

# Araña web interface

## Manual

Version 1.001.09



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# 1 Introduction

Araña is a PC / Server application for providing access to the recordings made by a Vidicode Call Recorder. Araña provides an interface in the form of web pages. Araña can also be used as a backup system for the recordings of a Call Recorder. Araña can be run and installed as a Windows Service for unattended operation.

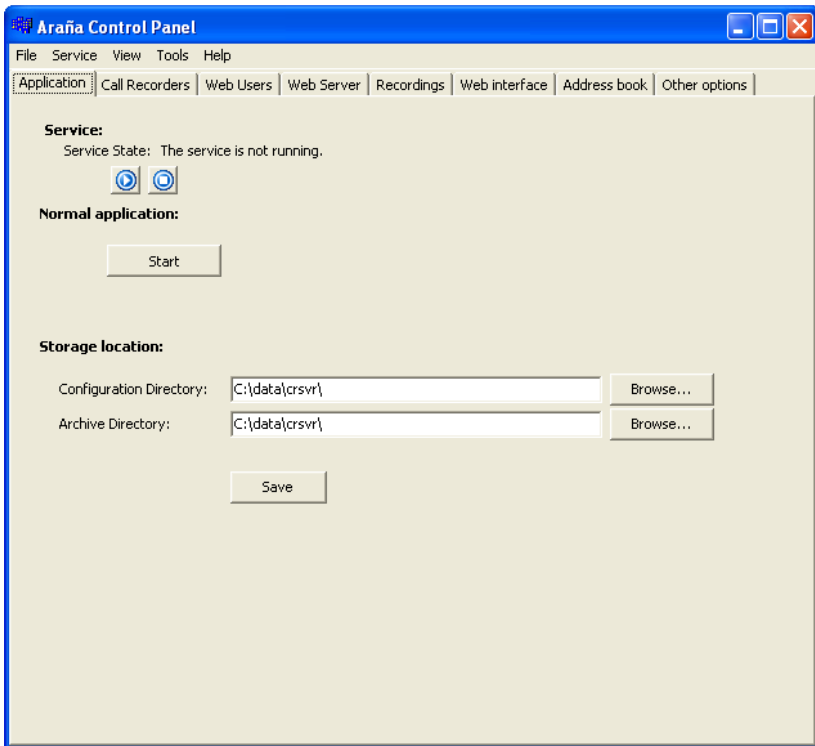
Araña comes in two versions:

- Single user: The web interface is only available to one user at a time.
- Multi user: The web interface is available on other computers provided they can connect to the PC on which Araña is installed.

## 2 Control Panel

### 2.1 Running the application

The application can be run as either a background service or as a normal application. This can be configured in the application tab of the configuration software.



#### 2.1.1 Running as a service

To use the software as a Windows Service (the recommended option), the service must first be installed as follows:

- Start the Araña Control Panel and make sure you are logged in as administrator.
- Choose menu Service, Install.

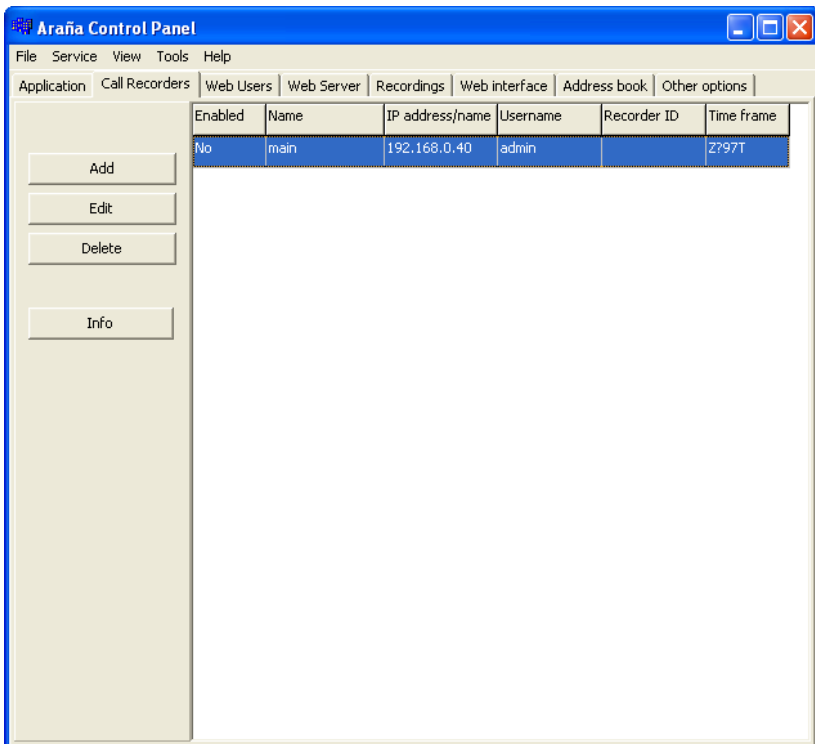
In the Windows Services screen this service will be identified as "Araña Call Recorder Access". By default, the service will start automatically when Windows starts, even when no user is logged in. You can change this in the Windows Services screen. To start or stop the service, you can use the blue start and stop buttons, or use the Windows Services screen. There is a delay before the service will stop, especially when it is in the middle of a download.

