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NICE PUBLIC SAFETY SOLUTIONS

NICE INFORM ARCHIVE USER GUIDE

Release 10.1

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NICE · Inform

Important Notice

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1   Welcome

NOTE: The NICE Inform Archive application is optional and **ONLY** supplied on request.

The NICE Inform Archive application enables you to:

- Create a new archive snapshot of recordings from a connected NICE Inform server.

- Load an archive so that all associated recordings can be reviewed in NICE Inform Reconstruction and NICE Inform Organizer.

An Archive Edition NICE Inform server is offline and standalone. When running NICE Inform you will **NOT** have access to all NICE Inform applications. Only the **Inform Servers** node is available within the NICE Inform System Administration application. You **CANNOT** add data sources etc.

Application privileges

To use the Archive application, you **MUST** have the required privilege allocated to you (refer to *Application privileges* in *NICE Inform User Administration*). If not, the Archive option is not displayed in the Application selector bar when you log in.

1.1   Archive prerequisites

The following prerequisites are required in order to use NICE Inform Archive:

- The NICE Inform Archive Edition server **MUST** have access to a live NICE Inform server.

- The live NICE Inform server **MUST** have a NiceCLS NLS audio data source configured.

- The live NICE Inform server **MUST** be configured to integrate with an EMC Centera.

- The NiceCLS **MUST** archive to the same EMC Centera via a NICE Storage Center.

- The EMC Centera configuration file which has been exported from the Centera (usually a .pea file) **MUST** have the same name and be in the same file location on both the live NICE Inform server and the NICE Inform Archive Edition server.

1.2   Navigating NICE Inform Archive

The NICE Inform Archive application consists of two distinct panels which can be maximized and minimized to provide the desired view:

Figure 1-1: Archive main screen
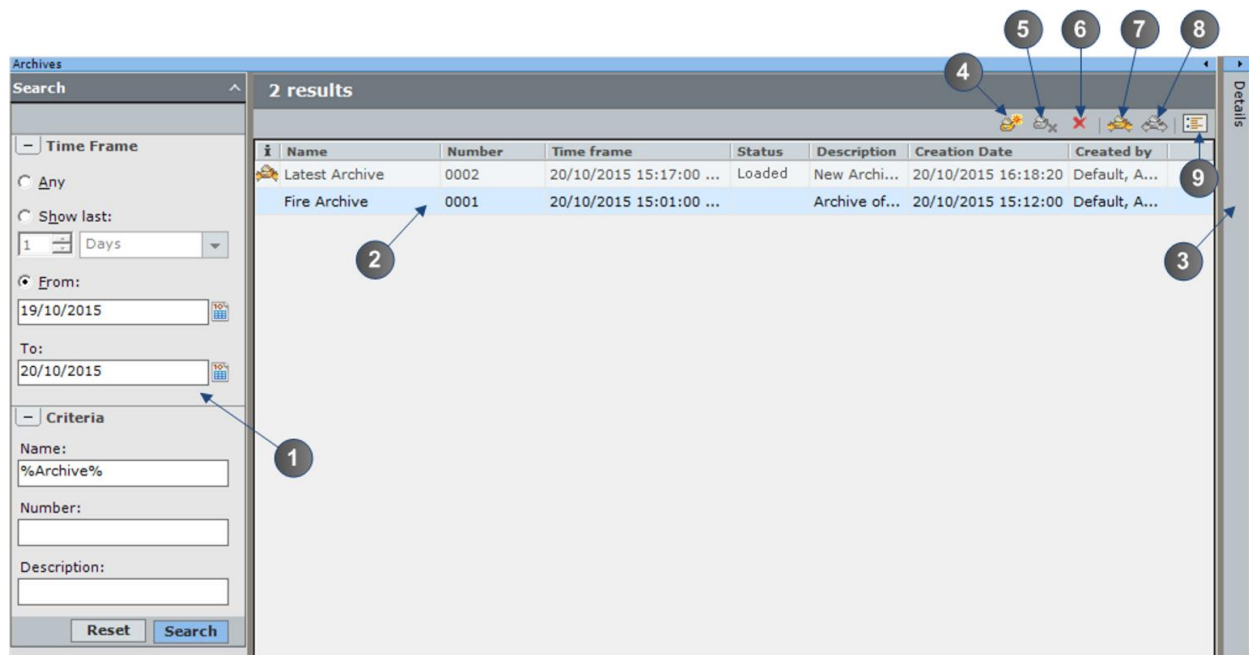
Table 1-1: NICE Inform Archive features

