[STATIC MAPS]
TR_TO_EVALUATE-evaluate.tpl لتقييم
TR_RECORD-localrptemplate.tpl سجل
TR_VIEW_EVALUATION-completedevaluationfullcomments.tpl عرض التقييم
TR_LOWERCASE_ON-completedevaluationfullcomments.tpl على
TR_AUTOFAILED_QUESTIONS-evaluate.tpl الأسئلة المعلقة تلقائياً
TR_EDIT_AREA-geographicareas.tpl تعديل منطقة
TR_FUNCTION_ALERT_RESOLVED_DISPLAY_11 - الأخرى قد فقدت
TR_FUNCTION_ALERT_RESOLVED_DISPLAY_10 أو كتخل المستخدم
TR_START_TIME-showcompletedevaluation.tpl وقت البدء
TR_FUNCTION_ALERT_DISPLAY_5 المسجل <-1>، فقد الاتصال بالشبكة
TR_MOVE_MAP-geographicarea-edit.tpl نقل الخريطة
TR_CANCEL-users.tpl إلغاء
```

Edit File or choose replacement file to upload: No file chosen

Upload Translated Configuration:

We recommend contacting Eventide Support to inquire about currently available translations, and then using the Upload Translated Configuration feature. To do so, choose the file with the Choose File button, then click Upload Translated



Configuration. If the file chosen is a MediaWorks Plus translation, once it is loaded, select the translation and click Generate APP, to make it available on the welcome page.

4.3.6. Configuration Files

Here you can view and edit configuration files stored on the recorder. Most of the features that are configurable via files rarely need to be modified by end users. The contents for these files should be provided by Eventide or your Eventide Dealer and simply pasted into the edit box. However, some of these are edited by end users, such as files for VoIP boards that need advanced configuration. Select your configuration file from the list and press the 'View/Edit' button.

Figure 42—Configuration files

FIELD DESCRIPTION	EDITABLE
Custom Script Configuration File	True
Custom Script Source File	True
Metadata Integration Configuration	True
Resident RTP / VOIP Configuration	True
SNMP Trap Actions	True

Make any necessary changes here and press 'Save' to save your changes.

Briefly, here is a sample of the commonly edited files and their descriptions:

Advanced Custom Network Routing Configuration: Standard network configuration such as default gateways can be configured on the Network Page. This file is for adding additional networking routes to the recorder beyond default gateways. The format of the lines in this file is identical to the Linux route command. Use caution when editing this file, as mistakes may make the recorder unreachable. Note that changes made to this file will not take effect until the next reboot.

Metadata Integration Configuration: Configures Serial and IP Based Data feed formats and actions the recorder should take upon receiving the data. Utilizing this configuration file requires an Add-On Key for "Metadata feeds". This feature is generally used when integrating the recorder to a data feed such as ANI/ALI or SMDR which provides additional information about the calls being sent to the recorder. Generally, when you purchase a license key for a Metadata Feed, the price will also include having Eventide write and provide the configuration file for your feed for you to paste in, so you will only need to modify this file if the format of your Metadata feed changes or if Eventide or your dealer recommends a modification to change a behavior or resolve an issue you are experiencing with your Metadata feed.

Custom Script Source File: If you purchase a Custom Integration for your recorder from Eventide, Eventide will provide a signed script that you load onto

the recorder by pasting it into this file. This script will implement the custom behavior or integration purchased.

Custom Script Configuration File: If a custom integration purchased and installed on your recorder has any user adjustable configuration parameters, this file is where you would edit those parameters. The format and meaning of any parameters would be specific to your integration.

4.3.7. System Diagnostics

Here you can view the current temperature of internal drives, processor cores and system, along with information about backup battery status, temperature, voltage, and write cache provided by the hardware RAID, if one is installed.

Figure 43—System Diagnostics

HARDWARE RAID			
BATTERY STATUS	BATTERY TEMP	BATTERY VOLTAGE	WRITE CACHE
No hardware RAID installed			

DRIVE TEMPERATURES		
DISK	CURRENT	MAX
/dev/sda	40 °C	-
/dev/sdb	39 °C	-
/dev/sdc	-	-

PROCESSOR TEMPERATURES		
CPU	CURRENT	ALARM THRESHOLD
Core 0	40 °C	74 °C
Core 1	40 °C	74 °C
Core 2	40 °C	74 °C
Core 3	40 °C	74 °C

SYSTEM TEMPERATURE	
CURRENT	ALARM THRESHOLD
35 °C	55 °C

4.3.8. Power Off

This screen allows a user to remotely power off or reboot a recorder. When rebooting a recorder, it's recommended that the recorder be physically available in case any issues occur. These actions are included in the audit history.



4.4. SETUP: Basic Reports

4.4.1. Recorder Reports

This Setup Page provides access to the Eventide NexLog Web Basic Reporting Package. Web Reports provides a list of available report types which can be run.

After selecting one of the report types and clicking the "Run Report" button, you will be taken to a page where you can enter custom parameters for the report. Which parameters are available depend on which report type you are generating. Once you have selected all your parameters, click the 'Run Report' button to continue, or the 'Cancel' button to return to the previous screen without running the report.

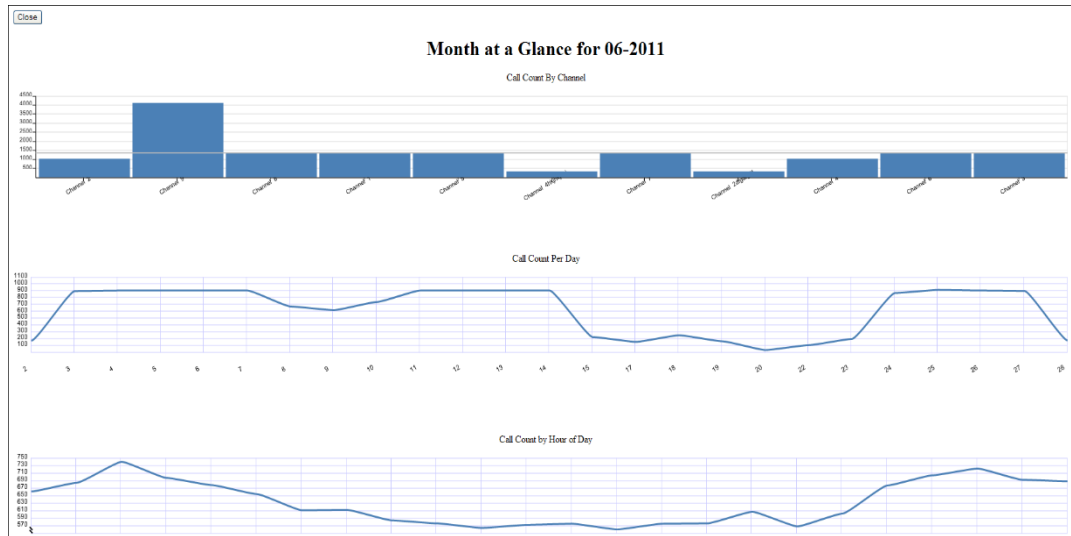
Your report will be generated using the parameters you specified and will open in a new browser window. On the top of this window will be a 'Close' button to dismiss the report when you are finished looking at it. Note that reports may take up to several minutes to generate and display, especially if you are running a report over a large range of channels or dates, as the Web Reports engine must sift through a large amount of data in the database in order to generate the report. It is important to be patient and not click 'back' or 'refresh' in your browser while waiting for a report to be generated. Each report consists of a title followed by one or more charts or graphs. In your web browser, you can often 'mouse over' parts of the graphs to see additional information. If you wish to print your report, you can do so by using your Web Browser's built in 'Print' functionality, e.g. File->Print or File->Print Preview in Mozilla Firefox.

If the combination of parameters selected and data available in the recorder's database does not provide enough information for Web Reports to draw a specific graph or table, that graph will be replaced by a 'Not Enough Data' Message in your report. These messages will occur, for example, if you attempt to generate a Month-by-Month Report during your recorder's first month of usage, or attempt to generate a channel-by-channel report and give a channel range which does not have any recordings recorded on it.

Note that Dates and Times specified in Reports are generally in UTC and not your local time zone.



Figure 44—Example report for Month at a glance



The remainder of this section will discuss some of the specific reports available:

Call Count by Metadata Field: The parameters are a month and year and a Metadata field (Metadata Fields are configured under Recording->Custom Fields). The report will contain a graph showing the call counts of the top 50 values in that metadata field. For example, if you select 'CallerID' as the Metadata field, and January 2011 as your month, you will see a graph of the call counts for each of the 50 most common numbers from which calls were recorded.

Month at a Glance: For this report, you will choose a specific month, such as 'January 2011', and a set of channels on the recorder via a Multiselect List Box. The Report will contain several graphs of call activity during the month on the selected channels broken down in various ways. For example, you will see a bar chart of call count per channel, and line graphs showing call volume by day and call volume by hour-of-day. In addition, you will see a bar chart of "total record time per day" showing how many channel/minutes of data were recorded during a specific day of the specified month on the channels selected.

Duration Outliers: A troubleshooting or abnormality report to show you how many very short or very long recordings were recorded. You select a Start Date and End Date for the report as well as a list of channels to be considered. In addition, you must choose a number of seconds for a recording to be considered 'Too short' or 'too' long for the purposes of the report. You will see per-channel bar charts showing how many calls on each channel were less than or greater than your thresholds in duration as well as the average recording duration for each channel.

Day at a Glance: For this report you select a single day as well as a set of channels you wish to run the report on. The report will contain data such as call count per channel, and call volume per hour of day for the day.

Total Call Records on Recorder per Day: This report shows information about how many total recordings existed on the recorder's hard drives at the end of each day. This takes into effect both new calls being recorded, and old calls



being removed from the recorder due to your configured retention settings. Unlike the reports above, this report's statistics include Recordings that are no longer present on the recorder. The only parameter is a date range of dates to be considered for the report. It shows the total number of recordings in the database each day as well as the total amount of disk space used by those calls each day. In addition, you can see a chart showing the date/time of the oldest recording in the database each day. This can show you where your recorder stands as far as deleting old call records due to your retention settings.

Unarchived Call Report: This shows the same data as the Total Call Records Per day, but only considers call records on the recorder that have not been archived to any Archive Media. It also shows how many hours back from real time your archive pointer is lagging, and how much data is being archived each day. This can help you visualize the progress and state of your Archiving.

4.4.2. Quality Factor Reports

This tab is part of the Eventide Quality Factor software add-on, and its use is detailed in the Eventide Quality Factor Software Manual, (part number 141216.)

4.4.3. Enhanced Reporting

Eventide Nexlog has two reporting mechanisms. The Basic Reporting feature is available on all NexLog recorders and provides a mechanism to run simple pre-defined reports inside of a web browser. The Enhanced Reporting feature requires an add-on license key to be installed on the recorder to enable and use.

Unlike Basic Reporting, Enhanced Reporting allows complex custom reports to be designed by the end user. This is done by choosing and configuring Report Templates from provided report components called Report Blocks. Some of these correspond to the reports available in the Basic Reporting feature, while many others are only available in the Enhanced Reporting Package. In addition, even when the same building block is available in both, the Enhanced Reporting version will often have additional parameters and configuration options, providing more flexibility and power.

The Enhanced Reporting Package provides many other features not available with Basic Reports. For example, it allows reports to be designed once and then run later, even to be run automatically on a schedule such as nightly or weekly. It also allows reports to be automatically emailed out when they are run. Enhanced Reports can be available not only in HTML format to be viewed in a web browser, but also as PDFs. It is also possible to export the raw data from the reports in Excel format for further customization. Enhanced Reports also provides permissions on a per-report basis, so a user can be given permission to run and/or view specific reports, without being able to see others.

The Eventide Enhanced Reporting Package software add-on and its use are detailed in the Eventide Enhanced Reporting Package Manual, (part number 141268.)



4.5. SETUP: Networking

4.5.1. System Identification

On this configuration page, information related to the identity of the recorder on the network can be modified or viewed. The network name of the recorder is configured using the hostname field. The hostname may require a naming scheme that is defined by your Network Administrator. The domain name to be used is configured under Resolve Domain. Resolve Search is used to indicate what domain name should be searched in the event of machine name that is not provided with a complete fully qualified domain. For example, if the "Resolve Search" was set to "bar.org" and you added an SMTP host (see Alerts and Logs: Email) of "foo", when the machine tries to resolve this name it will append "bar.org" to "foo" making "foo.bar.org" if it cannot initially find the machine under the simple name of "foo". Usually "Resolve Search" is just set to whatever is in "Resolve Domain".

This page also provides space to optionally configure to DNS (Domain Name Server) IP addresses, which the recorder will use to look up domain names. If no DNS Servers are configured then any external server configured for the recorder to access, such as an NTP Server or email server, must be provided as an IP Address and not a domain name.

Figure 45—System Identification

The screenshot shows the 'Configuration Manager' interface for Eventide NexLog. The page title is 'Configuration Manager' and the user is logged in as 'Eventide | Logout'. The left sidebar contains a navigation menu with the following items: Home, System, Basic Reports, Enhanced Reports, Networking, System Identification (selected), Network Interfaces, VNC Settings, VPN Settings, NexLog Access Bridge, SNMP Settings, and Recording. The main content area is titled 'SYSTEM IDENTIFICATION' and contains the following configuration fields:

Hostname:	<input type="text" value="nexlog1.callcenter.org"/>
Resolve Domain:	<input type="text" value="callcenter.org"/>
Resolve Search:	<input type="text" value="callcenter.org"/>
DNS 1:	<input type="text" value="10.1.10.2"/>
DNS 2:	<input type="text" value="10.1.10.254"/>
DNS 3:	<input type="text" value="10.2.10.2"/>

At the bottom of the configuration area, there are 'Save' and 'Cancel' buttons.

4.5.2. Network Interfaces

This page allows for the configuration of each Ethernet Port (NIC) installed in the Recorder. You will see one entry on this page for each installed NIC. Depending on your NexLog Recorder and purchased options, you will have between two and four NICs available for configuration. For each NIC, you have the following options to configure:



Type: DHCP, Static, or SPAN: This determines how the recorder will acquire its Network settings for the specified NIC such as IP address and Net mask.

- **DHCP:** If DHCP is selected, the data will be automatically received from a DHCP Server on the Network. If No valid DHCP server is configured on your network, this option will result in no IP address being assigned to the recorder and it will be inaccessible via the network. Note that since remote clients such as MediaWorks and MediaAgent, as well as Web Browsers need to know the IP address of the recorder in order to connect and interact with it, if DHCP is to be used, it is important to configure your DHCP server to be aware of the MAC Address of the recorder and to always assign the same known IP Address to that MAC. If DHCP causes a dynamic IP Address change, clients will no longer know what address to connect to in order to reach the recorder and other recorder functionality may not function as expected.
- **Static:** If the type is set to Static, NexLog Configuration Manager will allow you to manually enter all the networking settings for this NIC. This information should be provided by your Network Administrator. The Address field is the IP Address being assigned to the recorder. Netmask, gateway, and broadcast should all be configured as well. The broadcast address is typically the last IP address available in the subnet.
- **SPAN:** The third possible option is SPAN. A SPAN port is a port on a network switch or router that is "transmit only". When a recorder's NIC is connected to a SPAN port, it cannot send any traffic to that port, only receive any traffic that has been configured on the router to be forwarded to the SPAN port. SPAN ports are used for passive monitoring and recording of VoIP or RoIP traffic.

If at least two NICs are present in your NexLog Recorder, you will also have a "**BIND**" option in Type. If BIND is selected on two Ethernet devices, they will be bound together into a single network link which is configured as a unit, rather than separately. This feature is sometimes known as "NIC Bonding" or "Link Aggregation" and is used to provide Network redundancy.

Considerations When Using a Static IP Address

When using static IP addresses, the network parameters must be set manually from the front panel. There are some things you must consider when setting these parameters:

- The IP address must not be in use by another device. If it is, then the address may not be accepted, and even if it is accepted, operation will be unreliable.
- If you need the recorder to communicate with other devices on the network, such as an administration client, an NTP server, or the Internet, then the devices must either be on the same subnet, or on a different subnet that can be reached over a gateway. In the latter case, the address of the gateway must be added to the recorder.



- The subnet is determined by the Netmask setting. Your subnet is the result of an AND operation between the 4-octet net mask and the 4-octet IP address. See [Table 7—Sample Net Mask and Subnet Settings](#) for common examples of netmasks. Your facility’s network administrator should be able to help you in assigning the proper IP address, netmask, broadcast address, and if necessary, gateway address for the recorder. If the recorder will be sending email, one or more DNS servers must be entered on the System Identification page.

Table 7—Sample Net Mask and Subnet Settings

Network/Subnet	IP Address	Netmask	Broadcast
192.168.0.0/16	192.168.1.3	255.255.0.0	192.168.255.255
192.168.1.0/24	192.168.1.1	255.255.255.0	192.168.1.255

Dual NICs with Bonding Operation

When configured with NIC bonding, the dual network interface devices provide failover operation. Because they share the same IP address, if one of the devices or its connection should fail, the other device will maintain the network connection.

For NIC bonding operation, you have the same option of using DHCP. Only, in this case, it is automatically applied to both the primary and secondary network devices. With DHCP enabled, the other network settings for both network devices are set automatically by the DHCP server and cannot be changed manually. The settings remain readable since the information, the IP address may be needed to access the recorder remotely.

To configure two network devices with NIC bonding, change the Type to Bind on each device, then save.

Once you have bound two devices together, they will be presented as a single device, with an additional menu for Bond Type. This will let you configure the kind of device bonding used.

Note: After you have configured the network interface devices for NIC bonding operation, if you change them back to separate operation, you will then have to shut down and restart the recorder for the changes to take effect.

There are three types of NIC Binding available. Be sure to select the type that matches the requirements of your network’s configuration.

- 0 (balance-rr): Round-robin policy: Transmit packets in sequential order from the first available slave through the last. This mode provides load balancing and fault tolerance.
- 1 (active-backup): Active-backup policy: Only one slave in the bond is active. A different slave becomes active if, and only if, the active slave fails. The bond’s MAC address is externally visible on only one port (network adapter) to avoid confusing the switch. This mode provides fault tolerance.



- 2 (balance-xor): Transmit based on (source MAC address XOR'ed with destination MAC address) modulo slave count). This selects the same slave for each destination MAC address. This mode provides load balancing and fault tolerance.

IPv6

We now provide limited support for IPv6 address accessibility. IPv6 uses alphanumeric 128-bit addresses that contains the network address, the subnet, and the device IP address. Every 16 bits is separated by a colon. The format is as follows:

`xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx`

Setting an IPv6 address can be done by logging into the Configuration Manager and going to Networking: Network Interfaces. Here you will find that next to the field 'IPv6 Auto Config' there is a box that is checked by default. If you hit the 'Save' button at the bottom of the page with the box checked and if your DHCP server is configured to assign IPv6 addresses, the recorder will be assigned an IPv6 address.

As mentioned above, our IPv6 support for recorders is limited. It is confined to accessing the Configuration Manager, accessing MediaWorks Plus, IPv6 address use in packet captures, and IPv6 address use with the network utilities that we provide in the Configuration Manager (located under Utilities: Network Utilities). Keep in mind that to access the recorder via an IPv6 address in a browser, the address must be put between an opening and a closing square bracket. The format in the browser's address bar should look like this:

`[xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx]`

4.5.3. VNC Settings

VNC stands for "Virtual Network Computing" and is a standard protocol widely used for accessing PC Desktops remotely over the network. If enabled, you will be able to connect to the recorder over VNC using any standard VNC Client such as RealVNC or TightVNC. When you connect to the Recorder via VNC, you will be able to remotely view and interact with the Recorder's Front Panel. (Though you will not be able to hear audio over this link as the VNC Protocol does not provide audio forwarding.) To use VNC, you must first enable the service by selecting the relevant check box on this page, and enter a password that VNC Clients will be expected to provide to gain access. The password must be entered twice to make sure it is entered correctly. Once enabled, NexLog VNC access is provided over port 5900.

4.5.4. VPN Settings

NexLog can join a VPN (Virtual Private Network) to make the recorder accessible via the internet to Eventide technicians or certified dealers in the case assistance is required. Here you can enable that setting and enter the port and host, which would be provided by the remote technician if necessary.



4.5.5. NexLog Access Bridge

NexLog Recorders can be bridged together to integrate multiple recorders for unified user administration and client access. NexLog Access Bridge (NAB) allows for sync of users (including user groups and permissions), and access to call records across multiple recorders from one MediaWorks Plus session.

For example, a site may have two NexLog Recorders, one a dedicated screen recorder, and the other recording related phone calls, and both sets of recordings can be browsed and played back at the same time, from the same MediaWorks Plus window. The user accounts for both systems can be administered on the first system and synchronized in real time to the other.

This section covers the basics about NAB but for comprehensive information about NexLog Access Bridge and how it works with MediaWorks Plus and User Configuration Sync, please consult the **Eventide NexLog Access Bridge Manual** (part number 141307-01.)

NexLog Access Bridge is configured here:

Figure 46—NexLog Access Bridge

1 out of 1 NAB sources are connected. Eventide Connect

BRIDGED RECORDERS

SERIAL	ADDRESS	COM LINK	LAST UPDATE TIME	NAB BASE
100000049	192.168.22.131	False	Thu Oct 19 2017 23:50:43 GMT-0400 (Eastern Daylight Time)	True

Add Bridge Modify Bridge Delete Bridge Sync NAB Bases

PRIMARY STATUS

PRIMARY RECORDER	LAST UPDATE TIME
<input checked="" type="checkbox"/>	Thu Jan 01 1970 00:00:00 GMT-0500 (Eastern Standard Time)

Update

Click Add Bridge to configure a new Access Bridge. Enter the serial number and address of the source NexLog Recorder you want to access from the recorder you are currently configuring (the primary). Then save the configuration. You can modify and delete configured Access Bridges here as well.



Figure 47—NexLog Access Bridge Add/Edit Page

1 out of 1 NAB sources are connected.

NEW NEXLOG ACCESS BRIDGE

Recorder Serial:

Recorder Address:

Enable Com link:

Enable Redundant NAB Base:

For NexLog Access Bridge to work, the systems configured must be able to reach each other over the network. The required open ports are 81, 2022, and 5432. Additionally, it is recommended that Session Timeouts and Users be configured to be the same across all Access Bridge systems, whereas Channel names and Recorder Names should ideally be unique across all systems.

Enable Com Link

The Com Link option allows Resource Groups for Recording to work across NAB. The primary use for this is when there is a NexLog dedicated to screen recording, which records only when phone calls come in, which are recorded on another NexLog. With this option enabled, a resource group on this recorder can be configured to link the two channels across systems.

NexLog Access Bridge requires a NAB License on the primary recorder and to use it with MediaWorks Plus, a MediaWorks Plus license must be available for each concurrent source recorder user.

For information on how to use NexLog Access Bridge in MediaWorks Plus, please consult the MediaWorks Plus manual for more information.

For information about how to use NexLog Access Bridge to sync Users and Permissions, see chapter 4.9: SETUP: Users and Security below.

Redundant NAB Base

By default, NAB User Management Sync only propagates configuration information relevant to each Source recorder; information about a Resource Group that only involves Recorder A and B will not be synced to Recorder C.

Enabling this option will instead sync all information to this base. This includes:

- All Users, their settings, user group memberships and resource permissions.
- All User Groups
- All Resource Permission and Search Groups

- And finally, all NAB sources

This last step means if the Primary system in a current NAB set up has a hardware failure, one can switch over to the Redundant NAB Base, enable Primary status and then deal with addressing the problem with the now-previous Primary system without interruption to client access nor configuration.

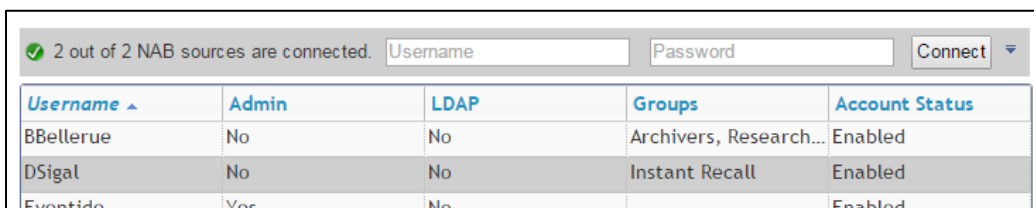
NexLog Access Bridge requires a NAB License on the primary recorder and to use it with MediaWorks Plus, a MediaWorks Plus license must be available for each concurrent source recorder user.

NAB Connection Toolbar in Configuration Manager

There is a NAB Connection Manager at the top of pages with NAB sync features (Resource Groups, Users, User Groups). This tool allows you to see how many NAB sources you are logged into at any given time, and if expanded will show the status of each connection.

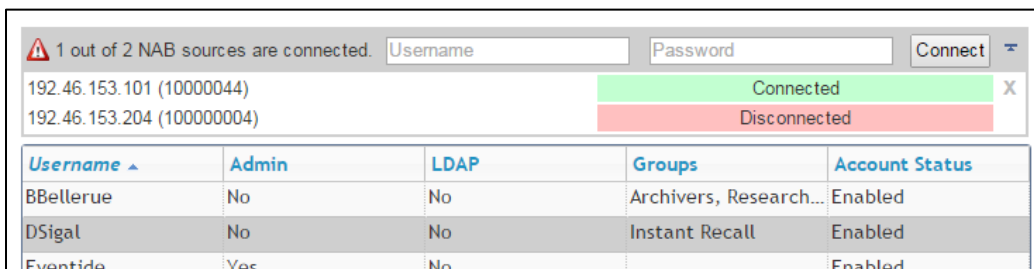
When expanded, the X beside each connected NAB source can be clicked to disconnect that source. If an error occurred while trying to connect, that error will be shown here.

Figure 48—NexLog Access Bridge Connection Manager



Username	Admin	LDAP	Groups	Account Status
BBellerue	No	No	Archivers, Research...	Enabled
DSigal	No	No	Instant Recall	Enabled
Eventide	Yes	No		Enabled

Figure 49—NexLog Access Bridge Connection Manager Expanded



Username	Admin	LDAP	Groups	Account Status
BBellerue	No	No	Archivers, Research...	Enabled
DSigal	No	No	Instant Recall	Enabled
Eventide	Yes	No		Enabled

4.5.6. SNMP Settings

SNMP stands for “Simple Network Management Protocol” and provides a standard mechanism for System Administrators to manage devices over an IP Network. Many third party commercial and free utilities and consoles exist for monitoring systems using the SNMP Protocol. Eventide NexLog provides a simple subset of SNMP Functionality (with Linux and SQL notifications) which can be configured here. First, you must choose to enable SNMP on the recorder and provide a community to join. An SNMP community is like a Workgroup. Only SNMP Clients in the same community will be permitted to query the recorder via SNMP to retrieve information.



In addition to allowing third party utilities to monitor basic recorder status, you can configure an SNMP Trap, upon receiving which, the recorder will shut down. This can be used with a UPS which can be configured to generate a trap upon power failure (Though Eventide recommends using one of the UPS's listed earlier in this manual which provides a USB connection to the recorder, since more information is available to the recorder in that case). If this feature is used, the system generating the trap must be a member of the same community as the recorder. In addition, you can limit what IP address the recorder will allow the trap to be sent from by replacing the "*" (meaning any) with the IP address in the "Trap from IP" field. Finally, you must provide the OID (Object Identifier) of the trap upon which you wish the recorder to shut down upon receiving, in the "Trap from OID" box.

4.6. SETUP: Recording

4.6.1. Boards and Channels

The Boards and Channels Setup page is where you configure the loggers recording functionality. Because of the real-time nature of recording, and the large number of editable parameters (A recorder could have over 200 channels installed each with dozens of configurable parameters), special care has been taken to streamline the workflow of editing boards and channel configuration. Hence, this page does not follow the same convention that most of the other pages follow. The primary difference is that instead of editing settings and then having to click a 'Save' button to take effect, when you are on the main boards and channels page, edits take effect live. Trying to adjust gain one decibel at a time while viewing the results on a level meter, for example, would not be possible without a live environment as it would take countless tweak, submit, check cycles. Note that even if your Web browser does not support the dynamic nature of editing directly on the live page, you will still be able to edit channels using the 'Edit Channel' page for making changes.

A Board on a NexLog recorder is another name for "Recording Interface". The term comes because most Recording interfaces are exactly that, PCI Boards installed in the recorder, but there are also "Virtual Boards" such as VoIP Boards which are not physical boards in the system. Each board has its own configuration settings, and one or more channels that exist on that board. For example, an Analog board with connections for 16 analog channels (2 wires per channel) would be considered a "16 Channel Analog Board". Physical boards are constrained to a certain channel capacity via hardware. To change an 8 Channel Digital board to a 24 Channel Digital board requires physically removing the board and purchasing and installing a new one. Virtual Boards can often have their channel capacity expanded simply by purchasing a license and reconfiguring them, provided the recorder has enough capacity to handle the additional channel load.



View modes

There are two primary views of the main Boards page, which are toggled via the "View by Channel" check box at the top of the page. If "View by Channel" is disabled, the main view shows each board installed. Each board can be expanded to show the channels within that board. If 'View by Channel' is checked, the boards are not displayed at all, just all of the channels on the system in a single list all at once, but there is no way to access the board settings, only the status settings. Which view you use depends on what task you are attempting to complete and personal preference. All options are accessible with View By Channel Disabled, but for some tasks it may be more convenient to View By Channel and see all the channels not grouped by boards in a tree view. Note that due to the live nature of this page, some browsers may cause high CPU load on slower PCs if the "View by Channel" option is enabled on high channel count systems. If this occurs, simply disable the "View by Channel" option.

Browser Support

Note that real time status displays of levels are not available on all browsers. Internet Explorer 8 and below will not display the level graphs as seen in *Figure 50*. In addition, the detail level display will not update in real time in some browsers.



Figure 50—Boards page view by board

View By Channel

ACTIVITY	INPUT LEVEL	NAME	AGC	DETECT TYPE	TRIGGER	TIMEOUT	MORE
1	-48dB	Channel 1	Off	ON	-35db	11 Sec	
2	-1dB	Channel 2	Off	VOX	-23db	28 Sec	
3	-48dB	Channel 3	Off	VOX	-32db	8 Sec	
4	-5dB	Channel 4	Off	OFF	-32db	8 Sec	
5	-48dB	Channel 5	Off	VOX	-32db	8 Sec	
6	-4dB	Channel 6	Off	VOX	-32db	8 Sec	
7	-48dB	Channel 7	Off	VOX	-32db	8 Sec	
8	-2dB	Channel 8	Off	VOX	-32db	8 Sec	

Recording Generation Simulator 8 Channels Enabled

Screen Recording Channel 1 Channel Enabled

[Add Virtual Recording Interface](#)

Navigation

With View By Channel disabled, the Boards page will show one Installed Board Per row. The left most icon that looks like a Plus sign will expand the board so that all of its channels can be viewed below it and the plus sign will turn to a minus sign. Clicking that minus sign will "roll up" the channels into the board. Clicking on the Boards row will bring you to the "Board Configuration" page where board settings can be modified. The 'Edit Board' page will be discussed in detail below. The next two columns display the board type (e.g., Analog, or Voice over IP), and the number of channels on the board. There will also be a column that tells if the board is enabled or disabled. Boards that are disabled are not currently recording. For physical boards there is an additional field that tells if a board is "Missing" or "Present". A Missing board is one that was previously in the system, but has been removed. The board configuration and all configuration settings for it remain in the database. To remove the configuration settings and board entry for the missing board, you can delete the board from the 'Edit Board' page.

Expanding the board entry to display channels, or using the 'View by Channel' option will display one row for each channel. Each channel row shows seven configuration settings for the channel along with a "More" button for displaying

all options for the selected channel on one page. To see and edit all settings in a non-live environment for a single channel, you can use the "more" button. However, it is often more convenient to modify channels settings directly on this page where they take effect immediately and you can see the values for multiple settings at once. However, there is only space to display seven options on this page and there are much more than seven available options. The seven fields default to the most commonly configured options, but you can click on the header above the table showing the channels to modify what field shows in that column. When you click the header, the column description will become a dropdown box which can then be modified. This way you can display and your choice of column headers.

Editing values inline

To edit a value, simply click the cell you want to edit, for example, Channel 12's channel name. The cell will change to an edit control and when you click out of the cell or hit return, the value you changed will take effect immediately. Most options are either edit boxes where you can type your value, such as a Channel name, or a dropdown list where you select an available value from the list, for example Detect Type. A few options are represented as checkboxes or sliders where appropriate.

The down arrow key will submit the changes for the current cell being edited and select the cell below for edit.

The escape key will cancel an edit and set the cell back to the original value

If you want to change a channel value for all channels in a board at once, a shortcut is provided. Simply click on the header of the column you wish to change, and scroll down to and select 'Set All'. The column header itself will change to an edit control and changes made there will take effect for all channels in the board, for example to change the VOX Threshold of all channels on an analog board to the same value at once. In addition, you can select "Insert Column" to insert an additional column into the table.

Doing a "set all" on certain fields trigger special actions other than setting all of the channels to the value specified.

Name: Appends the channel ID relative to the board to the end of the specified name

RTP IP: increments the last Octet of the address unless the value is "127.0.0.1" or "dynamic"

RTP PORT: increments the port number starting at the specified port. In addition, two ports can be specified to be mixed together delimited by a ",",

In addition to all the editable parameters for channels, there are a few special "read only" informational fields that are available for display including the Channel's ID, Board, and BoardID, as well as an activity indicator. The activity indicator is a real time indicator of the channels status. Grey means disabled, Green is idle, Red is recording, Yellow means user disabled.