### 2.1.2 Running as normal application

To run the program as a normal application, press the Start button. This option is not available when the service is running. The functionality is the same as the service.

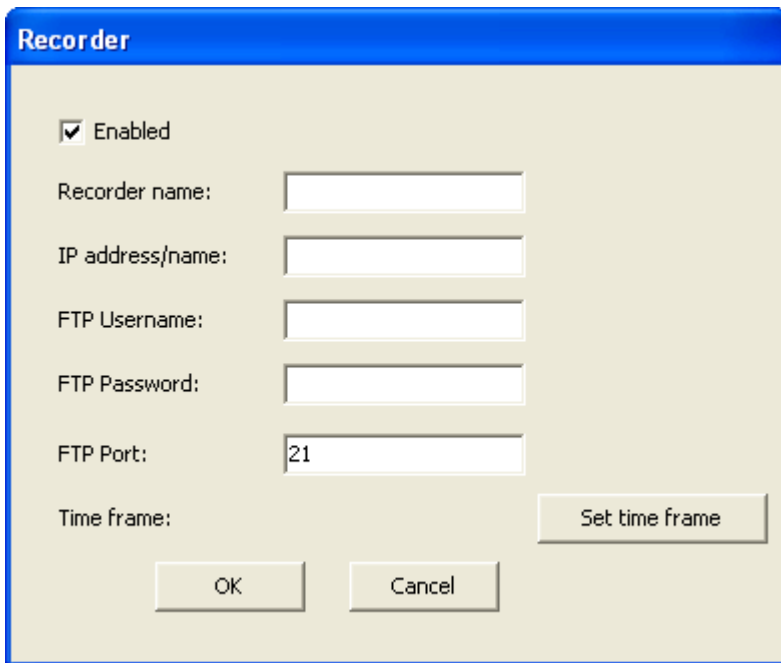
## 2.2 Call Recorders

In the Call Recorders tab you can define from which call recorders the listing of calls must be downloaded.



The time frame defines the file name of the last known call. It is used to update efficiently by retrieving only the list of *new* calls. The Info button shows the number of records in the call listing of the call recorder.

To add a call recorder to the list, press the **Add** button. The following screen is displayed:



The image shows a dialog box titled "Recorder" with a blue header. It contains the following fields and controls:

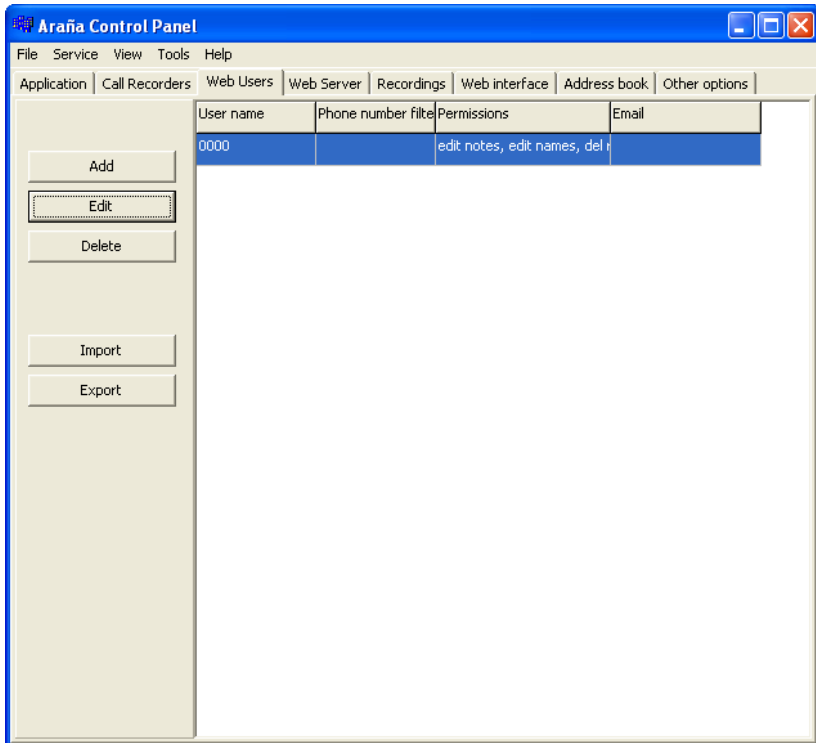
- Enabled
- Recorder name:
- IP address/name:
- FTP Username:
- FTP Password:
- FTP Port:
- Time frame:
- 

