

Call Recordings - Save to File Share


NOT AVAILABLE IN CLOUD INSTALLATIONS

Background

Sometimes, it is desired to upload call recordings to a file share, without using FTP.

This can be achieved on standalone jtel installations if you are prepared to sacrifice other FTP upload functionality as follows.

FTP Upload Functionality Restricted

 Other FTP upload functionality will be restricted by this. In particular, all uploads from the EventSpool will be affected by this change.

Implementation

Change FTP Upload Command (System Parameter Portal.Daemon.FTP.EventSpool.Upload.Command)

Login as sysadmin and change the parameter Portal.Daemon.FTP.EventSpool.Upload.Command as follows.

FTP Upload Command

```
c:\cygwin\bin\cp.exe '$local_file' '//$remote_path/$remote_file'
```

Mount Directory from TEL Server

It is necessary to mount the directory from the TEL Server.

For example, a **net use** command can be added to the **startup.cmd** script which starts the telephony server.

If the server is running as a service, this approach may not work and you will have to look for alternatives.

Change Client FTP Settings in jtel Portal

Now setup the FTP settings in the client account as follows. See the table below for an explanation.

FTP Server

FTP Server :

ftp://dummy

FTP-Server without ftp://

FTP User :

dummy

Password :

Set password

Please note that \ is not allowed in FTP directory names. Always use / when specifying FTP directories

FTP Directories

FTP Start Directory :

//computer_name/share_name/

FTP Conference Recordings Directory :

FTP Call Recording Directory :

CallRecordingDirectory

FTP Call Recording File Name :

\$date_\$time_\$cparty_\$caller_\$agent_numbe

Setting	Value
FTP Server	Setup a dummy value here. It doesn't matter what, just as long as it starts with ftp: or ftps:
FTP User	Setup a dummy value here.
Password	Setup a dummy value here.
FTP Start Directory	Specify the UNC path to the share you would like the call recordings copied to. Note: this setting is mandatory, the procedure will not work without this.
FTP Call Recording Directory	Specify another directory below the share in which to place call recordings. Note: this setting is mandatory, it procedure will not work without this.
FTP Call Recording File Name	Specify the name of the file. Variables can be used as required.

FTP Start Directory and **FTP Call Recording Directory** should not contain any space.