Feature number	Feature name
1	Search panel
2	Archives panel
3	Archive Details panel (shown minimized)
4	Create a new archive button
5	Cancel the current task button
6	Delete the selected archive button
7	Load the selected archive button
8	Unload the selected archive button
9	Preferences button

To minimize a panel, click the ◄ button associated with the panel that is open.

To maximize a panel, click the ► button associated with the panel that is closed.

NOTE: Maximizing the **Archives** panel will auto minimize the **Archive Details** panel to provide as much screen as possible to display the **Archives** panel. Similarly, when maximizing the **Archive Details** panel the **Archives** panel is minimized automatically.

2   Archives panel

The Archives panel is where archives are created and then loaded so that recordings can be reviewed in NICE Inform Reconstruction and NICE Inform Organizer, as shown here.

Figure 2-1: Archive main screen
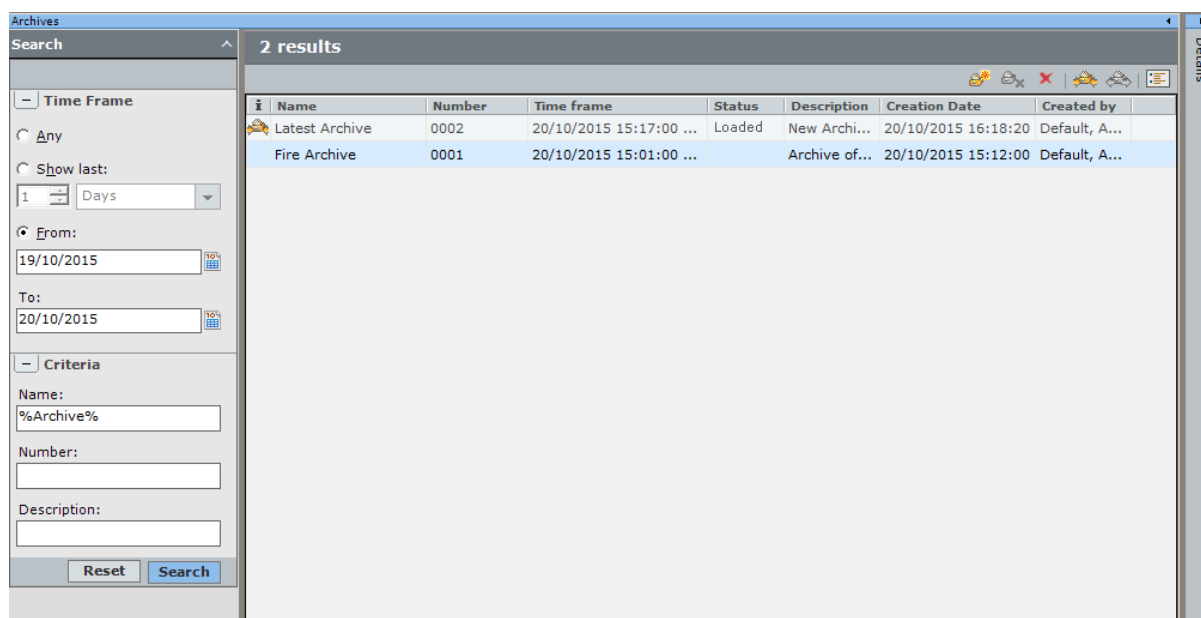
Features within the Archives panel include:

- Creating a new archive (see page 8)
- Loading the selected archive (see page 11)
- Unloading the selected archive (see page 12)
- Deleting the selected archive (see page 11)
- Searching for an existing archive (see page 6)
- Setting Archive preferences (see page 13)

2.1   Archives list

The Archives list displays all the archives that have been searched for (refer to Searching for an existing archive (see page 6)).

The following information is displayed within the Archives list:

NOTE: Apart from the ℹ column, each column can be sorted in descending or ascending order by clicking the column heading and can be reordered by dragging them to the required location.