The recorder name can be used to identify the call recorder. This name can be displayed in a column in the web interface.

Use "Set time frame" if you want calls after a specified date to be downloaded only, rather than all calls on the call recorder.

## 2.3 Web users List

In the Web Users list, the users, their visibility scope, and their permissions can be specified. The e-mail field is currently not used.

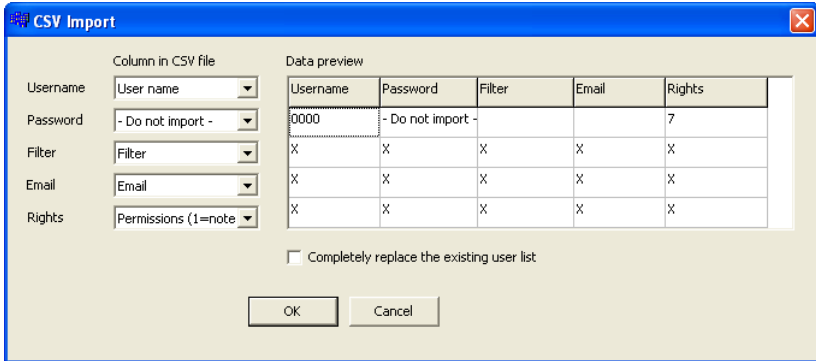


You can import and export the web user list (CSV format). To manually add a user, press the Add button. See also: § 2.3.2

### 2.3.1 Import web users

The web user list can be exported to and imported from a file in CSV file format. To define the CSV delimiter and separator, use menu Tools, Edit CSV options.

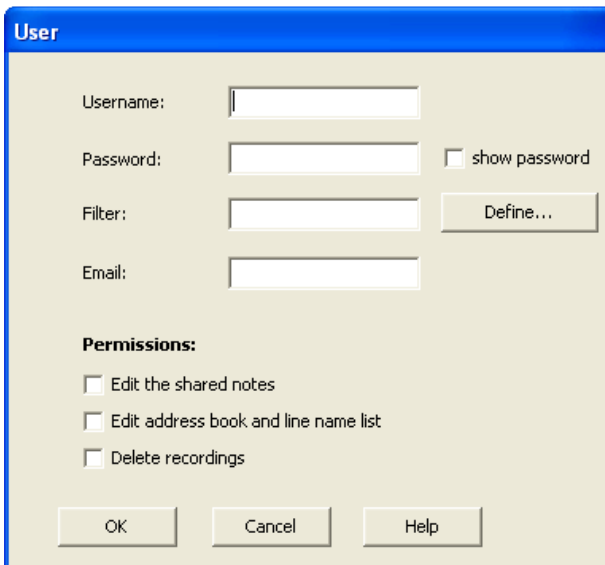
To import from CSV, press the **Import** button in the Web Users tab. After selecting a file, the following dialogue is displayed:



At the left side, select which data is stored in which data column of your CSV file. At the right side the data preview is displayed. If you want to import a new list, overwriting the existing list, check the checkbox below the data preview.

### 2.3.2 Add or edit a Web user

To manually add a user, press the **Add** button in the Web Users tab.



The username and password set here will be used to Login on the web interface. It is not related to the account on the call recorder.

The filter defines which calls can be seen by the users. It can be defined using the text field, or with the Define button, see § 2.4.