Figure 51—Boards page view by Channels as seen locally on the Front Panel

View By Channel

ACTIVITY	INPUT LEVEL	DETECT TYPE	NAME	TIMEOUT	MORE
1	-48dB	ON	Channel 1	11 Sec	
2	-3dB	VOX	Channel 2	28 Sec	
3	-48dB	VOX	Channel 3	8 Sec	
4	-5dB	OFF	Channel 4	8 Sec	
5	-48dB	VOX	Channel 5	8 Sec	
6	-30dB	VOX	Channel 6	8 Sec	

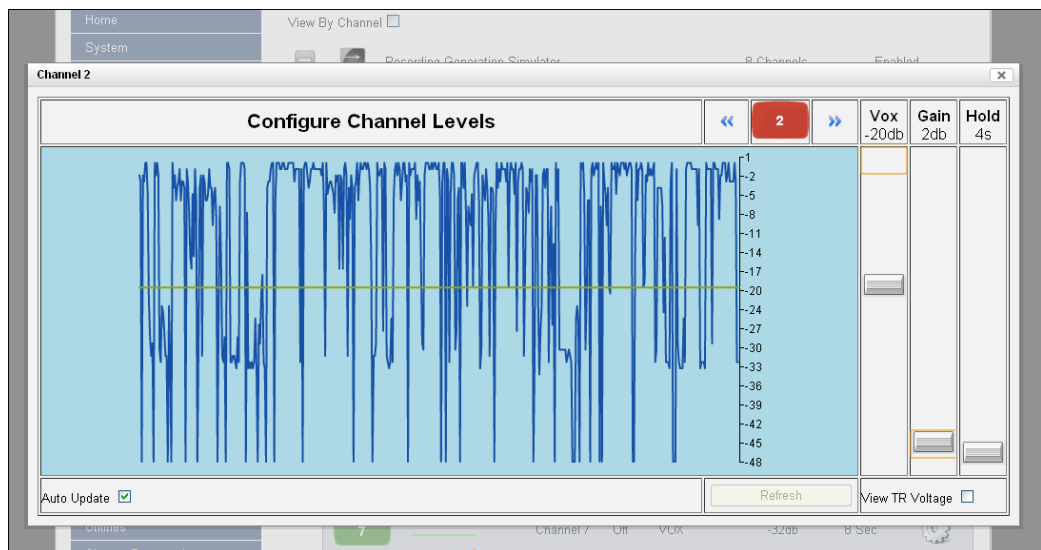
19:24:15

The meaning of the editable fields will be discussed in the "Edit Channel" page discussion below as the parameters there are the same.

Details level Graph

Clicking on channels "Input Level" parameter will expose a panel called the "Detail Level Graph". The Detail Level Graph will give a histogram of channel levels. Note that this is only useful on certain recording interfaces.

Figure 52—Boards and Channels Detail level graph as seen in the Chrome browser



The Channel Level Details view provides a precise way to configure recording parameters. The yellow line indicates the current recording trigger point. The

current channel being viewed can be seen in the channel status indicator. Note that changes to recording parameters take effect in real time, but do not effect historical information.

Edit Board

This Configuration Manager allows all of the settings and information about an individual board to be displayed and modified. To edit a board, click on the row describing the board from the main boards and channels page.

The first tab contains information and status about the board.

The Board Name: e.g. "16 Channel Analog Board"

Serial: The board's serial number. For a physical board the serial number is actually burnt into the boards ROM. For a virtual board, this is a GUID (Unique ID) created when the board was added to the system

Channels: The number of channels the board contains

Position: Boards added to the system are numbered starting at zero. This is the number of the board. This is not the physical position of the board

Address: The physical location of the board. For a physical board it's the PCI Bus and Slot number, for a Virtual board it's the IP address of the board resource

Detected: For a Physical board, zero if the board is missing, 1 if it's detected. Undefined for a virtual board

Code: This is a status code for the board. The normal state should be "RI-FAIL-NONE".

All boards also have an "Enable" checkbox to enable or disable a board. By default, when boards are added to the system they are enabled. Note that if you disable a board it will not record. It may be necessary to disable a board if you're upgrading to a board with a higher channel capacity or if the board is malfunctioning and needs to be replaced. In some installations it's a good idea to disable a board before making settings as to not make recordings before, for example, naming your channels.

The remainder of the informational and editable fields on the 'Edit Boards' page are dependent on the board type:

Digital PBX Tapping Board

NGX 8-channel, 16-channel, and 24 channel versions

Firmware Version: The version of the firmware loaded onto the PBX card, for diagnostic purposes only.

PBX Type: For a NGX Board to be able to record from a PBX, the PBX Type configured must be set to the model of the connected PBX. For PBX Model, version, and phone set compatibility, please contact Eventide.



Telco Encoding: This is the companding used on the digital voice sent between the PBX and the Phone. This is the format of the voice actually sent across the wire and is unrelated to any companding or compression codecs used to store the data on the recorder itself. If this is set incorrectly for your PBX, the recorded audio will sound scratchy and overdriven. MULAW is generally much more common than ALAW.

Eventide Analog Boards

8-channel, 16-channel, and 24 channel versions

Encoding: With the Analog board, all channels on the board must be set to the same Compression format. This setting is configured here. GSM 13Kbps will produce recordings that use the least amount of disk space, while Mulaw 64kbps will provide the best audio quality at the expense of using approximately five times as much storage space. Note that Mulaw recording is only supported on systems with four or less Analog boards. 16kbps and 32kbps ADPCM will provide intermediate compression options.

Notch Frequency: The Analog Board provides a Notch Filter to Notch out tones in the input signal. The frequency to notch must be configured on a board wide basis. In addition, the Notch Filter needs to be enabled for each channel on the board, so you configure the frequency here, and then which channels on the board it should be applied to.

Enable MDC1200: If enabled, this board will process MDC1200 Radio tones which provide RadioID information (who is talking) on some Analog Radio systems. In addition, an add-on license key must be installed to allow the feature to be utilized and a User Defined Field (Recording: User Fields) must be added to the database to hold the RadioID. The field should be called RADIO_ID

Extended Beep: If enabled, the beep for this board will be 1403.508772 Hz and 387.5 ms, which is within the 1400 Hz \pm 1.5% and 400ms \pm 75ms specification for Australian requirements for beep on line recordings.

Beep Gain: Allows you to adjust the volume of the beep from the default loudness to as much as -30db quieter, in 1db increments.

T1/E1 Board Active and Passive Boards

These boards come in Single Port and Dual Port versions for recording one or two T1 or E1 Trunks. The Dual Port versions simply provide the same configuration options separately for each Port. For each port the options are as follows:

Port Type: Whether the Trunk is a T1 or E1 (must be the same on both ports on a dual port board)

Protocol: What Protocol is used on the T1/E1. Options are None (Recording is VOX Only), ISDN, or CAS/RBS

Protocol Variants:

- **Line Coding:** Whether the Line coding on the T1/E1 is AMI, B8Zs or HDB3



- **Framing Format:** Whether the Framing format is SF, ESF, G704, or CRC4

Interface Side: TE or NT. For an active board, this needs to be set to the opposite of the setting on the equipment terminating the other end of the T1/E1. For passive boards this can normally be left at the default setting, which is TE.

Dual Span Active T1/E1 board require an add-on license for each board to be used in a dual configuration; beyond the number licensed, dual span boards will only use the first span until licensed for a second. Eventide only sells dual span active T1/E1 boards.

Passive T1/E1 Boards are used for tapping between two T1/E1 endpoints, both of which terminate their end of the T1/E1 circuit, with the recorder passively listening in between by use of a 'T-adaptor' wiring tap. These are typically used for tapping and recording a T1/E1 circuit, for example, between a PBX and the telephone company, where the recorder is not involved in the communications and just listening in the middle.

With an active T1/E1 the board will terminate one end of the T1/E1 connection. If the board is configured for ISDN call control, the recorder will also answer calls placed over the T1/E1 link and record all the audio sent to it during the call. The recorder will never place a call to the remote end over the T1/E1.

Eventide Local RTP / RoIP Virtual Boards

See Appendix F: Recording VoIP or RoIP Calls.

No changes made to settings on the 'Edit Board' page will take effect until the 'Save' button is clicked

Edit Channels

Clicking on the gear icon next to a channel allows you to set channel level parameters. Note that most of the common parameters for a channel can be configured in the main table channel table as well by clicking on a cell.

Figure 53—Editing the channel name inline



In addition to editing channel information inline you can also edit it by clicking the gear icon.

Note: Some options described below are only available on some kinds of boards and not on others.



Figure 54—Editing an Analog channel by clicking on the gear

EDIT CHANNEL

Channel 1 VOX ▾

Vox Threshold(decibels): -32

Vox Timeout(secs): 8

Enable AGC:

Max Recording Duration(secs): 300 Enable

Activity Timeout(secs): Enable

Inactivity Timeout(secs): Enable

Metadata Missing Alert(count): 4 Enable

Gain: Enable

Default Call Type: AUDIO

Enable Beep

Enable Notch filters

Enable 4Wire Mode

TDD Enable

Data Summary Frequency 10 Compression Rate 40 Enable

Config Text

Metadata Cache Timeout Uses Enable

Event Logger IP Address Port

Save Cancel

Encoding: The field is editable and sets the encoding algorithm. For analog boards all channels on the board are set to the same encoding. This is not the case for digital and VoIP interfaces.

Choosing an Encoding Algorithm

The following encoding algorithms are available:

- 13 kbit/s GSM (factory default)
- 16 kbit/s G726
- 32 kbit/s G726
- 64 kbit/s MuLaw

The data rate indicates the amount of storage used per second of recording. The default will give you the most channel-hours. Encoding algorithms always represent a compromise between storage space and perceived quality. All the

algorithms listed are general-purpose, and are not restricted to voice. You might want to select either the 32 or 64 kbps algorithm if your recordings are going to be used by other decoding equipment, such as with fax recording. Fax in particular is very sensitive to the compromises made in reduced-bit-rate encoding. The human ear is much less so.

You can experiment with these algorithms to get the best balance between sound quality and storage space.

Name: Editable with an attached or on-screen keyboard.

The channel name can be up to 64 characters. It can identify the signal source for each input channel. Telephone number, radio station call letters, ATC frequency and function, or any other free-form data may be entered here. While up to 64 characters of data may be entered and saved, display constraints suggest that you choose the first few characters most carefully. There is no requirement to modify these identifiers. The factory default “Channel 01” ... “Channel nn” may be serviceable.

Enable AGC: Activates or deactivates Automatic Gain Control for Analog channels. Automatic Gain Control assures that recordings take advantage of the full dynamic range of the recording process. If you record at too high a level, the signal will “clip” and sound very distorted. If you record at too low a level, the signal will sound very soft and have a poor signal-to-noise ratio. Enabling AGC gives extra margin when recording telephone calls where the local party may be much louder than the distant one—it will boost the gain by up to 24dB when the distant party is speaking. AGC should be enabled in most cases. It can be disabled in installations where audio levels are well-controlled (e.g., broadcast radio stations).

Enable Notch Filters: Enables the Notch filter for this channel. The frequency for the notch is set at the board level.

Enable Beep: Enables a “Beep tone” to signify to callers that the call is being recorded. Activating the beep places a short, distinctive tone on the respective channel of the input connector. This tone is approximately 65 milliseconds in duration at a frequency of 1455 Hz. It serves to indicate that the call is being recorded, and is required by some state laws. Of course, the beep will only be audible to the callers if the recorder is connected directly to the telephone line in question; if an amplifier or other device is interposed it will serve no purpose. Beep tones are only generated on Analog Input Boards, not on Digital PBX or T1/E1 interface boards.

If extended beep is enabled (at the Board Edit page), the beep will be 1403.508772 Hz and 387.5 ms, which is within the 1400 Hz \pm 1.5% and 400ms \pm 75ms specification for Australian requirements for beep on line recordings.

DETECT: This parameter determines when an input channel is active and should be recorded. It establishes the primary *recording control* for the channel.

The following are valid values for this parameter:



- **VOX:** (default) Starts recording if the voice (vox) or audio input signal is above the configured Vox threshold setting, and stops recording if the signal drops below that setting for the configured hold time.
- **TRUEVOX:** [RTP only.] In regular VOX mode for RTP channels, the presence of data on the line will trigger recording, but some environments will transmit large durations of data that is actually silence, so this mode will analyze the contents of the packets and evaluate recording based on the volume of the contained audio.
- **TRV:** Starts recording if the DC input voltage is *lower* than the configured TRV (Tip-Ring Voltage) threshold, indicating an off-hook condition, and stops if the voltage rises above the configured setting for a period equal to or greater than the configured TRV Hold time. Note that TRV detect is only available for Analog boards and is only useful for audio sources that provide this DC voltage in addition to the analog signal (such as standard analog phone lines)
- **On:** Records the channel continuously. For voice, audio, or call recording, it records regardless of input signal or voltage conditions. (This is useful if there are periods of silence that need to be recorded, such as dead air on a broadcast station or long periods of dead silence in a courtroom.) For screen recordings, the recording includes when the screen saver is on. This setting is not affected by the Activity Timeout or Inactivity Timeout parameters.

Note: If recording in On mode, it can be helpful to break the recording into smaller segments (such as 1-hour segments).

- **On Voxbreak:** This is a detect type that is available specifically for Analog boards. It is a combination of On and Vox modes. Like 'On' mode above, it provides continuous channel recording, and like Vox mode it breaks calls into segments based on the VOX threshold. When the level of the audio input being provided is above the channel's configured VOX threshold, the recordings will be tagged with calltype **Audio**. Once the VOX Hold Time setting on the channel has elapsed, the channel will break the call and continue to record, tagging this new recording with calltype **Inactivity** until the VOX threshold is met again. This detect type is useful for sites that want to have 24/7 coverage while still being able to quickly find periods of activity or inactivity on the channel in MediaWorks Plus.
- **GPIO:** Uses an input signal from an optional General Purpose Input/Output (GPIO) board to trigger recording start and stop. The pin pair that carries the input signal is specified in GPIO Pin column. Recording starts on a high signal and stops on a low signal. This allows a variety of external devices to trigger recording.
- **Scheduled:** Uses Scheduled Recording to start and stop recording.
- **Script:** Records based on start/stop requests from the NexLog Recorder itself. This is used in conjunction with custom scripts or other specialized programming created by Eventide Customer Engineering as a contracted professional service. This setting is not affected by the Activity Timeout or Inactivity Timeout parameters.



- **Disable:** Disables recording for the channel.
- **Hook / Audio:** These options are used for VoIP and Digital lines. They make start / stop decisions based on the available signaling from the data source connected to the channel. The exact behavior is dependent on the source. For example on an ISDN PRI Channel, this causes the recorder to take cue based on the ISDN Call Connection messages on the line. On Some PBXs this will use the actual hook state of the phone, while others (which do not provide accurate hook state), the recorder will use combinations of lights, button presses, etc.

Note: Channels on T1/E1 boards may display a non-modifiable DETECT value of **Data Channel**. When using ISDN Protocol over T1 or E1, one of the channels on the trunk is reserved as a data channel and does not contain any voice data. The recorder will automatically set that channel's detect value to Data Channel and grey out that channel on the front panel.

VOX Threshold: This sets the trigger level for recording when Record Enable Mode is VOX. A value between -48dB and 0dB is typical. The factory default is -32dB. This setting is only used for Digital PBX, T1/E1, and Analog boards. For VoIP, VOX detect mode triggers off the presence or absence of RTP traffic, not the actual levels.

VOX Hold: If Detect is set to VOX, this sets the number of seconds the channel will continue recording after the signal drops and remains below the threshold. The factory default is 8 seconds.

Setting this for too long a value will record long periods of silence at the end of transmissions; too short a value may break a single call into apparent multiple call records at pauses on the conversation.

TRV Threshold: This sets the DC voltage at which a phone line is assumed to be in the off-hook state and eligible for recording. On a normal, clean telephone line, this does not have to be set too finely. On-hook voltages are typically 40-55 volts, off-hook under 10 volts. The factory default of 28 volts will probably be suitable.

Noisy telephone lines, lines at a great distance from the central office, and lines that are recorded at one location but answered at another can have unusual voltage profiles and may require adjustment. This setting is only available on Analog boards.

TRV Hold: If Detect is set to TRV, this sets the number of seconds the call will continue to be recorded after the telephone goes on-hook. The factory default is 5 seconds. The on-hook state is then considered to define the end of the conversation.

With a line that has normal ringing voltage on it (+/-105V at 20-30 Hz), TRV will also respond to the ringing voltage. This means that, with a default of less than four seconds, each ring will appear to be a separate call. By setting TRV hold to five seconds or more, with a normal ringing cadence only one call will be logged from the beginning of the ring to completion of the conversation.



If you have set a channel to TRV, a special (non-programmable) feature will detect and flag a disconnected line if the tip/ring voltage stays below 3 volts for 1 minute. If this happens, it generates a severity 2 (warning) alert indicating *signal loss* (Alert #9016). When the voltage equals or exceeds 3 volts, it generates the corresponding “Resolved” alert for Alert #9016 to indicate the signal is restored. TRV Hold setting is only available on Analog boards.

Input Gain: Gain (or attenuation) in dB of the input channel - used to set recording level on analog boards.

Input Level: Real-time display of signal input level - useful for setting channel gain. This is not an editable item. This information is very useful for diagnosing recording problems, such as one call being broken up into multiple calls. Note that depending on the detect type this can either be TRV readings or VOX readings. Input level is available for Analog boards.

TRV Level: This non-editable item shows you the real-time minimum, maximum, and current value of the DC voltage at the channel input. The current value will indicate if the phone is on- or off-hook; the Min and Max will show the highest (on-hook) and lowest (off-hook) voltages seen by the channel input. If the current value fluctuates over a wide range when you are not using the telephone, it probably means that the line is very noisy. This information can help you set the TRV Thrsh value or diagnose problems such as spurious calls. This setting is only available for analog channels.

Default Call Type: This is the value that will be entered into the Calltype field of all calls that come in on this channel, unless altered by a custom integration. See the discussion of Calltype in the section on Custom Fields below.

Enable 4Wire Mode: Pairs this channel with one adjacent such that the audio received on this channel and its pair are mixed into a single call record. If enabled on an odd channel, it will pair with the next channel: Channel 1 will pair with Channel 2. If enabled on an even channel, it will pair with the previous channel: Channel 6 will pair with Channel 5.

The settings for each channel are independent so that you can configure them as needed, but you can live monitor and playback calls as one channel. Audio and metadata from both channels are recorded if the conditions to record are met on either channel.

Enable TDD: Calls coming in on this channel with TDD (Telecommunications Device for the Deaf) text data will be decoded and the TDD text stored in the RTTsummary custom field. The text feed can then be viewed in MediaWorks Plus when playing back the call. NexLog supports decoding of TDD data encoded using Baudot codes at 45.5 baud utilizing 1 start bit, 5 data bits, and 1.5 stop bits. This feature requires the TDD Add-on License and an RTTsummary custom field. Without this feature enabled and licensed, the audio feed of the TDD will be recorded, but the recorder will not decode the text for display and search purposes.

Activity Timeout: Timeout value in seconds. When set, alert #3001 (“Channel was active for more than X seconds”) is issued if a channel is continuously active for longer than the timeout value. The factory default is to disable this



function. This setting does not affect the actual recording of the call. It simply issues an alert.

Activity Timeout is useful for calling attention to open or defective telephone circuits. When a channel is set for TRV detection, a LOW voltage activates it. If the circuit is open due to a broken wire, the voltage will always be LOW, and the recorder will issue an alert if this condition persists. If you are going to use this feature, then you should set this value to one that is longer than any reasonably expected call or message to avoid nuisance alerts.

Inactivity Timeout: Timeout value in seconds. When set, alert #3002 (“Channel was inactive for more than X seconds”) is issued if there is no activity on the channel for longer than the timeout value. The factory default is to disable this function.

This setting does not affect the actual recording of the call. It simply issues an alert.

Inactivity Timeout is useful for alerting you to circuits that should have signals but do not. If you are monitoring a radio channel and the radio is turned off, the inactivity timeout will eventually call this to your attention. Likewise, an unused (but active and paid-for) telephone line can be identified with this feature. Of course, legitimate inactivity can span weekends and holiday periods. Setting periods too short can result in nuisance alerts.

GPIO Pin: Specifies a value indicating the input pin on the GPIO board that is used for triggering recording to start or stop. The channel will record with the input pin is pulled high by connected to pin 49 and will stop recording with the pin is pulled low by connecting to ground with any even numbered pin. (This field is used with the detect GPIO setting.)

For the NI PCI-6503 24-channel GPIO board, values are as follows:

0: specifies pin 47 (PA0)	6: specifies pin 35 (PA6)
1: specifies pin 45 (PA1)	7: specifies pin 33 (PA7)
2: specifies pin 43 (PA2)	8: specifies pin 7 (PC4)
3: specifies pin 41 (PA3)	9: specifies pin 5 (PC5)
4: specifies pin 39 (PA4)	10: specifies pin 3 (PC6)
5: specifies pin 37 (PA5)	11: specifies pin 1 (PC7)

PBX Digital Sync Errors: This column is only important for Digital PBX tapping boards; it is used for installation and troubleshooting. The data will look like this: 1.1 / 0.66 [2,1,0]. The first two numbers are signal levels in volts. The first of the pair is the level of the signal coming from the PBX, and the second is the signal level coming from the phone set.

The three numbers inside the brackets are the total error counts for the channel since the last reconfiguration or restart:

- Sync errors are more general errors on the channel as a whole.
- PBX errors are errors in the signal from the PBX.



- Phone errors are in the signal from the phone.

These errors can signify problems and can affect recording: if the errors are increasing at a steady rate, it indicates that there is a problem with the telephone line connected to the recorder. However, if the error counts aren't all zero but do not increase, it might not be an indication of a serious issue: for example, someone may have unplugged and then plugged back in a phone.

Problems can be caused by:

- Line issues (bad taps, multiple taps, line lengths, tap lengths, marginal wiring between the phone and PBX).
- Unsupported phone set or line card.
- The wrong PBX is set in the board configuration.

Steps for Setting Levels, Thresholds, and Hold Times

It is undesirable for single conversations to be broken up into multiple calls. There is a lag between each stop and start, so some of the conversation will be lost. Setting levels and thresholds properly will help you avoid this condition. This applies to channels set for VOX detect.

If you are seeing this condition, or if you simply want to check how well the default parameters match your facility, try this procedure:

- Disable AGC
- Set the Input Gain. It should be set with signals that best match what will be seen during normal operation. Watch the values and adjust the gain so that the current value ranges between -6dB and -1dB while a signal is present.
- Enable AGC (if desired). Not recommended for broadcast recording, recommended for communications or telephone channels.
- Using the Input level or the detail levels graph note the VOX Cur value with no signal present, but with the cabling still connected to account for line noise. Then note the VOX Cur value with the lowest-level input signal that you are likely to see during use.
- Set the VOX Threshold using the values from the previous step. The threshold should be higher than noise but lower than your lowest signal.

Another possible cause for conversations recorded on multiple separate calls is Hold time. This would apply to both VOX Detect and TRV Detect. Conversations with pauses longer than the Hold setting will generate a stop-recording signal. When the conversation resumes, a start-recording signal will create a second call. To determine if this is happening, listen to the last several seconds of a call. If you hear a pause in the conversation longer than the Hold time, followed by a second separate call of the same conversation, then the length of the pause caused the stop-recording signal. If you wish, you can increase the Hold time. The downside is that longer periods of silence will be recorded at the end of EVERY call on that particular channel. For example, a 15-second Hold time on



Channel 3 will cause a 15-second period of silence to be recorded on every call on Channel 3.

4.6.2. Replace Board

This section allows you to swap boards in your system for similar boards. This is necessary in the unlikely event of hardware failure (due to a power surge) or to expand channel count by replacing an 8 channel analog board with a 24 channel board, for example. When selecting the board to be replaced it must be removed from the system. The board that you are going to replace it with must be physically in the system and disabled. Disable the board by going to the 'Boards' setup page and selecting the replacement boards configuration. When you have a possible replacement candidate the Replace Board setup page will show a submit button. If you do not have a valid replacement configuration the button will not be present and the text at the top of the page will explain why you cannot do a replacement.

The act of replacing a board transfers all settings to the new board. This includes channel ordering, channel names, and parameters specific to the board type.

4.6.3. Retention Settings

Eventide NexLog Recorders store call data on their storage devices and provide a built-in database for immediate retrieval and playback of recorded audio. Once the hard drives fill up with data, the oldest data will begin to be deleted from the system to make room for new data as new recordings are made. The Retention settings allow you to customize when this data is deleted.

Note: any Call Record which has been marked as "Protected" in the Front Panel or MediaWorks will not be deleted to make room for new recordings regardless of retention settings. If both **Limit retention time** and **Limit recording count** fields are disabled, then call records will only be deleted if the hard drives are too full to store new recordings. Enabling and setting "Limit retention time (days)" will cause all call records older than the configured number of days to be deleted. For example, if set to 60 days, the recorder hard drives will contain a rolling history of the past 60 days of recordings, assuming adequate disk space to contain 60 days' worth of calls.

In addition, **Limit Recording Count** allows a maximum number of Recordings to be specified. If this number is surpassed, the oldest recordings on the disk will be deleted to restore this constraint. It is beneficial to keep your stored recordings under 10 million records to maximize database and recall performance.

Note that these settings have no effect on Archives. Eventide recommends Archive settings be properly configured and archive media to be properly maintained to put in effect a policy of making sure all recordings are archived to one or more archive media before being deleted due to retention policy.

By default, the option **Delete record history with media** is enabled. This option deletes the call record and associated metadata from the recorder



database when deleting the record media (audio or screen.) For most users, this is the correct choice, but if you want to retain all information about call records that have come into your recorder even if they can no longer be played or exported, disable this option. There is also an add-on license feature, **Live Archive Playback**, which will let MediaWorks Plus look for call media on connected network archives (NAS or NFS) and will play from there if the record and media exist on the archive. See the MediaWorks Plus manual for more information.

Reserves

There are three more fields to configure: Reserve for attachments, Reserve for reports, and Reserve for cache, all in megabytes. These fields allow you to set a limit on disk space consumed by attachments, reports and cache. The defaults are fine for most users. Unlike the Limit fields, these fields do not cause deletion when exceeded; instead, no more attachments can be added to incidents, nor can more reports be generated. The recorder will have an active alarm if the reserve limit is met, allowing the system administrator to either increase the space available or contact users to have them delete unnecessary reports or attachments.

Retention Filters

The **Retention Filters** tab lists all Resource Groups with Retention Rules enabled. These groups are configured at the Resource Groups page, and the edit Retention Groups button will take you to the Resource Groups page, with the group filter set to show just Retention Groups.

Advanced Retention Settings

Clicking the **Advanced** tab will expose some advanced configuration settings. You generally would not need to change any of these settings unless recommended by Eventide or your Eventide Dealer.

Delete parent Media Record: Some Custom Integrations purchased from Eventide may be designed to break existing media records into multiple records. When this is done, this setting determines whether the original media record is also retained or deleted

Use Prefix on Ignore: Used with Some Custom Integrations for Motorola SmartZone recordings where the same recording will be recorded from two different towers. This setting will cause the secondary 'backup' recording to have its channel name prefixed with DUP_ for 'Duplicate'

User Unknown as Channel name: Normally the channel name of a call will be assigned with the configured name of the channel it is recorded on. This value can then be overridden by a Metadata Feed or Custom Integration. If no value comes in from these secondary sources, the name remains the name of the channel. If this option is checked, and no value comes in via a Metadata feed or custom integration, then the channel name for the recording will be set to 'Unknown' instead of the name of the channel it was recorded on.

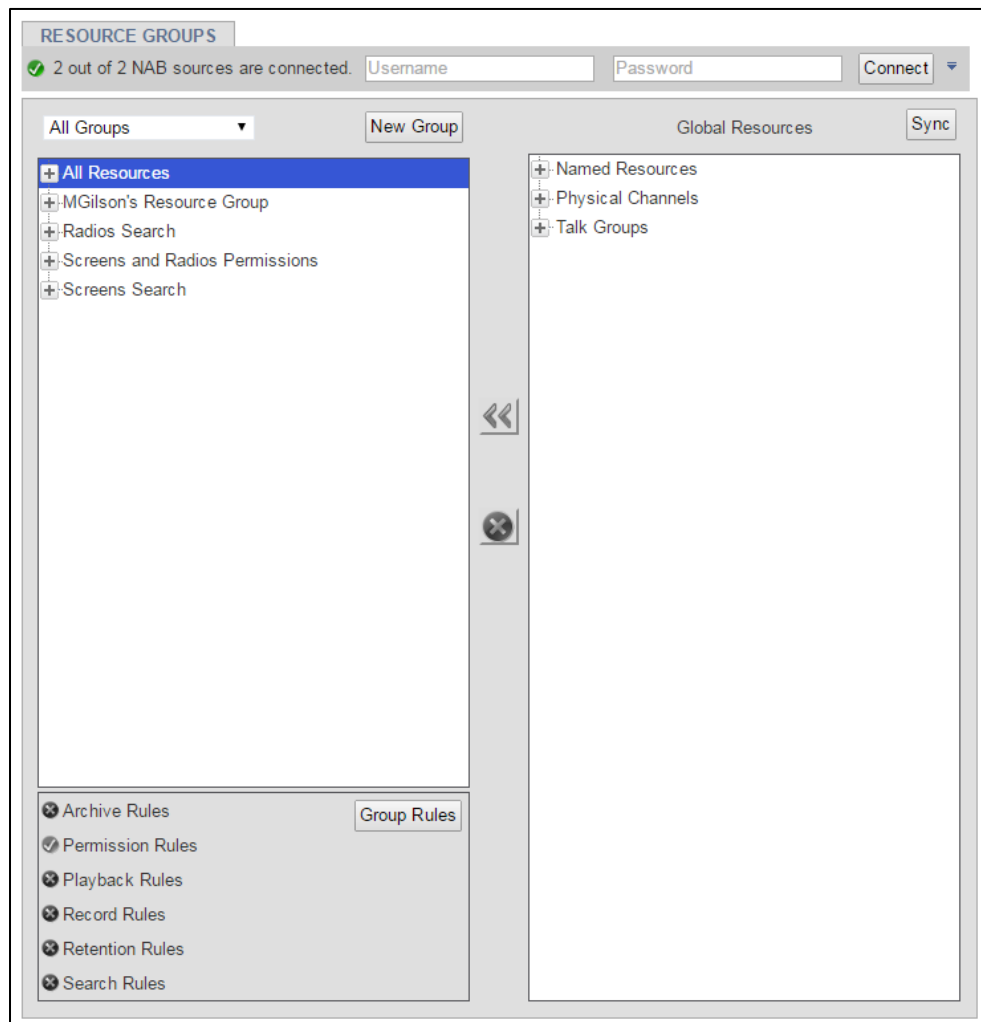


4.6.4. Resource Groups

This page allows you to view and manage Resource Groups. A Resource Group is a configured set of one or more resources available on the recorder, and the rules that apply to those resources. Resources are the call sources on a recorder, and they are identified by channel name, physical channel id, and talk groups. Leveraging these rules and groups allows you to gracefully administer your NexLog recorders in more powerful and flexible way than before.

The Resource Groups feature was new to NexLog 2.2.0, and supersedes the Channel Groups feature present in earlier versions. Resource Groups allows you to manage all policy for a set of resources, instead of having a separate channel group for each rule. For example, if you have a group of channels recording Fire Department calls and another set for Police, you can now have a Resource Group named Fire that contains all channels with names that start with Fire, that grants permission to the correct users and follows the legal requirements for keeping Fire recordings, all in one place.

Figure 55—Resource groups



Resource Group Rules

The rules available are:

Permission: Grant access to these resources to a list of users. The users can then use these resources when browsing, exporting, searching, live monitoring, etc., based on the other permissions they are assigned on the User: Permissions page or are currently granted by being a member of a User Group.

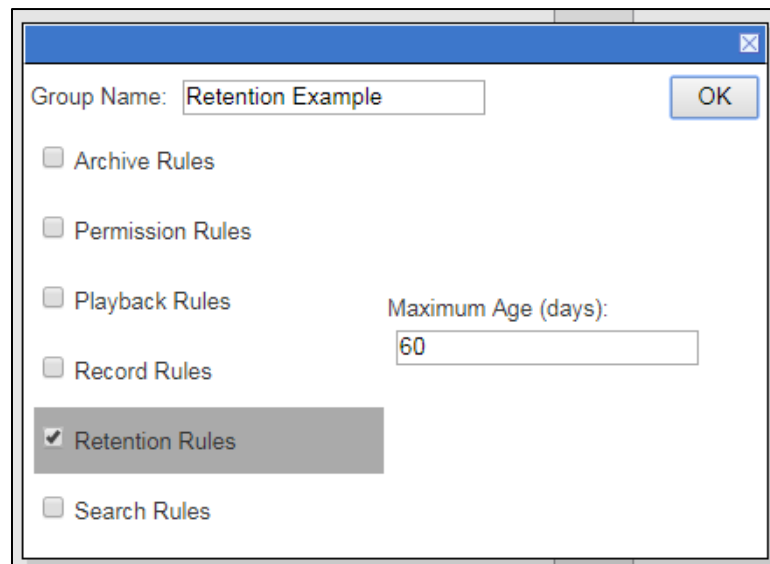
Archive: By default, an archive drive archives calls from all resources, but when included in an archive rule, only calls from the group's resources will be archived on the drives configured. This way a recorder that is split between Fire and Police duties can archive its Fire calls to one drive and its Police calls to the other. Note that only one archive group can control a specific archive drive at a time; when a new rule is configured using a drive in use by another rule, it supersedes the previous rule.

Playback: Groups calls at record time such that they get played back simultaneously in 'group playback mode'.

Record: Recording on all resources in the group will start if the configured "Master Channel" starts recording. The Master Channel must be specified by Resource Name.

Retention: Specify duration that the recordings from the resources in this group will be retained before deletion. This number must be smaller than the global retention setting for it to have any practical effect: the global setting will override anything longer. Anytime a group with Retention Rules is saved, a pop-up window will describe the current setting and ask you to confirm the setting by typing "CONFIRM" into the window and clicking OK. This is to prevent unintentional call deletion settings.

