

# **Recording Finder for ESI Systems**

## Installation and User Guide

Rev. 05/14/16

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# 1 Introduction

Recording Finder for ESI Systems is a PC application that is not only powerful, but easy to use. It may be used to quickly locate recordings from either a live ESI phone system equipped with automatic call recording (call logging) licensing and hardware, or from an archive location.

## 1.1 Features

Recording Finder for ESI Systems features the following capabilities:

- (Almost) zero load time—the user interface is available for user input immediately
- Extremely fast searches, and a responsive search screen, even when searching among millions of recordings and/or multiple ASC (ESI call recording) cards
- Simultaneous background connection to all ASC cards for downloading of call detail information
- Ability to search by date and/or time range, whole or partial Caller ID Name and/or Number, dialed number, call duration, extension number, department number, and/or line number
- Indicator of how many calls meet the search criteria
- Ability to save all audio files in search results to a folder as WAV files, along with an HTML index file to easily review call data
- Support for playback of a user's PC screen recording while they were on a call (requires optional Screen Capture add-on, licensed separately)
- Visibility into archiving process:
  - Ability to see what files are currently being downloaded and what date is being worked on
  - Ability to see how much drive space is free on each ASC card, as well as the archive destination drive
  - Archive logging allows user to see archive history by date and any errors encountered
- Resumption of archiving at next software run if interrupted (no need to start over)
- Automatic retry of failed downloads
- Simultaneous connection to all ASC cards for archiving files
- Archiving does not interrupt user's ability to perform a search
- Ability to search ASC cards, archives, or both effortlessly with a single search
- Archive size limited only by destination drive space
- Ability to set number of days after which to archive, and number of days after which to purge, separately
- Ability to force archives to take place during (or outside of) a specific time range by day of week
- Ability to specify remote ASC card IP addresses in settings (this would allow an administrator to manage recordings/archiving of multiple ESI sites from a single location)

## 2 Installation

In order to ensure a successful installation, the steps in the following topics should be followed carefully.

### 2.1 System Requirements

The following are the recommended minimum system requirements in order to install and run Recording Finder for ESI systems:

- PC with Windows Vista, 7, 8 or 10
- 1 GB RAM
- Multi-core CPU recommended
- 50-100 MB disk space (more required for databases if you're managing a large number of recordings)
- Ethernet connection
- ESI Communications Server or IP Server 900 phone system with automatic call recording (call logging) licensing and hardware

### 2.2 Installation Preparation

It is recommended that, before attempting to install Recording Finder for ESI Systems, you perform the following preparatory steps:

(1) Update your PC with all recommended Microsoft Windows updates. You can begin this process by going to [www.microsoftupdate.com](http://www.microsoftupdate.com).

(2) Ensure that you have Administrator privileges on the local PC where you will install the software.