Table 2-1: Archives list columns

Column	Description
ℹ	An icon is displayed whether the archive is loaded 🚜, if there is an error with the archive ❌ or if there are any recordings that failed to archive ⓘ.

Column	Description
Name	The unique name for the archive.
Number	The unique number for the archive. This can be an alphanumeric value.
Time frame	The time frame (date and time) selected to include recordings.
Status	The current archive status. For help regarding all the archive status messages, refer to the **Archive status** section below.
Description	The description entered for the archive.
Creation date	The date and time when the archive was created.
Created by	The user who created the archive.

Refer to the following table for all the different types of archive status.

NOTE: To display the status information of a particular archive, hover the cursor over its **Status** column.

Archive status

Table 2-2: Archive status

Status	Description
Creation cancelled	The creation of the archive has been cancelled.
Cancelling creation	The creation of the archive is currently being cancelled.
Creating	The archive is currently being created.
Deletion cancelled	The deletion of the archive has been cancelled.
Cancelling deletion	The deletion of the archive is currently being cancelled.
Deleting	The archive is being deleted.
Cancelling load	The loading of the archive is currently being cancelled.
Loaded	The archive is loaded.
Loading	The archive is currently loading.
Unavailable	The archive status is unavailable. Please contact your NICE Inform Administrator.
Unloaded	The archive is unloaded.
Unloading	The archive is currently unloading.

Once the required archive has been located in the list it can be reviewed. To review the archive, do one of the following:

- Double-click anywhere within the associated row of the archive.
- Select the archive and open the **Archive Details** panel.

The NICE Inform Archive application changes to display the details of the archive within the Archive Details panel.

2.2 Searching for an existing archive

There are a number of search criteria that can be used to locate an existing archive.

To perform a search, navigate to the Search panel within the Archives panel.

NOTE: When the application is opened the search criteria within the **Archives** panel displays the last search used. To clear any search criteria click the **Reset** button.

The Search panel (as shown here) is divided into the following sections:

Figure 2-2: Search panel

- Time Frame (see page 7)

- Criteria (see page 7)
- Running the search (see page 8)

2.2.1　Time Frame

The following options are available within the Time Frame section:

- Do one of the following:
  - **Show last** - defines a range between now and a period in the past. Using the up/down arrows, set the number of units and then click the drop down arrow and select either Minutes, Hours, Days, Weeks, Months or Years,
  - **From** - defines a time range between any two dates and times. Date entry is assisted by clicking the **Calendar** 📅 button. A calendar control is presented to aid in choosing a particular date (refer to *Using the calendar control* in *NICE Inform Reconstruction*).

NOTE:　The Time Frame feature does **NOT** search for when the archive was created. It searches the time frame for when the recordings were initially created.

Selecting the **Any** option does not restrict the results to a particular time period.

2.2.2　Criteria

The following options are available within the Criteria section:

NOTE:　A combination of one or more fields can be used to narrow down the search results.

- **Name** - enter all or part (using wildcards) of the archive name in the text box provided.
- **Number** - enter all or part (using wildcards) of the archive number in the text box provided. This can be an alphanumeric value.
- **Description** - if known, enter all or part (using wildcards) of the archive description in the text box provided.

Performing wildcard searches

If not all of the information is known then a wildcard search can be performed.

A '**%**' wildcard can be used to denote one or more characters. For example, if the archive name is called '**fire archive**' by typing '**fire%**' all archive names beginning with '**fire**' will be displayed including the archive name in question.

A '**?**' wildcard can be used to replace a single character that is unknown. For example if it is known that an archive number consists of five characters which begins with a 12 and ends with 45 then by entering the search of '**12?45**' will return all possible results that resolve that missing character. It is possible to specify multiple '**?**' wildcards in a search. '**12?4?**' resolves the 2 missing characters.

When using multiple '**?**' wildcards, two consecutive '**?**' symbols look for the literal '**?**' symbol rather than as a wildcard. For example, entering '**1??5**' will search for the single result '**1?5**', and '**1???5**' will search for results like '**1?_5**' where '_' is resolved with any character.

Using a combination of '**%**' and '**?**' wildcards within the same search is also possible to aid in the search for a particular archive.