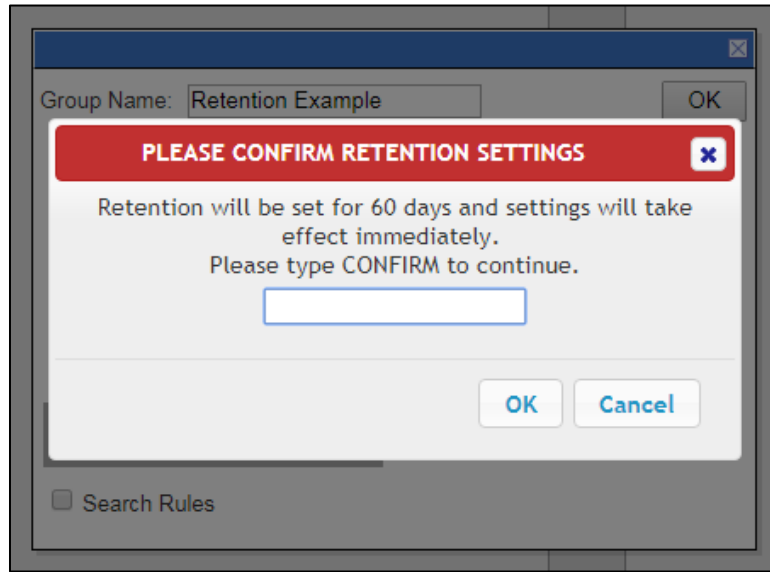
Figure 56—Retention Group Example



The screenshot shows a dialog box with the following elements:

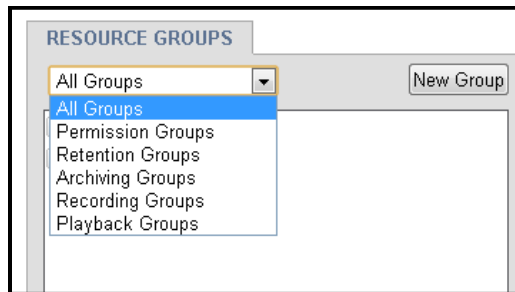
- Group Name:
- Archive Rules
- Permission Rules
- Playback Rules
- Record Rules
- Retention Rules
- Search Rules
- Maximum Age (days):

Figure 57—Retention Group Confirmation



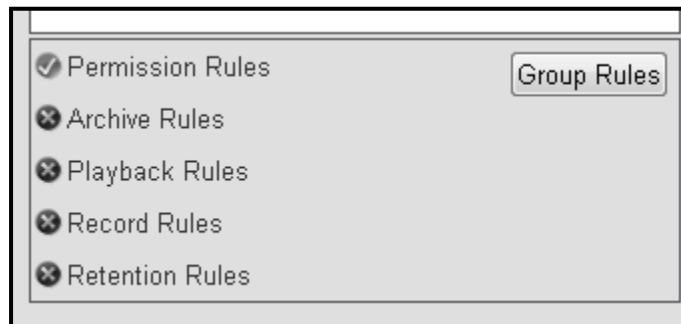
The main page is divided into two columns: the left displays all the configured groups, and the right shows all available resources, grouped in a tree by Named Resources, Physical Channels and Talk Groups. These lists can be individually filtered at the top, so that you can look only at groups that have Permission rules or Retention rules or see only Named Resources or Physical Channels. The full list of filters is shown below:

Figure 58—Resource Group Filters



At the bottom of the left column there is a summary of the currently selected group, showing which rules are currently configured and active for that group:

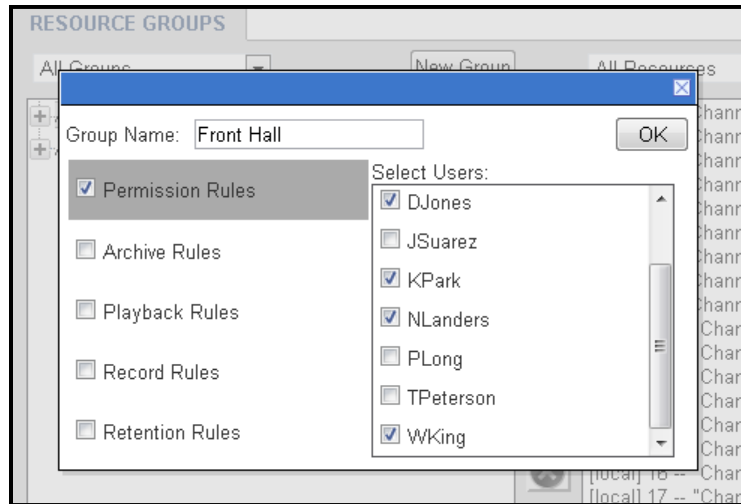
Figure 59—Resource Group Rules Status



Creating Resource Groups

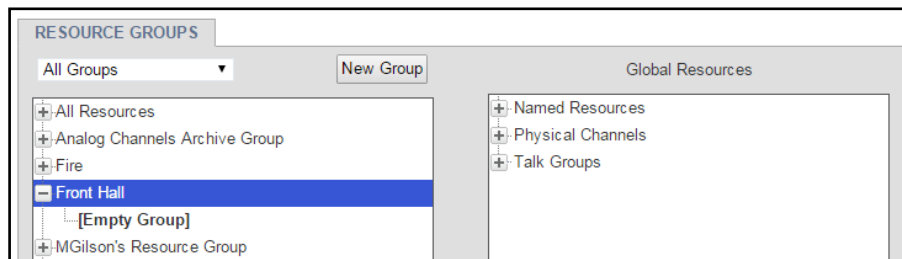
There are three ways to create a new Resource Group. The easiest way is to use the New Group button at the top of the left column on the Resource Groups page found in the Configuration Manager under Recording. There also two ways to create new groups in right-click menus that are detailed as we encounter them in the discussion below. The New Group button will create a new group and bring up the Group Edit window for that new group. Here you can name the group, select which rules apply, and configure each of those rules.

Figure 60—Resource Group Edit: Permission Group View



Here we have a Resource Group named Front Hall, which has an active Permission Rule, granting users DJones, KPark, NLanders and WKing access to the channels in this group. A new group created with the New Group button will have no resources, which can be added in the two-column view. Rules can be disabled by unchecking the checkbox; the rule's configuration will remain saved but not take effect while the checkbox is unchecked.

Figure 61—Resource Group: Empty Group



Adding Resources to a Group

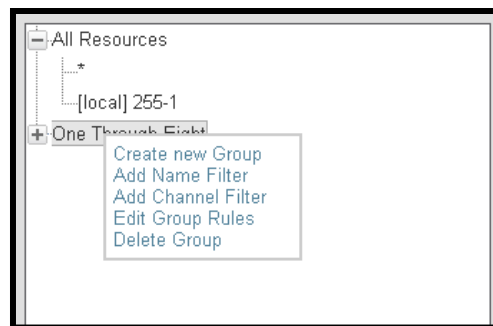
You can add resources to a group in several ways:

- The named resources and physical channel numbers in the right column can be clicked on to select them. Use Ctrl+Click or Shift+Click to select more than one at a time. Highlight a group in the right column by clicking on it. Then add the selected resources by clicking the leftward facing arrows between the columns.



- Select resources and a group in the right column as above, and then Right-Click them to reveal a pop-up menu that allows you to Add to Selected Group.
- That pop-up menu also allows you to create a new group with these resources; it will open the group rules editor so that you can name and configure this new group.
- You can also select resources and click+drag them from the right column into the group you want them to be added to.
- You can right-click the name of the group and select from a menu, as seen in the figure below. From this menu, you can add a Name Filter, using * as a wild card to match multiple resources by name.
- This menu also allows you to add a Channel Filter, with which you can specify a range of resources by physical channel ID and their source, which defaults to Local. The source field is only relevant to configurations involving resources on the recorder originating from Centralized Archive sources; if you want to group these, enter the serial number of the Centralized Archiving source into this field. Click the X to cancel and the Checkmark to save.

Figure 62—Resource Groups: Right Mouse Button Menu



Deleting a Resource Group

You can delete a resource group in two ways:

- Select the Group in the left column and click the X button between the columns.
- Right-Click on the group and select Delete Group from the pop-up menu.

In both cases, you will be prompted to be sure that you really want to delete the group.

User Groups and Default Resource Groups

Resource Groups integrates with User Groups, in that a User Group can be configured to have User Permission Defaults. These defaults are a template rather than an active rule set. Defaults are granted to users when they are added to the group, but if the group's defaults are updated, the changes are not applied to the current members of the group.



Figure 63—User Group Edit

The screenshot displays the 'User Group Edit' interface with the following sections:

- GROUP IDENTIFICATION:** A text input field for 'Group name' containing the value 'Researchers'.
- GROUP ENROLLMENTS:** A section titled 'Users in this group' with a dropdown menu 'Choose a user'. Below it, three users are listed: 'LBertucci', 'BBellerue', and 'MGilson', each with a 'remove' button to its right. A note at the bottom says 'Select the users for this group'.
- USER SESSION INACTIVITY TIMEOUT DEFAULTS:** A text input field for 'Session Inactivity Timeout (mins)' containing the value '60'.
- USER PERMISSION DEFAULTS:** A table with columns 'ENABLE' and 'SOURCE/CHANNEL GROUPS'.

ENABLE	SOURCE/CHANNEL GROUPS
<input type="checkbox"/>	40
<input checked="" type="checkbox"/>	All Resources
<input type="checkbox"/>	MixedRes
- USER SEARCH FILTER DEFAULTS:** A table with columns 'ENABLE' and 'SEARCH GROUPS'.

ENABLE	SEARCH GROUPS
<input type="checkbox"/>	40
<input type="checkbox"/>	MixedRes

Following the behavior of previous NexLog versions the Browse, Exporter, Researcher and Monitor groups by default have All Resources as a Default Permission. Unless configured otherwise, all users in those groups will have access to all local resources on the recorder.

If there are configured Search Groups on the recorder, you can also assign a selection of these as defaults for the group. The default User Session Inactivity Timeout can also be set here.

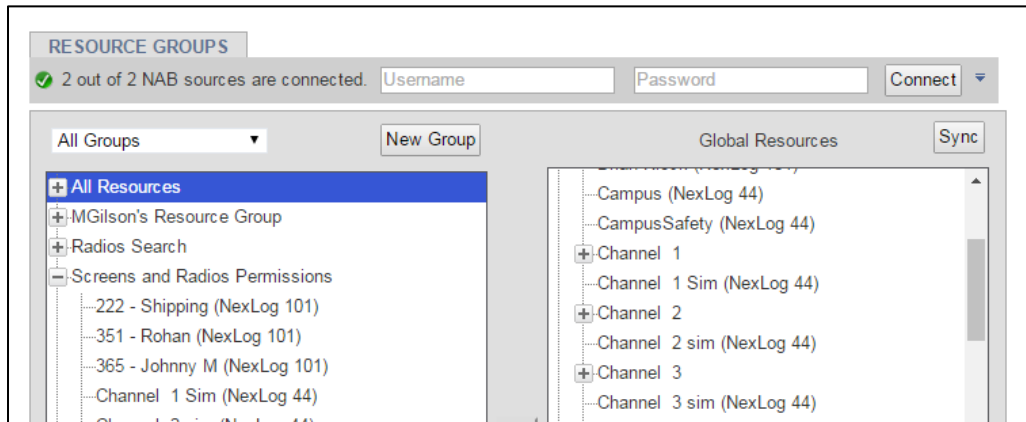
User Specific Resource Permissions

In addition to permissions granted by a Resource Group with Permission Rules including them, a User can be configured to have specific resource permissions. A user may need to be given permissions to fewer resources than are granted by their membership in a user group, and by configuring it here you can narrow those permissions down to the desired set by deleting the set granted by default and recreating it with just the resources needed. Conversely, a user may have a specific permission to access resources outside the normal scope of their user group, in which case these resources can be added individually.

Resource Groups and NexLog Access Bridge

When NexLog Access Bridge is configured, Search Filter Groups can include resources and name filters that bridge across multiple recorders. When you load the Resource Groups page, at the top there will be a NAB Connection row that allows you to enter a username and password to login to each NAB source with. This will prompt to reload the page after it succeeds, to update the list of available resources.

Figure 64—Resource Group Including Resources from Multiple Recorders



Once logged in, the resources list in the right column will include all available resource names and physical channel ids from these sources. With named resources, if multiple recorders have resources with the same name, you can add all of them at once, or expand the entry to select a specific resource by NexLog system name.

For example, in the figure above there is one NAB source configured for this recorder: the host system is named NexLog 44 and the NAB is NexLog 101. The resource names listed inside the Radio and Screen group tell you which recorder they point to by including the name in parenthesis at the end. In the Global Resource list, you can see that resource names that are present on both are displayed with a tree to expand and when expanded you can select a single entry or both and add them to the selected Resource Group.

NexLog Access Bridge also allows for syncing permission groups. While logged in, any permission group involving channels from remote recorders will be synced to those recorders. For efficiency, groups are only synced to systems that have relevant channels; if group X gives permissions to channels on the host and one source, but not a second source, it is synced from the host to the first source and not the second. If you have made changes while disconnected and want to sync those changes, log in with the NAB Connection tool bar and click the Sync button, which will sync all Permission Groups to all connected NAB sources. For additional information about NexLog Access Bridge, please consult the Eventide NexLog Access Bridge Manual (part number 141307-01.)



4.6.5. Call Suppression

The Call Suppression form provides the means to suppress, or prevent, calls from recording (audio data will not be recorded, but the recorder retains non-audio data about the calls). This feature can be used for a variety of purposes, including implementing a legally mandated attorney-client privilege, or assuring privacy for undercover officers or high-ranking officials.

Two mutually-exclusive suppression methods are provided:

- **Suppress on match (Blacklist):** Suppresses recording for all calls that match a telephone number in the list. The recorder discontinues recording a call as soon as the telephone number is recognized.
- **Record on match (Whitelist):** Suppresses recording for all calls except for those that match a telephone number in the list.

The suppression method applies to the entire list of telephone numbers rather than to individual telephone number entries. To select a suppression method, click on the radio button next to it.

The Suppress DTMF feature applies to all call suppression. When recording is suppressed for a call and this feature is enabled, the recorder will not store a record of the telephone keypad dialing tones (Touch-Tones*) that occur during the call. This can be useful to prevent the storage of sensitive data transmitted by DTMF during a call, such as social security numbers, passwords, and personal identification numbers. Click the **Suppress DTMF** checkbox to enable this feature.

To suppress recording, you must select a suppression method and create a list of telephone numbers. Then you must enable record suppression on a channel-by-channel basis via the boards setup page. The following instructions describe how to create and manage a list of telephone numbers.

To add a new entry to the list of numbers, click **Add Pattern** button. This allows you to enter in Suppression Digits, and a Description.

Enter a full or partial telephone number. A call containing this numeric sequence within its telephone number will cause a match. For example, if you enter 800-555-1234, any calls from this number will cause a match, but if you enter only 555, any calls with this sequence within the number will cause a match.

A partial number allows you to specify all calls from an area code or exchange. Whereas the **Blacklist** method is typically used for very specific telephone numbers, the **Whitelist** method is often used with a partial number sequence. For example, if you want to match on an area code and exchange, you can enter 800-555. (Note that a call from 900-880-0555 will also match this number.)

Enter a description and click **Add**. The new pattern should appear in the suppression list.

When all patterns have been entered, click “Submit Global Settings” at the top of the page.



To enable suppression on a channel, add the “suppression” column on the Boards page, then change Suppression from None to “Global List”

Note that Blacklist or Whitelists affect all channels where suppression is enabled. Suppression is not configurable per channel.

4.6.6. Custom Fields

By default, the NexLog Recorder Database stores several pieces of information about each Record, such as the Channel Number and Name it was recorded on, the Date/Time it started, and its Duration. In addition to these standard fields, some optional features and custom integrations can fill in additional information. Since there is no preset field in the database to hold this information, you must configure a Custom Field to store the info. These fields are populated by various optional and standard subsystems, or by custom integrations. For example, upon a fresh installation, four custom fields are automatically added: Annotations, Caller_Id, Calling_Party, Calltype and DTMF. These fields are automatically filled in for calls which enter the system via certain board tasks. For example, a call received on an Analog card which contains DTMF Tones will have those tones automatically processed and the corresponding numbers entered into the database record for that recording as long as the DTMF custom field has not been deleted. If you are not using those fields they may be deleted for your convenience.

In addition to the five preset Custom Fields, Certain optional features, both licensed and base, may utilize a preset custom field and for those features to operate, a custom field by the indicated name must be added. Examples of such custom fields are MF_ANI for storing the MFR2 ANI Number transmitted on some analog CAMA trunks, and RadioID for the ANI transmitted via MDC1200 on some analog Radio systems. Custom Metadata Integrations may require additional custom fields, for example, an ANI/ALI Spill for a 911 Call Center may contain information such as Customer_Name and Street_Address. These custom fields could be added to the system, and the Metadata Integration configured to populate them. Note that just adding a new custom field without an integration to populate it will not provide a useful function, just empty fields. Custom Fields can be enabled as columns in the Front Panel's Replay screen and all remote clients (MediaWorks Plus, etc.) to view the metadata associated with a call.



Figure 65—Custom fields for NG911 event logging

FIELD NAME	FIELD TYPE	VERIFIER	INDEXED	EDITABLE
DTMF	TEXT		True	True
CALLING_PARTY	TEXT		True	True
CALLER_ID	TEXT		True	True
LATITUDE	TEXT		True	False
LONGITUDE	TEXT		True	False
CALLIDENTIFIER	TEXT		True	False
INCIDENTIDENTIFIER	TEXT		True	False

The Main Setup page for Custom Fields shows a list of all fields currently configured, as well as a button to add a new custom field, and a button to Edit or Delete a selected custom field. Simply select the desired field, and then the desired action button. Each Custom Field has several options which can be configured and viewed. These are:

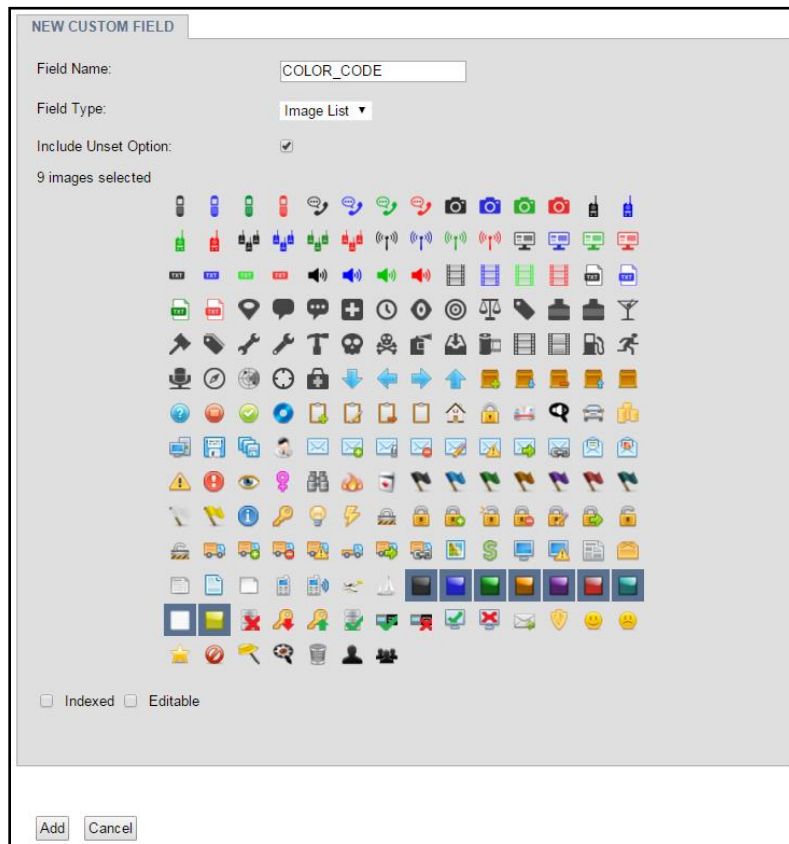
Field Name: This is what the field will be called in the MediaWorks/Front Panel Column and also how it will be identified by the Server. Any field name can be used with a custom integration, but certain field names have specific uses on the server. For example, DTMF, CALLING_PARTY, CALLER_ID, MF_ANI, MDC_ANI, and USER_ID are special fields. If these fields exist on the recorder and the corresponding back end configuration options are enabled and configured, they will be populated by the systems. Other fieldnames will only ever be populated via Custom Integrations or manually by users using client software. Field names are limited to alphanumeric characters and must start with an alphabetical character. Underscores are also allowed and will be translated to spaces for display purposes.

FieldType: What type of data the field will be designed to hold in the database. This can be one of seven types: Integer, Text, Float, Location, List, Image List, Checkbox.

Text is generally always used unless efficient database searching based on "greater than" or "less than" will be utilized. **Float** is for numbers with a decimal place, whereas **Integer** fields contain only whole numbers. **Location** is used for Geolocation GPS data.

Image List allows you to choose from a wide variety of images that can be assigned to a call record in MediaWorks Plus. By default, Image Lists that are editable will include an option to "unset" the value back to nothing. The "Color_Code" field in the example below has 9 images selected and the unset option turned on:

Figure 66—Image List (Color_Code Example)



These images can then be assigned to call records in MediaWorks Plus. The Color Code field of the selected call record in blue in this image has been double clicked, opening the menu to select the image from:

Figure 67—Image List in MediaWorks Plus (Color_Code Example)

Caller Id	Dtmf	Grou...	Location	Pro...	Color Code
2838987	0001		(35.396,-78.948)	No	
	0002		(35.654,-82.202)	No	
2838987	0003		(35.048,-82.374)	No	
	0004		(34.962,-80.002)	No	
2838987	0005		(35.666,-78.508)	No	
	0006		(34.902,-82.384)	No	
2838987	0007		(35.618,-80.4)	No	
	0008		(34.334,-82.362)	No	
2838987	0009		(35.5,-78.362)	No	
	0010		(34.896,-78.258)	No	
			(35.986,-82.042)	No	
			(35.048,-79.164)	No	
2838987	0001		(36.478,-80.53)	No	
	0002		(35.614,-78.154)	No	



List is similar. It lets you create an arbitrary list of values that can be selected from a pull down menu. A **Checkbox** field will display a column of checkboxes in MediaWorks Plus. It is important to make List, Image List and Checkbox fields editable, if they are going to be set by end users in MediaWorks Plus.

Verifier: Only used by Custom Integrations. Currently has no effect on a standard recorder configuration.

Indexed: If this field is enabled, the recorder database will maintain an index on the metadata field. This index will make searching on the field in Front Panel and MediaWorks more efficient and fast, at the expense of additional CPU load on the server to maintain the index. Fields that will commonly be searched on should be indexed

Editable: If true, users will be able to edit the value of this field in MediaWorks, otherwise only the Recorder itself will be able to control the value of the custom field for a call.

When adding new custom field, the above options can be configured. However, when editing an existing custom field, only the Verifier and Editable options can be changed. This is because the Field Name, Type, and Indexed Status end up in the database schema and cannot be efficiently changed. Changing these values would require deleting and re-adding the custom field, which would have the side effect of deleting any information stored in this field for any recording on the recorder.

Deleting a custom field using the 'Delete' Button will also delete any data stored in the custom field for any recording in the database.

Calltype

Calltype is a feature introduced in NexLog 2.4 that automatically tags records with an image representing the kind of recording it is. By default, recordings made on Eventide Larch Analog Recording cards will be tagged with Audio, T1/E1 with Phone, screen captures with Screen. These automatic mappings will only be set up when the system is installed or when a new board is added.



Figure 68—Calltype Field Configuration

Value	Select Image:
CELL PHONE	[Phone icon]
PHONE	[Phone icon]
PHOTO	[Camera icon]
RADIO	[Radio icon]
RADIO EMERGENCY	[Radio icon]
RADIO GROUP	[Radio icon]
SCREEN	[Screen icon]
TEXT	[Text icon]
VIDEO	[Video icon]
AUDIO	[Audio icon]

If you want to set up Calltype for existing boards on a system upgraded to 2.4 from a previous version or if the default mapping isn't appropriate for a channel, you can configure it by going to Recording: Boards, expanding a board and then clicking the Gear to edit the channel. Once on the Edit Channel page, change the Default Call Type field to match one of the entries in the Custom Field mapping. You can put any text here and it will be automatically tagged in this field for all calls that come in on this channel but if you want it to show an image in the timeline, you need to have this text match one of the entries in the map.

If you want to the value for every channel of a board in one go, click a column header on the boards page and select Default Call Type and then click it again to select Set All Values ->Default Call Type, enter the desired value and hit the enter key.

If your system already had a custom integration involving a Calltype field, upgrading to NexLog 2.4 or later will not overwrite that existing field.

4.6.7. NG911

This page allows you to easily configure your recorder to comply with the NG911 recording and event logging specification as published in NENA 03-008. Note



that you must receive licensing from Eventide before enabling the various NG911 components.

The NG911 components are as follows

- Create NG911 SIP Trunk: standard sip trunk with the addition of the ability to receive geo location information in the form of Longitude and Latitude coordinates.
- Event “logging” interface for NG911 enabled PSAP components.
- RTSP server for web based media retrieval.

4.6.8. Encryption At Rest

This page allows you to configure your recorder to encrypt the recordings stored on its internal RAID hard disk drives for increased security. By default, Encryption at Rest is disabled. Enabling this feature requires a license key activation by Eventide (Eventide P/N: 271148).

If Encryption at Rest is not configured, disabled, or unlicensed, all call audio will be recorded on the NexLog’s internal RAID in a proprietary, but unencrypted, format. The proprietary nature of the audio format makes the data difficult, but not impossible, to play back with off the shelf utilities.

If Encryption at Rest is enabled, all call audio will be recorded and encrypted using a 256-bit AES key. This enhances security by making it impossible to play back audio without the original key. The AES keys are stored in the recorder on internal NAND flash memory, using a Key Encrypting Key (KEK). This allows the NexLog to decrypt the calls for playback. Since the keys are stored on separate media, they remain safe in the event that someone gains physical access to your RAID hard disk drives. Physical access can typically be gained when a failed hard drive is replaced and disposed of. When this occurs, Encryption at Rest will securely protect your recordings even if they are able to be recovered from the failed drive.

Encryption at rest can be enabled for any audio channels on a licensed NexLog recorder. When encryption is enabled on a channel, the unencrypted audio is stored in memory where your active AES key is used to encrypt the audio file before it ever touches the internal RAID.

Note: Screen Recording calls will not be encrypted, even if the channel has been configured for encryption.



Figure 69—Encryption At Rest Configuration

GLOBAL ENCRYPTION AT REST SETTINGS

Enabled

Channels (eg. 1-32,64,120-127)

AES KEY	ACTIVE FOR ENCRYPTING
64C4DBF6113D79ADB54206332360CF4490866B3A45E32DA2836EE53993F3FE5B	True
0AA6A0EC7DC07D2A75835BE2A5DF3561B9A97116FF3A66C36D6189B2DA05E2E1	False
E07B2AEFD004B88FC1367791308953CA3D113984BF9807D3E376196C2111946A	False
FC1E182CE2A9D025883A812B6B4B104A99F43B03AA370198379CB079B463CEA0	False
B02A66AA5A948F526D674F1A8F44FFE0EDC0B0B69353D44F243ABF79C27CFC99	False

Active vs Inactive AES Keys

In *Figure 69* you can see an example of 5 AES Keys. The top key is in an Active state (True). This means that it is the AES key that is currently encrypting the configured channels. For better security, keys should be changed or rotated regularly. Changing the active key ensures encryption integrity by reducing the likelihood that someone with malicious intent can gain access to all of your recordings. If only one key were to become compromised, only the recordings captured while that key was in effect can be decrypted.

When you change or rotate keys, you will simply need to select the key from the list and click *Activate Key*. In doing so, the previously used key will become Inactive (False). Inactive keys are only used for decrypting recordings for playback or export (see *Playback and Exporting Encrypted Recordings*). This means that if you intend to access recordings that were encrypted using a key that isn't the currently Active key, it will need to remain on the system in an Inactive state.

Important! Deleting a key is irreversible and only advised if no recordings were encrypted using the key you intend to delete. If a key is mistakenly deleted and you have it stored in an alternate location, adding the key back into the system, as Inactive, will allow you to resume playback. Caution should be taken in verifying that the key was not used on recordings currently on the NexLog recorder, or recordings stored in an Archive backup (see *Archiving Encrypted Recordings*).

Note: Eventide is not able to recover recordings encrypted with a missing or deleted AES key.

Adding an AES Key

The NexLog Administrator should generate a secure encryption key using a high quality source of entropy. For enhanced security the NexLog recorder does not generate or provide you with original AES keys. If you do not have your own key generation utility, you can perform a websearch for “Random Byte Generator”.



The website www.random.org/bytes provides a generator that uses atmospheric noise for its source of entropy.

Note: Eventide is not affiliated with Random.org and cannot warrant use of, or the availability and reliability of their operations.

Important! Once you have generated a secure 32 byte AES key, it is recommended that you store it in a safe or another secure location. You should also maintain your own external record of key changes, rotations, and deletions with dates and timestamps. Configuration Backups will contain the KEK version of your encryption keys, but this should not be your only method of key backup. Eventide is not able to recover encrypted recordings if the AES key is not available.

Figure 70—Adding Encryption Key

The screenshot shows a web form titled "Adding Encryption Key". At the top, there are three buttons: "Add Key", "Activate Key", and "Delete Key". Below these is a text input field labeled "AES Key: (32 Hex Bytes)". Underneath the input field is a checkbox labeled "Make this Key Active". At the bottom of the form are two buttons: "Add" and "Cancel". Blue circular callouts with numbers 1 through 4 point to the "Add Key" button, the text input field, the "Make this Key Active" checkbox, and the "Add" button, respectively.

(1) click *Add Key* at the bottom of the Encryption at Rest page.

(2) Then paste your AES encryption key. Your encryption key should be a 256-bit AES key represented using 32 Hex Bytes, or 64 hexadecimal characters (A-F,0-9). It should not contain spaces or symbols. Keys are not case-sensitive.

(3) If this will be the key used to actively encrypt recordings, click the active checkbox. Otherwise, the key will be added in an Inactive state.

(4) Click *Add* at the bottom of the page.

Once you add an AES key, the recorder will encrypt your AES key using a Key Encryption Key and store then it on internal NAND flash memory. This will protect your keys in the event of a total hard drive failure. A backup copy should still be maintained.

Enabling Encryption at Rest

Once your AES key has been added to the recorder, click the *Enable* checkbox and enter the channels you would like to be encrypted. The channel field supports multiple channels using comma separation and ranges. The example in *Figure 69* shows that channels 5,6,7,9, and 23 through 48 will be encrypted before written to the hard drive. After your channels have been entered, press *Submit Global Settings*.

Future recordings will now be stored on the internal RAID and archived in an encrypted format. Encryption at Rest will not encrypt recordings that have already been created and stored on the NexLog's RAID or archives.

Playback

Once your recordings are encrypted, there will be no noticeable changes in the way you playback recordings. The recorder will automatically decrypt them before streaming them to MediaWorks Plus.

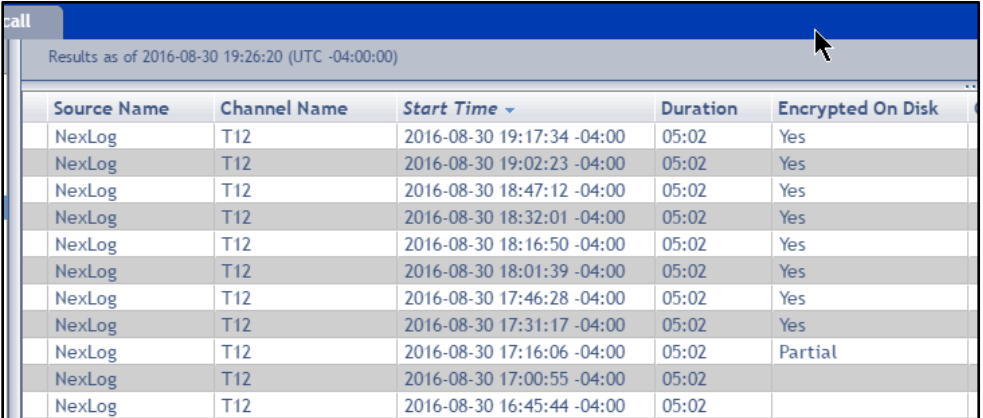
In order for the recorder to decrypt the recordings, the encryption key must remain on the system. Deleting a key that was previously used will render any recordings that were encrypted with it unplayable. As shown in *Figure 71—Encrypted Recording Unavailable*, if the AES key used to encrypt a played recording is not available, the system will display a “!” indicating that the recording is in accessible.

Figure 71—Encrypted Recording Unavailable

	Source Name	Channel Name	Start Time ▾	Duration	Encrypted On Disk
!	NexLog	T12	2016-08-31 15:47:25 -04:00	05:02	Yes
!	NexLog	T12	2016-08-31 15:32:14 -04:00	05:02	Yes
!	NexLog	T12	2016-08-31 15:17:03 -04:00	05:02	Yes
!	NexLog	T12	2016-08-31 15:01:52 -04:00	05:02	Yes

Adding the original key back into the NexLog will allow playback to resume. (see Adding an AES Key)

Figure 72—MediaWorks Plus Encryption on Disk



The screenshot shows a call grid interface with a table of recordings. The table has columns for Source Name, Channel Name, Start Time, Duration, and Encrypted On Disk. A mouse cursor is pointing at the 'Encrypted On Disk' column header. The table contains 12 rows of data, with the last row showing 'Partial' in the 'Encrypted On Disk' column.