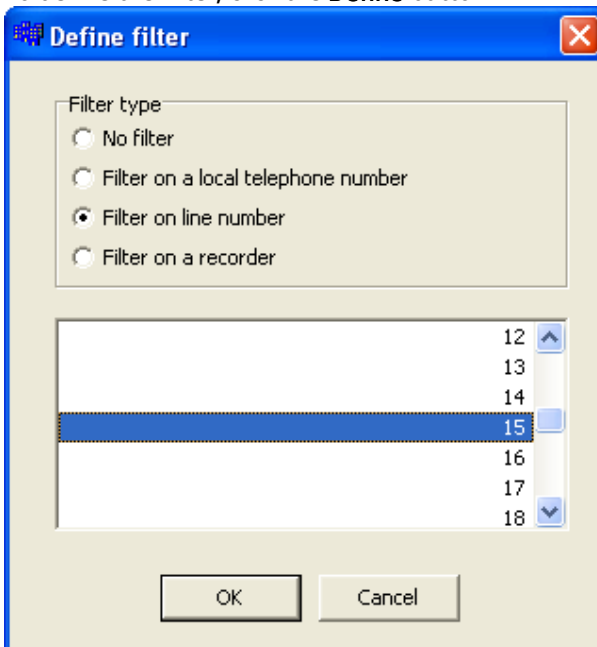
The permissions of the user can be defined:

- Edit the shared notes: Each recording can have a text note that is displayed in a separate column in the call listing. This note is shared between users.
- Edit address book and line name list: In the address book a name can be attached to a telephone number. This is shared between users. In the line name list, a name can be attached to a line of a call recorder.
- Delete recordings: Allows the user to remove a record and the corresponding recording from the call listing. The recording on the call recorder itself will not be modified.

## 2.4 Call listing filter

The Call Listing Filter for a user can be defined when editing or adding a new web user.

The filter describes which calls can be seen and played back by the user. To define the filter, click the **Define** button.



You can choose one of the following filter types:

- **No filter:** all calls will be visible
- **Filter on a local telephone number** - The software will list the local telephone numbers known to the Araña software. You can select one or more of the known telephone numbers from the list. A local telephone is known only if at least one call from or to it has been retrieved in a call listing by the Araña software from the call recorder.
- **Filter on line number** - This type of filtering is useful for multi-line analogue call recorders. For example, for a 8-line analogue Call Recorder Octo, the line numbers 1 to 8 correspond to the 8 analogue lines that can be connected to the call recorder.
- **Filter on a recorder** - The software displays a list of call recorders. Only those call recorders can be chosen, from which at least one non-empty call listing has been downloaded.

#### 2.4.1 Manually defining the call listing filter

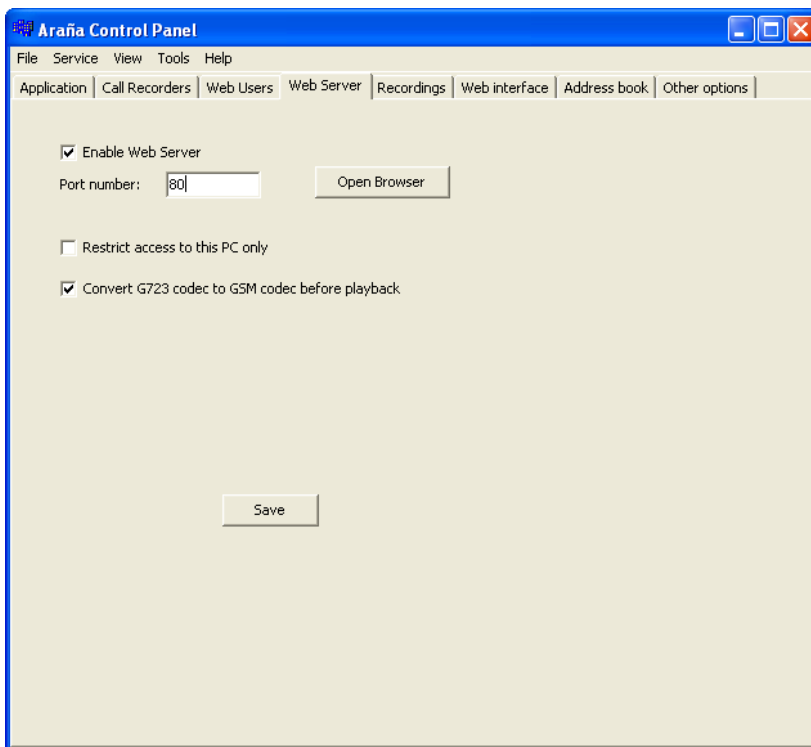
It is also possible to input the call filter in the Filter text field manually. Then, the following format must be used:

**LocalPhoneNumber@RecorderId#LineNumber.**

The local phone number, the recorder id, and the line number are all optional. Multiple items can be separated by commas. An empty filter means that all calls are visible.

