

Manitou Core - SecurVoice Installation

12/27/2023 5:38 pm EST

SecurVoice is a Voice Record integration with Manitou. It is provided by CSS and the integration is installed by Bold. It allows users to view/download recordings on phone calls made on alarms/action patterns.

- Estimated time to complete - 1 hour

Prerequisites Needed

The following items are all needed before completing an install of SecureVoice. This should be complete/ready by the Project Manager before scheduling with a technician.

- SecurVoice is provided and installed by CSS.
 - See <http://www.comservicesolutions.com/securvoice-call-recording/> for more details.
- Manitou 1.6.4 or newer installed.
- IP address, server name, and login credentials to the SecurVoice server for technician.
 - This is separate from the Manitou servers and should already be installed by CSS.
- Version of SecurVoice installed noted for technician.
- Additional items customer must be aware of as needed at time of install.
 - Administrative login
 - 1 to 2 hours of time for installation
 - Notepad++ will be installed as part of the installation procedures
 - The customer should have some channels set up beforehand with the SecurVoice Software.
 - This will likely already be done unless SecurVoice is completely new to the customer
 - If this is not complete we can still do the install, we will not be able to test it as there will be no audio to download.

Pre-Install

The install steps are for package 22, however, the package used will be based on the version of SecurVoice installed by CSS (Information provided by PM).

Version of SecurVoice	Package to Use
3.x or older	20
4.x	21
5.x or newer	22

Download the SecurVoice Install package

- - Grab the latest files from Voice recorder Dependencies (\\fileserver02\release\Manitou\Voice Recorder

Dependencies\SecurVoice-CSS).

- This needs to be downloaded onto the machine where the Distributor Commander resides, as you will be creating a package to push out.

Install Notepad++

- - Can be downloaded [at this link](#).

Update Customer's License

- - License for VRT Lines (recommended 4)
 - License for Voice Recorder

Installation

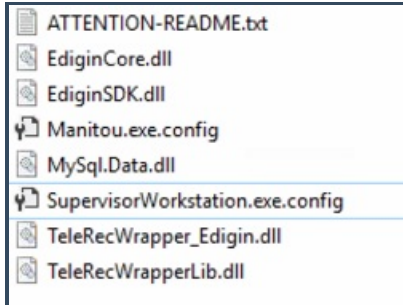
Creating Package 22

1. Unzip and open the SecurVoice Install Package.
2. From within the SecurVoice Install Package, edit the Manitou.exe.config file to point to the SecurVoice server installed.
 - a. Right click on the Manitou.exe.config and select 'Edit with Notepad++'.
 - b. Within the <connectionStrings> section, uncomment the edigin strings.
 - c. Edit the connectionString="" to contain the name of the SecurVoice server and remove the unused connection string.
 - Non-instanced (Default SQL Server Install) - Use the MySql.Data.MySqlClient provider
 - Instanced (When the instance is named i.e. "servername\SQLEXPRESS") - Use the System.Data.SqlClient provider

```
<connectionStrings>  
  <add name="Edigin" providerName="MySql.Data.MySqlClient" connectionString="server=WIN-LF5KAIEI85H" />  
</connectionStrings>
```

3. Using the same steps as in step 2.3 edit the SupervisorWorkstation.exe.config
4. Copy all files from the SecurVoice Install Package into Package 22 on the distribution server.

5. Package 22 should look similar in files to the screenshot below.



6. Configure the PackageList to include the new files

a. Edit PackageList.txt with Notepad++.

- Located on the Distributer Server
- Typically C:\Program Files (x86)\Bold Technologies\Manitou\Distributer

b. Scroll down to find package 22

- Identified just as 22.

c. Replace the information under 22 so it appears as the following. Save and close the file once changed.