Source Name	Channel Name	Start Time ▾	Duration	Encrypted On Disk
NexLog	T12	2016-08-30 19:17:34 -04:00	05:02	Yes
NexLog	T12	2016-08-30 19:02:23 -04:00	05:02	Yes
NexLog	T12	2016-08-30 18:47:12 -04:00	05:02	Yes
NexLog	T12	2016-08-30 18:32:01 -04:00	05:02	Yes
NexLog	T12	2016-08-30 18:16:50 -04:00	05:02	Yes
NexLog	T12	2016-08-30 18:01:39 -04:00	05:02	Yes
NexLog	T12	2016-08-30 17:46:28 -04:00	05:02	Yes
NexLog	T12	2016-08-30 17:31:17 -04:00	05:02	Yes
NexLog	T12	2016-08-30 17:16:06 -04:00	05:02	Partial
NexLog	T12	2016-08-30 17:00:55 -04:00	05:02	
NexLog	T12	2016-08-30 16:45:44 -04:00	05:02	

Once Encryption at Rest is enabled, a new metadata column will be created in MediaWorks Plus. To view it, right click the column header in the callgrid and enable *Encryption on Disk*.

A value of *Yes* means that the recording is encrypted.

A value of *Partial* means that only a portion of the recording was encrypted. This can occur if a recording was in progress when Encryption at Rest was enabled/disabled, or while the active key was being changed.

A blank value means that the recording is not encrypted. The channel in question may not have been included in the Encryption at Rest channel field.



Encryption with NexLog Access Bridge

If NexLog Access Bridge is being used for playback, the AES key will only need to reside on the source recorder that originally captured and encrypted the recording. It is unnecessary to load the AES key on the base.

Archiving Encrypted Recordings

Once Encryption at Rest is enabled, any encrypted recordings set to archive will remain in their encrypted state. If the need arises to playback or restore archived encrypted recordings, the original AES key will need to be added to the playback recorder. If encrypted recordings are being Central Archived, the receiving recorder will need the AES keys originally used to encrypt them.

Note: Encrypted local archives cannot be played in MediaWorks or MediaWorks Plus since the archives do not contain any AES keys. The archive must be mounted to a NexLog as a remote archive, and the NexLog must original AES key loaded.

Exporting Encrypted Recordings

When exporting an encrypted recording, the NexLog will automatically decrypt the file before downloading it to your computer. If you wish to maintain recording encryption, you will need to export the files as a password protected local incident. For enhanced security, this method will not use your original AES key, instead it will encrypt the recordings using the password entered on export.

Background Vocoding Encrypted Recordings

Section 4.6.9. IMBE/AMBE Vocoder discusses the use of background vocoding for IMBE and AMBE recordings. If encryption is enabled on channels recording P25 radio traffic, the recordings will be encrypted before writing them to the internal RAID. If background vocoding is enabled, the recording will be decrypted before being vocoded. Once the recording is vocoded, it will be encrypted again using the currently active AES key. If the original key is not available for the initial decryption, alert code 66 will be triggered to alert you that a key is missing.

4.6.9. IMBE/AMBE Vocoder

This page allows you to configure your recorder to use internal or external IMBE/AMBE Vocoders to decode P25 recordings. If your NexLog recorder is fitted with an internal DVSI Vocoder or two, the Internal Vocoder Resources field will show the number available. Check the box to enable these.

If you are using an external DVSI Net-2000 Vocoder IPs or external EFJohnson JEM II Vocoder IPs, you can configure as many as needed, one IP address per line.



Background Vocoding

As with previous releases, when recording P25 Audio from sources that provide audio in their native codec (IMBE or AMBE), the audio is stored on the recorder's hard drives in the same native format it was received in. When playback or export is selected from MediaWorks Plus or the front panel, the configured vocoding resources (External DVSI Net-2000 boxes, EFJohnson JEM II servers, or DVSI Vocoding hardware installed internally to the NexLog), are used to decode the audio on demand.

The advantage of this strategy is that AMBE and IMBE are very efficient at compressing audio, so much less disk space is needed to store the data. On the other hand, the disadvantage is that the amount of required vocoding hardware resources scales linearly with the number of users who are doing playback or export at any one time. Exports of large numbers of files will be slow, generally no faster than 4x real time (e.g. an hour of calls will require at least 15 minutes to export.) And finally, during times when those resources are not being used, they are idle.

Figure 73—IMBE/AMBE Vocoders Configuration

The screenshot shows two configuration panels. The top panel, titled "IMBE/AMBE VOCODERS", includes a dropdown menu for "Internal Vocoder Resources" set to "Not Present", an unchecked "Enabled" checkbox, and two empty text input fields for "External DVSI Net-2000 Vocoder IPs" and "External EFJ JEM II Vocoder IPs". The bottom panel, titled "BACKGROUND BATCH DECODING", features an unchecked "Enable Background Decoding" checkbox, a "Channel Range to Decode" dropdown set to "1-255", and a "Re-encode Audio as" dropdown set to "G.711 uLaw (64kbps)". A note at the bottom of this panel states: "*Note: JEM Transcoders will only Decrypt when background batch processing, actual transcoding is always delayed until playback".

Save Cancel

The Background Vocoding feature, if enabled, will use those idle resources to convert saved IMBE/AMBE calls on disk to a data format that can be played back without using the vocoding resources at playback time (G.726/16, G.726/32, and G.711 are supported). The advantage of having files pre-converted is that playback and export do not require the vocoder resources and will be just as fast as export/playback of other audio formats. The disadvantage of background vocoding, is that the data formats will require more space on disk than the native IMBE/AMBE data would have.

With the feature enabled, whenever a configured vocoding resource is idle, it will be put to work loading files from the disk, transcoding them, and then resaving them. When you go to playback/export a call, if it has already been vocoded, no



vocoder resources will be required at playback and playback/export will be much faster.

The Channel Range to Decode option defaults to checking all calls on all channels, but you can configure this to only evaluate and vocode calls coming in on specific physical channel IDs. You can enter ranges with hyphens or delimit with commas; for example, if you want to decode channels 2,3,4,5,6,17,18,19, you could enter 2-6,17-19.

4.7. SETUP: Archiving

4.7.1. Archives

In addition to the online storage that NexLog provides for recordings on its Hard Drives (System: Storage Devices), the system also provides for archiving of recordings. An Archive is a separate medium (DVD-RAM disk, Removable Hard Drive, RDX, Blu-Ray disk, USB hard drive, etc.) onto which calls be archived for back up purposes. Archives provide a way to store recordings long-term that will end up deleted from the Recorder's internal storage due to Retention settings (Recording: Retention) and/or disk space availability. The NexLog Archives page allows you to view the status of and perform actions on your archive drives.

NexLog supports three types of Archive Drives. The first drive type is physically part of the recorder, such as DVD-RAM multi-drives. These archive drives are purchased with and licensed for use with your recorder. Since they are part of the chassis, these archive drives will always show up in your list of archive drives, regardless of whether media is currently present.


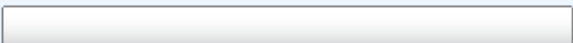

Secondly, are Archive drives that are physically connected and disconnected dynamically to the recorder, for example, external USB Hard Drives or USB Keychain drives. These archive drives will only show up on the setup page when they are physically connected to the recorder.

A final class of archive drives are those which are accessed via the network. Because these are not physically connected to the recorder, the recorder has no way to auto-detect these. They must be manually added to the recorder's configuration and configured. These archive drives include Network Attached Storage Devices and Centralized Archives, which is where one NexLog or Eventide Atlas Recorder archives call records to another NexLog Recorder's database over the network.

At the top of the Archives Page, is a list of all the current Archive Drives in the system. To the left is the archive drive name, consisting of the drive type and the number of the drive on the system (e.g. DVD 1). Next is a box showing the current status of the drive as well as a status bar giving a quick at-a-glance indication of how full the drive is.



Figure 74—Archive display in web Configuration Manager

Drive	Status	Record Count
DVD-RAM 1	 Idle, used Eventide media	4060
DVD-RAM 2	 Idle, blank media	0
NET 1	 Archiving, 2015-11-25 14:14:11 UTC	1433

Note that this display is redundant when using the Front Panel locally. Info screen has a similar implementation with the same functionality.

To the right of the status indication is a count of how many calls are currently archived to the archive drive. If the drive is one that supports removable media, the number of calls on the currently inserted media is displayed. To perform an action on an archive drive, you must first click the drive to select the one you wish to take action on, and then click the action button below which corresponds to the action you wish to perform. Actions that are not applicable to the currently selected archive drive, due either to the drive type or to the status of the drive, will be grayed out.

The available actions are:

- **Start Archiving:** Enable archiving to the selected drive. Call Records will begin transferring to the archive oldest-first beginning at the timestamp indicated by the current archive pointer for that drive (see 'Configure' below). Call Records that meet the criteria for archiving to this drive will continue transferring one at a time until archiving is stopped (either manually or due to a condition set under 'Configure'), the drive fills up or another exception occurs (such as an error writing to the media). Once the archive pointer catches up to the current time, calls that meet the configured archive criteria will be transferred as they are recorded.
- **Stop Archiving:** Stops archiving to the selected drive. Call Records will cease transferring until archiving is started again.
- **Eject:** For an archive drive with removable media, such as a DVD-RAM, this button will cause the CD Tray to open so the media can be removed. For other archive drives, such as a USB Drive, this action will render the drive safe to be unplugged without the risk of losing or corrupting data on the drive.
- **Browse:** This loads the current archive for browsing and playback from both the Front Panel and MediaWorks. When an archive drive is in browse mode, new calls cannot be archived to it until it is first taken out of browse mode.



- **Period Archive:** Period archive allows you to manually archive a time range to an archive. It also allows you optionally select only protected media to be archived. Media must be formatted without any calls on it before period archiving can be used.
- **Format:** For archive types that can be formatted by the recorder, this action will perform a format. Formatting the media will delete all existing data currently stored on the drive, whether it is an existing NexLog Archive, or data belonging to some other device or operation system. Always double-check the media before you format it.
- **Media Info:** Displays additional information about the media currently inserted into the drive.
- **Print Label:** This allows you to print a label containing information about the contents of a DVD-RAM archive.

4.7.2. Archive Configuration

This section has the same basic display as 'Archiving: Archives' but has different control buttons:

Figure 75—Archive Configuration

Drive	Status	Record Count
BLU-RAY	<input type="text"/> No disk	0

Add Archive:

Archive drives which cannot be detected must first be added to the recorder so that they show up as selectable drives on the Setup Archives page. Once added, they can then be configured using the 'Configure' button. As will all archive drives, the recorder must also have the correct license keys installed to be able to access the archive drives. After clicking this button, you must select which type of addable archive drive to add to the system. The options are NAS (Network Attached Storage) or NFS (Network File System) (which are also sometimes known as 'Network Shares'), or 'Centralized Archive', which is another NexLog recorder which will be acting as an archive device for the current recorder. You will be able to configure archive parameters specific to the NAS or Centralized Archive here, these options are identical to the ones provided under 'Configure Archive' for the archive drive and will be described below.

NexLog Recorders can be configured with one NAS or NFS archive, total, for free; configuring more than one requires an additional add-on license.



Delete Archive:

Archive drives that have been previously added (NAS or Centralized Archive) can be deleted via this button.

Archive Transfer:

If you insert previously-recorded archive media into a drive, this button can be used to perform a restore operation, i.e., copy the calls from that medium back to RAID. Several checks are performed before transferring the data:

- Does the serial number of the recorder that recorded the archive medium agree with that of the destination recorder?
- Are the channel names of the recorder the same as the destination?
- Does the format of the data on the archive conform to that of the destination?
- Is there any problem with or damage to the archive medium to be transferred?
- Are all (or some) of these calls duplicates of calls already on the recorder?

If none of these are appropriate for the medium, or if you indicated that you wish to proceed, the archive transfer will commence. All drives operate independently. You can restore archive media in all available drives, or you can even record archives on one medium while restoring from another.

Important! The restoration process cannot continue once the RAID is full, so unless you have a special reason for doing otherwise, always restore from the most recent archive backwards.

If you are restoring archives after a new installation, use the Set Archive Time facility to make sure that new archives are only recorded from the present forward. If you don't set this and begin new archiving after you have restored your archives from a previous installation, you might find yourself "re-archiving" the restored archives.

Restore Metadata:

Metadata archives contain just the metadata for calls on a system; this is a way to archive any notes, annotations, etc, that are applied after a recording is made. In the case of a system failure, restoring from an archive made at recording time will be missing any metadata added afterwards; restoring metadata will update the metadata on these calls to include what was present at the time metadata was archived. To create metadata archives, use the Backup User Edited Metadata feature of Schedules, discussed below under Utilities.

Configure:

This screen allows you to configure your archiving drive. Select the Archive on the Archive Configuration page and then click Configure and you will be greeted by this tabbed page that lets you configure settings, time, groups and tracking.



Figure 76—Archive Configuration Configure Page

The screenshot shows a web-based configuration interface for an archive drive. At the top, there are five tabs: SETTINGS, TIME, GROUPS, TRACKING, and NAS. The 'SETTINGS' tab is active. The configuration is organized into several sections:

- Drive Type:** Set to 'WIN-SHARE'.
- Data Archived:** A numeric input field containing '0'.
- Archive Mode:** A dropdown menu set to 'Mode Standalone'.
- Checkboxes:** A list of options with checkboxes:
 - Auto Resume
 - Auto Start
 - Auto Eject
 - Verify Archive
 - Enable Format Protection
 - Archive Without Media(audio)
 - Use as Quarantine Storage Location:
 - Create Wav File
 - Enable Label Printing at Recorder
 - Enable Auto label printing on stop
- Transcode to Encoding:** A numeric input field containing '1'.
- Printer Device:** A dropdown menu set to 'Serial Port: 1'.
- Format Protection seconds:** A numeric input field containing '0'.
- Display Name:** A text input field containing 'NAS'.

Settings

Drive Type: The type of drive.

Data Archived: The amount of data archived since install. This number is in Bytes.

Archive Mode: Archive drives mounted inside the NexLog recorder are set to sequential by default. Sequential means that after the current drive finishes archiving it will start archiving on the next drive in the chain, assuming the media is inserted and formatted without any data on it. Parallel mode allows systems with two drives to be used simultaneous for two different archiving tasks.

Auto Resume: A recorder that is turned off while an archive medium is being recorded will automatically continue recording that archive from where it left off when the recorder is restarted. If it isn't enabled, then any archive media in the recorder when power is applied will appear as they would if they were simply inserted in the drive. This setting also controls auto resuming on NAS and Centralized Archive drives after a network disconnect.

Auto Start: An archive drive set to Auto Start will automatically start archiving anytime the drive is in a state where archiving is available. The only times it will not start archiving are when there is no media, full (or damaged) media, the drive is in browse mode, or when the other drive in a sequential pair is already



archiving. You may need to turn this off temporarily to be able to eject or browse a drive if you want to do so while it is only partially full.

Auto Eject: Ejects the media after it's full. This is only applicable for DVD drives.

Format Protection: Protects the media from being accidentally formatted until the time on the recorder is greater than the most recent call on the media plus the configured protection seconds. Note that this option only prevents you from formatting the media on the NexLog recorder, it does not protect against placing the media in a PC and formatting it there.

Use as Quarantine Storage Location: This will configure this archive to be used as a Quarantine Storage Location, to store Quarantines from MediaWorks Plus when in ATC/ATM mode. This requires an Air Traffic Control/Air Traffic Management license. See more information in Appendix D of the MediaWorks Plus manual.

Create Wav File: This option will include an 8-bit, 8.0kHz WAV file of each call, playable directly from the disc in any computer able to read the archive media. This will of course reduce the number of calls that fit on a given disc as it consumes more space than just the native encoding.

Transcode to Encoding: This option determines the kind of WAV file created by the Create Wav File option. The default is 1, which is appropriate for most situations as it is the most widely supported for playback. The settings are:

1. Mu-law 64KBPS: 8-bit, 8 kHz
2. G726 32KBPS: 4-bit, 8 kHz
3. G726 16KBPS: 2-bit, 8 kHz

Archive Without Media (audio): This option allows you to archive only the recording and metadata databases. This option would typically be used in a multi-recorder environment (using Enhanced Reports) to allow reports to be run from a single server.

Time

Set Archive Time: Allows you to set the current archive pointer.

When you start archiving, the first call to be archived is determined by an internal archive pointer. This pointer tracks where you left off archiving with the previous disk, so that the next disk will begin where the previous one left off. Also, if you are in the middle of a disk and you stop archiving, for whatever reason, such as the need to browse calls on the disk, you can resume archiving at the point where you left off. The goal is to ensure that only consecutive calls are recorded on each disk, making labeling and searching easier. This pointer is maintained automatically.

However, there are times when you may want to manually set the current pointer location. For example, you may have misplaced an archive disk and you want to re-archive calls. Of course, to do so the calls must still be present on the RAID.



To manually set the current archive time, select a date and time using the calendar control and save the form. The next time you start archiving, the calls on your RAID closest to the new archive time setting will be archived first.

When you have completed recording a medium whose starting time you have selected with the Set Archive Time feature, the time pointer is set to the time of the end of the medium just recorded. It is NOT set to the end of other data that may have been archived. Sometimes this is desired behavior, such as when you want to record more data than will fit on a single medium from the starting time you set. Sometimes it may not be, such as when you want to continue archiving from the end of the last medium you recorded in the normal sequence. If the second is your requirement, you can note the desired time and reset the archive pointer to this time. If you failed to make a note, you can take the most recent archive medium, read the “Media info” for that disk, and set the pointer to that time.

Important! As noted in the display, the Archive time is set in UTC time. If you are setting the archive time to start at the end of a previously recorded archive medium, you will probably use the “Media Info” feature to check on the end time of that medium. The recorder displays “Media Info” in UTC since the archives are portable and must be compatible over time zones and different playback hardware. To dovetail the recorded and new archive times, you must convert your local time to UTC for this setting.

Archive Delay: how long to archive behind the recorders current time.

Archive Duration: Limit the time period contained on an archive. This is useful if you only want one day’s worth of recordings on a media, for example.

Groups

Use Channel Group: Set an archive drive to use one of the configured archive groups.

Tracking

Tracking is an option that prevents calls from being left out of archives. Because of the inherent nature of the technology involved, NexLog Recorders do not always receive calls from VoIP, Screen Capture and Centralized Archiving sources in real-time. They can, under certain conditions, end up receiving calls hours or even days after they were originally recorded. This can have a significant impact on archiving. Take the following scenario for example:

- A busy NexLog Recorder with both local input board sources and screen channels.
- The archive pointer on a DVD-RAM drive is set to current time.
- Calls are currently coming in on the local input channels.
- Due to temporary but severe network congestion, a screen capture client has buffered an hour’s worth of calls, which is just now transferring to the NexLog Recorder.



Starting to archive calls to this DVD-RAM drive would leave the hour of screen calls unarchived. Because of this, archive drives can optionally be set to wait for remote data, which will prevent any archive from writing past the current archive time of any source that is not currently up-to-date.

In the same scenario as the preceding one, but with Tracking turned on, the result would be the DVD-RAM drive would pause in archiving mode, idle, until the screen system caught up to the archive time that had been initially set, at which point the DVD-RAM would begin to fill with all of the calls, leaving nothing unarchived.

This feature is optional only because a Call Source may be temporarily offline and one needs to archive calls anyway. In that case, turn off CST, create the archive you need, then turn CST back on and reset the archive time.

4.7.3. Media Selection

This section assumes you are using DVD-RAM disks for archiving. Eventide recommends any of the following configurations of media for DVD-RAM archiving:

- For NexLog recorders equipped with the older Panasonic SW-9576 DVD-RAM drives, use the following media type:
 - PANASONIC 9.4 GB DVD-RAM, double-sided media, inside a Type 2 or Type 4 cassette. The cartridge will need to be flipped to use the 2nd side.
- For NexLog recorders equipped with the newer LG Multi-Drives, use the following media types:
 - PANASONIC 4.7 GB DVD-RAM, single-sided media, (non-cartridge)
 - PANASONIC 9.4 GB DVD-RAM, double-sided media, inside a Type 4 cartridge (Note: the disk must be removed from the Type-4 cartridge prior to use in an LG Multi-drive). The disk will need to be flipped to use the 2nd side.

Note: **Regarding Data Protection:** Although the recorder incorporates an archive protection mechanism, this is only effective when playing the archive in the recorder itself. When playing the archive in an ordinary PC that accepts the cassette, it is not protected from being overwritten unless the write protection tab on the Type 4 cassette is set.

CD-R Media: CD-R and DVD-R/RW/RW+, etc. media are **not supported** for archiving. They are supported for exporting media via the Front Panel. If you try to archive onto a CD-R, it won't work, and it may not be immediately clear why, so be sure to confirm that you are using the proper (DVD-RAM) archive medium.

Blu-Ray Media: Blu-Ray media is supported only on systems with Blu-Ray drives. We recommend 25GB 2x single sided BD-RE discs.



4.7.4. Sequential and Parallel Modes

These modes apply only to recorders with more than one archive drive. Otherwise, the setting has no effect.

Sequential mode means that archiving will continue automatically to the next available medium. In the following figure, the top disk is writing calls. When the disk fills up, archiving will continue on the middle drive, and then on the bottom drive. The middle and bottom drives must contain formatted, blank media. After the disks are full, they can be flipped if they are double-sided, and the process will continue. For example, when the top disk Side A fills up, the middle disk Side A will begin recording. When that is full, the bottom disk Side A will begin recording. After Side A is full on any of the disks, you can flip the disk to Side B. After the bottom disk, Side A, is full, the recording will continue on the top drive Side B, and so on.

Parallel mode means that archiving will *not* continue automatically on the next available drive. Instead, you can begin recording on the top drive and on the middle drive simultaneously (and the bottom drive if you wish) and all drives will record the same data. This mode uses more disks but provides redundancy.

4.7.5. Network Archive Storage Configuration(NAS)

The recorder can archive not only to its own internal drives and removable media, it can also use network attached storage (NAS) on a typical Microsoft Windows network for archiving.

Figure 77—NAS configuration

The screenshot shows a configuration window titled "TYPE OF DRIVE". It contains two radio buttons: "NAS" (which is selected) and "Centralized Archive". Below this are several input fields: "Host name" with the value "192.168.2.112", "Share name" with the value "archive", "Workgroup" (empty), "Username" with the value "ArchiveUser", and "Password" (masked with dots). At the bottom of the window are "Save" and "Cancel" buttons.

Hostname - the NETBIOS or DNS name of the server where the archives will be stored. This server must be a Microsoft Windows server or other system that emulates Microsoft Windows file sharing.

Share Name - the name of the share on the server where the archives will be stored. Microsoft Windows syntax for specifying a network location is

\\Hostname\Sharename

For example, if your network administrator has specified that the recorder archives can be stored at

\\BigServer\RecorderArchives

The NAS Hostname should be configured as BigServer, and the Share Name should be configured as RecorderArchives.

Workgroup - The Workgroup or Domain of the server where archives will be stored.

Username - a valid username that has been granted read/write access to the hostname and share name where the archives will be stored.

Password - the Password associated with the Username on the Microsoft Windows server.

4.7.6. Archive Media History

The Archive Media History displays a history of all of the different archive media that have been inserted into the recorder. Archive Media will show up in this list regardless of whether or not they have actually been written to. Archives which are inserted into the recorder only for browsing and playback will also show up in this list. If the list spans multiple pages of output, use the 'Next' and 'Prev' buttons on the bottom of the page to navigate through the list. Alternatively, you can alter the page number in the "page" box and press the "Go" button. Note that if an archive drive in the case of drives without removable media, or a media disk in the case of drives with removable media will gain a separate entry in this table for each time they were formatted and used. Therefore, if you archive Jan-Mar on a DVD-RAM disc, then reformat it, and then archive Apr-Jun, you will have two entries for that disk in the archive media history, one for the first date range showing that the archive has been deleted, and one for the new date range.

The fields displayed for each archive media history entry are as follows:

Recorder Serial: The serial number of the recorder on which the archive was written. This will be zero if created on the recorder you are logged into. It would only be nonzero in the case of an archive written on a different recorder and then inserted into this recorder for browsing and playback.

Format Time: The Date and Time upon which the archive drive, or current archive media, was formatted.

Start Time: The Date and time of the oldest call contained on the archive media.

End Time: The Date and Time of the latest call contained on the archive media.

Call Count: The number of calls archived to the archive media.

Status: The current status of the archive media. The possibilities are:

- **DELETED:** This media has since been reformatted on the recorder, and this archive is no longer available. Note that if an archive media is formatted on a



different system or physically destroyed, the calls will also no longer be available, but this status will not be reflected in the recorder's archive media history

- **PARTIAL:** Archive was started but not completed.

Drive Type: The type of archive drive (e.g. DVD-RAM, USB Drive, NAS, etc.)

Last Archive Time: The most recent time that archiving was started on this archive media.

4.7.7. Archive Splitter

Archiving media that has the potential to contain a very large amount of call data, such as R-HD, NAS and USB drives, can be configured to be split into month sized folders, for faster loading times and search results when put into browse mode. The splitter is configured with the Schedules page found under Utilities.

4.8. SETUP: Alerts and logs

4.8.1. Active Alarms

An Alert on a NexLog system can either be an event or a state. Alerts that represent a state are also referred to as 'Active Alerts' or 'Alarms'. All alarms on a NexLog system are also alerts, but an alert is not necessarily an alarm. For example, Alert Code #8 "Recorder Startup" is an informational alert informing of an event, but is not an Alarm. Alert Code #6001 "RAID is degraded" is an alarm, since when the event it is informing of will remain in effect until resolution (by replacing a drive). Some alerts which are not alarms will raise an alarm if the alert occurs more frequently than a preset threshold, or will show up as an Alarm for a few minutes after occurring, but then revert automatically to a non-alarm alert.

The Active Alarms page allows you to view the Alarms that have triggered on the system but have not yet been resolved. Therefore, these alarm states are actively in progress and awaiting resolution. Some alarm states will resolve on their own, for example, an alarm complaining that the networking cable has been disconnected, will be resolved automatically once the recorder detects that a network cable has been reattached. Other alarms, such as the degraded RAID alarm, may require user intervention to resolve.

If there are any currently active alarms to show, you will see a table with one row per alarm. The columns are as follows:

Time: The date and time the alarm triggered and became active

AlertCode: The Alarm code for the alarm (See Alerts and Logs: Alert Codes)

AlarmText: The user friendly description of what the alarm represents

Times: If the same alarm triggers multiple time, they can be 'compressed' down to a single alarm entry. In that case the "Times" field displays how many occurrences this single entry represents.



Acknowledge: The word 'Yes' if the Alarm has been acknowledged, otherwise a button containing the text 'Ack Now' which will acknowledge the alarm

It is impossible to resolve an alarm from the Active Alarms Setup page. For an alarm to be resolved, the underlying cause must be fixed. Some alarms will automatically resolve, while others will require user intervention, such as replacing a disk drive. However, while an alarm cannot be resolved through Setup, it can be 'Acknowledged'. When an Alarm is acknowledged it remains active and in effect, but the recorder understands that the user is aware of the issue and makes less effort to draw the user's attention to the problem. Mainly, acknowledging an active alarm will prevent the alarm condition from causing the Front Panel's alarm indicator to blink red. It will also silence audio alarms associated with the alarm. In addition, the "Show Acknowledged Alarms" checkbox on this Configuration Tool page allows the user to determine whether or not acknowledged alarms should be displayed.

The final checkbox on this page is "Automatically Refresh Page" If checked, the alarms page will automatically refresh itself with the up to date status from the recorder approximately once per minute. This saves having to constantly refresh the page manually to see if any new alarms have arisen.

4.8.2. Alert History

The alert history provides a detailed account of all alerts and alarms on the recorder. This screen is primarily used for diagnostic purposes. Alerts that are currently active alarm conditions will appear in bold on this page. For a detailed description of alerts see appendix I.

The fields displayed for each Alert in the history are:

Time: The Date and Time the Alert or Alarm occurred. This information is displayed using your time zone information as configured currently.

Alert Code: Every alert occurrence has an Alert Code which can be cross referenced with the information on the Alert Codes page

Alert Text: This is the corresponding text for the alert code with the specifics about the alert occurrence substituted in for the place holders in the Alert Code's text

Severity: The relative severity for this alert code as configured on the alert codes Page. Note that for alarms and other active alerts, you will see a separate entry in the alert history for when the alarm was resolved.

4.8.3. Alert Codes

Every unique alert and alarm the NexLog system can generate has an alert code. The Alert Codes Setup page allows the user to view all of the possible Alert Codes and set options for each one, such as whether or not the alert should generate an email when it occurs. The alert codes Setup page will display a table showing one available alert code on each row. At the bottom of the page are buttons for "Next Page" "Previous Page" and "Edit Alert". The Next and Previous buttons allow the user to navigate through all the available pages of alert codes



as there are too many to fit on a single page. To edit the settings for an alert, first highlight the alert code by clicking on it and then click the 'Edit Alert' button.

Each alert code will display the code number for the alert, followed by its textual description. In the description you will see placeholders that look like <~1~>. These are filled in with the details of a specific alert occurrence when the alert triggers and gets inserted into the alert history table. Finally, the severity is an indication of how serious of an error the alert represents. These range from 'INFO' meaning it's simply an informative alert, to 'SEVERE' meaning that the alert condition should be addressed immediately. Each alert code is preconfigured with a reasonable severity for each alert code, but you can use the 'Edit Alert' button to alter the severity of any given alert to better suit your recording application.

The 'Edit Alert' button will load the 'Edit Alert Code' Page. Here you can view and modify the settings for the selected alert code. First, the Alert Code and Display Text are read-only fields showing what alert you are currently editing. If the alert is an "Active Alert" or Alarm, there will also be a "Resolved Text" field which is a user visible description of what happens when the alarm is resolved. This is also read only. After this is an Alert Severity Radio button set which allows for altering the severity of alert code. This determines the coloration of the alert in as displayed on the front panel as well as the behavior of certain features such as GPIO output on alerts which are configured elsewhere.

Repeat Warning Every X Seconds: If enabled, repeats the email notification every X seconds. (This is only in MediaWorks where alerts pop up as a dialog box)

Alert Actions: These three checkboxes determine what action the recorder takes when an alert becomes active

Audio Alarm: Plays an audible alarm from the Front Panel speaker. Option is only available for alarms.

Send Email: If this box is checked, and email is configured as per Alerts and Logs: Email, an email will be sent out anytime an alert with this alert code triggers.

Display in MediaWorks: Whether this alert should be popped up to any currently logged in MediaWorks clients.

4.8.4. GPIO

On the eight and 16-channel analog boards, the 24th pair of connectors on the back of the board can be used as an output for user specified recorder alarms. Those pins are connected to a normally-open relay which will close when the specified alarm, class of alarm, or one of a specified list of alarms is triggered. The relay can be used to complete the circuit for a flashing light or a buzzer to alert someone that the recorder needs attention.

To configure an alarm output, go to the NexLog Configuration Manager: Alerts and Logs menu, and select GPIO. For each eight or 16-channel board in the



system there will be an entry on the page labeled “Analog Board” and an associated Pin number starting from zero. Click on the Add link for the board you want to configure. You can configure classes of alarms like Info, Warning, or Error to trigger an output. You can also configure a relay closure only for unacknowledged alarms of those types. The default setting is for unacknowledged alarms of type Warning to trigger the relay. Multiple rules can be configured for each output. Specific rules can be deleted by clicking the “del” link beside each rule.

The relay can also be activated by a Custom Script on the recorder or by the recorder just being powered on. If you want a specific alert code to trigger the output go to the Alert Codes page and find the code you want. For example, alert code 6001 is for a degraded RAID. Enter 6001 in the Alarm Code entry field and click Add.

4.8.5. Internal Logging

In addition to the Alert History Your Eventide NexLog recorder maintains some internal logs which are only useful to Eventide Technicians. For support reasons, an Eventide Technician may request the logs from your recorder. This page provides two buttons.

The first button 'Enable/Disable Verbose Logging' turns on and off verbose logging. When verbose logging is enabled the size of the rolling log file is increased and certain log events that are not otherwise logged become logged. It is important to only run your recorder with Verbose Logging enabled at the request of Eventide or your Eventide Dealer's support personnel and to disable it when the recorder is in normal operation, as some of the verbose logging may interfere with normal behavior on busy systems.

The 'Export' logs button will zip up the log files on the recorder and allow you to download them to your computer to be sent to Eventide or Dealer personnel. If running from the Front Panel rather than a web browser, then this option will give you the option of writing the logs to a plugged in USB Keychain drive or other archive medium rather than downloading.

4.8.6. Email

Individual alert codes can be configured to send out an email when they occur. To enable the sending of email for configured alert codes, first click the 'Enabled' check box on this page. Then you must configure the parameters for the SMTP server you wish the recorder to use in order to send the emails.

Setting these parameters is very similar to the normal email setup procedure on a PC, e.g., the *Accounts* settings in Microsoft Outlook or Outlook Express. You will need the same information for these settings as you would for normal email, and can obtain them from your network administrator (or possibly by looking at your PC email settings).

All entries requiring IP addresses can either use fully qualified domain names (FQDN) or numerical addresses. Using a FQDN (e.g., <host.domain.com>) is



recommended since IP addresses frequently change. The recorder does not have to be restarted for the email settings to take effect.

From Address: What the email alerts' 'From' field should read: e.g. recorder@yourdomain.com

ReplyTo address: Where the email alert should request replies be sent to e.g. support@yourdomain.com

Send Error To Address: Optional address to send email to if sending to user fails.

SMTP Host: The IP address of the SMTP server to send the email to

SMTP Login: The username the recorder should use to log in to the SMTP server

SMTP Password: The password the recorder should use to log in to the SMTP server

SMTP Localhost Name: Optional local network hostname of the SMTP server

SMTP Port: The port number the email should be sent to on the SMTP server's IP address. 25 is standard for SMTP traffic. SMTPS traffic over SSL uses a standard port of 465. SMTP over TLS uses a standard port of 587.