Filter	Meaning
340	Calls with a local phone number that ends on 340 are visible.
340@2B	Calls with a local phone number that ends on 340 and are retrieved from call recorder with ID 2B, are visible.
@2B	Calls from call recorder with ID 2B are visible.
@2B,@1C	Calls from call recorder with ID 2B and 1C are visible.
340,341	Calls with a local phone number that ends on 340 or 341 are visible.
#5	Calls at line number 5 are visible

## 2.5 Web server

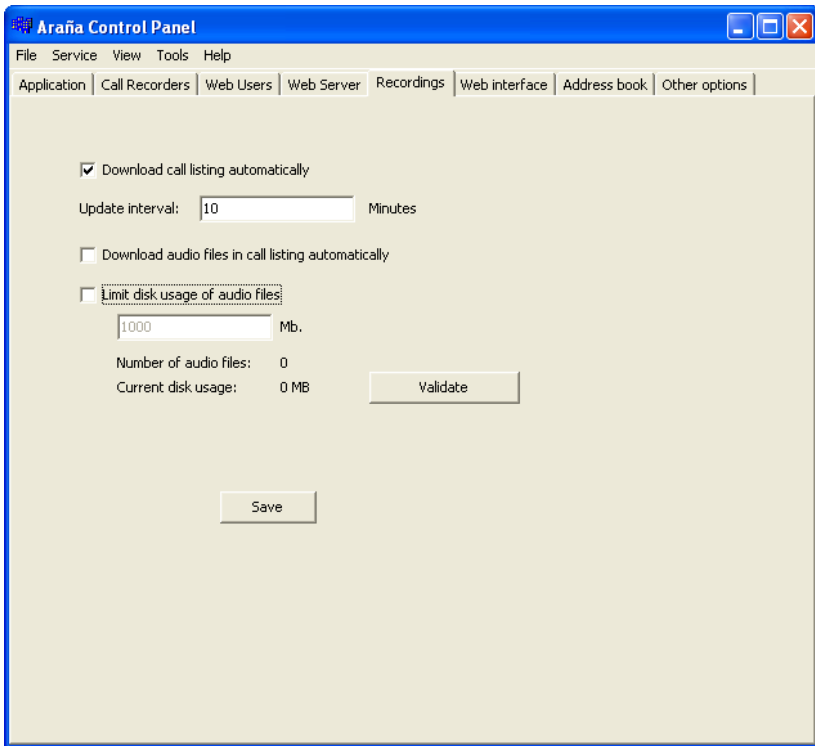


**Enable Web Server:** Enables a web server on the specified port. If another process is already using port 80, you will need to specify another port. Use the "Open Browser" button to verify if the web server is indeed running.

**Restrict access to this PC only:** This option is always enabled in the Local version

**Convert G723 codec to GSM codec before playback:** On many PC's the G723 codec is not available, therefore this option provides a possibility to convert calls automatically to the GSM codec before playback. This results in a delay and some loss of quality for playback, but makes sure that the file is playable on more PC's. It does not alter the original file. The converted file is cached and stored on disk.

## 2.6 Recordings



The screenshot shows the 'Araña Control Panel' window with the 'Recordings' tab selected. The configuration options are as follows:

- Download call listing automatically
- Update interval:  Minutes
- Download audio files in call listing automatically
- Limit disk usage of audio files
  - Mb.
  - Number of audio files: 0
  - Current disk usage: 0 MB

Buttons: 'Validate' and 'Save'.

**Download listing automatically:** If this option is disabled the call listing will not be updated.

**Update interval:** Determines how often the software will check for new calls on the call recorders.

**Download audio files in call listing automatically:** When this option is enabled, all recordings will be copied from the call recorder to the computer, and in this way a backup can be made (except when the disk usage limit is reached). When this option is not enabled, recordings will still be downloaded if a user requests a file for playback, but he will have to wait longer for its playback, because the call has to be downloaded from the call recorder first.