2.2.3   Running the search

▶ Once the search criteria have been entered:

1. Click the **Search** button.

2. A progress dialog is presented providing a summary of the searched archives.

3. Do one of the following:

    – Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the search process completes, unless an error has occurred.

    – Once the search process is complete, click the **Close** button to close the dialog.

All results are displayed in the Archives list (see page 4).

2.3   Archives panel button bar

There are a number of available buttons within the Archives panel for selection:

Table 2-3: Archives panel button bar

Button	Name
	Create a new archive
	Cancel the current task
	Delete the selected archive
	Load the selected archive
	Unload the selected archive
	Preferences

2.3.1   Creating a new archive

The **Create a new archive** button starts the **New Archive Wizard**. This wizard provides the functionality of archiving recordings from a NICE Inform server.

Archives are based on a time frame (date and time range) on specified resources.

NOTE: Before you create a new archive you **MUST** have a NICE Inform server configured in the **Server** page within the **Preferences** control (refer to Setting Archive preferences (see page 13)).

You **MUST** have the **Add, edit and delete archives** privilege assigned to you by a NICE Inform Administrator.

Only one user can create a new archive at a time.

▶ To create a new archive:

1. Click the **Create a new archive** 🖼 button and the **New Archive Wizard** starts at the **Welcome** screen. Click the **Next** button to continue.

NOTE: It can take some time before you are able to continue due to the time taken in retrieving configuration data from the live NICE Inform server.

2. At the **Archive Details** screen, enter a name, a number and a description for the new archive in the text boxes provided. An entry in all text boxes is required.

NOTE: The name and number **MUST** be unique.

The number can be an alphanumeric value.

3. Click the **Next** button to continue and the **Time Frame Selection** screen is presented.

4. Define a time range between any two dates and times. Date entry is assisted by clicking the **Calendar** 🗓 button. A calendar control (refer to *Using the calendar control* in *NICE Inform Reconstruction*) is presented to aid in choosing a particular date.

NOTE: The maximum archive time frame is 7 days.

5. Click the **Next** button to continue.

6. At the **Resource Selection** screen, select the resources to be added to the archive:

   a. Select either **Recording systems** or **Resource groups** from within the **Groups** tree.

NOTE: Archiving from a resource group is **NOT** supported.

   b. Select the required node in the tree. The items associated with that node are displayed in the **Available resources** window.

NOTE: The **Quick Search** facility enables you to find the required resource. Enter the required text in the box and click **Go**. The search returns all resources within the node that have that text as part of their name. The search is **NOT** case sensitive.

   c. Select the required resources to archive. To add entries to the **Selected resources** list:

(1) Highlight the required entry in the **Available resources** list.
(2) Click the **Add >** button. The entry is moved to the **Selected resources** list.
(3) Repeat for each entry required.

d. To remove entries from the **Selected resources** list:

(1) Highlight the required entry in the **Selected resources** list.
(2) Click the **< Remove** button. The entry is moved to the **Available resources** list.
(3) Repeat for each entry required.

➢ To move all entries to the **Selected resources** list, click the **Add All >>** button.

➢ To move all entries to the **Available resources** list, click the **<< Remove All** button.

NOTE:	If you wish to select all but one or two resources, click the **Add All >>** button to move all resources to the **Selected resources** list, then remove the resources not required.

e. Click the **Next** button to continue.

7. You are then presented with a **Summary** screen of the details you have just entered for the new archive. If any of the information within the Summary screen is incorrect, click the **Back** button to make any changes.

8. Click the **Go** button to create the new archive.

9. At the **Wizard Complete** screen, click the **Finish** button.

2.3.2   Canceling the current task

The following archive tasks can be cancelled mid operation:

▪ Creating a new archive (see page 8)

NOTE:	Cancelling the creation of a new archive renders the archive unusable. It is recommended that you delete this archive (refer to Deleting the selected archive (see page 11)).

▪ Loading the selected archive (see page 11)
▪ Deleting the selected archive (see page 11)

▶ To cancel the current task:

1. Perform an archive search for the required archive (refer to Searching for an existing archive (see page 6)).

2. Select the archive from the Archives list (see page 4).

3. Click the **Cancel the current task** 📧x button. A message is presented confirming the cancelation.

4. Click the **Yes** button.

5. Check the **Status** column in the Archives list (see page 4). If the status no longer reads **Cancelling load** then the archive task has been cancelled.