Finally, the "Force TLS" checkbox should be checked if your SMTP server is configured to only allow emails to be received using TLS.

To define the email recipient for any alert or alarm, a valid email address must be configured in the user's profile. All users with the "Admin" permission will receive these email notifications. If a user does not have the "Admin" permission but should receive email notifications, the "Enable alarm notifications via email" setting should be enable from the permissions tab of the user's settings page.

A test email can be sent from the "Email Settings" page to verify that recipients have been properly configured. All recipients will be visible in the "To" line of the received email.

4.8.7. Audit History

Your NexLog recorder stores an audit history of important events which have occurred on the system for security auditing. This Audit history can be viewed from the 'Audit History' page. Each row in the table represents one auditable event, and auditable events are displayed in descending order by time, with most recent first. If more than one web page is required to display all the audit history events, you will find an "Older Entries" and "Newer Entries" buttons at the bottom of the page for navigation purposes.

Each audit history entry shows the following information:

Time: The Date and Time the audited event occurred are displayed using the currently configured time zone information for the recorder

User: The User Account which performed or attempted to perform the audited action



Success: Whether or not the attempted Action was successful.

Description: A human readable description of what happened.

Action: This describes the action that was performed. Valid action types include:

- **USER-LOGIN:** The user account logged into the system. The description will also specify what client software was used (e.g. MediaWorks, Soap Client, etc.)
- **USER-LOGOUT:** The user account logged out of the system
- **SHUTDOWN:** A request was made to shut down the recorder
- **REBOOT:** A request was made to reboot the recorder
- **MONITOR-ON:** The user Live Monitored a channel and listened to the audio
- **MONITOR-OFF:** The user ceased live monitor the channel
- **FORCE-SUPPRESSION-ON:** The user turned on call suppression for a channel
- **FORCE-SUPPRESSION-OFF:** The user turned off call suppression for a channel
- **AUDIO-ACCESSED:** The user played a media record
- **ADD-ENTITY:** A New entity (e.g. Custom Field, User Account, etc.) was added to the recorder. The description will tell which entity type was added.
- **DELETE-ENTITY:** An Entity (e.g., Custom Field, User Account, etc.) was deleted from the recorder. The description will tell which entity type and the primary key (name, number, etc.) of the entity.
- **UPDATE-ENTITY:** An Entity (e.g., Custom Field, DateTime, etc.) was modified. The description will tell the Entity Type and if applicable primary key of the entity.
- **GET-ENTITY:** An Entity (e.g., Custom Field, DateTime, etc.) was retrieved and viewed. The description will tell the Entity Type and if applicable the primary key of the entity
- **GET-ALL-ENTITY:** All Entities (e.g., Custom Field, DateTime, etc.) were retrieved and viewed. The description will tell the Entity Type
- **SEARCH-ENTITY:** An Entity was searched
- **START-RECORDING:** A user forced recording to start on a channel (this usually happens from a SOAP integration with the recorder)
- **STOP-RECORDING:** A user forced recording to stop on a channel (this usually happens from a SOAP integration with the recorder)
- **ROD-DISABLE:** A user forced a channel into a non-recording mode (this usually happens from a SOAP integration with the recorder)
- **ROD-ENABLE:** A user switched a channel back to its standard recording mode (this usually happens from a SOAP integration with the recorder)



- **OPEN-TRAY:** A user ejected an archive drive
- **CLOSE-TRAY:** A user injected an archive drive
- **ACKNOWLEDGE-ALERT:** A user acknowledged an alert
- **SET-CHANNEL-METADATA:** A user added metadata to be applied to each media record on a channel (this usually happens from a SOAP integration with the recorder)
- **SET-CALL-METADATA:** A user added metadata to a specific call (this usually happens from a SOAP integration with the recorder)
- **SET-WORKSTATION-TAG:** User set workstation tag for channel. (this usually happens from a SOAP integration with the recorder).
- **UNSET-WORKSTATION-TAG:** User unset workstation tag for channel. (this usually happens from a SOAP integration with the recorder).
- **CHANGE-PASS:** A user changed their pass (or someone else's if they are an admin)
- **EXPORT-SYSTEM-INFO:** A user took a backup of system information either to an archive drive or via download to a web browser.
- **IMPORT-SYSTEM-INFO:** A user uploaded or restored system information
- **OFFLINE-DISK-FROM-RAID:** A user marked a drive for removal
- **ADD-DISK-TO-RAID:** A user added a new drive to a RAID
- **BOND-NICS:** A user bonded 2 network interfaces together into 1 interface (this is advanced behavior for certain logger configurations and is not typical to see)
- **START-ARCHIVING:** A user started archiving on an archive device
- **STOP-ARCHIVING:** A user stopped archiving
- **BROWSE-ARCHIVE:** A user put an archive into Browse mode for viewing with the Front Panel or with client software
- **UNBROWSE-ARCHIVE:** A user took a browsed archive back offline
- **PERIOD-ARCHIVE:** A user initiated a period archive to an archive drive
- **FORMAT-ARCHIVE:** A user initiated a format of an archive drive
- **SET-ARCHIVE-POINTER:** A user moved the archive time pointer on an archive
- **START-ARCHIVE-TRANSFER:** A user started a transfer of archived data back to the recorder
- **STOP-ARCHIVE-TRANSFER:** A user stopped the transfer of archived data to the recorder.
- **START-PCAP:** A user started a network data capture
- **STOP-PCAP:** A user stopped a network data capture



The Audit History is designed to provide an audit trail of configuration changes as well as audio access to the recorder. There are options available under Security: System Security that allow for configuration of the level of detail in the audit history. If full details are enabled, then clicking on a configuration change audit event (e.g. UPDATE-ENTITY) will display the actual SOAP/XML configuration request that was sent to the recorder to make the request. A Close button is provided to dismiss that window.

4.8.8. Client Activity

The Client Activity page will display information about PC Clients which have recently connected to the recorder using Eventide MediaWorks or Eventide Media Agent. This information can sometimes be useful for troubleshooting client licensing issues as the client access is licensed on a per workstation basis. One client workstation is shown per row along with next/prev/go buttons for navigation as on other pages.

For each entry in the Client Activity table the following fields are shown:

- **Workstation:** MAC address of the connecting client
- **User:** The Username with which the client was logged into the system
- **Login Time:** The date and time the login occurred
- **Logout Time:** the data and time the client logged out. Blank if still logged in
- **License In use:** Whether or not this client is currently holding a license.
- **ClientType:** Application used to connect to the recorder
- **Client Address:** The MAC address of the workstation from which the client logged in

4.9. SETUP: Users and Security

All access to NexLog clients and features is predicated on having a user account with appropriate permissions to those clients and features. One must log in to play back recordings, archive, or configure channels, for example.

Admin accounts have access to all NexLog functionality and options. All other users will only be able to access aspects of the system as their permissions dictate. Permissions can be assigned directly to user accounts, or permissions can be assigned to User Groups, which in turn will apply to all users in those user group. (See Security: User Groups and Security: Permissions).

4.9.1. Users

The Users page allows creation and maintenance of user accounts on the recorder. It displays a table showing each user currently configured on the system.



Figure 78—User configuration

The screenshot shows a user configuration interface. At the top, there is a status bar indicating '1 out of 1 NAB sources are connected.' followed by input fields for 'Username' and 'Password', and a 'Connect' button. Below this is a table with the following columns: Username, Admin, LDAP, Groups, and Account Status. The table contains five rows of user data. Below the table are several action buttons: 'Search by Username...', 'Add User', 'Edit User', 'Delete User', 'Change password', and 'Permissions'.

Username	Admin	LDAP	Groups	Account Status
BBellerue	No	No	Archivers, Researchers	Enabled
DSigal	No	No	Instant Recall	Enabled
LBertucci	No	No	Agents, Exporters, Instant Recall,...	Enabled
MGilson	No	No	Researchers	Enabled
Eventide	Yes	No		Enabled

This table can be sorted by clicking in the header on the column you want to sort by; the width of the columns is also adjustable. The columns shown are:

Username: The name the user will use to log into the system.

Admin: An indication of whether the user is an Administrator.

LDAP: An indication of whether the user is part of Active Directory LDAP server, or local to the recorder. If you have not configured Active Directory all users will display “No.”

Groups: A list of the user groups that this user is assigned to. If the user is a member of many groups only the first few will be displayed.

Below the main users table are several action buttons. All but the "Add User" button first require a user to be selected in the user table and they take effect on the selected User. The buttons are Add User, Edit User, Delete User, Change Password and Permissions. Delete User and Change Password can be applied to multiple users at once if you select more than one from the list with Shift+Click or Ctrl+Click.

The **Search by Username...** field is useful on systems with a lot of users; it will limit the displayed users to those containing the characters entered. For example, if you put “d” in the field in the figure above, it would show only DSigal and Eventide; if you put “b”, BBellerue & LBertucci.

Figure 79—Add New User overlay

Add New User

User Info

Username:

Password:

Repeat Password:

Security

Admin Agents

Archivers Exporters

Group Evaluators Instant Recall

Maintainers Monitors

Report Editor Researchers

SuperEvaluators Systems

Add User and Edit User

Add User will open a blank user to configure, starting with Add New User overlay that requires the entry of the most important information about a user account: Username, Password and Security Group. If this window is dismissed by use of 'Cancel' instead of 'Save', no new user account is added.

Edit User brings up the same page, without the Add New User overlay, with the information and settings for the selected user. One difference between the 'Add User' page and 'Edit User' page, is that when adding a user, the 'Username' parameter is editable, whereas it cannot be changed when editing an existing user.

No options changed on any of these tabs will take effect until the 'Save' button at the bottom of the page is clicked, except for Resource Permissions and Search Filters which update in real time.



Figure 80—Editing a user

1 out of 1 NAB sources are connected.

USER INFO | PERMISSIONS | ACCOUNT SETTINGS | RESOURCE PERMISSIONS | SEARCH FILTERS

Username:

Force password change at next login

First name:

Middle name:

Last name:

Suffix:

Email:

The available parameters are described below:

User Info tab:

Username: The name of the user being edited or added. The username of existing users cannot be changed. If you wish to change the name of a user, the user entry can be duplicated by right-clicking on the user and selecting Duplicate User, which will let you create a new user with the same settings.

Force password change at next login: If checked, the user will be forced to change their password the first time they log into the system. This can be used in conjunction with the Change Password option to allow someone to reset another user's password if they have forgotten what they set it to.

First Name: The user's first name

Middle Name: The user's middle name

Last Name: The user's last name

Suffix: The user's full name suffix (e.g., Jr.) if any

Email: The address associated with this user account. The primary purpose of the email parameter is that Users with Administrator access are emailed copies of any recorder alerts that are configured to send email. A valid email address also allows users to communicate on evaluations in Quality Factor.

Permissions tab:

Security: This control provides a check box for each user group configured for the system. By default, these groups are: Admin, Agents, Archivers, Exporters, Group Evaluators, Instant Recall, Maintainers, Monitors, Report Editor, Researchers, SuperEvaluators and Systems. Checking the box makes the user a member of that group, and the user will inherit all permissions which that group provides. Except for 'Admin' (which is a hard-coded internal group name providing Administrator access) all the user groups on the system and what

permissions they entail can be edited using the System: User Groups and System: Permissions NexLog Configuration Manager pages. Check a box to add the user to that group, on check to remove the user from the group.

Table 8—Default Security Group Privileges at the Front Panel

Security Group	Privileges
Admin	All available privileges, including the ability to create new users, and receive emailed alerts.
Research	Browse and play back recorded calls (RECALL screen only).
Archiver	Ability to archive calls (INFO screen only).
Maintenance	Ability to change system settings (SETUP screen only).
Monitor	Ability to monitor live calls (INFO screen only).

Table 9—Default Security Group Privileges in NexLog Clients

Security Group	Privileges
Admin	All available privileges.
Research	Browse and play back recorded calls (Browse, Search, Incidents, Live Monitor).
Archiver	No access.
Maintenance	No access.
Monitor	Ability to monitor live calls (Channels tab only).
Evaluator	Evaluations Tab. Usually paired with Researcher group.
SuperEvaluator	Evaluations Tab. Usually paired with Researcher group.
Export	Search, Browse tabs, with ability to use Export tools.

Archive Drive Maintenance Access: This affects which drives a user can access at the front panel.

ROD Channels: This field uses the same formatting as the Channel IDs parameter above and determines what if any channels the user will be allowed to perform "Record On Demand" on. If the user has permission, they will be able to temporarily disable recording on the channels they have this permission on.

Instant Recall Replay Limit: On the Front Panel and the MediaWorks and MediaAgent clients, users may have access to an 'Instant Recall' functionality in which they can view the most recent calls on the recorder. Users can select how far in back they wish their view to contain calls from. The Limit configured here places an upper bound on how far back the user can set this limit when performing instant recall.

Restrict to user tagged recordings on Instant Recall tab: If this checkbox is selected, then when viewing the Instant Recall tab, users will only be able to view and play call records which have a metadata field called USER_ID which contains their username. For this setting to have any value, you must also create the USER_ID column in "Recording: Custom Fields" and provide USER_ID information to the field, either by manually placing User_IDs in individual calls using MediaWorks, by configuring the "Quality Factor: Agent

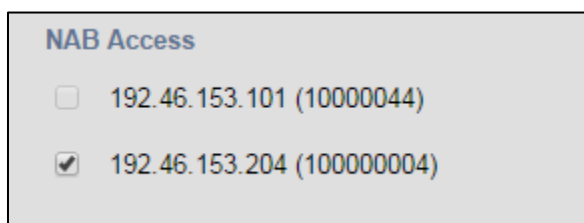


Mapping” section for Call Taker tracking, using “Windows User Tracker”, or by a custom integration. This does not apply to other tabs of MWP.

Enable alarm notifications via email: If this checkbox is selected, the user will receive any email alerts or alarm notifications that are configured to do so in the “Alert Codes” section. This setting is enabled and cannot be disabled if the “Admin” permission is applied to the user. To receive the notifications via email, a valid email address must be configured in the “User Info” tab. The SMTP server settings must also be enabled and defined on the “Alerts: Email” page (Section 4.8.5).

NAB Access: If this system is configured with any NexLog Access Bridges, each NAB will be listed here by IP and Serial Number. By default, users will have access to all configured NABs. You can uncheck these boxes to restrict a user from connecting to any given NAB. By unchecking the box, you are removing permission to access the source recorder and if this user is a member of a group with access, it will not override the block. Similarly, a User Group with a NAB unchecked will block access to that NAB for all users in that group.

Figure 81—NAB Access denied by group membership



For example, in Figure 73, we see the NAB Access section of a User who is in a group that only has access to 192.46.153.204, and as such is blocked from access to 192.46.153.101.

Account Settings tab:

Can Change Password: If this option is checked, the user can change their own password. If disabled, only Admins can change this user's password.

Account Enabled: If checked, the account can be used. If unchecked, the account cannot be logged into.

Password Never Expires: If checked, the password expiry date has no effect.

Account Expiry Date: The account expiry date. After this date, user will not be able to log in. They will get an "Account expired" message instead.

Number of days after a password expires until the account is permanently disabled: If password complexity rules include expiring passwords, this is the number of days after a password is unchanged that the account will be permanently disabled. If configured, this will prevent long-dormant accounts from being logged into again.

Session Inactivity Timeout Enabled: By default, users will be logged out from Configuration Manager and MediaWorks Plus after an hour of inactivity. This toggles whether that is in effect.

Session Inactivity Timeout (mins): Number of minutes of inactivity before the user is automatically logged out. If the Session Inactivity Timeout is not enabled, this value is ignored. The default is 60 minutes.

Resource Permissions tab:

These settings control what resources a user can search and playback in MediaWorks, MediaAgent, and the Front Panel. This feature integrates with the Resource Groups feature detailed in [Section 4.6.4](#) in this manual. You can add or delete individual resources or resource groups from the user’s resource groups here.

Search Filters tab:

These settings control resource groups in MediaWorks Plus, MediaAgent Plus, and Enhanced Reporting. This feature integrates with the Resource Groups feature detailed in [Section 4.6.4](#) in this manual. You can add or delete individual resources or resource groups from the user’s resource groups here.

Delete User

Delete User will delete the selected users from this recorder and any recorders currently connected via NexLog Access Bridge. Clicking this button will prompt for confirmation before deleting.

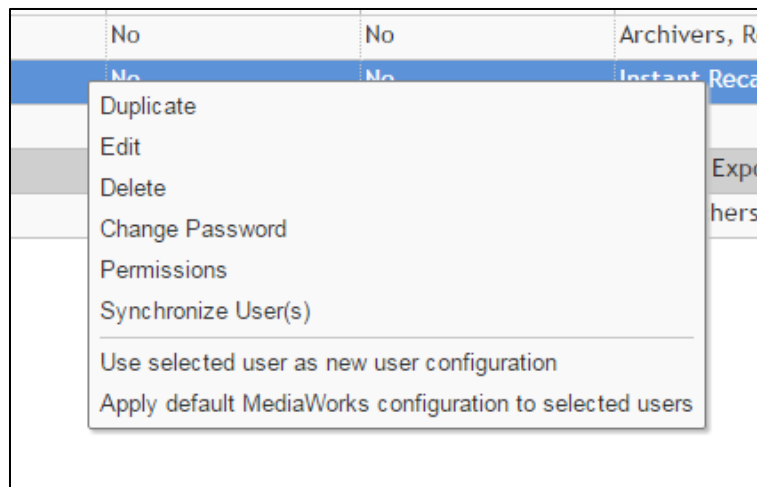
Change Password

Change Password will change the current password for the selected accounts.

Permissions

The Permissions button will load the Permissions page filtered to view the selected user’s permissions. See [Section 4.9.6](#) in this manual for more details.

Figure 82—User Table Right-Click Context Menu



User Table Right-Click Context Menu

There are additional features available on this page accessible by right-clicking on the user table: Duplicate, Synchronize User(s), Use Selected User as New User Configuration, and Apply Default MediaWorks Configuration to Selected Users.

Figure 83—Duplicate User

Duplicate User: DSigal

Define password for all new users.

Force change at first login

Enter new users:

- 1 PCotton, PasswordExample1, Paul, Cotton
- 2 DBarton, ExamplePass2!, Don, Barton
- 3 KHaino, TonightPass3, Kenny, Haino

Format: Username, Password, FirstName, LastName, Email
One user per row, username is required, all others can be omitted.

[Next](#)

Duplicate

This option adds new users based on the selected user, with all the same options, user group memberships, permissions, resources and search filters. The users are added one per line with Username, Password, FirstName, LastName and Email as a comma delimited list. The only required entry is a Username.

The checkbox for “Define Password for all new users.” will let you assign a specific password to each user, who can then change it individually when they log in. If “Force change at first login” is selected, these users will be prompted to change password at first login.

Figure 84—Verify Duplicate Users

Duplicate User: DSigal

Please verify the entries are correct before proceeding.

	Username	Password	First Name	Last Name	Email
1	PCotton	PasswordExample1	Paul	Cotton	pc@example.com
2	DBarton	ExamplePass2!	Don	Barton	db@example.com
3	KHaino	TonightPass3	Kenny	Haino	kh@example.com

[Back](#) [Go](#)

After clicking Next, the user info will be presented for verification before being duplicated. Click “Back” to make corrections; click “Go” to create these users.

Synchronize User(s)

Synchronize User(s) will sync the selected user to all NAB sources currently connected. (This option is only present for systems with NexLog Access Bridge.)

Use Selected User as New User Configuration

If you want to set up a custom MediaWorks Plus user configuration (tab layout and options), you can set up that configuration with any user and then use this option to make it the default for all new users.

Apply default MediaWorks Configuration

This will apply the current “New User Configuration” to the selected users.

NexLog Access Bridge Sync

If the recorder is licensed and configured as a NexLog Access Bridge host, the NAB Connection Manager tool will appear at the top of the user page. Enter an admin username and password here to connect to all configured NAB sources.

While connected via NAB, all users created, edited and deleted will be created, edited and deleted across all sources as well as the host.

For comprehensive information about NexLog Access Bridge and Sync, please consult the Eventide NexLog Access Bridge Manual (part number 141307-01.)

4.9.2. System Security

NexLog Recorder provides options to allow recorder administrators to fine tune the recorder's security policies which are configured from the Security: System Security NexLog page.

General

Audit Changes: If this option is enabled, then any configuration changes made via NexLog Configuration Manager, Front Panel, or the SOAP Service will result in Audit event entries being placed in the audit history table. The audit history can be viewed by visiting the Alerts and Logs: Audit History Setup page.

Audit Verbose: To have an effect, this option requires "Audit Changes" to also be enabled. If enabled, then the full SOAP/XML Configuration Change request message will be stored along with the audit entries in the audit history table. This information can be viewed by clicking on the audit event on the audit history page.

Audit non-destructive events: To have an effect, this option requires "Audit Changes" to also be enabled. This causes audit history entries to be generated not only for commands which alter the configuration state of the recorder, but also those which simply view the state. With this option enabled you will be able to audit any time a configuration entity such as a user record is viewed via NexLog Configuration Manager or the SOAP Server (Access directly to the



onboard database via ODBC or MediaWorks/MediaAgent are exempt from auditing). Normally this should be disabled unless for troubleshooting purposes as a large amount of audit history will be generated; a simple "login and view a few pages in NexLog Configuration Manager" session could generate dozens or even hundreds of audit events.

Disable encrypted terminal (ssh): The ssh terminal is only used by Eventide support personnel to assist with diagnostics. Normally enabled, only disable this if your organization's security rules require it.

Landing Webpage as MediaWorks Plus (/admin for configuration): Normally when pointing a browser at the web address of the recorder, you are greeted by the welcome page with links to Configuration Manager, MediaWorks Plus and manuals and client installers. If you would prefer it to direct to MediaWorks Plus instead, you can select this option and then configuration manager is available at `http://<ip address of recorder>/admin`

Enable Incident Clip Management: This enables the Incident Clip Management feature in MediaWorks Plus. This feature allows users to non-destructively splice or join analog calls that were inappropriately split or merged based on VOX hold settings. It is disabled by default so that administration can decide if this feature meets the needs of your site's policies. For more information on its use, see the MediaWorks Plus manual.

Enable Terms of Service splash screen in MediaWorks Plus clients: A custom Terms of Service splash screen can be show at login time for all users by checking the Enable Terms of Service splash screen in MediaWorks Plus clients (edit contents in System: Configuration: Terms of Service) box on this page. To configure the text for this, navigate to System Settings: Configuration Files and edit the file named Terms of Service.

Enable Block Media Access in MediaWorks Plus Clients: If a call or screen containing sensitive information is recorded, a site may want to limit who can listen to or view it. **Block Media Access** is an optional feature that allows supervisors to restrict the playback of individual recorded media to certain users only. The call record and its metadata (notes, time, duration, etc.) will still be visible for all users, but only specified users will be able to play it.

Enable MediaWorks Plus ATC/ATM mode: ATC/ATM mode makes changes to MediaWorks Plus to suit the needs of Air Traffic Control and Air Traffic Management sites, including the use of Impounds and Quarantines. It requires an add-on license. For more information, see *Appendix D: Air Traffic Control / Management Mode* in the MediaWorks Plus manual.

Session Communication Timeout (min): If the recorder loses contact with a current client session, it will require a new log in at reconnection from that session after this many minutes.

Exempt NexLog Access Bridge Hosts from Database Authentication: This is for a very specific scenario involving NexLog Access Bridge (NAB) and Single Sign-On. If you have a NAB host that is not on the domain and the configured NAB sources have Single Sign-On enabled, they will be unable to connect. (Note that the inverse works fine, SSO Host, non-SSO Source.) In this case, the



database authentication on the NAB source can be configured here to be bypassed when the request comes from a specific IP address or list of IP addresses. You can enter the IP addresses of the non-SSO Hosts here, comma delimited if there is more than one. (E.G. 193.57.164.242, 176.53.92.53)

The Eventide Active Directory software add-on, its configuration and use are detailed in the Eventide Active Directory Configuration Manual, (part number 141267.)

Front Panel

Front Panel Login Required: If disabled, the Recorder's Front Panel will be usable without first logging in. If enabled, users will need to supply login credentials in order to view or use the Front Panel. Normally this would only be disabled if the recorder is physically secured, for example by being in a locked rack or in a locked room. The Front Panel auto-login user determines which user account is automatically logged in if "Front Panel login required" is disabled. When Front Panel Login requires is disabled, there is no way to log in to the front panel as any user other than the auto-login user other than first enabling Front Panel Login Required in setup.

Front Panel auto-login user: The user that will be automatically logged on. Many installations with high security requirements change the auto-login user to an unprivileged user that can just monitor channel activity.

Auto logout after timeout: If Front Panel Logins are required, this is the number of seconds of inactivity before the user will be automatically logged out. This cannot be disabled, but can be set arbitrarily high to achieve the same effect.

Password Complexity

This section configures restrictions on NexLog passwords. If the "Enable Password complexity" option is disabled, then the only requirement on user passwords is that passwords contain at least three characters so trivial passwords such as 123 are allowed. If this option is enabled, further restrictions can be applied. Note that password complexity constraints are enforced at password creation or modification time. Newly configured password constraints will not have any effect on existing user passwords until the users attempt to change their password. When enabled, this option enforces basic "no dictionary words" password complexity constraints. In addition, additional configurable constraints can be enabled. Password complexity changes the configurable password restrictions are configured as follows:

Minimum Length: The minimum total number of characters a password must contain

Minimum Digits: The numerical characters 0-9 are considered digits. If this setting is greater than zero, then any password must contain at least that many digit characters to be allowed.



Minimum Lowercase Characters: Any password must contain at least this number of lowercase characters (a-z)

Minimum Uppercase Characters: Any password must contain at least this number of uppercase characters (A-Z)

Minimum Special Characters: Special Characters are the non-numeric, non-alphabetical characters that are available on the keyboard and result in a glyph being entered. For example, !@#\$%^&*() are all Special Characters, but the CTRL key is not since it does not result in the insertion of a glyph when pressed. This setting indicates the minimum number of special characters that a password is required to contain.

Aging

The Password Aging sub header provides configuration options for the "Aging" or "Time Limiting" of passwords. If this option is enabled via the "Enable Password Aging" checkbox, users the system will require that users change their password on a certain configured schedule to continue to access the system. The configurable options are:

Maximum password age: Once this many days have passed since the user has last changed the password before they are required to change it again. For example, if this option were set to 7, users would be required to choose a different password each week. If a user's password 'expires' and has not yet been changed, then if the user attempts to log in to NexLog via the web Configuration Manager or other clients, the only option they will have available to them is "Change Password". They will not be able to utilize other client functionality until they successfully complete password modification.

Minimum password age: If this option is set to a value greater than zero, it configures a time period after which a user changes their password in which they are prevented from changing their password again.

Warn Before Password Expires: Will warn user this many days before a password change is required.

Reject Previous Passwords Including Current: Remember historical passwords and don't allow them to be re-used. If set to a value greater than zero, this option will prevent a user from reusing a recent password. For example, if set to three, a user required to change their password every week could not simply rotate between 'password1' and 'password2'. Normally this option would only be used in conjunction with the Minimum Number of Days feature described immediately above. Otherwise, users could simply change their password several times quickly to clear out the configured "recent history" list to get around the security requirements.

Lockout

Clicking the "Lockout Settings" sub header provides configuration settings allowing user accounts to be temporarily "locked out" upon presentation of an invalid password. This can be used to prevent unauthorized personnel from



gaining access to the recorder by using automatic scripts to attempt many passwords very quickly. To enable this option, check the "Enable Account Lockout" Checkbox and configure the two fields below:

Lock After Failed Attempts: The number of unsuccessful passwords that must be entered in order for a user's account to enter the locked out state

Lock Duration: The number of seconds a user's account remains in the lockout state once the threshold above is met.

None of the settings on this NexLog Configuration Manager page will take effect until the 'Save' button is pressed.

Active Directory

This tab allows for basic Active Directory Authentication to a Windows service. The NexLog server does not have to join the domain in order to use this credentialing method however users and permissions must be managed on the recorder. All users must be created via the NexLog configuration interface before logging in.

For Enhanced Active Directory integration, which includes the recorder joining the domain, LDAP user management, and Domain Single Sign On, as well as authentication please use the Active Directory menu option instead of this tab. Note that an add-on license key is required for the Enhanced Integration, but is not required to configure basic Active Directory Authentication via this tab.

4.9.3. Enhanced Active Directory Integration

This page is for configuring the licensed enhanced Active Directory feature.

Active Directory allows users to log in to their NexLog user accounts with their Windows credentials (username and password,) via LDAP user management. It allows the system administrators to manage group level user permissions from one place. With the Single Sign-On option, logging into MWP can be as simple as clicking a link.

This is much more comprehensive than the basic Active Directory feature included previous to NexLog version 2.6, mentioned above in System Security; for example, with enhanced Active Directory, users that exist on the domain but have not been previously created on the NexLog can be automatically created on the recorder at first login, including inheriting their proper group memberships and resource permissions, if configured correctly on the domain.

Active Directory requires a NexLog Add-on License Key. The Eventide Active Directory software add-on and its configuration and use are detailed in the Eventide Active Directory Configuration Manual, (part number 141267.)

4.9.4. SSL

When client software connects to the recorder and transfers data over the network, this data can be sent in plain text (unencrypted) over the network or can be encrypted using the SSL (Secure Socket Layer) protocol. The ability to



enable SSL functionality in NexLog recorders with software version 2.3.2 and later requires a free Eventide add-on license. (Eventide reserves the right to limit the availability of this enabler add-on license for export.)

This Setup page determines where encryption is used. For each entry, the recorder can be configured to accept Unencrypted Connections only, SSL Connections only or to accept both. When clients connect to the recorder they must use an enabled form of communication. Encryption provides for data security at the expense of causing more CPU resources to be utilized on the recorder. The following connection types can each be configured:

Database Connections: This includes Eventide software such as MediaWorks which communicate with the recorder's onboard database as well as ODBC Connections to the recorder's database made by third party applications such as Crystal Reports (TM).

Web Server Connections: Determines how Web browsers are allowed to connect to the recorder. Plaintext is used for http:// and Encrypted for https://

Client Service Connections: Controls the live data sent between the Recorder and MediaWorks/MediaAgent.

Centralized Archive Connections: Controls the connections made between two NexLog recorders when one acts as an archive destination for another.

No changes made on this page will take effect on the recorder until the recorder is rebooted.

For details on how to configure SSL, see Appendix H: SSL.

4.9.5. User Groups

The User Groups Setup page allows User Groups to be managed and configured.

User Groups are a way to organize permissions and resources so that they can easily be granted to multiple users. User Groups are also sometimes called "Roles" on other systems, the idea is the same.

When a user is added to a group they receive the recorder permissions for the group. If they are removed from the group, they lose those permissions.

For example, you could create a Group called "Dispatchers" and give that group permission only to instant recall calls and view alerts, and then add the user accounts for all your dispatchers to that group.

The main User Groups page displays a table showing all the user groups configured on the system, one per row. Each group entry displays the Group Name, and the Members of the group. If there are many members in the group, only the first few will be displayed here, and you must navigate to the 'Edit Group' page for the group to view the full set. Under the User Groups table are a set of action buttons. Except for the 'Add Group' button, all actions require you to first select the group you wish to perform the action on from the User Group table by clicking on it in the table.



Figure 85—User Groups

GROUPNAME	MEMBERS
Archivers	fsmith
Exporters	redana
Researchers	redana
Monitors	jdorry
Maintainers	jdorry

'Add Group' and 'Edit Group' both navigate to the same page where group membership can be viewed and modified. However, 'Edit Group' provides access to the options for an existing group, while 'Add Group' creates a new group and provided access. In addition to a Group Name, this page allows you to modify which users are a member of the group. To accomplish this task, choose a user from the drop down list of all users. Once chosen the user will appear below the dropdown list as being a member of this group. You can remove a user by simply clicking the 'remove' link next to the user name. You can also control a user's group memberships via the check boxes on the Security: Users page. No changes will take effect on this page until the 'Save button' is clicked.

'Delete Group' will prompt for conformation and then delete the currently selected user group from the system. Users that are members of that group will not be deleted, but they will no longer possess any permissions they were inheriting through their group membership.

The 'Permissions' button is a shortcut which navigates to the Security: Permissions page with a preset filter to show only permissions for the currently selected User Group. Members of a user group always have these permissions. The rest of the user group options are “defaults”, which means that they are set when a user joins the group, but can be overridden to customize a specific user's resources, search groups or NAB access.

Defaults: User Session Inactivity Time Out, User Permission Groups and Search Filter Groups can be set as a default here. Default in this context means that a new user made as a part of this group will get these settings by default, but they can be customized/overridden per user at any time without affecting their group membership. For example, you may want a user to be a researcher, but with fewer resource permissions; you can add them to this group and then customize that user's Resource Permissions on the User Edit page.

NAB Access: If this system is configured with any NexLog Access Bridges, each NAB will be listed here by IP and Serial Number. By default, user groups will have access to all configured NABs. You can uncheck these boxes to block a user from connecting to any given NAB. This will remove permission to access the source recorder and being a member of another group with access to that recorder will not override the block.



Figure 86—User Groups Edit

1 out of 1 NAB sources are connected.