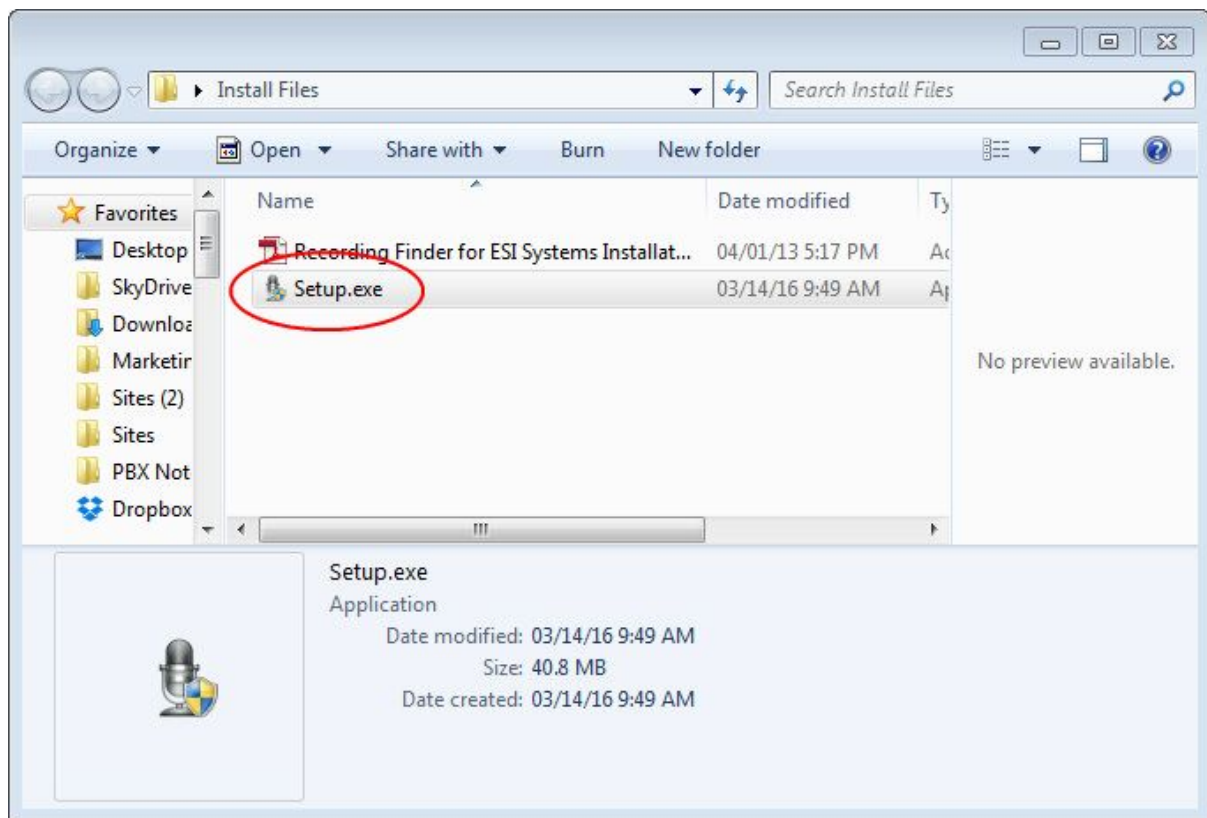
### 2.3 Installing Recording Finder

As of this writing, the latest version of Recording Finder for ESI Systems can be obtained from:

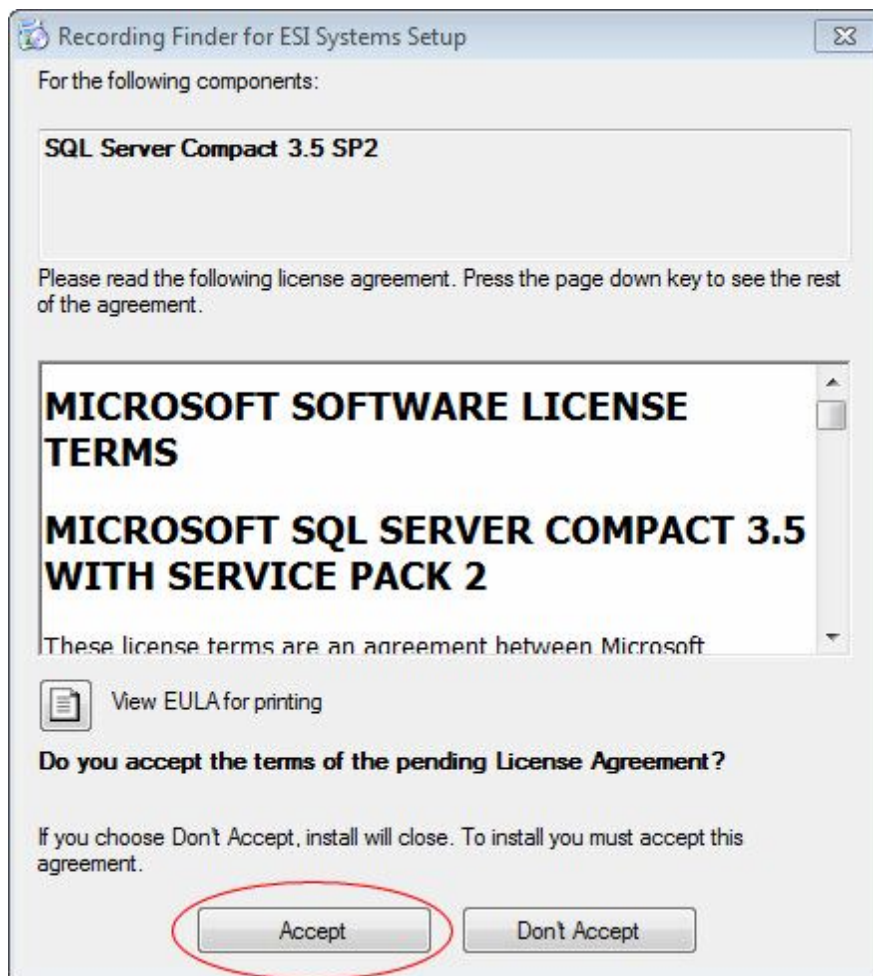
<http://www.brainherd.com/downloads/rfesi/rfesi.zip>