NOTE: The status is not automatically refreshed. You will need to perform a new archive search in order to view the cancel status in the Archives list (refer to Searching for an existing archive (see page 6)).

2.3.3 Deleting the selected archive

Before you can delete an archive you **MUST** understand the following:

- The **Delete the selected archive** ✖ button is **ONLY** available if you have been granted access to the **Maintenance mode** feature. For more information regarding the **Maintenance mode** feature, refer to *Editing site details* in *NICE Inform System Administration*.

- You **MUST** have the **Add, edit and delete archives** privilege assigned to you by a NICE Inform Administrator.

▶ To delete the selected archive:

1. Select the required archive from the Archives list (see page 4).

2. Click the **Delete the selected archive** ✖ button. A message is presented confirming the deletion.

3. Click the **Yes** button.

The selected archive is now deleted.

2.3.4 Loading the selected archive

Once an archive has been created successfully it can be loaded so that all associated recordings can be reviewed in NICE Inform Reconstruction and NICE Inform Organizer.

NOTE: Only **ONE** archive can be loaded at a time. You **MUST** unload the loaded archive first prior to loading a new archive.

You **CANNOT** load an archive that was unsuccessfully created.

▶ To load an archive:

1. Select the required archive from the Archives list (see page 4).

2. Click the **Load the selected archive** button. A message is presented confirming the loading.

3. Click the **Yes** button. All users will be automatically logged out of the NICE Inform Archive Edition server.

NOTE: If you log back into the NICE Inform Archive Edition server before the archive has loaded, you will **ONLY** have access to the NICE Inform Administration applications and **NOT** NICE Inform Reconstruction and NICE Inform Organizer. You **MUST** log out and log back in once the archive has loaded.

4.   Once you log back in, check the **Status** column in the Archives list (see page 4). If the status reads **Loaded** then the archive has loaded and is available for review.

NOTE: The status is not automatically updated. You need to perform a new archive search in order to view the archive load status in the Archives list (refer to Searching for an existing archive (see page 6)).

You are now ready to review the archive recordings in NICE Inform Reconstruction and then add them to a NICE Inform Organizer incident.

2.3.5   Unloading the selected archive

▶ To unload the selected archive:

1.   Perform an archive search for the selected archive (refer to Searching for an existing archive (see page 6)).

2.   Select the archive from the Archives list (see page 4).

3.   Click the **Unload the selected archive** 🖼 button. A message is presented confirming the action.

4.   Click the **Yes** button. All users are now automatically logged out of NICE Inform.

NOTE: If you log back into the NICE Inform Archive Edition server whilst an archive is not loaded, you will **ONLY** have access to the NICE Inform Administration applications and **NOT** NICE Inform Reconstruction and NICE Inform Organizer.

5.   Once you log back in, check the **Status** column in the Archives list (see page 4). If the status no longer reads **Unloading** then archive has unloaded.

NOTE: The status is not automatically updated. You need to perform a new archive search in order to view the archive unload status in the Archives list (refer to Searching for an existing archive (see page 6)).

3   Setting Archive preferences

Ensuring that the Archives panel (see page 4) is maximized click the **Preferences**
button and the **Preferences** control for the Archive application opens. The control consists of
the following tabbed pages:

- Server page (see page 13)
- Archive storage page (see page 13)

3.1   Server page

In order to create a new archive, you must configure the NICE Inform server that you require
to archive recordings from. Use the Server page to configure the NICE Inform server.

▸ To configure the NICE Inform server settings:

1. Enter the required details for the server in the text boxes provided:

   – **Network address** - enter the network address of the NICE Inform server.

   – **Username** - enter the username used to log into the NICE Inform server.

   – **Password** - enter the password used to log into the NICE Inform server.

   – **Requires second password** - if the user account requires a second password
     in order to log in to NICE Inform, check the **Requires second password** box
     and enter the password in the associated text box.

NOTE: The second password can be entered even if it is not required on the
             configured NICE Inform server. The NICE Inform user account **MUST** have full
             administration privileges.