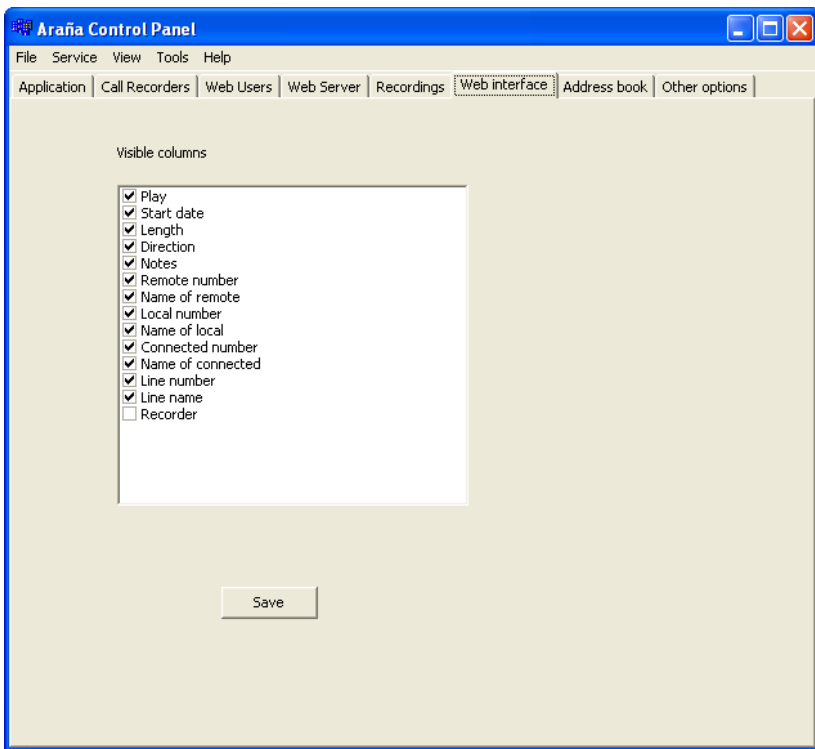
**Limit disk usage of audio files:** This option provides a limit to the disk usage if recordings are downloaded automatically. The oldest recordings will be deleted when this limit is reached. They will not be deleted from the call recorder.

**Validate:** This will validate if all audio files that were created by the system are still on disk. If you have manually removed files, press this button to let the system update its disk usage statistic.

**Save button:** Click the Save button to save the changes made to the settings. The application or service must be restarted for some options to take effect.

## 2.7 Web interface

In the Web interface tab, you can define which columns will be visible in the web interface.

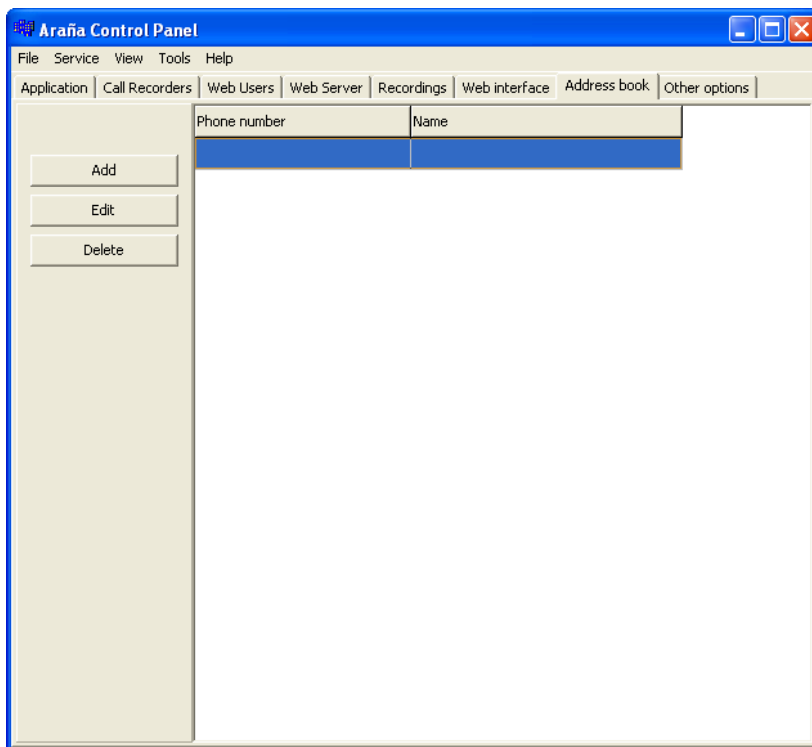


### 2.7.1 Columns

- Play: A button to start play back of the recording
- Stat date: The date and time at which the call started
- Length: The duration of the call
- Direction: Incoming or outgoing
- Notes: User defined and notes
- Remote number: The telephone number of the remote side
- Name of remote: The name associated with the remote number in the address book. Users who have the "Edit address book" permission can directly edit this column in the web interface.
- Local number: The telephone number of the local side
- Name of local: The name associated with the local number in the address book. Users who have the "Edit address book" permission can directly edit this column in the web interface.
- Connected number: The connected number is the Multiple Subscriber Number of the telephone to which a call was connected (the receiver of the call). For outgoing calls, it is a remote number, for incoming calls, it is a local number.
- Name of connected: The name associated with the connected number in the address book. Users who have the "Edit address book" permission can directly edit this column in the web interface.
- Line number: The number of the line
- Line name: User defined name associated with the line number of a call recorder
- Recorder: The name of call recorder