After downloading it, you will need to "unzip" the file rfesi.zip. This can be done on most operating systems by simply double-clicking the file; a new window will open with the contents of the Zip file archive. You will need to extract these files to their own folder in order to install the Recording Finder software properly.

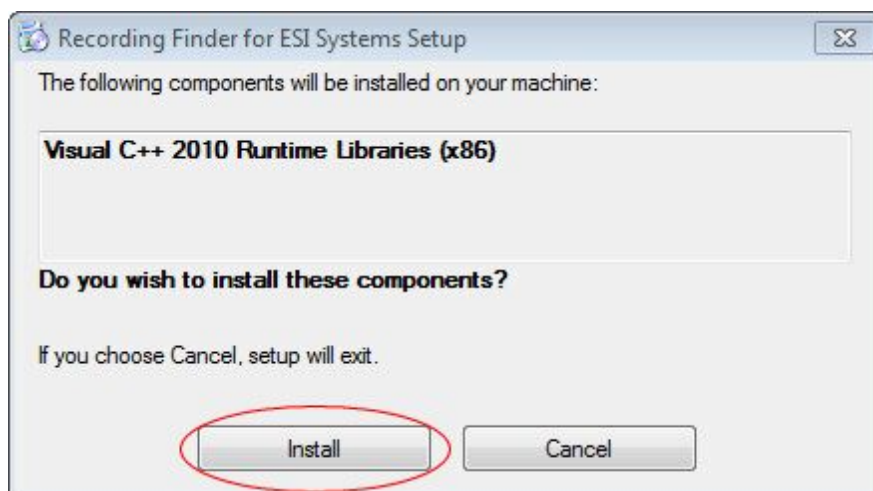
After extracting all the files in the archive to their own folder, double-click on the file "setup.exe":



If there are any additional Microsoft components that need to be present on your PC in order for Recording Finder to run correctly are missing, you will be prompted to install them. If you are, please allow those components to be installed. For example, you may see:



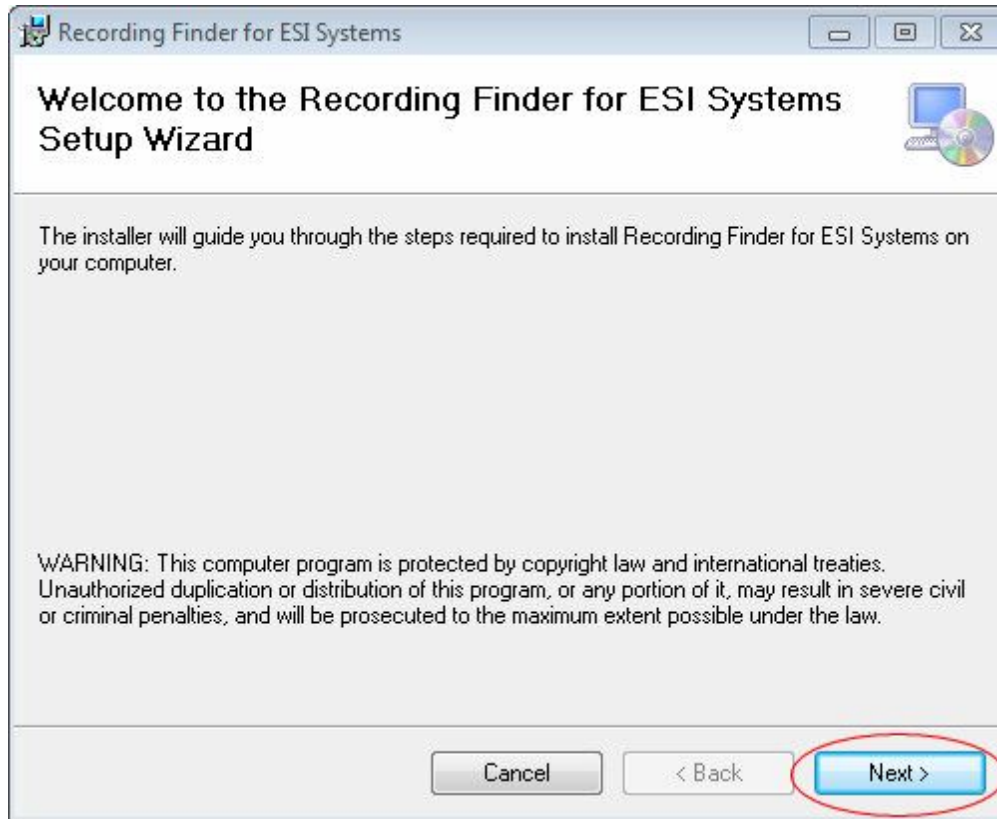
You may accept and allow the installation to proceed. You may also see the following:



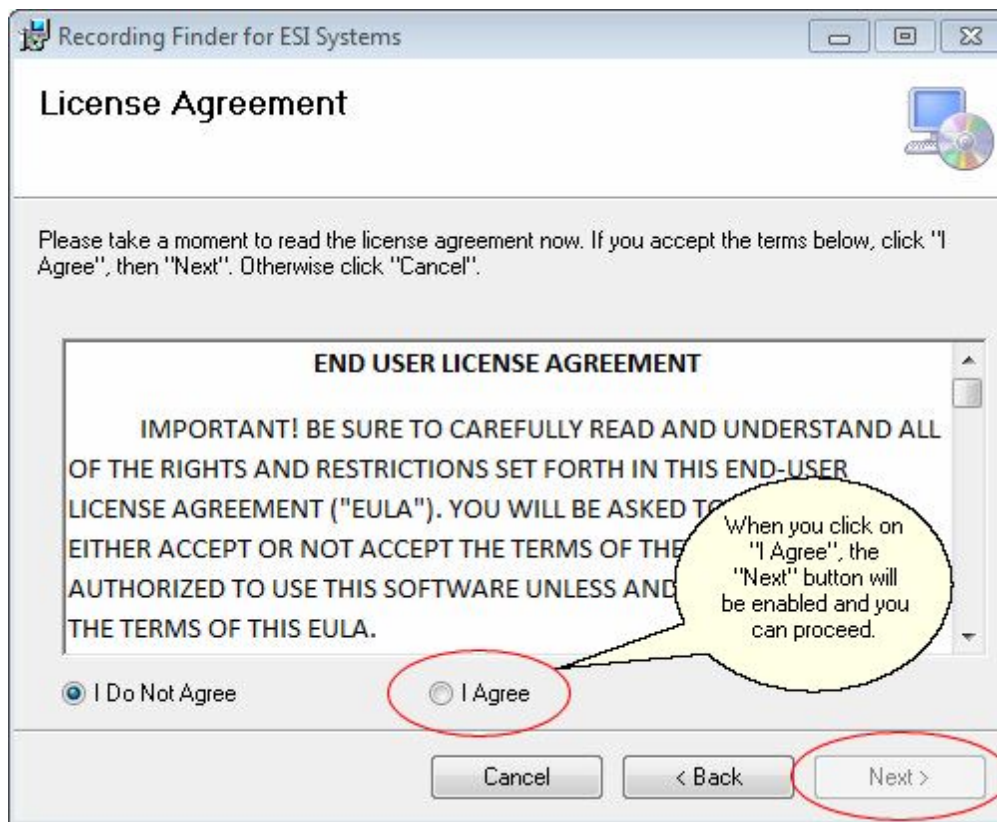
If so, please click on the Install button to proceed. If you do not see one or both of these windows, don't