2. Once you have entered the details for the NICE Inform server, click the **OK** button to
   commit the changes.

3.2   Archive storage page

The Archive Storage page is where you configure the settings for all archive storage.

▸ To configure archive storage settings:

1. Enter a valid file path in the **Path** text box. This path is where all future archive data
   will be stored.

NOTE: This is a local path on the NICE Inform Archive Edition server and **CANNOT** be
             a network share.

2. Once you have entered a valid file path, click the **Verify** button. This tests the path
   and displays free and used space on the storage device in the pie chart below. If the
   path is incorrect or unreachable, you will be presented with an error message
   informing you that the verification process found the storage path to be invalid.

If the path cannot be verified, the pie chart is replaced with text informing you that the specified path was not verified. Ensure that you enter a valid path and click the **Verify** button.

Storage Usage

The **Storage Usage** section provides a graphical view of the free space and used space in the form of a pie chart. In addition, you can set storage thresholds in order to generate events in NICE Inform Audit and SNMP traps when a chosen threshold has been reached.

NOTE: This is the space available on the drive and does **NOT** imply the size of the archive storage.

If thresholds are not set then archive data will be written to the storage location until it is full with **NO** threshold warnings.

▶ To customize the archive storage usage:

1. Check the **Storage thresholds** box to enable the **Storage Usage** section and do one of the following:

   – **Used storage space** - threshold will trigger once a predefined amount of storage space has been used.

   – **Remaining storage space** - threshold will trigger once a predefined amount of storage space is left.

2. At the **Warning** section, enter a value with a corresponding measure. The options are MB (Megabyte), GB (Gigabyte), TB (Terabyte) or % (percentage). This warning threshold is displayed as an blue line within the pie chart when the **Show markers** box is checked.

3. On completion, click the **OK** button to commit the changes.

4   Archive Details panel

The Archive Details panel displays the main details relating to the archive that has been selected within the Archives list.

The Archive Details panel displays the following information:

Table 4-1: Archive details

Detail	Description
Status	The current archive status. For a list of all archive status messages, refer to Archives list (see page 4).
Name	The name of the archive.
Number	The number of the archive. This can be an alphanumeric value.
Description	The description of the archive.
Time frame	The time frame (date and time) selected to include recordings.
Storage path	The file location where the archive is stored.
Server network address	The network address for the NICE Inform server where the archive was created from.
Number of results	The number of recordings that have been successfully archived.
Number of failures	The number of recordings that failed during the creation of the archive. All failed recordings are displayed within the Errors table (refer to Archive failures (see page 15)).

NOTE: The archive name, number and description can be edited. For help editing these details, refer to Editing archive details (see page 16).

4.1   Archive failures

Any recordings that failed to archive (shown as Number of failures in the Additional details list) can be reviewed within the Errors table.

▶ To view recordings that failed to archive:

1. Click the **Show all errors** hyperlink within the **Errors** table.

2. A progress dialog is presented during the retrieval of error information.

3. Do one of the following:

   – Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the retrieval process completes, unless an error has occurred.

   – Once the retrieval process is complete, click the **Close** button to close the dialog.

All recordings that failed to archive are now displayed within the **Errors** table.

The Errors table displays the following information relating to the recordings that failed to archive:

NOTE:	Each column can be sorted in descending or ascending order by clicking the column heading. You can also reorder the columns by dragging them to the required location.

Table 4-2: Errors table columns

Column	Description
Data source	The data source (e.g. NLS Audio System) that the recording originated.
Resource	The resource that the recording occurred on.
Start time	The date/time when the recording occurred.
Duration	The duration of the recording.

4.2   Editing archive details

▶ To edit the details of the selected archive:

NOTE:	If the archive is loaded, you **CANNOT** edit its details.

1. Select the required archive by doing one of the following:

   – Within the Archives list, double-click anywhere within the associated row of the archive.

   – Select the archive and open the Archive Details panel (see page 15).

2. Edit the following archive details using the text boxes provided:

   – **Name** - the name of the archive.

   – **Number** - the number of the archive. This can be an alphanumeric value.

   – **Description** - the description of the archive.

3. On completion, click the **Save** button to commit the changes.

NOTE:	Click the **Cancel** button at any stage prior to clicking the **Save** button to change all settings back as they were.

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