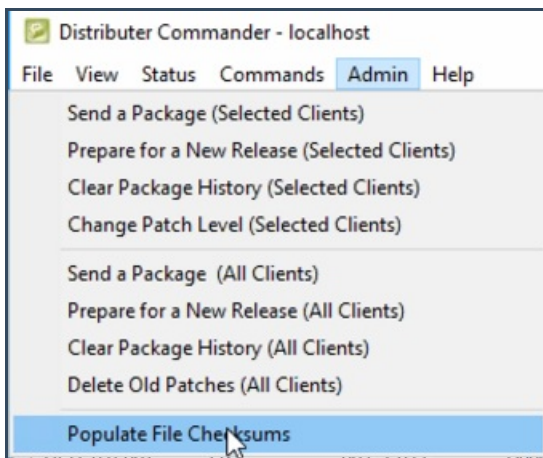
```
22
#THESE FILES ARE FOR SERCUREVOICE SERVER VERSION 5.X
#PLEASE READ 'READ ME' FILE FOR CONFIG INFORMATION
%MANITOU%, EDIGINCORE.DLL, 111,
%MANITOU%, EDIGINSDK.DLL, 111,
%MANITOU%, MYSQL.DATA.DLL, 111,
%MANITOU%, MANITOU.EXE.CONFIG, 111,
%MANITOU%, SUPERVISORWORKSTATION.EXE.CONFIG, 111,
%MANITOU%, TELERECWRAPPER_EDIGIN.DLL, 111,
%MANITOU%, TELERECWRAPPERLIB.DLL, 111,
```

Prepare and Push Package 22

1. Open the Distributer Commander as Administrator.

2. Update the Packagelist checksums

a. Admin ? Populate File Checksums



- b. Select Update CRCs
- c. This may take a few minutes, do not close or end the distributer task while it is Updating CRCs

Updating CRCs will update the packagelist.txt and distlist.txt for any file checksum changes. In other words, we have added new file entries to package 22, and are now allowing the distributer to identify them correctly by updating the distlist and packagelist file length listings.

3. Open the packagelist.txt and verify the checksums were applied
 - a. The file will now contain additional numbers (file bit lengths) next to the added entries for 22.

```
22
#THESE FILES ARE FOR SERCUREVOICE SERVER VERSION 5.X
#PLEASE READ 'READ ME' FILE FOR CONFIG INFORMATION
%MANITOU%, EDIGINCORE.DLL, 111, 2181717841, , ,
%MANITOU%, EDIGINSDK.DLL, 111, 40514469, , ,
%MANITOU%, MYSQL.DATA.DLL, 111, 3025303697, , ,
%MANITOU%, MANITOU.EXE.CONFIG, 111, 4266396393, , ,
%MANITOU%, SUPERVISORWORKSTATION.EXE.CONFIG, 111, 3732300069, , ,
%MANITOU%, TELERECWRAPPER_EDIGIN.DLL, 111, 2606197807, , ,
%MANITOU%, TELERECWRAPPERLIB.DLL, 111, 2204232514, , ,
```

4. Push package 22 to the Servers (this will be sent to all workstations after testing)

Important! Occasionally there is an intermittent bug where these files will send but not update that package 22 has been sent. If the packages sent list does not update, push again and it will update the second time.

Configure Manitou for SecurVoice

1. Open the Supervisor Workstation and login.
2. Open Service Provider Devices (Maintenance ? Setup ? Service Provider Devices)
3. Enter Edit Mode and select Add

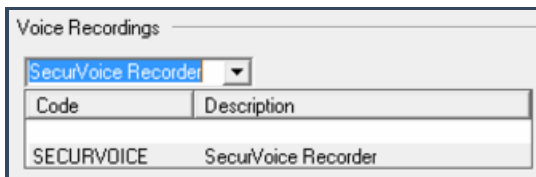
4. Enter in the Details to Match the following.



The screenshot shows a dialog box titled "Add Service Provider Device". It has three input fields: "External Device" with the text "SECURVOICE", "Description" with the text "SecurVoice Recorder", and "Protocol" with a dropdown menu showing "Voice Recorder". At the bottom right, there are two buttons: "OK" and "Cancel".

- Please Note - SECURVOICE does not have the 'E' after SECUR. This must match exactly or the integration will not function!

5. Select Save to save all changes.
6. Navigate to System Options (Tools ? Options)
7. Select Voice Recordings from the option list.
8. Enter Edit mode and set the Voice Recordings option to SECURVOICE



The screenshot shows a window titled "Voice Recordings". At the top, there is a dropdown menu with "SecurVoice Recorder" selected. Below this is a table with two columns: "Code" and "Description". The table contains one row with "SECURVOICE" in the Code column and "SecurVoice Recorder" in the Description column.