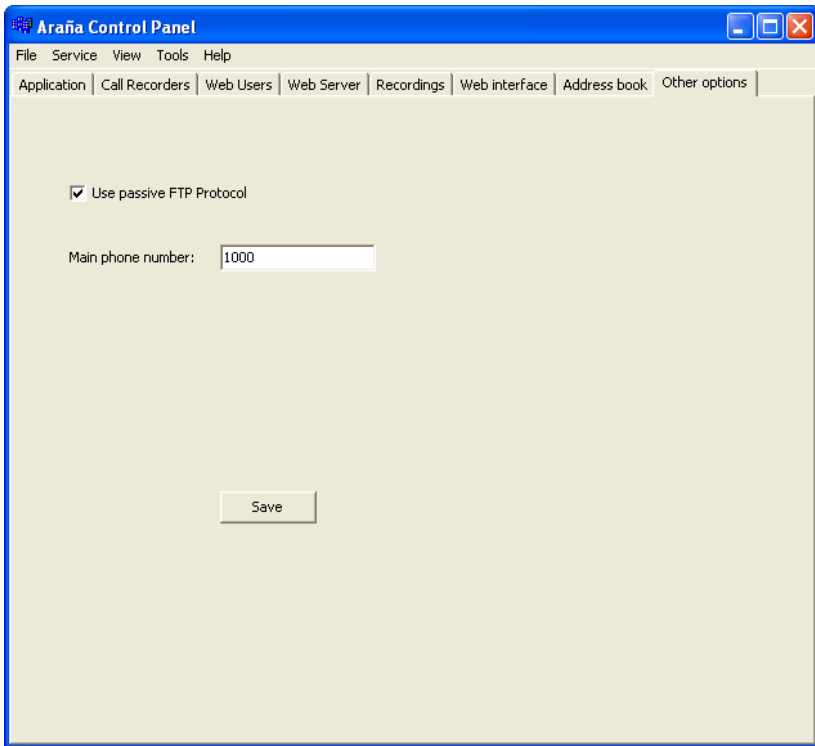
The address book and notes are shared between users.

## 2.8 Address book



The address book is a list of telephone numbers and corresponding names. It is used to look up the name that belongs to a telephone number (local, remote or connected). It is used to fill the columns "Name of local", "Name of remote", "Name of connected".

## 2.9 Other options



The screenshot shows a web browser window titled "Araña Control Panel". The menu bar includes "File", "Service", "View", "Tools", and "Help". The breadcrumb trail is "Application > Call Recorders > Web Users > Web Server > Recordings > Web interface > Address book > Other options". The main content area has a light beige background and contains the following elements:

- A checked checkbox labeled "Use passive FTP Protocol".
- A text input field labeled "Main phone number:" containing the value "1000".
- A "Save" button centered at the bottom of the form area.

**Use passive FTP protocol:** Enable the passive FTP protocol if the software has problems retrieving the call listing from the call recorder because of firewall restrictions. The passive FTP protocol is not supported by some older call recorders or older firmware versions of the call recorders.

**Main phone number:** Fill in the last few digits that distinguish the main telephone number from other Multiple Subscriber Numbers, to improve the filtering for web users. This prevents the main phone number to be used as filtering number, when there is a more specific number available. It only effects records that are retrieved after this setting is changed.

## 3 Web interface

### 3.1 Introduction

To access the web interface, only a browser is needed, and therefore it can be accessed from Windows, Mac, and Linux computers.

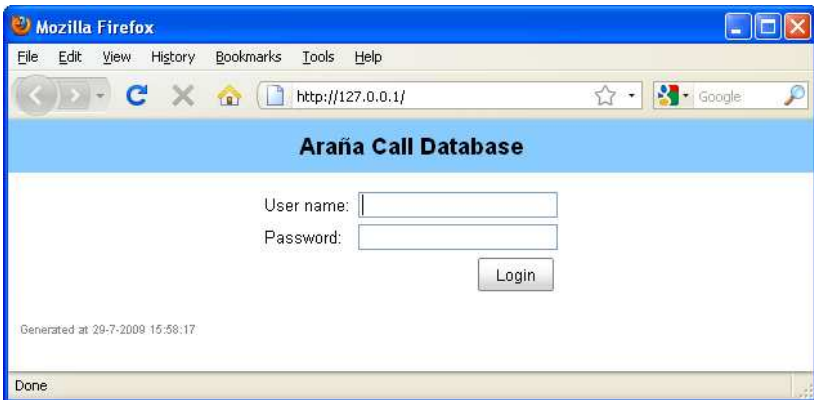
To access the web interface on the PC where Araña is installed, open a browser and browse to: `http://127.0.0.1/` This special IP address (127.0.0.1) refers by definition always to the same computer. If the port number is different from the default of 80, it has to be specified also, for example: `http://127.0.0.1:9000/`