GROUP IDENTIFICATION

Group name:

GROUP ENROLLMENTS

Users in this group

- BBellerue
- MGilson

Select the users for this group

USER SESSION INACTIVITY TIMEOUT DEFAULTS

Session Inactivity Timeout (mins):

USER PERMISSION DEFAULTS

ENABLE	SOURCE/CHANNEL GROUPS
<input type="checkbox"/>	All Resources
<input checked="" type="checkbox"/>	Screens and Radios

USER SEARCH FILTER DEFAULTS

ENABLE	SEARCH GROUPS
<input checked="" type="checkbox"/>	Radios
<input checked="" type="checkbox"/>	Screens

USER NAB ACCESS

ENABLE	SERIAL	ADDRESS
<input checked="" type="checkbox"/>	10000044	192.46.153.101

4.9.6. Permissions

In NexLog, "Permission" refers to an action or "Security Operation" that can be taken on an Entity or "Security Object". For example, "Alert Codes" is a Security Object and "Update" is a Security Operation, so a user or user group could be assigned permission to "Update" "Alert Codes", which would allow them access to modify the Alert Code Settings under Alerts and Logs: Alert Codes. At install time, your NexLog recorder is pre-assigned a default set of User Groups and Permissions. Often, Recorder Administrators will simply assign users to the preexisting groups, and possibly make minor modification to what permissions each group has. However, if necessary, the NexLog permissions system is flexible to allow for the creation of arbitrary user groups and the assignment of



arbitrary subsets of the available permission to that group, so the entire security system behavior can be altered. Permissions can be assigned directly to a user, or can be assigned to a user group, which causes all users who are enrolled in that user group to inherit the permission.

The primary element on the Permissions Setup page is a table showing all the currently assigned permissions. Each row in the table represents one permission assignment on the system, for example "Group Maintainers can Update Alert Codes", along with "Next Page" and "Previous Page" buttons for navigating through the table.

The table contains the following fields:

Security Object: The entity or object which the permission references. Examples of Security Objects are "Alert Codes" or "Archive Drives".

Security Operation: The action upon the security object that the permission references. For example, READ, UPDATE, ADD, DELETE. Some Security Objects have special operations. For example, Archive Drives have OPENTRAY and BROWSEARCHIVE permissions while Alerts have ACKNOWLEDGE permissions.

Because there can be a very large number of permission assignments on the system, above the table, you will find a mechanism for filtering the list: that is to show only a targeted subset of the full permissions. There is a User Filter and a Groups Filter. By default, both are set to "All" which causes all of the permission assignments to be shown. If the User filter is set to a username and Groups Remains set to 'All', the list will show all permission the selected user is assigned, either due to direct assignment to the user, or via inheritance through one of the groups the user is enrolled in. You can determine whether the permission is a direct assignment or due to a group, by whether the username or group name field in the permission assignments role is filled in. You can also use this method to determine which group permission is inherited from. If The Users filter is set to 'All' and a Group selected via that Group Filter, you will see all permissions currently assigned to that group. You cannot set both filters at the same time. Setting one of the filters invalidates the other. Note that the filter only effects what data is displayed and has no effect on any actions you may take on that data

If you select a Permission in the table, you may then press the "Delete Permission" to delete the permission assignment from the system. If the selected permission assignment is assigned directly to the user, the permission will be removed from that user. If the permission is assigned to a group, it will be removed from the group, and hence, all users currently inheriting the permission from that group will no longer do so. Note that in both cases, users may still be inheriting the same permission from a different group. To truly take a permission away from a certain user, you must make sure the permission is not assigned to the user, nor to any groups the user is enrolled in.

The final button is 'Add Permission', which adds a new permission assignment to the system. At the top of the 'Add Permission' Page are two list boxes, for Security Object and Security Operation. First select the security object for which you want to add a permission assignment. The Security Operation list box will



automatically populate with the security operations which are relevant for that security object. Next you must select either a User from the User list box or a User Group from the Group list box which you want to assign the permission to. You must choose a user or a group. You cannot select both at the same time. No change will take place on the system until the Save button at the bottom of the page is clicked.

4.10. SETUP: Utilities

4.10.1. Schedules

The Schedules Page allows the configuration and maintenance of Recording and other Schedules. A Schedule is an event that happens either once at a configured time, or repeatedly at a configured time, such as every Sunday at 2PM. The main Schedules Page shows a table with all configured scheduled events displayed one row per event. The fields displayed for each event are as follows:

Action: What action will occur when the schedule triggers:

- Start Recording: Begin Recording on the configured channel and record for the configured duration of the scheduled event.
- Disable Recording: Disable a channel for the duration of the scheduled event
- Send Notification: Used for integrations and custom scripting.
- Calculate Statistics: Runs the Recorder's Daily Statistics Gathering Process which certain Reports depend on.
- Archive: Starts archiving on the drive specified for the duration configured. This is so that network based archiving such as NAS or Centralized Archiving can be scheduled for overnight shifts.
- NAS Archive Splitter: Controls when and whether NAS drives will be split into month sized Archives for faster loading when browsing for playback.
- R-HD Archive Splitter: Controls when and whether R-HD drives will be split into month sized Archives for faster loading when browsing for playback.
- USB Archive Splitter: Controls when and whether the USB drives will be split into month sized Archives for faster loading when browsing for playback.
- Backup User Edited Metadata: Archives User Edited Metadata to the archive drive specified.
- Backup Incidents Evaluation Metadata: Archives all Incidents and Evaluations to the archive drive specified.
- Backup Database: Archives the database to the archive drive specified.
- Backup Configuration: Archive the current configuration.



- **Status Email:** Sends an email with a variety of logger status information, including any current alarms, the last 100 alerts, and call counts per channel for the last hour.

Description: A user entered description of what this schedule represents, e.g. "Record 3PM Engineering Meeting"

Start Time: When the schedule will first become active

Expire Time: When the schedule will no longer be active and will no longer trigger

Enabled: If disabled, schedule events will not fire off when they otherwise should due to date/time.

Under the main table containing the list of configured scheduled events are buttons which allow actions to be taken. Except for the 'Add' button, all actions require a specific scheduled event to first be selected in the table below as they take effect on the scheduled event.

Delete: Deletes the selected scheduled event after prompting for confirmation

Add and Duplicate: Both of these allow you to create a new scheduled event and take you to an 'Edit' page for that new schedule. The difference between 'Add' and 'Duplicate' is that add displays the page with default values, and duplicate uses the currently selected scheduled event as a Template to set the defaults, which you can then change. This is useful for creating several schedules that are all the same except for a couple of parameters, such as channel number.

Edit: The Add and Duplicate Page also take you to a page with the same parameters as 'Edit', though for a new schedule rather than an existing one, so the parameters described below are valid for those pages as well. The configurable parameters for a scheduled event are as follows:

Schedule Heading

Description: A User Friendly Description of what this scheduled event is

Enabled: IF not checked, this schedule is disabled and will not have any effect until enabled.

Channel: Used for scheduled events where the action is "Start Recording" or "Disable Recording". This determines the number of the channel upon which recording will be started or disabled

Scripting Tag: For use with custom scripting and Eventide integrations, it associates a static piece of data with the notification.

Activation / Expiration Heading

Activate Now: If checked the schedule becomes immediately active. If disabled, the Start Time becomes option below becomes available for editing. There you can use the calendar control and hour / minute /second boxes to set a start time. Note that all times are configured on this page should be in your currently



configured local time zone (not UTC). The current time zone is listed in the heading above for convenience

Never expires: If checked, the schedule never expires, otherwise the Expire Time option below becomes available. It works identically to the Start Time parameter.

Action Heading

The radio buttons in this section allow you to specify the action that will take place when the schedule fires. The options are described below:

Start Recording: Recording will start on the channel specified above in the "Channel" parameter whenever the schedule fires and will continue recording for the duration configured below, at which time it will stop recording. Note that in addition to configuring the schedule here, the channel must be configured for "Scheduled" in the Call Detect Type (configured under Recording: Boards).

Disable Recording: "Record On Demand" The channel will be disabled when the schedule fires and re-enabled after the duration. During this time the channel will not record, at all other times it will record based on its normal call detect types.

Send Notification: Triggers a notification event for use with custom scripting and Eventide integrations.

Run Statistics: Schedules the daily statistics to run. This should be run once daily, you should only ever change the time of day which it is run, to schedule it for the slowest volume period on your recorder.

Period Heading

These radio buttons determine how often the schedule repeats.

Hourly: Schedule triggers once per hour

Daily: Schedule triggers once per day

Weekly: Schedule triggers once per week Monthly

Monthly: Schedule triggers once per Month

One Time: Schedule triggers only once

Which of these options is selected will dictate what parameters are available under Period Options as well.

Period Options Heading:

Duration is always the same regardless of the Period set above and is the Minutes and Seconds time during which the schedule will be occurring (e.g., how long to record for if action is Start Recording). If action is Statistics, duration has no effect.

For Hourly: Start at X Minutes past the hour, the number of minutes past the hour the schedule will trigger



For Daily: Start at Hours: Minutes past midnight, the number of hours and minutes past midnight the schedule will trigger, so if set for 13:30, schedule will trigger at 1:30PM

For Weekly: Start at Hours: Minutes past Midnight, as above, but also checkboxes for which days of the week to trigger on are provided

For Monthly: Start at Hours, Minutes past midnight, and also what day of the month to schedule action for is supplied (e.g., 1 to trigger on 1st of the month), plus check boxes for which months to trigger on

One Time: Schedule only triggers once at activation time.

Repeat Every: If checked, the how many hours should pass between triggering. For example, for an hourly schedule if Start At is set for 30 and Repeat Every for 3 hours, and the schedule activation time is 1:45, then the schedule will trigger at 2:30, 5:30, 8:30, 11:30, etc. Repeat every is provided for Hourly and Weekly schedules

4.10.2. Upload Recorder Patch

The Upload Recorder Patch Utility page allows administrators to apply custom patches provided by Eventide to update systems in the field. It is only for use when directed by Eventide support and only works with patches created by Eventide.

4.10.3. Packet Capture

Packet Capture is a diagnostic tool that allows you to easily capture a record of network traffic for analysis in a third-party application such as Wireshark. You may be asked to use this feature in the course of a support call in order to allow Eventide to troubleshoot a networking or IP call situation.

Figure 87—Packet Capture

PACKET CAPTURE

Ethernet Device: eth0 (First Network Device)

Packet Filter (BPF):

Capture Status: IDLE- 9,148 Bytes Captured

Note: If the capture file reaches 1 Gigabyte in size, the file will be erased and the capture restarted

Start Capturing Stop Capturing Export Capture File

Ethernet Device: Allows you to choose the device you intend to capture the network traffic from.

Packet Filter (BPF): Allows you to apply additional rules to the captured network traffic. This field uses the standard Berkeley Packet Filter (BPF) syntax. For more details, perform a web search with using “bpf syntax”.

BPF example: To only capture the packets to or from a VoIP telephone with the IP address 192.168.1.16, you would enter “host 192.168.1.16”.



From the Configuration Manager, clicking Export Capture File will prompt you to save the capture as a file. When using packet capture from the front panel, Export Capture File will ask for an archive drive to write to.

Important! As noted in the display, the capture will automatically restart after 1 Gigabyte of data has been received.

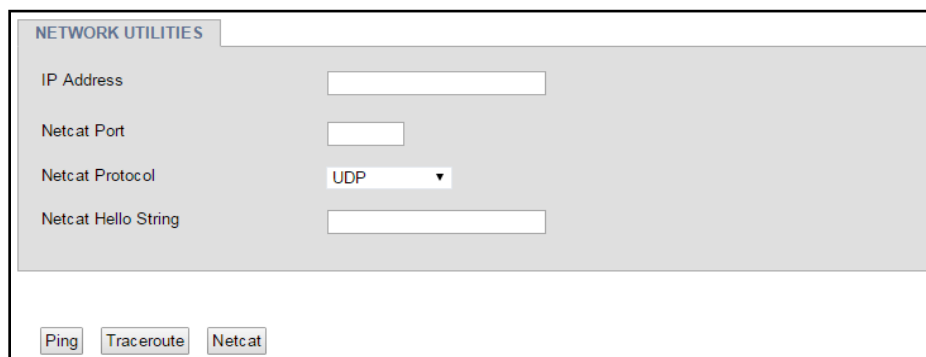
4.10.4. Re-Order Channels

This page allows you system administrators to arrange the channels as if it was installed with the current configuration. This is useful if the physical boards have been changed or moved or if virtual boards have been resized. The recorder will be automatically rebooted after performing this function.

4.10.5. Network Utilities

The Network Utilities page allows administrators to run Ping, Traceroute and Netcat Unix utilities from the recorder to identify network problems.

Figure 88—Network Utilities



4.11. SETUP: Quality Factor Software

This page is for configuring the Eventide Quality Factor call evaluation add-on software. For information on this see the Eventide Quality Factor Manual (Eventide P/N: 141216.)

4.11.1. Agent Mapping

The Agent Mapping feature of NexLog 2.0 has been expanded significantly as part of the Eventide Quality Factor Software option. If you were using it under 2.0, it will continue to work, but the tab to configure it has moved under Quality Factor Software, and the 2.0 style of workstation is called Dynamic.

The Agent Mapping screen is used to assign specific channels to a workstation location and an agent (user), so that calls can be tagged with that information. When a user is logged in at a designated workstation, calls received at that location will have the user name and location saved in the call metadata.

For more information about this feature, see the Eventide Quality Factor Manual (Eventide P/N: 141216.)

4.12. SETUP: Change Password

This page allows users with the proper permissions to change their own login password. They must enter their new password twice, and press 'Submit'. If the new password does not meet the security requirements configured on the recorder, the password change will not be accepted.





5. Recorder Operation

5.1. Starting and Shutting Down

To start the recorder, use the front panel power switch.

NexLog 740: The power switch is behind the locked door on which the display is mounted on touch screen units, and behind the blank front panel door on non-touch screen units.

NexLog 840: The power switch is the keyhole. Insert the key into the keyhole and turn it clockwise.

Important! Do not hold the switch or turn the key for more than one second.

To shut down the recorder, you can perform a controlled shutdown or a forced shutdown. In most circumstances, you should only perform a controlled shutdown. This allows the recorder to close all open files and complete current database operations before shutdown. A forced shutdown can result in corrupted files and loss of data. It can also damage any archive media in the process of being written, and possibly leave either gaps or duplications in your archives. (In addition, Eventide strongly recommends using the recorder with a UPS to allow a controlled shutdown in the event of a power failure.)

Important! A forced shutdown can result in corrupted files and loss of data.

To perform a controlled shutdown of the recorder:

Press Setup.

Select Power Off.

Select shutdown and respond “OK” to the prompt.

If for some reason, it is not possible to use this standard method to perform a shutdown, a controlled shutdown can still be accomplished using the following, somewhat riskier, alternative.

Use the front panel power switch to initiate a controlled shutdown by engaging the switch for up to one second.

Eventide does not recommend forcing a shutdown, but if it becomes necessary follow these steps.

Important! A forced shutdown can result in corrupted files and loss of data.

To perform a forced shutdown of the recorder:

- Engage the power switch for 10 seconds until it shuts down.



- An alternative way to perform a forced shutdown is to turn off the power supplies from the back panel, or unplug the power supplies.



6. The Client-Based NexLog Recorder Software

6.1. Introduction

6.1.1. What is the Client-Based NexLog Recorder Software?

Eventide offers optional client software to access NexLog Recorders remotely for operational tasks. The client software can be installed on PCs running the Microsoft Windows* Operating System and that are connected to a NexLog Recorder through a network.

The client software includes the following:

Eventide® MediaWorks Plus™: This web-based program provides remote access to recorder data and functions specifically for call-center *managers*. This program requires an additional software license and is documented in a separate manual.

Eventide® MediaAgent™: This application program provides remote access to recorder data and functions specifically for call-center *users*. This program requires an additional software license and is documented in a separate manual.

Eventide® MediaWorks™: This application program provides remote access to recorder data and functions specifically for call-center *managers*. This program requires an additional software license and is documented in a separate manual.

6.1.2. Do You Need to Install the Client Software at all?

NexLog Recorders are designed as standalone products, and it is not necessary to install the clients to use the product.

MediaWorks Plus does not require anything beyond a supported web browser and an appropriate internet connection to the recorder:

- Internet Explorer 8 – 11.
- Firefox
- Chrome

For MediaWorks Plus to connect to the recorder with HTTP, ports 80 and 81 must be open; for HTTPS, ports 443 and 82.



A non-networked recorder controlled only through the recorder front panel may be adequate for some organizations. However, the advantages and extra functionality that are provided by the clients may be important to your needs.

The **advantages** to using the clients include the following:

- Perform tasks at your desk, rather than at the recorder.
- Perform tasks more easily, with a full-sized computer monitor and a keyboard and mouse. This is especially true for certain tasks:
- Multiple users can log in and use the recorder simultaneously.
- Get extra functionality, including:
 - View long lists of calls in a tree format
 - Play back calls on archives on a PC, without the recorder
 - Send recording files via email
 - Audio redaction
 - More (see the Eventide MediaWorks Plus Manual for a full description of the MediaWorks Plus software's capabilities.)





Appendix A: Recorder Software Installation and Upgrade

Just as with any computer, NexLog Recorders require a software operating system and a number of application programs to be functional and to perform useful work. The operating system in this case is Linux, and the application programs are a combination of standard programs and programs written and maintained by Eventide to work with its custom hardware environment.

As part of the manufacturing process, Eventide installs the recorder software. Because the recorder software development is an on-going process, Eventide occasionally creates software upgrades to bring older recorders up to the current software version. It is sometimes desirable or even necessary to apply these upgrades to recorders at the customer site, and the purpose of this section is to explain the process so that customers can confidently perform upgrades (and even installations) without factory intervention.

Why Re-Installation May Be Necessary

The recorders use redundant disks, so a single drive failure should not cause loss of data or software. However, if multiple disks in an array fail due to a common cause (e.g., lightning or other power surge), you will have to re-install the software when they are replaced.

Why Upgrades May Be Necessary or Desirable

There are several reasons why you may need to do an upgrade:

- Problems (bugs) are found in the version currently running;
- Hardware upgrades or changes require new software;
- Valuable features are available in the new release;
- Factory support requires a more recent software version

The Software Upgrade/Installation Process

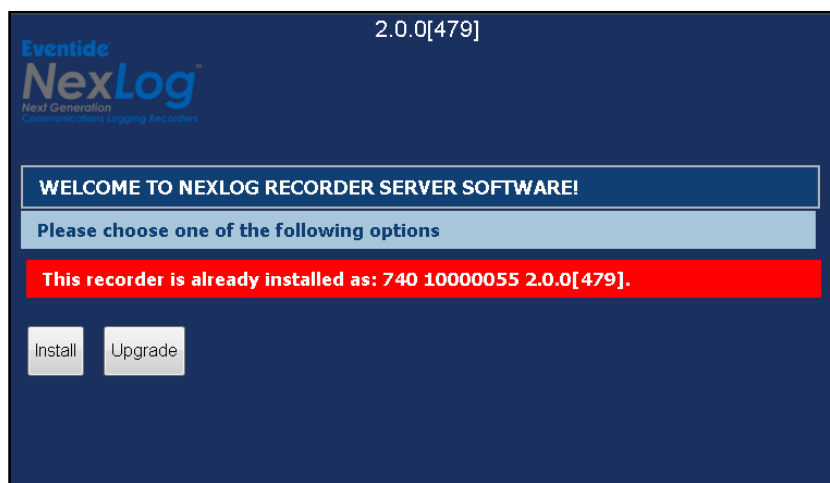
The actual process of upgrading (or re-installing) your software is simple and much of it is automated. It goes like this:

1. Archive your call data!



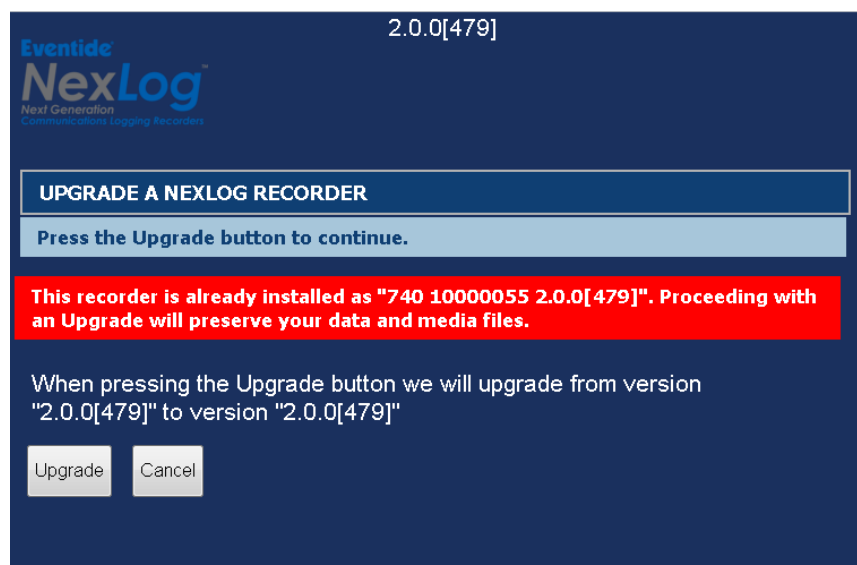
2. Archive your recorder configuration!
3. Remove all archive media.
4. Insert the Eventide software distribution DVD-ROM in the top DVD drive.
5. Power down the recorder.
6. Restore power.
7. Wait until the software loads.
8. You should see a page that looks like this:

Figure 89—Upgrader



9. If installing, click Install, and see the Install specific instructions below.
10. If upgrading, it should correctly identify your software. Click upgrade to continue. A page like this one will appear:

Figure 90—Upgrader Step 2



11. Click Upgrade and the upgrade will begin.

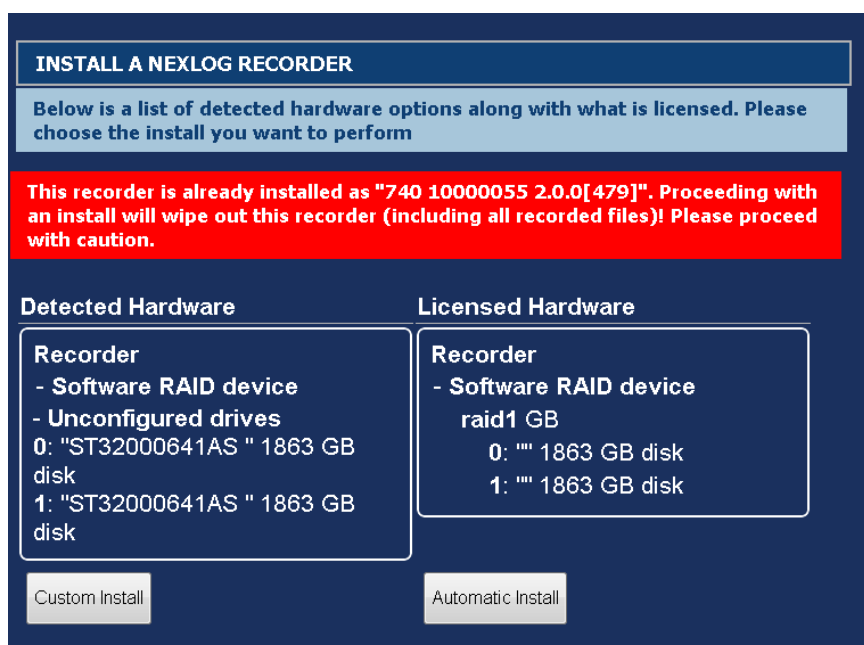


12. When finished, the DVD-ROM will eject automatically. Remove it from the tray.
 13. Touch the touch screen or hit enter to reboot.
 14. Wait until the new software completes its initialization.
- Important!** You may need to wait 20 minutes or more for an upgrade. Average wait time is under 10 minutes.

Install Specific Instructions

1. After clicking Install, you will see a page like this:

Figure 91—Upgrader Step 3



2. Unless Eventide Support or your dealer tells you otherwise, click Automatic Install.
3. The Install will then begin.
4. When finished, the DVD-ROM will eject automatically. Remove it from the tray.
5. Touch the touch screen or hit enter to reboot.
6. Wait until the new software completes its initialization.
7. Restore your configuration.
8. Restore your archives, beginning with the most recent first.

This completes the procedure.

Some Details, Especially About Installation

The hardest part is to wait for the recorder to complete loading and initializing the new software. This requires some patience as the second time you are asked

to wait, you may need to wait for an hour or more. The software does a lot of checking to make sure everything is **OK**.

If you do a new installation, all your calls will be erased. If you have archived your calls, you can restore them as described in [Restoring Archives When Installing New Software](#). An upgrade will theoretically leave your calls in the same state as they were earlier, and, in fact, it almost always does. But why take chances? You are probably archiving anyway, so can it hurt to be up to date?

If you do a new installation, you will have to reconfigure the recorder in accordance with the Setup instructions. This is greatly simplified by the Read/Write Configuration to Archive feature. Please read the information in SETUP carefully before you start the installation!

If you upgrade the recorder, be sure to read the release notes or other information to see if there are any new SETUP items that must be configured.

Restoring Archives When Installing New Software

In the Archiving section of the SETUP mode there is a menu item “Archive restore.” If you insert previously-recorded archive media into one or more drives, it will allow you to select that drive with the knob and perform a restore operation; i.e., copy the calls from that medium back to RAID. Several checks are performed before the medium is transferred:

- Does the serial number of the recorder that recorded the archive medium agree with that of the destination recorder?
- Are the channel names of the recorder the same as the destination?
- Does the format of the data on the archive conform to that of the destination?
- Is there any problem with or damage to the archive medium data to be transferred?
- Are any of these calls duplicates of calls already on the recorder?
- User confirmation: Are you sure you want to go ahead with the transfer?

If none of these apply to the medium, or if you indicated that you wish to proceed anyway, the archive transfer will commence. All drives operate independently. You can restore archive media in all available drives, or you can even record archives on one medium while restoring from another.

Important! The restoration process will delete the oldest calls on the recorder to make room for the restored calls. In some cases, this will be the calls being restored. *Always restore from the most recent archive backwards.*

If you are restoring archives after a new installation, set the current archive time *to make sure that new archives are only recorded from the present forward*. If you don't set this and begin new archiving after you have restored your archives from a previous installation, you might find yourself “re-archiving” the restored archives.



Potential Issues

For the most part, the process is automated. At least for an upgrade, beyond inserting/removing the disk, removing/applying power, and exhibiting patience, there is little for you to do.

One problem that can occur is failure to recognize the medium in the upgrade drive (the one in which you place the DVD). If this happens, the recorder just powers up normally and the DVD never ejects. In such a case, manually eject the DVD, and again shut down the unit. Next, visually inspect the medium, confirm it has no scratches, it's clean, it's right-side-up, and it's carefully centered in the drive tray. Then try again. If the drive persistently refuses to recognize the DVD, yet works correctly when archiving, you probably have a defective upgrade DVD, or one that differs enough from the drive's calibration to make reading the DVD problematic. You can try copying the DVD-ROM to another blank one, burning a new one, requesting a replacement, etc.

Much less common: The DVD can't be read completely, and the upgrade/install process hangs up and the DVD does not eject. In this case, try the procedure again from the beginning. For an installation, no damage will be done as long as the install eventually completes correctly. For an upgrade, there is a possibility that configuration information will have been lost, in which case it can be restored manually or from the configuration archive that you made before starting the upgrade. Do NOT, however, try to resume normal recorder operation until the upgrade has completed normally.

Note: Please read the release notes. Software upgrades will normally come with printed information, and possibly with a README file on the disk. If anything in the release notes contradicts something you read here, go with the release notes!





Appendix B: Optional General Purpose Input/Output (GPIO) Boards

Note: The optional GPIO board feature requires an add-on license key from Eventide.

The following uses can be made of a GPIO board:

- The start and stop of recording on a channel can be triggered by a GPIO board input signal. (For more information, see 4.4.1 Boards and Channels.) The logic of GPIO-triggered recording can be customized using the custom script feature.
- A recorder alert can trigger a GPIO output signal. Alerts of severity 3 or 4 (Error or Severe) will by default trigger a signal on the first output pair of the board. Further customization is possible via a custom integration script available from Eventide.

Eventide supports the following optional GPIO board for use with recorders:

- National Instruments PCI-6503 Board (24-Channel)

Important! The National Instruments specifications for these GPIO boards describe the maximum ratings for their input or output signals. Connections that exceed these maximum ratings can damage the board and the recorder. Neither Eventide nor National Instruments are liable for any damages resulting from signal connections that exceed these maximum ratings.

National Instruments PCI-6503 Board (24-Channel)

This board provides a 24-bit parallel, digital I/O interface with:

- 24 static digital I/O lines (non-isolated 5 V TTL/CMOS) in 8-bit ports, 2.4 mA
- 50-pin male I/O connector (for ribbon cable with IDC-type connector)
- No switches or jumpers
- Licenses are available for 12 input/12 outputs or 24 inputs

Note: The I/O ports are not optically isolated.

Eventide has adopted static port assignments on the PCI-6503. See [Figure 92—GPIO Board Pin Assignments \(NI PCI-6503\)](#) on page 167, which shows the



connector pin assignments. For detailed specifications, refer to PCI-6503 on the National Instruments web site (www.ni.com).

Figure 92—GPIO Board Pin Assignments (NI PCI-6503)

C-U	PC7	1	2	GND
	PC6	3	4	GND
	PC5	5	6	GND
	PC4	7	8	GND
C-L	PC3	9	10	GND
	PC2	11	12	GND
	PC1	13	14	GND
	PC0	15	16	GND
B	PB7	17	18	GND
	PB6	19	20	GND
	PB5	21	22	GND
	PB4	23	24	GND
	PB3	25	26	GND
	PB2	27	28	GND
	PB1	29	30	GND
	PB0	31	32	GND
A	PA7	33	34	GND
	PA6	35	36	GND
	PA5	37	38	GND
	PA4	39	40	GND
	PA3	41	42	GND
	PA2	43	44	GND
	PA1	45	46	GND
	PA0	47	48	GND
	+5V	49	50	GND

Eventide supports two modes in which to use the PCI-6503. Each is enabled with a license key. The first mode divides the 24 IO lines as 12 input and 12 output. The second mode uses all 24 lines as input.

The static port assignments on the PCI-6503 for the two supported modes are as follows.

12 input mode:

Input pins 0–7: Port A (PA0–PA7); odd numbered pins 47 to 33

Input pins 8–11: Port C upper nibble (PC4–PC7); odd numbered pins 7 to 1

Output pins 0–7: Port B (PB0–PB7); odd numbered pins 31 to 17

Output pins 8–11: Port C lower nibble (PC0–PC3); odd numbered pins 15 to 9

24 input mode:

Input pins 0–7: Port A (PA0–PA7); odd numbered pins 47 to 33

Input pins 8–15: Port B (PB0–PB7); odd numbered pins 31 to 17

Input pins 16–23: Port C (PC0–PC7); odd numbered pins 15 to 1





Appendix C: NIST Time Servers

You can search the web for NIST Time Servers. Historically, a list of National Institute of Standards and Technology (NIST) internet time servers can be found on the web at:

www.boulder.nist.gov/timefreq/service/time-servers.html

This list provides each server's name, IP address, and location. It is probably best to select one near to your location. If you have difficulty with using a server name, you can access the server using the IP address instead.





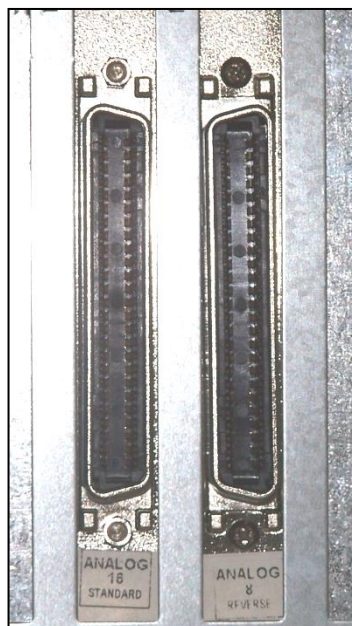
Appendix D: Channel Wiring for Eventide Analog Input Boards

All NexLog Recorders that are equipped to record analog telephone calls (POTS) are furnished with one or more Eventide analog input boards. Eventide provides 8-, 16-, and 24-channel analog input boards. New boards of any channel count will contain standard pin-outs on the Telco connector. Very old 8- and 16-channel boards may feature reverse pin-outs on the Telco connector.

All boards are labeled with the number of channels and pin-out type (either standard or reverse), except for very early versions of the 16-channel board. If you have one of these unlabeled Eventide analog boards in your recorder, it is a 16-channel board with reverse pin-outs.

For standard and reverse pin-out assignments, see [Table 10—Eventide Analog Board Standard Pin-Outs \(8-, 16-, and 24-Channel Boards\)](#) and [Table 11—Eventide Analog Board Reverse Pin-Outs \(8- and 16-Channel Boards\)](#).

Figure 93—Connectors with Standard and Reverse Pin-Outs



The Eventide Quick Install Kits available for these boards come with cables that compensate (if necessary) for the pin ordering so that when wiring the punch down blocks, the lines are in order according to normal telephone company

practice. Contact your Eventide representative to purchase your Quick Install Kit.

Table 10—Eventide Analog Board Standard Pin-Outs (8-, 16-, and 24-Channel Boards)

Chan	Pins	Chan	Pins	Chan	Pins	Chan	Pins	Chan	Pins	Chan	Pins
1	1 + 26	5	5 + 30	9	9 + 34	13	13 + 38	17	17 + 42	21	21 + 46
2	2 + 27	6	6 + 31	10	10 + 35	14	14 + 39	18	18 + 43	22	22 + 47
3	3 + 28	7	7 + 32	11	11 + 36	15	15 + 40	19	19 + 44	23	23 + 48
4	4 + 29	8	8 + 33	12	12 + 37	16	16 + 41	20	20 + 45	24	24 + 49

Table 11—Eventide Analog Board Reverse Pin-Outs (8- and 16-Channel Boards)

Channel	Pins	Channel	Pins	Channel	Pins	Channel	Pins
1	50 + 25	5	46 + 21	9	42 + 17	13	38 + 13
2	49 + 24	6	45 + 20	10	41 + 16	14	37 + 12
3	48 + 23	7	44 + 19	11	40 + 15	15	36 + 11
4	47 + 22	8	43 + 18	12	39 + 14	16	35 + 10

Note: The wiring is reversed, in the sense that Channel 1 would be connected to the violet-slate pair, not the white-blue pair, if you are using standard telephone cables. On a 25-pair block terminated in standard telephone color code order, Channel 1 would be at the bottom of the block.