9. Select Save to save all changes.

Enable SecurVoice API

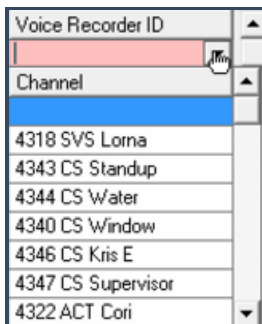
1. Remote into the SecurVoice server (credentials provided by PM)
2. Edit the SecurVoice Web.config
 - Typically located at c:\inetpub\wwwroot\web.config
3. Verify that RemoteSDK is set to True

```
<add key="ShowHiddenFrame" value="false" />
<add key="ShowRecordingsSQL" value="false" />
<add key="ShowPlayerFrame" value="false" />
<add key="ShowSelectUser" value="false" />
<add key="StandAloneWeb" value="false" />
<add key="RemoteSDK" value="true" />
<add key="RemoteMobileSDK" value="false" />
</appSettings>
```

Testing

There are two checks that will be performed to test the installation of SecurVoice, both checks are needed to ensure full functionality.

1. Open the SWS and login if it is not already open.
2. Navigate to workstations (Maintenance ? Workstations)
3. Enter Edit mode.
4. Scroll to the far right and verify the column 'Voice Recorder ID' exists.
5. Next to any workstation, select the voice Recorder ID table cell and then select the drop down arrow.
6. Verify that Channels are displaying and selectable.



7. Select Cancel to not save any changes made.
8. Navigate to Voice recordings (Tools ? Voice Recordings)
9. Select a Channel from the drop down.
10. Specify a From date and a To date,
11. Press the audio bars icon to load recordings.

12. Verify Recordings appear within the list.

- Multiple attempts may be needed, such as when a channel is selected that has no recordings for the date specified.

Voice Recordings

Recorder: SecurVoice Recorder

Channel: 4318 SVS Lorna

From: 04-01-2019 00:00:00

To: 04-04-2019 23:59:59 Allow time overlap

Listen to Selected Recording Save Selected Recording

Voice Recordings					
Channel	Start Date	End Date	Duration	File Name	
4318 SVS Lorna	2019-04-01 08:03:52	2019-04-01 08:06:41	00:02:49	0001_20190401_080352244.wav	
4318 SVS Lorna	2019-04-01 08:06:50	2019-04-01 08:07:49	00:00:59	0001_20190401_080650879.wav	
▶ 4318 SVS Lorna	2019-04-01 08:13:11	2019-04-01 08:13:48	00:00:37	0001_20190401_081311458.wav	
4318 SVS Lorna	2019-04-01 08:14:58	2019-04-01 08:17:28	00:02:30	0001_20190401_081458739.wav	
4318 SVS Lorna	2019-04-01 08:27:54	2019-04-01 08:28:48	00:00:54	0001_20190401_082754872.wav	
4318 SVS Lorna	2019-04-01 08:30:58	2019-04-01 08:32:44	00:01:46	0001_20190401_083058172.wav	
4318 SVS Lorna	2019-04-01 08:35:50	2019-04-01 08:37:24	00:01:34	0001_20190401_083550017.wav	
4318 SVS Lorna	2019-04-01 08:39:23	2019-04-01 08:42:08	00:02:45	0001_20190401_083923972.wav	
4318 SVS Lorna	2019-04-01 08:44:23	2019-04-01 09:01:31	00:17:08	0001_20190401_084423991.wav	
4318 SVS Lorna	2019-04-01 09:04:45	2019-04-01 09:06:08	00:01:23	0001_20190401_090445910.wav	

Wrapping Up

Once everything has been successfully tested, you need to push the package to the rest of the machines.

1. Connect to the Manitou server that houses the Distributor Commander
2. Open the Distributor Commander
3. Click on Admin, Send a Package (All Clients)
4. Put 22 in the Package No: Box and click Send to ALL
 - This will ensure that all the workstations can access SecurVoice
5. Let the customer know that the installation is complete and they are free to start testing.