To access the web interface from another PC, open a browser and enter the IP address of the computer where Araña is installed (full version). The web server is not running on the call recorder itself, so do not enter its IP address in the browser, but instead enter the IP address of the computer where Araña is installed. If, for example, Araña is installed on a computer that has IP address 192.168.0.14, and Araña is configured to run on port 80, then browse to `http://192.168.0.14/`, or when it is configured for port 9000, then browse to `http://192.168.0.14:9000/`.

After login, the user can see the list of recordings, and playback and/or download calls, and retrieve call statistics. Edit permissions can be specified in the Web Users tab of the Araña Control Panel.

### 3.2 Login




The web interface login page looks like this:



Use a user name and password as defined in Web users list. The users of the web interface do **not** need the account details of the call recorder.

### 3.3 Call listing

After login, the call listing is displayed:

Araña Call Database									
Home		Search		Statistics		Logout		User: 0000	
Play		Download		Delete					
	Date and time	Duration	Notes	Remote number	Name of remote	Local number	Name of local	Connected number	Name of connected
▶▶	6-7-2009 10:10:33	0:07:12	 important call	6579878652	John	4863441		6579878652	John
▶▶	6-7-2009 8:24:00	0:07:53		3599930216		4863000		4863441	
▶▶	6-7-2009 8:13:55	0:16:40		3432545432		4863000		4863446	

3 recordings.

By default, the listing is ordered on date and time, but another ordering can be selected by clicking on the column headers.

To **add a note** to a recording, click in the Note column. Type the text in the text area and press Save. You need the "Edit notes" permission to do this.

To **fill in the name** that belongs to a telephone number, click in the name column, and type the name. The name will also be associated with all other occurrences of the telephone number.

To **download a recording**, select the recording and press the Download button.

To **play a recording**, either press the Play button in the first column, or select the recording and press the Play button.



To **delete a recording**, select a recording and press the Delete button. The corresponding recording will also be deleted. The recording on the call recorder itself will not be modified. The "Delete recording" permission is necessary to delete a recording.

### 3.4 Searching

To **search** for a recording, press the Search button. The search area will be displayed:

User: 0000

First Date:   
 Last Date:   
 Remote number:   
 Name of remote:   
 Local number:   
 Name of local:   
 Connected number:   
 Name of connected:

	Date and time	Duration		Notes	Remote number	Name of remote	Local
	6-7-2009 10:10:33	0:07:12		important call	6579878652	John	

Fill in (some of) the characteristics of the call, and press the Search button below. The call listing will be filtered to show only those calls that match the specified characteristics. A name is converted first to a telephone number and then the system searches for that telephone number.

### 3.5 Statistics

To **access statistics**, press the Statistics button in the web interface:

## Araña Call Database

[Home](#)[Search](#)[Statistics](#)[Logout](#)

User: 0000

### Statistics

- Number of calls:
  - per year [\[Tabular\]](#) [\[Graphical\]](#)
  - per month [\[Tabular\]](#) [\[Graphical\]](#)
  - per week [\[Tabular\]](#) [\[Graphical\]](#)
- Time of day:
  - [\[Tabular\]](#) [\[Graphical\]](#)
- Duration:
  - [\[Tabular\]](#) [\[Graphical\]](#)
  - Average per year [\[Tabular\]](#) [\[Graphical\]](#)
  - Average per month [\[Tabular\]](#) [\[Graphical\]](#)
  - Average per week [\[Tabular\]](#) [\[Graphical\]](#)
- Wait time:
  - [\[Tabular\]](#) [\[Graphical\]](#)
  - Average per year [\[Tabular\]](#) [\[Graphical\]](#)
  - Average per month [\[Tabular\]](#) [\[Graphical\]](#)
  - Average per week [\[Tabular\]](#) [\[Graphical\]](#)

The statistics are filtered for the user currently logged in. To retrieve global statistics, you need to login as a user that has access to all recordings.

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