Appendix E: Alert Codes

In the course of operation, the recorder may generate a variety of alerts, which are messages about aspects of the system operation. These messages have different severity levels that range from informational messages to severe errors. You can configure how alert notification is handled, as well as other alert features.

This section describes how to configure alert notification, including where to display and email the alerts. It also provides the following information about alert messages:

- **Table 12—Alert Severity Levels:** A list of alert severity levels and descriptions.
- **Table 13—Alert Messages** below: A list of alert messages, including the alert code, severity level, & message text.

Table 12—Alert Severity Levels

Severity Level (S)	Name	Description
1	Info	An informational message or notice that does not require acknowledgement. Example: Alert #8, "Recorder Startup."
2	Warning	Indicates trouble. Example: Alert #6004, "Primary RAID mount failed and the recorder recovered when secondary mount succeeded."
3	Error	Indicates an error that could result in possible loss of data. Example: Alert #5010, "The UPS on recorder <name> was found but is not functioning properly."
4	Severe Error	Indicates a serious problem. Example: Alert #9024, "Analog input Board <name> has malfunctioned and has been disabled."

Table 13—Alert Messages

CODE	ALERT TEXT	SEVERITY
0	blank	INFO
1	The system has received a test alert	INFO
2	The system has received a test alert (Auto Resolution)	INFO
3	The system has received a test alert (Manual Resolution)	INFO
5	The recorder <~1~>, has lost the network connection	WARNING
7	the <~110~> archive drive has been removed or is not functioning.	ERROR



8	Recorder Startup	INFO
9	The process <~110~> has malfunctioned on recorder <~1~>. No data loss or user intervention is expected.	INFO
10	The process <~110~> has malfunctioned on recorder <~1~>. Secondary systems may temporarily behave unexpectedly. No data loss or user intervention is expected	ERROR
11	The process <~110~> has malfunctioned on recorder <~1~>. The system is attempting to recover. Recent Data may have been lost	ERROR
14	The recorder was not properly shut down. This can cause serious loss of data. The shutdown time was approximately <~110~>.	WARNING
15	Recorder Shutdown	INFO
16	An error occurred while shutting down the system. Current archived data may be damaged.	WARNING
18	The system has detected a time change on the recorder. The time has changed from <~110~> to <~111~> in the elapsed time of <~112~> seconds. This may be normal.	INFO
21	Recorder time is not synchronized to any configured time source.	INFO
22	At least one configured time source is not currently reachable.	INFO
23	The process <~110~> has been manually terminated	INFO
24	<~110~><~111~><~112~><~113~>	INFO
25	This is a test email sent from recorder <~1~> at facility <~2~>	INFO
26	The system temperature of recorder <~1~> has exceeded the normal operating range. The system temperature is <~110~> C.	ERROR
27	Network cable unplugged	INFO
27	Network cable unplugged	INFO
28	Unable to contact ntpd.	INFO
50	Initial version <~110~> installed at <~111~>	INFO
51	Upgrade to version <~110~> from version <~111~> completed at <~112~>	INFO
52	The recorder does not have a valid license key. You are currently on day <~110~> of your 7 day grace period.	WARNING
53	The recorder does not have a valid license key. After a 7 day grace period, certain recorder functionality will be blocked until a valid license key is entered.	ERROR
54	The recorder has recorded calls that are later than the current recorder time. These calls will not get archived and may cause problems when you attempt to display them. Check the system clock and time zone. Contact Eventide for further info.	INFO
55	A valid license key has been entered.	INFO
56	An Integrated Metadata feed went <~110~> minutes without providing data.	WARNING
57	Configured Feature Add-on "<~110~>" exceeds the capabilities licensed	WARNING



58	Push upgrades to previous versions are not supported. Current version is "<~110~>" and an upgrade was attempted to version "<~111~>"	WARNING
59	The Metadata feed for channel <~110~> appears to be missing. <~111~> calls were recorded without providing metadata.	ERROR
60	Local RTP Engine Config Issue: <~110~>	ERROR
61	Recorder running inside VMWare, but no Keylok Dongle Found or No License key allowing Virtualization installed on Recorder.	SEVERE
62	The system hardware is not in the configuration database. The hardware has been identified as <~110~>	ERROR
63	Configured Feature Add-on "<~110~>" exceeds the capabilities licensed	WARNING
64	The operating system detected a fault and needed to be restarted.	ERROR
65	Remote vocoder is not responding: host <~110~>'	INFO
66	Remote vocoder encountered an error: <~110~>'	INFO
67	The Recorder is contains an expired temporary addon license key	INFO
100	Kernel stopped process <~110~> : <~111~>	SEVERE
100	Kernel stopped process <~110~> : <~111~>	SEVERE
101	Initialization Error for Component: <~110~> : <~111~>	ERROR
102	The CPU temperature of recorder <~1~> has exceeded the normal operating range. The CPU temperature is <~110~> C.	ERROR
1002	A database record event failed. This is likely the result of a misconfigured integration. Please contact your dealer for assistance. Type: <~111~> ,Error: <~110~><~112~><~113~>	WARNING
1003	Calls are being removed from the hard disk without ever having being archived. The calls currently being deleted started on <~110~>	INFO
1004	Space used on hard disk has reached an upper limit. Normal operation continues, with new recordings now replacing the oldest recordings on disk, starting with <~110~>	INFO
1005	A small amount of data may have been lost from channel <~110~> on the call that started at <~111~>. This data loss may not be noticeable.	WARNING
1006	Calls are not being recorded due to a recording problem. Error:<~110~>	WARNING
1007	Failed to read configuration from the database. A possible corruption exists. Please contact Eventide. Error:<~110~>	SEVERE
1008	Data inconsistent on channel <~110~>. This may have occurred because of process restart or delayed read of data. Last block read was <~111~> but found <~112~>.	ERROR
1009	Failed to upgrade the database. The system will continue to run with an older version of the database. Please contact Eventide to resolve this issue. Error:<~110~>	WARNING



1010	The system has pending database activity that has been queued for more than two minutes. Recordings may not appear in real time but are being recorded.	INFO
1011	The system has pending database activity that has been queued for more than two hours. Recordings may not appear in real time but are being recorded.	INFO
1012	A processing timeout has occurred while recording data.	ERROR
1013	Recordings that are scheduled for preservation are close to being deleted.	WARNING
1014	The user storage partition for <~110~> is full. This must be resolved by either deleting stored items or increasing storage settings via the Configuration Manager->Recording->Retention Settings. You will not be able to <~111~> until this is resolved. This issue does not affect recording.	WARNING
2001	The media in the <~111~> archive drive is almost full	INFO
2002	The media with id <~110~> in the <~111~> archive drive of recorder <~1~> is full	INFO
2004	Warning: the operation of <~110~> was performed when the drive was in a bad state. Please retry the operation	INFO
2005	System configuration saved to the <~110~> archive drive	INFO
2006	System configuration was NOT saved to the <~110~> archive drive: <~111~>	WARNING
2006	System configuration was NOT saved to the <~110~> archive drive: <~111~>	WARNING
2007	System Logs have been successfully saved to the <~110~> archive drive	INFO
2008	System Logs were NOT saved to the <~110~> archive drive: <~111~>	WARNING
2009	System configuration was restored.	INFO
2010	System configuration was NOT loaded from the <~110~> archive drive because of the error: <~111~>	WARNING
2011	Metadata backup failed for backup type <~110~>. Error: <~111~><~112~>.	WARNING
2014	Writing archive to the <~110~> archive drive failed. Please dismiss this message by hitting the 'OK' soft key, insert new media into the <~110~> archive drive and then hit the 'resume' soft key to retry.	INFO
2016	The current archive time has been changed on the recorder from <~110~> to <~111~>.	INFO
2017	<~110~> archive drive action: <~111~>.	INFO
2019	Call Meta Information saved to the <~110~> archive drive	INFO
2020	Call Meta Information was NOT saved to the <~110~> archive drive: <~111~>	WARNING
2021	Call Meta Information was loaded from the <~110~> archive drive.	INFO
2022	Call Meta Information was NOT loaded from the <~110~> archive drive because of the error: <~111~>	WARNING



2024	The <~110~> archive drive medium was improperly removed and may be damaged. The recorder will attempt to recover but some data loss is possible. In the future please use the Eject soft key and wait for the drive status to read "Safe To Remove Media".	ERROR
2025	The recorder <~1~> is not archiving.	INFO
2026	The recorder <~1~> does not appear to be archiving properly. The recorder is recording calls, but they do not appear to be archived. This may be because of a time change on the system or other normal activity. If you believe this is a problem, please stop archiving and restart it.	WARNING
2027	All media on the recorder <~1~> is either full or in the wrong state to continue archiving	INFO
2030	The media loaded in the <~110~> archive drive is damaged. Error: <~111~>	INFO
2031	The media in the <~110~> archive drive with the start time of <~111~> and the end time of <~112~> has encountered a problem while saving data. The archive media may be faulty or damaged. Please insert new media and archive again. The system archive time has not been changed.	WARNING
2032	Archive media format failed on the <~110~> archive drive. Please check that the media is not write protected or damaged. Error: <~111~>	INFO
2033	A media error was encountered while loading the <~110~> archive drive to browse mode. The archive media may be damaged and have missing or incomplete calls. This error could be caused by defective media or an improper system shutdown. The archive has the start time <~111~> and end time <~112~>	INFO
2033	A media error was encountered while loading the <~110~> archive drive to browse mode. The archive media may be damaged and have missing or incomplete calls. This error could be caused by defective media or an improper system shutdown. The archive has the start time <~111~> and end time <~112~>	INFO
2200	Failsafe is not active for the recorder group <~110~>.	WARNING
2201	Archive Failsafe is armed for the recorder group <~110~>	INFO
2202	Archive Failsafe has been triggered on the recorder group <~110~> at archive position <~111~>. Error: <~112~>	WARNING
2203	The recorder <~1~> has been placed in standby mode for the group <~110~>.	INFO
2204	Archive Restore complete on the <~110~> drive of recorder <~1~>	INFO
2300	Network Archive connected to address <~110~>, share <~111~>	INFO
2301	Network Archive to address: <~110~>, share: <~111~> is NOT active. <~112~><~113~>	WARNING
2302	Network Archiving connection to address: <~110~>, share: <~111~> is not active. Error: <~112~><~113~>	WARNING



2400	Centralized Archiving is not connected to <~110~>. Error: <~111~>	ERROR
2401	The recorder at <~110~> is transferring duplicate calls. This may be because the archive pointer was reset.	ERROR
2402	The Centralized Archive source with serial number <~110~> is not connected	ERROR
3001	Channel <~110~> was active for more than <~111~> seconds.	INFO
3002	Channel <~110~> was inactive for more than <~111~> seconds.	INFO
5000	Communications with the UPS backup power supply has been lost on the recorder <~1~> in facility <~2~>. Please ensure that the UPS is properly connected to the recorder	WARNING
5002	Power has been lost on the recorder <~1~> in the facility <~2~>. The UPS is currently providing power	WARNING
5005	Power has not been restored on the recorder <~1~> in the facility <~2~> and will be shut down shortly	WARNING
5008	The battery on UPS <~110~> has been exhausted. Recorder <~1~> is being shut down.	WARNING
5010	The UPS on recorder <~1~> was found but is not functioning properly	ERROR
5013	UPS is attached and functioning normally	INFO
5014	UPS is not attached to the recorder or not working properly	INFO
5014	UPS is not attached to the recorder or not working properly	INFO
5015	UPS battery is not functioning properly. Please test battery to ensure proper functionality.	INFO
6000	The hard disk <~110~> has failed on the recorder <~1~>. Please fix it	SEVERE
6001	RAID on recorder <~1~> is degraded. Replace the failed drive to correct the issue.	SEVERE
6002	The RAID has been changed: <~110~>	INFO
6003	The recorder <~1~> has a storage partition(<~110~>) that is dangerously close to being full(<~111~>). This is not a normal condition and should be resolved immediately to prevent possible data loss.	WARNING
6004	Primary RAID mount failed, and the recorder recovered when secondary mount succeeded.	WARNING
6005	The recorder <~1~> had a bad file system journal on volume group <~110~>. The problem was automatically fixed, but this condition is not normal and may have resulted in data loss.	WARNING
6006	The hard disk <~110~> is close to failure on <~1~>. Please replace it as soon as possible.	ERROR
6007	The hard disk <~110~> has timed out responding to the RAID controller on <~1~>. Please replace it as soon as possible.	ERROR
6008	The RAID Controller Write Cache is Disabled.	ERROR
6009	The RAID Controller Battery Backup for recorder <~1~> is reporting excessive heat.	ERROR



6010	The RAID Controller Battery Backup voltage is low.	ERROR
6011	The RAID Controller Battery Backup is offline and not providing backup to the RAID.	ERROR
6012	The RAID Controller Battery Backup is reporting a bad status.	ERROR
7000	A problem occurred while sending email. Error <~110~>: <~111~>	INFO
7001	An unknown error code of <~110~> was received	INFO
7002	An email has been sent to <~110~><~111~> with the subject "<~112~>"	INFO
7003	The alert <~110~> has been acknowledged by user <~111~>	INFO
8001	The user <~110~> has requested a system shutdown	INFO
8002	The user <~110~> has been automatically logged out	INFO
8002	The user <~110~> has been automatically logged out	INFO
8003	Client login with username <~110~>, version <~111~>, client string <~112~>	INFO
8004	Client has logged out with username <~110~>	INFO
8005	Client login has failed with username <~110~>	INFO
8006	The system time has been changed on recorder <~1~> by user <~110~>. The old time was <~111~>. The new time is <~112~>	INFO
8007	Configuration change by user <~110~>: <~111~>	INFO
8008	Shutdown requested via key. Please wait.	INFO
8009	Archive Failsafe Mode Canceled by user <~110~>.	INFO
8010	One or more PC Workstations configured for monitoring are not responding to network requests. <~110~>	WARNING
8011	One or more PC Workstations has an outdated screen capture service. This may result in service instability and loss of data on <~110~>	WARNING
9000	The board of type <~110~> has failed on recorder <~1~>. The failed board is board number <~111~>. It has failed <~112~> times	SEVERE
9001	A recording board has been removed or is missing from the system	SEVERE
9002	Failed to open the board of type <~110~> in position <~111~>. Error: <~112~>	SEVERE
9003	Failed to configure the board of type <~110~> in position <~111~>. Error <~112~>	SEVERE
9004	DSP sync Error on the board of type <~110~> in position <~111~>. Sync error count is <~112~>. Over run count is <~113~>	WARNING
9005	Failed to configure port <~112~> on the board of type <~110~> in position <~111~>. Error <~113~>	SEVERE
9006	Signal lost on port <~112~> on the board of type <~110~> in position <~111~>	ERROR
9007	Frames lost on port <~112~> on the board of type <~110~> in position <~111~>	ERROR
9008	AIS alarm on port <~112~> on the board of type <~110~> in position <~111~>	WARNING



9009	Yellow alarm on port <~112~> on the board of type <~110~> in position <~111~>	WARNING
9010	LOSMF alarm on port <~112~> on the board of type <~110~> in position <~111~>	WARNING
9010	LOSMF alarm on port <~112~> on the board of type <~110~> in position <~111~>	WARNING
9011	LOCRC4MF alarm on port <~112~> on the board of type <~110~> in position <~111~>	WARNING
9012	TS16RAI alarm on port <~112~> on the board of type <~110~> in position <~111~>	WARNING
9013	Failed to open channel <~111~> on the board of type <~110~>. Error: <~112~>	WARNING
9014	Failed to configure channel <~111~> on the board of type <~110~>. Error: <~112~>	WARNING
9016	No signal present on channel <~111~> on the board of type <~110~>.	WARNING
9017	Recording could not be started on channel <~111~> on the board of type <~110~>.	WARNING
9018	Recording could not be stopped on channel <~111~> on the board of type <~110~>.	WARNING
9019	Read timeout on channel <~111~> on the board of type <~110~>.	ERROR
9020	Read fail on channel <~111~> on the board of type <~110~>.	ERROR
9021	Continuity check error on channel <~110~>.	ERROR
9022	The continuity number is not being updated on channel <~110~>.	SEVERE
9023	<~110~>(<~111~>) has not been heard from in <~112~> seconds. The recorder may not be recording.	SEVERE
9024	Analog Telephony Board <~110~> has malfunctioned and has been disabled	SEVERE
9025	Recording Interface is configured as disabled and not recording. Enable the device to begin recording	SEVERE
9026	One or More Digital PBX Channels are receiving a large number of line errors. Please check your wiring and phonesets	WARNING
9100	The recorder is experiencing a connection error with the remote gateway at address <~110~>. Error: <~111~>	ERROR
9101	The recorder lost the connection to the remote gateway at address <~110~>.	ERROR
9102	The Remote Gateway at address <~110~> contains a backlog of data that is <~111~> minutes old. The data is currently being uploaded	ERROR
9103	The time on the Remote Gateway at address <~110~> differs from the recorder time by <~111~> seconds. Please insure that NTP is running on the Remote Gateway and recorder	ERROR
9104	The screen channel with name "<~110~>":<~111~> at address <~112~> is not connected. Error: <~113~>	ERROR
9104	The screen channel with name "<~110~>":<~111~> at address <~112~> is not connected. Error: <~113~>	ERROR
9105	Screen Agent @<~110~>: <~111~>	WARNING



9110	The recorder is experiencing a connection error to the bridged recorder at address <~110~>. Error: <~111~>	ERROR
9150	Info from CT Gateway: <~110~>	INFO
9151	Error from CT Gateway: <~110~>	ERROR
9152	Fatal Error from CT Gateway: <~110~>	SEVERE
9160	Harris Connection Warning: <~110~>	INFO
9161	Harris Connection Error: <~110~>	ERROR
9170	MOTOTRBO Connection Warning: <~110~>	INFO
9171	MOTOTRBO Connection Error: <~110~>	ERROR
9172	RFSS has not acknowledged all ISSI Group Registration Requests	WARNING
9200	The local RTP Engine is receiving inconsistent data. <~110~> channels received inconsistent data. First channel is <~111~>, Error: <~112~>	INFO
9201	More simultaneous calls occurred than channels are configured. Excess calls are not being recorded.	ERROR
9202	More G.729 encoded calls in progress than recorder is licensed for. Excess calls are not being recorded.	ERROR
9203	Unable to Decrypt P25 Call with key <~110~>	ERROR
9204	OTAR Registration Unsuccessful: <~110~>	ERROR
9205	Recorder Received An Error Condition from KMF: <~110~>	WARNING
9206	OTAR Info: <~110~>	INFO
9207	TCP Connection to <~110~> failed to connect	ERROR
9208	Recorder has sent a certificate to the Mitel system at <~110~>. Recording can not begin until the administrator approves the certificate on the Mitel system.	ERROR
9209	Error: <~110~>	ERROR
9209	Error: <~110~>	ERROR
9300	AIS could not provide audio stream for transmissions. Reason is <~110~>	ERROR
9301	AIS Proxy has entered an error state: <~110~>	ERROR
9302	AIS Proxy received an error condition from AIS: <~110~>	WARNING
9303	AIS Proxy Info: <~110~>	INFO
9305	Recorder has not received Heartbeats from AIS Proxy for at least 30 seconds	ERROR
9306	AIS Proxy version is less than 2.7.0. Recommend upgrading.	ERROR
9307	AIS Proxy version does not match the authorized version - Contact your Eventide Reseller.	ERROR
####	This Recorder, which is currently acting as the Cluster Master, is experiencing a failure to contact the Cluster Node at ip <~110~>. Error: <~111~>	ERROR
####	This Recorder, which is currently acting as the Cluster Master, has lost its connection to the recorder at ip <~110~>.	INFO
####	This Recorder is currently unable to synchronize to the cluster master at <~110~>.	INFO







Appendix F: Recording VoIP or RoIP Calls

Introduction

This topic describes information related to recording Real-time Transport Protocol (RTP) data.

- Voice Over Internet Protocol (VoIP) calls
- Radio Over Internet Protocol (RoIP) calls

NexLog Recorders support both VoIP and RoIP, but this topic mainly describes VoIP. However, because RoIP is similar to VoIP, much of the information applies equally to both.

- Most VoIP recording was previously supported using an Eventide VoIP Gateway but is now supported via Local VoIP with no additional server hardware required.
- Cisco 7 through 10.5 are now supported under the Local VoIP/RTP recording.
- SIP Endpoints are also now supported by Local VoIP/RTP Recording.
- NG9-1-1 “SIP Invite” recording uses the Local VoIP/RTP feature on NexLog Recorders.
- RoIP recording and IP Dispatch Console recording uses the Local VoIP/RTP feature on NexLog Recorders.

What is VoIP?

VoIP (Voice over Internet Protocol) is a technology that allows telephone calls to be made over local area networks (LAN) or the Internet. VoIP systems convert analog voice signals into digital data packets and supports real-time, two-way transmission of conversations using the Internet Protocol (IP).

The Advantages VoIP Provides

With traditional telephone service, also known as Plain Old Telephone Service (POTS), a telephone call is made on an analog telephone line through a pair of copper wires connected between the caller and the called party. This creates a physical connection dedicated for a single call, so the conversation is transmitted using a single, static pathway over the telephone network. It uses the Public Switched Telephone Network (PSTN), which is a circuit-switched



network, meaning the connection between the endpoints (telephones) is made through switches that connect the lines together.

On the other hand, VoIP transmits the call using a packet-switched network. With VoIP, the audio signal of the telephone call is digitized and encapsulated into data packets that are sent over the network to the other party. The packets may take one or more paths over the network to reach the called party. At the other end of the line, the packets are reassembled and converted back into analog voice signals. This network can be used at the same time by other communications, which may include other VoIP telephone calls as well as a variety of packetized information such as data and video.

Because the VoIP network can carry many conversations at the same time and because it can also transmit other types of information, VoIP is a more efficient and flexible method for transporting voice. It can also produce a richer experience for the user if it is combined with other features, such as video. In addition, it can be cost-effective to implement because you may be able to add VoIP telephony services to an existing network infrastructure.

VoIP systems can interconnect and co-exist with existing PBX systems as well as the traditional circuit-switched network. Of course, power sources are a consideration when implementing any VoIP system, because VoIP phones do not derive power from a PBX or from the telephone company Central Office. So, to protect against loss of telephone service due to power outages, it is necessary to install uninterruptible or back-up power supplies for both the LAN equipment and VoIP telephones.

Technical Considerations

The handling of audio data in VoIP differs significantly from how it is done on a conventional, circuit-switched network. On the latter, once a connection is established, it is defined between two fixed points, and both the upstream and downstream data are handled by the same pair of wires. The digital architecture of VoIP separates upstream and downstream data, and the transmission path across the network can vary. Audio is carried through RTP (Real Time Protocol) packets, which can be routed along different paths. As a result, data packets of audio data can become unsynchronized and be delivered out of their original sequence.

To address this, VoIP uses a buffering system that synchronizes delayed packets. The inherent delay caused by packet buffering should never exceed 500 ms.

Networks are by no means limited to carrying only voice data. As such, a packet filtering mechanism is used to detect and isolate RTP audio data packets from other data types carried across the network.

Network Requirements

The following requirements apply to recording VoIP calls:



- Unlike a PBX phone system, which has a centralized switch from which to tap the telephone calls, a VoIP system transmits the calls over a distributed intranet, which also carries other data traffic. To capture and record VoIP calls from the intranet, you must configure your intranet topology to mirror or send a copy of the VoIP packets to a single Ethernet port, which is connected either to the Eventide NexLog Recorder (for Local VoIP) or, in now rare cases, to an Eventide VoIP Gateway. For example, this can be accomplished using a Cisco Systems Ethernet switch that supports Switched Port Analyzer (SPAN) technology or Remote Switched Port Analyzer (RSPAN) technology. These components create copies of the audio packets being sent across the network and send them to another designated port for network analysis. In the case of RSPAN, it places audio traffic on a SPAN port from different network switches.

For detailed information on SPAN and RSPAN, go to the following page on the Cisco Systems web site:

[wspan.htm">www.cisco.com/univercd/cc/td/doc/product/lan/c3550/12113ea1/3550scg/swspan.htm](http://www.cisco.com/univercd/cc/td/doc/product/lan/c3550/12113ea1/3550scg/s<span style=)

In addition to SPAN or RSPAN, some systems use direct unicast or multicast connections to the recorder.

When using the **Local VoIP** feature on an Eventide NexLog Recorder, the recorder must be equipped with two network interface cards (NICs) if you are using SPAN/RSPAN. (One port is used for the unidirectional VoIP traffic sent to the recorder, and one port for bidirectional traffic with clients.)

Older systems may use an **Eventide VoIP Gateway**; it is equipped with two NICs standard from the factory, and can be used with SPAN/RSPAN.

- Eventide suggests implementing VoIP on a virtual local area network (VLAN). A VLAN is a logical group on the network that effectively prioritizes network traffic to ensure enough bandwidth. VLANs also greatly ease the configuration issues surrounding SPAN and RSPAN ports.
- **The MAC or IP addresses of all active phone sets must be designated.** This information is entered in Configuration Files area of the NexLog Recorder Configuration program. Additionally, **port ranges** for both the signaling ports (the call's attributes) and audio ports (the actual audio data packets) must be designated. Only calls that occur on ports in these designated ranges are recorded; all others are ignored.

Local VoIP and RoIP

Local VoIP and RoIP refer to the feature of Eventide NexLog Recorders that provides the capability to record VoIP and RoIP without using an Eventide VoIP Gateway. This local IP recording capability is also used for recording IP-based P25 radio systems (by EF Johnson and others).

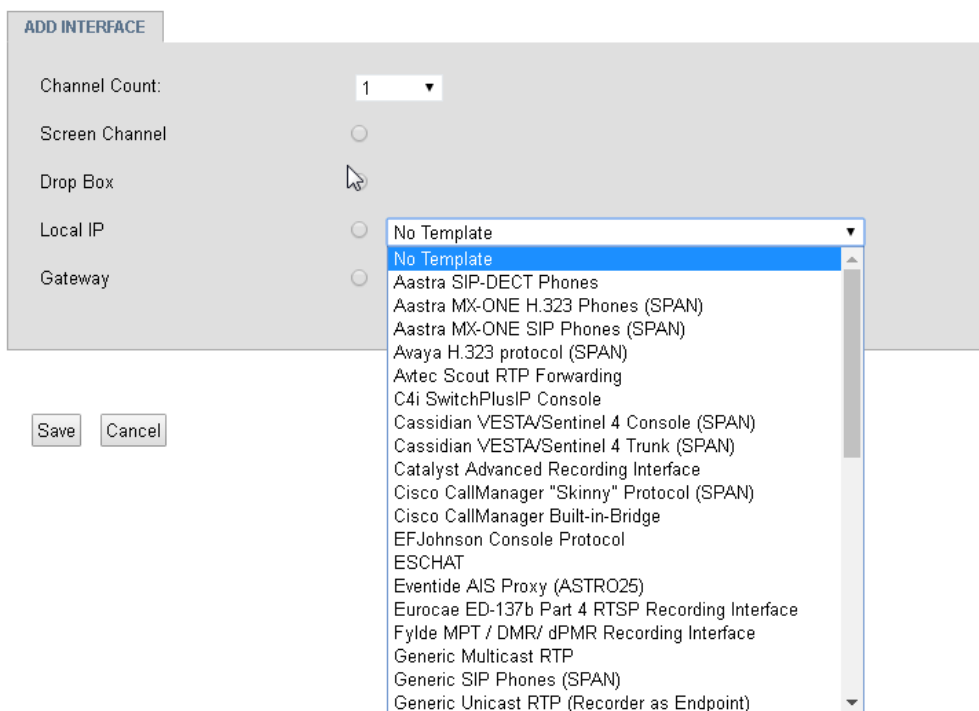
The NexLog Recorders support capturing and recording voice or radio traffic appearing in RTP packets on an Ethernet network. The recorder is able to



monitor and record Ethernet Voice over Internet Protocol (VoIP) or Radio over Internet Protocol (RoIP) traffic directly.

To configure the recorder for VoIP (or RoIP) traffic, you must first add a virtual board of type Local IP and the required number of virtual channels to the system.

Figure 94—Adding a Local IP Board, Templates Menu



If your system is not in the list of templates, select No Template and see the Advanced Local VoIP Recorder Configuration section below.

Local VoIP and RTP Templates

Local IP boards can be set up using a template that will automatically create a configuration based on the settings required for the type of board selected.

For example, for a Telex/Vega Console, which requires a multicast address, a TX port and an RX port for each channel, the template looks like this:



Figure 95—Telex/Vega Console Template Example

ADD INTERFACE
TELEX/VEGA CONSOLE PROTOCOL

Ethernet Device:

Radio System Type:

Channel	Multicast Address	TX Port	RX Port	Codec
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	32kbps ADPCM ▼
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	32kbps ADPCM ▼
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	32kbps ADPCM ▼
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	32kbps ADPCM ▼
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	32kbps ADPCM ▼
6	<input type="text"/>	<input type="text"/>	<input type="text"/>	32kbps ADPCM ▼
7	<input type="text"/>	<input type="text"/>	<input type="text"/>	32kbps ADPCM ▼
8	<input type="text"/>	<input type="text"/>	<input type="text"/>	32kbps ADPCM ▼

For Each Channel, Enter the Multicast Address to be recorded, and the transmit(tx) and receive(rx) ports. If only one port is to be used for a channel, leave the rx port blank. Consoles to be recorded must be configured on the Telex system for 32kbps ADPCM, the 16kbps ADPCM options is not supported for recording.

On the other hand, an EFJohnson P25 system has different requirements: an IP address for the IMBE decoder and a default RTP port, with a multicast address, codec, and supergroup port configured for each channel.

Figure 96—Local IP EFJohnson Template Example

ADD INTERFACE
EFJOHNSON CONSOLE PROTOCOL

Ethernet Device:

IMBE Transcoder IP:

Transcoder Type:

JEM Version:

VLR Multicast Address:

VLR Multicast Port:

Supergroup RX Multicast Address:

Supergroup TX Multicast Address:

Supergroup Base Port:

Default RTP Port:

Channel	Multicast Address	Codec	Supergroup Port
1	<input type="text"/>	P25 IMBE ▼	<input type="text"/>
2	<input type="text"/>	P25 IMBE ▼	<input type="text"/>
3	<input type="text"/>	P25 IMBE ▼	<input type="text"/>
4	<input type="text"/>	P25 IMBE ▼	<input type="text"/>

For Each Channel, Enter the Multicast Address to be recorded, if two addresses are to be recorded on the same channel, separate them with a space.

Any IP board configured with a template can be re-configured using the same template; this will effectively recreate the board from scratch, so if you have made per-channel changes, those will be reset to defaults. As such, you may want to make any necessary edits manually instead.

The templates included with NexLog 2.8 are:

- Aastra SIP-DECT Phones
- Aastra MX-ONE H.323 Phones (SPAN)
- Aastra MX-ONE SIP Phones (SPAN)
- Airbus / Cassidian VESTA/Sentinel 4 Console (SPAN)
- Airbus / Cassidian VESTA/Sentinel 4 Trunk (SPAN)
- Asterix Radar Data over UDP
- Avaya H.323 protocol (SPAN)
- Avtec Scout RTP Forwarding
- C4i SwitchPlusIP Console
- Catalyst Advanced Recording Interface
- Cisco CallManager "Skinny" Protocol (SPAN)
- Cisco CallManager Built-in-Bridge(SPAN)
- EFJohnson Console Protocol
- ESCHAT
- Eventide AIS Proxy (ASTRO25)
- Eurocae ED-137b Part 4 RTSP Recording Interface
- Fylde MPT / DMR/ dPMR Recording Interface
- Generic Multicast RTP
- Generic SIP Phones (SPAN)
- Generic Unicast RTP (Recorder as Endpoint)
- Generic Unicast RTP (SPAN)
- Harris P25 Recording
- ICOM IDAS Repeater (NXDN)
- IDS Mindshare Console Protocol
- Intrado Position (SPAN)
- Intrado Trunk (SPAN)
- Kenwood NEXEDGE Trunked
- Mitel Secure Recording Connector
- Motorola Wave 5000 Multicast RTP
- Motorola Dimetra AIS Interface
- MOTOTRBO Recording Interface
- NEC Univerge Phone Recording Proprietary SIP (SPAN)
- Nortel Unistim Protocol (SPAN)
- Panasonic MGCP Phones (SPAN)
- Raven M4X Site Device RTP Forwarding
- RadioPro / TurboVUi Console Protocol
- Shoretel MGCP Phones (SPAN)
- Siemens H.323 Phones (SPAN)
- SIPREC
- SIP Trunk (SPAN, Endpoint)
- Tait Radio DMR/MPT Recording Interface
- Tait Radio Trunked P25 ISSI
- Telex/Vega Console Protocol
- Toshiba Megaco Protocol Phones (SPAN)
- Zetron Logger
- Zetron MAX CallTaking Consoles (SPAN)
- Zetron MAX Dispatch



Cisco Local VoIP Template

Figure 97—Cisco Callmanager “Skinny” Protocol (SPAN) Template

ADD INTERFACE | CISCO CALLMANAGER "SKINNY" PROTOCOL (SPAN)

Ethernet Device: eth0 (First Network Device) ▼

SCCP Port: 2000

RTP Ports: 2001-65535

Channel IP Address or MAC Address

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>
6	<input type="text"/>
7	<input type="text"/>
8	<input type="text"/>

For Each Channel, Enter the IP Address (eg xxx.xxx.xxx.xxx) or MAC Address (eg xx:xx:xx:xx:xx:xx) of the phone to record

To configure Cisco Callmanager with Local VoIP recording, use the Cisco Callmanager “Skinny” Protocol (SPAN) template. Enter the SCCP and RTP ports in use, and then enter an IP address (xxx.xxx.xxx.xxx) or MAC address (xx:xx:xx:xx:xx:xx) for each phone line in the system.

Local VoIP and RTP Channel configuration

Like other board types, configuration of channels on local IP boards is done on the Recording->Boards page by opening the board and then clicking the gear on the channel you wish to edit. The channel edit page has three tabs. The first is the standard Edit Channel tab. The second and third are RTP and Diagnostics.

RTP

Figure 98—Top Half of Local IP Channel RTP Tab

EDIT CHANNEL	RTP	DIAGNOSTICS
RTP Settings		
IP Address	<input type="text" value="15.0.116.131"/>	
MAC Address	<input type="text"/>	
RTP Ports	<input type="text" value="16000-18000"/>	
Signal Ports	<input type="text" value="5060"/>	
RTT Timeout (Sec)	<input type="text" value="3600"/>	
RTP Mixing Mode	Rtp Mux Ip Port ▾	
RTP Timestamp Mode	Rtp Timestamp Rtp ▾	
Signal Protocol	Rtp Sig Sip Trunk ▾	
RTCP Ports	Rtp Rtcp None ▾	
Break on SSRC	Rtp Ssrc Break ▾	
Jitter Buffer (uSec)	<input type="text" value="500000"/>	
CallID Field Name	<input type="text"/>	
IP Field Name	<input type="text" value="192.168.22.42"/>	
CNAME Map	<input type="text"/>	
Extension	<input type="text"/>	
CallerID Field	<input type="text" value="CALLER_ID"/>	
DTMF Field	<input type="text" value="DTMF"/>	
Steal Oldest Channel	<input type="checkbox"/>	
Use G.729 License	<input type="checkbox"/>	
Break On Jitter	<input type="checkbox"/>	
Custom Protocol Handling	<input type="checkbox"/>	
Reorder RTP Packets	<input checked="" type="checkbox"/>	
Filter RTP by Signalling	<input checked="" type="checkbox"/>	
Break on CallID Change	<input type="checkbox"/>	
RFC2833 Codec	<input type="text" value="-1"/>	
Annotate if X RTP Missed	<input type="text" value="0"/>	
Annotate on Vox Off	<input type="checkbox"/>	

This tab allows you to configure all the RTP specific options detailed below in the Channel Parameters subsection of the Advanced Local VoIP Recorder configuration section of this chapter.



Figure 99—Bottom Half of Local IP Channel RTP Tab

Proprietary Audio Handling

Codec	-1
Header	0
Footer	0
Increment	0
Offset	-1
Value	-1
Length	-1

Diagnostics

The third tab is Diagnostics. It displays diagnostic information showing what data is arriving for the channel and can be used to help troubleshoot whether the channel is configured properly.

Figure 100—Local IP Channel Diagnostics Example

Queue	Enqueued	Dequeued	Source	Dest	Elapsed	Codec	SSRC	Seq
Signal	17	17	10.0.116.5:2000	10.0.116.30:12909	01:02:28			
RTP 1	1526	1516	10.0.116.250:17107	10.0.116.30:16799	01:02:28	MSADPCM	b5292811	7
RTP 2	1522	1521	10.0.116.30:16798	10.0.116.250:17106	01:02:28	G.711u	b5292811	9409
RTP 3	0	0	0.0.0.0:0	0.0.0.0:0				
RTP 4	0	0	0.0.0.0:0	0.0.0.0:0				

Refresh

Save Cancel

Each channel has up to 4 RTP queues for incoming RTP queues and signaling queue. These queues show the number of packets that have arrived and been Enqueued, and the number that have been Dequeued and handled. The remaining columns (Source, Dest, Elapsed, Codec, SSRC, Seq) display data about the most recent packet to arrive for that queue.

- Source: The ip address and port of the source of the packet.
- Dest: The IP address and port of the destination of the packet.
- Elapsed: How much time since the packet came in.
- Codec: How the audio was encoded. (RTP only)
- SSRC: Source Identifier. (RTP only)
- Seq: Sequence number of the packet. (RTP only)

When MUX is NONE, there will only be one RTP queue all packets to go. If MUX is DIR (one RTP queue will be for incoming packets and one for outgoing packets (relative to the IP address configured for the channel). If MUX is Port or IP_Port, queue assignments are made per port.

The Refresh button, as expected, refreshes the data displayed to be current.

Advanced Local VoIP Recorder configuration

The following information describes low level configuration of the built-in recorder based VoIP/RTP configuration, which is used for recording RoIP, NG9-1-1 “SIP Invite”, and IP Dispatch Consoles.

Edit Board

The board level parameters are accessible by clicking on the board name in the Boards and Channels NexLog Configuration Manager page. The board is named "Local IP Recording." On that page the board can be configured to capture RTP traffic in different ways.

The UDP section is for configuring the virtual board to capture UDP packets addressed directly to the NexLog recorder's IP address. For more information on capture methods, see *Section: 1.2.7. Basic Methods for Capturing VoIP/RTP Traffic*.

The PCAP section is for configuring Promiscuous Mode Packet Capture. This capture method allows the recorder to capture traffic not addressed to its IP address. For more information on capture methods, see *Section: 1.2.7. Basic Methods for Capturing VoIP/RTP Traffic*

Board Level Configuration Parameters

The following information lists the parameters and valid values that can be specified in board level configuration. (**Boldface** indicates a default value.) They are described in the sections that follow.

List of Board Level Parameters

- UDP Ports: port-list
- UDP Multicast Addresses: IP-address-list
- UDP Multicast Interface IP: IP-address
- SIP Endpoint Config: contact Eventide for usage
- PCAP Devices: eth0, eth1, eth2, etc.
- PCAP Ports: port-list
- PCAP Vlan: **unchecked (off)**, checked (on)



- PCAP Defragment: **unchecked (off)**, checked (on)
- Packet Filtering: Bpf None, Bpf Port, **Bpf Full**
- Channel Count: number-of-channels-on-virtual-board

Device Information

PCAP Ports and UDP Ports: Specifies a port list (port numbers and/or port ranges) for ports to record. All ports that are used by all channels must appear in the list. The ports should also be specified in the channels specific pages. Valid Range: 1-65535. Format: To specify multiple port numbers, separate them with commas; for example: 1,2,3,5,9. To specify a port range, separate it with a hyphen or dash; for example: 1-3. To specify multiple port ranges, separate the ranges with a comma; for example: 1-3,7-12. To specify multiple port numbers and port ranges, separate each type with a comma; for example: 1,2,5,9,12-15,19,22-25,29,30. For readability and maintenance (and to avoid duplications), it is recommended that you specify port numbers in numerical order.

Note: For **PCAP Ports**, the smaller the range, the better the performance, so it is a good practice to identify only those ports that will be used. The ports belong to VoIP devices such as IP phones, IP softphones, IP PBX ports, or other VoIP endpoints on the network that you wish to record. Any packet received by the recorder that uses ports in this list as either destination or source will make it past the filter and be processed by the recorder.

Important! For UDP Ports, it is very important to specify only the ports that will be used, because opening these ports will consume resources on the recorder. For example, specify 3,5 rather than 3-5 if port 4 will not be used.

UDP Multicast Addresses: Specifies one or more IP multicast group addresses from which to record. [Join or subscribe to.] Format: to specify multiple IP multicast group addresses, separate them with a comma; for example: 239.1.1.1,239.1.1.9.

UDP Multicast Interface IP: Specifies the IP address of the NexLog Recorder's network interface device which will be used to capture the multicast traffic.

SIP Endpoint Config: Specifies a special parameter to configure the NexLog Recorder as a SIP Trunk endpoint instead of its usual configuration as a "listen only" device. Contact Eventide support for assistance in configuring this parameter.

PCAP Devices: Ethernet Device name. Specifies the NexLog Recorder's network interface device (NIC) containing the Ethernet port that will be used to record RTP data. Valid Values: eth0, eth1, etc. Typically, one Ethernet port on the recorder is used to record the VoIP traffic sent to the recorder and one port is used for bidirectional traffic with recorder clients, such as a PC with Eventide MediaWorks that is used for playback or live monitoring.



PCAP Vlan: Virtual Local Area Network. Enables the Packet Pre-Filtering (BPF) for use on a VLAN, which is often used with SPAN and RSPAN setups. This setting is used because the port/IP address information appears in a different location in packets depending upon whether the traffic is from a VLAN or LAN. Valid values:

- **unchecked:** Disabled (default), for use on a LAN.
- **checked:** Enabled, for use on a VLAN.

PCAP Defragment: Enables IP defragmentation. When disabled, only the first fragment is processed and subsequent fragments are ignored. It is usually unnecessary to enable IP defragmentation, because voice packets are typically small enough to avoid fragmentation, or if they are sent in multiple fragments, the necessary data is usually in the first fragment, and the rest can be ignored. (Fragmentation occurs when the payload results in a data packet size that is greater than the maximum transmission unit of the sending switch.) Valid values:

- **unchecked:** Disabled (default). No IP defragmentation is performed.
- **checked:** Enabled. IP defragmentation is performed.

Packet Filtering and Handling

Because networks carry many types of data packets that are bound for different destinations, the recorder uses a */packet filtering/* mechanism to detect and isolate the desired RTP audio data packets from other data types forwarded by the network to the recorder's Ethernet port.

Packet Filtering: Berkeley Packet Filtering. Specifies a source port pre-filtering method for capturing RTP packets. Packets are pre-filtered at the NexLog Recorder network interface. This can reduce the load on the recorder, which is especially important in saturated high-throughput networks. BPF is a method used to capture and filter packets from a network interface that is used in promiscuous mode. When the NexLog Recorder network interface is in promiscuous mode, it receives a copy of each RTP packet appearing on the port, which is then run through a filter, so that only packets of interest are passed to the recording application layer. This pre-filtering can reduce the traffic load on the recorder CPU (except when no filtering is used).

The following settings can be used:

- **Full:** (default) Accepts traffic from all source ports identified in the configuration by IP or MAC address or port number.
- **Port:** Accepts traffic from all source ports identified in the configuration independent of IP or MAC address. This setting is used when the IP addresses may change.
- **None:** No pre-filtering is performed. Accepts traffic from all source ports.



Typically, it is either set to FULL or to a list of ports, except when using dynamic channel mapping, in which case, it should be set to NONE or a list of ports.

Channel Parameters

The channel level configuration is accomplished the same way as other boards. Click on the plus sign (+) next to the board name to open the list of channels for a board. From there clicking on the gear icon will show the channel specific configuration. On the channel page there is an RTP tab where VoIP specific parameters can be changed. The settings include channel mapping parameters, which direct RTP packets from a specific IP address, MAC address, or port number to record on the specified channel (or which specifies dynamic channel mapping).

When a virtual board is added the virtual channels are added to the recorder and are assigned recorder channel numbers based on the channel numbering sequence. The channel numbering sequence starts with hardware based channels, beginning with installed telephony boards, followed by the channels on virtual boards in the order they were added via NexLog Configuration Manager. For example, if the recorder has 8 hardware-based channels, then the first virtual channel (Channel1 of the virtual board) will be assigned to recorder channel 9. For an illustration, see *Section: 3.5. Set the Recording Control Parameters*.

Channel Configuration Parameters

The following information lists the channel configuration parameters and valid values that can be specified.

List of Channel Parameters

- IP Address: <IP-address>
- MAC Address: <MAC-address>
- RTP Ports: <port-list>
- Signal Ports: <port-list>
- RTP Mixing Mode: **Rtp Mux None**, Rtp Mux Dir, Rtp Mux Port, Rtp Mux Ip Port, Rtp Mux Ssrc
- Signal Protocol: **Rtp Sig None**, Rtp Sig Sip Trunk, Rtp Sig Zetron Rds, Rtp Sig Cisco Forked, Rtp Sig Telex Ip223, Rtp Sig Telex Ip223 Trunked, Rtp Sig Efjohnson
- RTCP Ports: **Rtp Rtcp None**, Rtp Rtcp Odd, Rtp Rtcp Even
- Break on SSRC: Rtp Ssrc Nobreak, Rtp Ssrc Break, Rtp Ssrc Fuzzy
- Jitter Buffer (uSec): <millionths-of-second>



- CallID Field Name: <SIP-field>
- IP Field Name: <optional name of metadata field>
- Steal Oldest Channel: *unchecked (off)*, checked (on)
- Break On Jitter: *unchecked (off)*, checked (on)
- Custom Protocol Handling: *unchecked (off)*, checked (on)
- RFC2833 Codec: -1, <codec-number>

Channel Mapping

VoIP calls can be mapped to NexLog Recorder channels using the following options:

IP Address: Map the IP address of a VoIP device to a recorder channel using static channel mapping. Mutually exclusive with MAC address. A specific IP address can be used or Dynamic which can map VoIP calls to a bank of channels using a dynamic assignment that is controlled by other means, such as call control or custom programming. Used when the port range or IP address is variable or floats, such as with VoIP trunking (e.g., SIP trunking, where negotiation of the SIP phone call includes ports to use), or when using custom scripts or programming from Eventide. When used with SIP trunking, set channel 1 to the IP address of the SIP source (for example, the SIP PBX or the local SIP trunk endpoint), and set the other channels to Dynamic.

MAC Address: Map the MAC address of a VoIP device to a recorder channel using static channel mapping. Mutually exclusive with IP address.

RTP Ports: Map a set of ports on a device to a recorder channel using static channel mapping. For valid settings, see Port under *Topic: Capture Method Configuration Parameters*.

Signal Ports: Specifies the signaling ports when signaling is used (when Signal Protocol is set to a value other than Rtp Sig None). Like traditional telephone calls, VoIP calls offer **full-duplex communication**, which allows the connected parties or devices to communicate with each other in both directions at the same time. However, with VoIP, the full-duplex call is composed of two halves: a stream of audio packets that are transported from party A to party B and a stream of audio packets that are transported from party B to party A.

It is typical to record the combined conversation rather than each side separately. Mixing options allow you to merge both halves of the conversation into one channel, or to record each party on separate channels.

Each channel is associated with a MAC or IP address (or is dynamically assigned). Traffic to this address is considered inbound and traffic from it is considered outbound.

RTP Mixing Mode: Specifies the type of audio stream mixing for the recording. Valid values include:



- **Rtp Mux None:** (default) No mixing is performed. The channel must be set up to receive only a single RTP stream at any given time.
- **Rtp Mux Dir:** Mix inbound and outbound audio streams belonging to a VoIP device (that is, mix traffic going in both *directions*). Direction mixing is typically used with the PCAP method, because the audio streams could be coming in from any port in the range.
- **Rtp Mux Port:** Mix audio streams from multiple ports, where each port carries a separate audio stream. Port mixing is typically used with the UDP method.
- **Rtp Mux Ip Port:** Mix audio streams from a destination IP address and port. IP Port mixing is used with the UDP method or SIP Trunk signaling.
- **Rtp Mux Ip Ssrc:** Mix audio streams by detecting which stream a packet belongs to using the RTP packet's SSRC field. Only recommended in case where IP_PORT cannot be used due to multiple streams received on the same port

Signal Protocol: Specifies the type of signaling used. See *Section: 2.1. Features* for more information on the supported signaling types. Valid values include:

- **Rtp Sig None:**(default) Audio data is recorded without any call metadata and Start/Stop is based only on RTP Stream presence and SSRCs
- **Rtp Sig Sip Trunk:** SIP Trunk, which is used for trunk-side recording and not station to station calls.
- **Rtp Sig Zetron Rds:** Zetron RDS RoIP systems recording.
- **Rtp Sig Cisco Forked:** Used for Built-in-Bridge recording from Cisco IP phones.
- **Rtp Sig Telex Ip223:** Telex /Vega IP radio recording when the Telex is connected to a Conventional Radio System
- **Rtp Sig Telex Ip223 Trunked:** Telex/Vega IP radio recording when the Telex is connected to a Trunked Radio System
- **Rtp Sig Efjohnson:** EF Johnson P25 signaling.
- **RTCP Ports:** Specifies the location of RTCP ports when RTP Ports specifies multiple ports (e.g., a range). This is used to ignore any signals on the RTCP ports so as to avoid interpreting them as RTP. Valid values include:
 - **None:** (default) None of the ports carry RTCP data (which means that none of them will be ignored).
 - **Odd:** RTCP data appears on odd port numbers. (Typically, RTCP is transmitted on the next higher odd port number above each RTP port.)
 - **Even:** RTCP data appears on even port numbers.



RTP packets contain information in their headers identifying the sources of the RTP data stream. This includes the following identifiers:

- **Synchronization Source (SSRC):** A unique numeric ID for a unidirectional stream of RTP packets. The synchronization source within the same RTP session is unique.
- **Contributing Source (CSRC):** A unique numeric ID identifying a contributing source for a mixed stream of RTP packets (a stream that has been generated from multiple sources). In some situations, it is used to identify a previous origin of a stream of RTP packets (that is, a previous SSRC).

These data are used to identify audio streams, and hence, the audio that belongs to a VoIP call.

In addition, the SSRC is also used to aid in identifying call termination. When the SSRC changes, it is an indicator that the audio stream from one party has ended. However, there may be cases where the SSRC changes briefly but does not indicate a separate call. This can result in a call being broken inappropriately into two parts or in a spurious call with a very short call length (e.g., 0 seconds). The following parameter is used to control call breaks for these different situations.

Break on SSRC: Controls how to handle SSRC changes in determining call termination. Valid values are as follows:

Rtp Ssrc Nobreak: When the SSRC changes, do not “break” the call.

Rtp Ssrc Break: (default) When the SSRC changes, “break” the call (that is, treat it as a new call).

Rtp Ssrc Fuzzy: When the SSRC changes, “break” the call. However, if the new SSRC is numerically close to the current SSRC, do not break the call. This setting is used with some VoIP implementations that have atypical SSRC changes, such as with certain configurations of Cisco Call Manager.

Jitter Buffer: Jitter Buffer Size in microseconds. Default: 2000000 (2 seconds). Range: 0 to 5000000 (5 seconds). The recorder uses a jitter buffer to enable proper synchronization and a smoother flow of data. The larger the jitter buffer, the higher the recorder memory usage, as well as the higher the load on the recorder CPU when jitter is encountered.

CallID Field Name: If this value is set to the name of a text metadata field that has been added to the recorder's database, and the signaling protocol from the PBX includes CallID information (a unique identifier assigned to the call by the PBX), then the CallID for the call will be attached to each call record by placing the CallID in this field.

RFC2833 Codec: Enables out-of-band digits when signaling is used.

-1: Disabled (default), no out-of-band digits.



<codec-number>: Enabled to receive out-of-band digits using the specified codec number used by the particular IP phone system (PBX and phones). Example: 128. The codec number is application-specific and can be obtained by checking with the manufacturer of the system or by analyzing the signaling data (see *Section: 4.2. Network Diagnostic Programs*).





Appendix G: Archive Pairing

Introduction

Archive Pairing is an archiving scheme, introduced in NexLog software version 2.2.1, created to put a focus on constant archiving to DVD-RAM. It takes advantage of two recorders to ensure all recorded data is archived. This appendix explains the requirements for Archive Pairing, how to set it up, and how it works.

Requirements

Archive Pairing requires two recorders. These recorders should have identical hardware profiles and software configurations, and must receive the same call input. Each recorder should have two DVD-RAM drives. The recorders should also be synced to the same time source, for example NTP, and be in the same network with the ability to communicate with each other. Additionally, an appropriate license is required for this functionality but this license is only needed on the “primary” recorder.

Operation

Archive Pairing enables the end-user to archive their data in a more streamlined way than traditional archiving with the benefits of system redundancy. With this feature enabled, recorded information will continue to archive on the next available DVD-RAM drive when a disc fills, the user manually stops archiving on a particular DVD-RAM drive, or if some external factor disrupts normal operation of one of the loggers (such as a power failure). Flow between drives is automatic. The end-user simply has to flip or change out the media as the drives fill for constant coverage.

The functionality works by creating a global archive pointer that both recorders will use to determine what recorded data they should be archiving. The two recorders are referred to as the “primary” recorder and the “secondary” recorder. The distinguishing feature between them is that the primary recorder is where the Archive Pairing license must be entered.

With Archive Pairing enabled, DVD-RAM drives with formatted media will enter a state called “Standby”. This means the drive is ready to archive as part of the



Archive Pairing scheme. The first drive of the primary logger will automatically begin archiving at the point that is set to start at for that drive. This will establish the starting point for all archiving. The initial archive pointer should be set before any calls have occurred on the recorder but should also be no earlier than January 1st, 1989. There is no need to set the archive pointer for each drive, just the first one.

When a DVD-RAM media fills, it will automatically begin archiving where it left off on the next drive that is in Standby. Typically, the flow is first drive on the primary recorder, then the second drive on the primary, followed by the first drive secondary, and finally the second drive secondary. If an archive is manually stopped, archiving will automatically resume on the next available Standby archive. In the event that all drives are full, Archive Pairing will wait until new media is inserted, formatted, and enters Standby.

In the event that maintenance is to be performed on one or both of the recorders, a recorder can be shut down and worked on while the other recorder continues archiving from the point that the first recorder is shutdown, and then once the first recorder is back up and running, the same procedure can be performed on the other recorder. This method should be employed when upgrading to future software releases or for any required hardware maintenance.

Pairing Setup

Prior to setting up the software, the following items are assumed:

- Recorders are racked or placed with accordance to site specifications
- The software on the recorders are NexLog 2.2.1 or newer.
- The software on the recorders is the same version on both.
- A valid license has been entered into the recorder
- The recorders are networked in the same IP network
- The recorders have the same call sources attached to both
- Eventide approved DVD-RAM media is available

After the above is satisfied, the recorder should be configured to have the dates and time synced to the same external clock. The channels for both recorders should be configured the same and be properly recording. After that has been setup, insert blank DVD-RAM discs into the drives. Format them if required.

Before enabling Archive Pairing, the archive pointer of the first drive should be checked to make sure it will catch all calls. To view and set the archive pointer, in Configuration Manager expand the menu item Archiving and click Archive Configuration. Select the DVD-RAM 1 device and select the Configure button. On the resulting screen, select the TIME tab and observe the Archive Time.



Make sure the date is before any calls have occurred but after 1/1/89. After you have a date/time you are satisfied with, select Save.

After the archive time has been set, add a license for Archive Pairing. A new menu option will become available via Configuration Manager as seen in the following image. The options are also available via the Front Panel Setup menu.

Figure 101—Setting the Archive Time

SETTINGS TIME GROUPS TRACKING

Set Archive Time (UTC):
2013-03-26 19:26:07

Archive Delay(secs): 12 from the: start of the media record

Archive Duration(secs): 86400 Limit duration

Save Cancel

After the archive time has been set, add a license for Archive Pairing. A new menu option will become available via Configuration Manager as can be seen in the following image. The options are also available via the Front Panel Setup menu.

Figure 102—Enable Archive Pairing & Define Secondary Recorder

ARCHIVE PAIRING

Enabled

Host: _____

User: Eventide

Pwd:

Avoid Switch:

Save Cancel

The Host field should contain the IP address of the secondary recorder. The User and Pwd fields should contain information for a valid administrator on the secondary logger. Once that information has been entered, check the Enabled box and click the Save button. The primary recorder will communicate with the secondary recorder to make sure the system is in sync. Drives that are in the state “Idle, blank media” should become “Standby” on both recorders automatically. Archiving should also automatically begin on the first drive of the primary recorder.

Connect to Configuration Manager on the secondary recorder to set the remaining settings. Under Archiving and Archive Configuration, select the first



DVD-RAM drive and click Configure. In the resulting window, check the Auto Start box then Save. Do the same for the second DVD-RAM drive.

Figure 103— Enable Auto Start on Secondary Recorder

The screenshot shows a configuration window with four tabs: SETTINGS, TIME, GROUPS, and TRACKING. The TRACKING tab is active. The settings are as follows:

Drive Type:	DVDRAM
Data Archived:	91846646
Archive Mode:	Mode Sequential
<input type="checkbox"/> Auto Resume	
<input checked="" type="checkbox"/> Auto Start	
<input type="checkbox"/> Auto Eject	
<input type="checkbox"/> Verify Archive	
<input type="checkbox"/> Enable Format Protection	
<input type="checkbox"/> Create Wav File	
Transcode to Encoding:	1
Format Protection seconds:	0

After Auto Start has been enabled for both DVD-RAM drives, Archive Pairing configuration should be complete. The only thing that should require attention at this point is making sure media is flipped or replaced as needed to keep archived records up to date.



Appendix H: SSL Certificate request & application

Introduction

The following applies to systems running Eventide Nexlog software version 2.4.0 and higher. It would allow secure connections, and interactions with an Eventide system recorder using port 443 using the HTTPS protocol, for which a valid CSR (Certificate Signing Request) was generated. This procedure does not go into details of SSL (Secure Socket Layer) or recommendations on providers.

Requirements:

Network Interfaces: primary or secondary network interface must have accurate, and valid network IP addressing with working Gateway.

System Identification: Valid DNS IP addresses should be available for the recorder.

Licensing: The ability to enable SSL functionality in NexLog recorders with software version 2.3.2 and later requires an extra-cost Eventide add-on license. (Eventide reserves the right to limit the availability of this enabler add-on license for export.)

SSL Settings:

In Configuration Manager, under Users and Security: SSL: SSL Settings, you can configure database connections, web server connections, client service connections to unencrypted only, SSL only, or both.

Request procedure:

First open the Configuration Manager and log in with an Administrator account. Expand Users and Security, then click SSL.

1. Under the **SSL Keys** tab: Check the box for generating a new request, complete the form with the pertinent details



2. **Common Name** needs to be entered as it would be displayed in the browser; for example: name.domain.com
3. Save when completed. A message will flash on the screen to upload or self-sign the certificate.
4. Click the **SSL Certificates** tab and click on **View CSR (SSL Certificate Signing Request.)**

This is what your certificate authority will require to provide a certificate. Select all including the dashes in the CSR window. Copy to your certificate authority vendor. The certificate authority will sign your request, and provide the SSL certificates.

Set New Certificate:

After the request procedure has been completed, and a signed certificate is received from the vendor, it needs to be imported:

1. Click the option to **Set New Certificate** under the **SSL Certificates** tab.
2. The Certificate window opens with two windows to copy and paste.
3. On top, you will copy the Signed Certificate. (usually a file with the Common Name)
4. On the bottom you will copy the Intermediate Certificate. (Vendor signature file + Common name)
5. Close the window when the copy paste operation is completed.
6. Complete the process by clicking the Save button.

A message like the one below should flash on the page:

Successfully updated SSL settings. The new settings will not apply until after a reboot

Testing:

Reboot the recorder, and connect to the system using the web browser requesting SSL “https://name.domain.com”





Limited Warranty

The Eventide® NexLog™ Recorders are built to exacting quality standards and should give years of trouble-free service. If you are experiencing problems, your recourse is this warranty.

Eventide Inc. warrants the products unit to be free from defects in workmanship and material under normal operation and service for a period of one year from the date of purchase, as detailed in this warranty. At our discretion within the warranty period, we may elect to repair or replace the defective unit. This means that if the unit fails under normal operation because of such defect, we will repair the defective unit at no charge for parts or labor. We also assume a limited responsibility for shipping charges, as described later in this warranty.

The warranty does not extend beyond repair or replacement as stated herein and in no event will we be responsible for consequential or incidental damages caused by any defect, and such damages are specifically excluded from this warranty. Our sole obligation is to repair or replace the defective unit as described herein.

The warranty **DOES NOT COVER** any damage to the unit regardless of the cause of that damage. The unit is a complex piece of equipment that does not react well to being dropped, bounced, crushed, soaked or exposed to excessively high temperatures, voltages, electrostatic or electromagnetic fields. If the unit is damaged for these or similar causes, and the unit is deemed to be economically repairable, we will repair it and charge our normal rates.

The warranty **DOES NOT COVER** shipping damage, either to or from Eventide. If you receive a new unit from us in damaged condition, notify us and the carrier; we will arrange to file an insurance claim and either repair or exchange the unit. If you receive a new unit from a dealer in damaged condition, notify the dealer and the carrier.

If we receive the unit from you with apparent shipping damage, we will notify you and the carrier. In this case, you must arrange to collect on any insurance held by you or your carrier. We will await your instructions as to how to proceed with the unit, but we will charge you for all repairs on damaged units.



Who is covered under the warranty

The warranty applies to the original purchaser of a new unit from Eventide or an Authorized Eventide Dealer. Demo units are also covered by this warranty under slightly different circumstances (see the following information on “When the warranty becomes effective.” Units that are used, or have been used as part of a rental program, are not covered under any circumstances.

It is your responsibility to prove or to be able to prove that you have purchased the unit under circumstances which affect the warranty. A copy of your purchase invoice is normally necessary and sufficient for this.

If you have any questions about who is an Authorized Eventide Dealer, call Eventide at 201-641-1200.

Units with the serial number plate defaced or removed will not be serviced or covered by this warranty.

When the warranty becomes effective

The one-year warranty period begins on the day the unit is purchased from an Authorized Eventide Dealer or, if the unit is drop-shipped from Eventide, on the day shipped, plus a reasonable allowance for shipping delays.

When we receive a unit, this is how we determine whether it is under warranty:

If the unit was shipped from our factory within the past calendar year, we assume that it is under warranty unless there is evidence to the contrary, such as its having been sold as used or rented, etc.

If the unit was shipped from our factory more than a calendar year ago, we assume it is not under warranty unless there is a warranty registration form on file showing that it has been purchased within the past year under appropriate conditions or if you send a copy of your purchase invoice indicating warranty status along with the unit.

If the unit was used as a demo, the warranty runs from the date that it was received by the dealer. The original purchaser gets the unexpired portion of that warranty.

When you send a unit for repair, you should indicate whether or not you believe it to be under warranty. If you do not say the unit is under warranty, we will charge you for the repair and we will not refund unless the charge was caused by an error on our part. If you believe the unit to be under warranty and you do say it is but this disagree, you will not incur any charges until the dispute is resolved.

Who performs warranty work

The only company authorized to perform work under this warranty is Eventide Inc., Little Ferry, New Jersey. While you are free to give personal authorization



to anyone else (or to work on it yourself), we will not honor claims for payment for parts or labor from you or from third parties.

However, we and our dealers do try to be helpful in various ways. Our dealers will assist, usually without charge during the warranty period, in determining whether there is a problem requiring return to the factory, and alleviating user error or interconnection problems that may be preventing the unit from operating to its full capability.

We are available for consultation if the dealer is unable to assist.

If a part is found to be defective during the warranty period and you wish to replace it yourself, we will normally ship the part immediately at no charge. We reserve the right to request that the defective part be returned to us.

Shipping within the 50 United States

You are responsible for getting the unit to our door at no cost to us. We cannot accept collect or COD shipments.

We will return the in-warranty unit to you prepaid, at our expense, using a standard shipping method, normally United Parcel Service. If you are in a hurry and want us to use a premium shipping method (such as air express, next day air, etc.), be sure you tell us and agree to pay shipping charges collect. If you specify a method that does not permit collect or COD charges, remit sufficient funds to prepay shipping.

Shipping outside the 50 United States

If you purchased the unit from a dealer in your country, consult with the dealer before returning the unit.

If you wish to return the unit to us, please note the following policies:

The unit must be prepaid to our door. This means that you are responsible for all shipping charges, including customs brokerage and duties. When a unit is shipped to us it must be cleared through United States Customs by an authorized broker. You must make arrangements for this to be done. Normally, your freight forwarder has a branch in the United States that can handle this transaction. If you want our assistance in clearing incoming packages, you must notify us before shipping the unit for repair, giving full details of the shipment, and including a minimum of \$250.00 in US funds to cover the administrative and brokerage expenses. Any balance will be applied to the repair charges or refunded. If a balance is due to us, we will request a further prepayment.

All shipments will be returned to you collect. If this is impossible because of shipping regulations or money is due us, we will request prepayment from you for the appropriate amount.



All funds must be in \$US. Payment may be made by check drawn on any bank in the US, or by telegraphic funds transfer to our bank. If you send US currency, be sure that it is sent by a method you can trace, such as registered mail. If you wish to pay by Letter of Credit, be sure that it affords sufficient time for work to be performed and the L/C negotiated, and that it is free from restrictive conditions and documentation requirements.

We reserve the right to substitute freight carriers. Although we will attempt to honor your request for a specific carrier, it is frequently necessary to select a substitute because of difficulties in communication or scheduling.

This warranty gives you specific legal rights and you may also have other rights which vary from location to location.





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6. Limited Warranty on Software. Eventide warrants that the media on which the Software is furnished will be free from defects in materials and workmanship under normal use for a period of ninety (90) days from the date of purchase. If a defect appears during the warranty period, return the diskette/compact disc to Eventide, and you will receive a free replacement, or at Eventide's option, a refund, so long as the Software, documentation, accompanying hardware, and diskettes are returned to Eventide with a copy of your receipts. This Limited Warranty is void if failure of the Software has resulted from accident, abuse, or misapplication. Any replacement Software will be warranted for the remainder of the original warranty period. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY BY JURISDICITON.

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10. Governing Law and Arbitration. This Agreement will be governed by the laws of the State of New Jersey and will be interpreted as if the agreement were made between New Jersey residents and performed entirely within New Jersey. All disputes under this Agreement or involving use of the Product shall be subject to binding arbitration in Little Ferry, NJ in accordance with the commercial arbitration laws of the American Arbitration Association. Notwithstanding anything contained in this Paragraph to the contrary, Eventide shall have the right to institute judicial proceedings against you or anyone acting by, through, or under you, in order to enforce Eventide's rights hereunder through reformation of contract, specific performance, injunction or similar equitable relief.

11. Entire Agreement. This is the entire agreement between you and Eventide AND supersedes any prior agreement, whether written or oral, relating to the subject matter of this Agreement. No amendment or modification of this agreement will be binding unless in writing and signed by a duly authorized representative of Eventide.

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GNU GENERAL PUBLIC LICENSE

Version 2, June 1991

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