worry! It means that the corresponding components are already present on your PC. There may be other components that you are requested to install in order to proceed; if you are, please go ahead and allow them to install.

After any pre-requisites are installed on the PC, you will see the following screen:

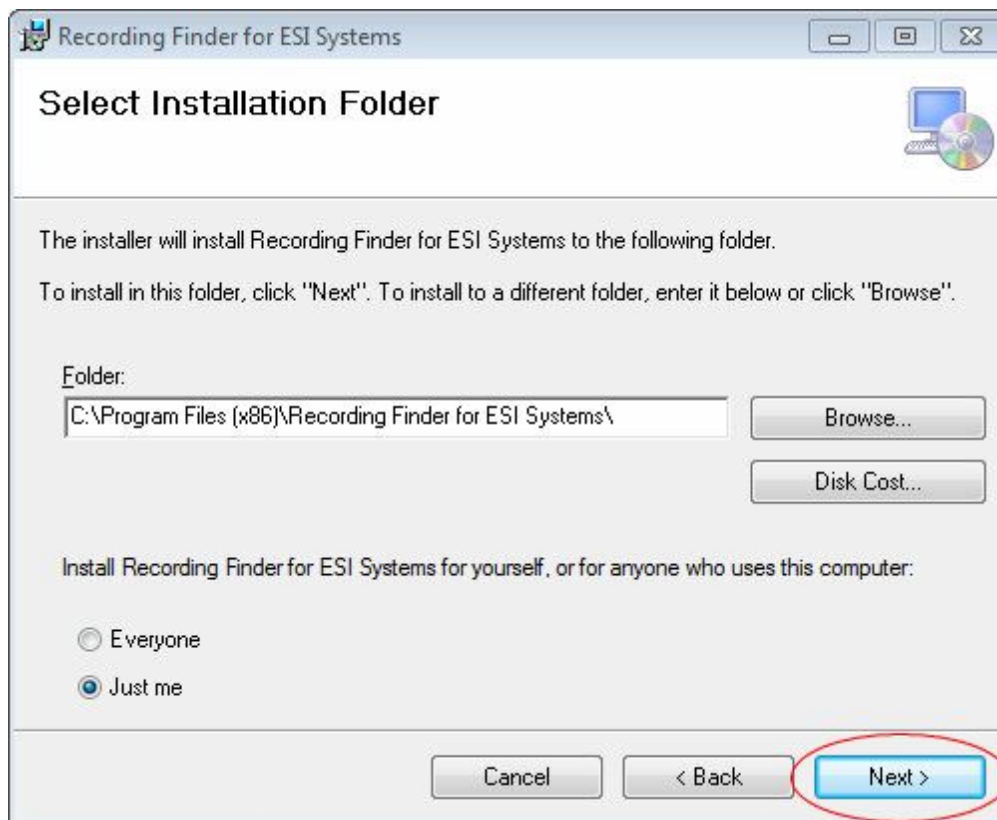


Click on the Next button to proceed. The following screen shows:

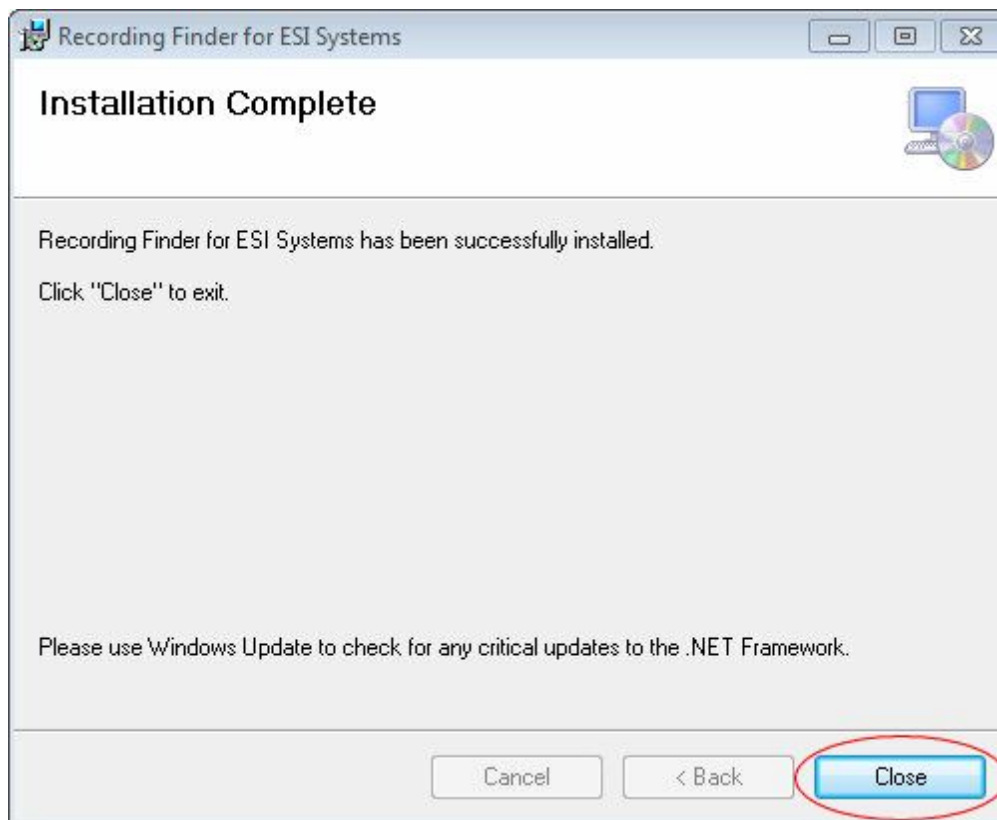


This is the End User License Agreement for the Recording Finder software. Please read through it carefully to ensure that you agree with the terms of your use of this software. Note that you will need to click on "I Agree" before you are allowed to proceed with the installation. Then click the "Next" button. Next, you will be asked to specify where you would like Recording Finder to be installed:





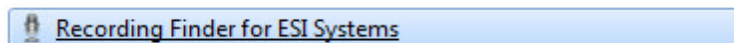
You may choose the default location and click the "Next button. On the following screen, click "Next" again to begin the installation. After a few moments, the installation will complete and you will see the following screen:



Click "Close". The installation is complete! You may run Recording Finder either by locating and double-clicking the desktop icon:



or, by going to the Start button and clicking on it there:



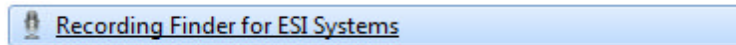
### 3 Configuration

### 3.1 Accessing Settings

To access the Settings (Configuration) screen of Recording Finder for ESI Systems, you must first launch the program. You can do this either by double-clicking on the desktop icon:



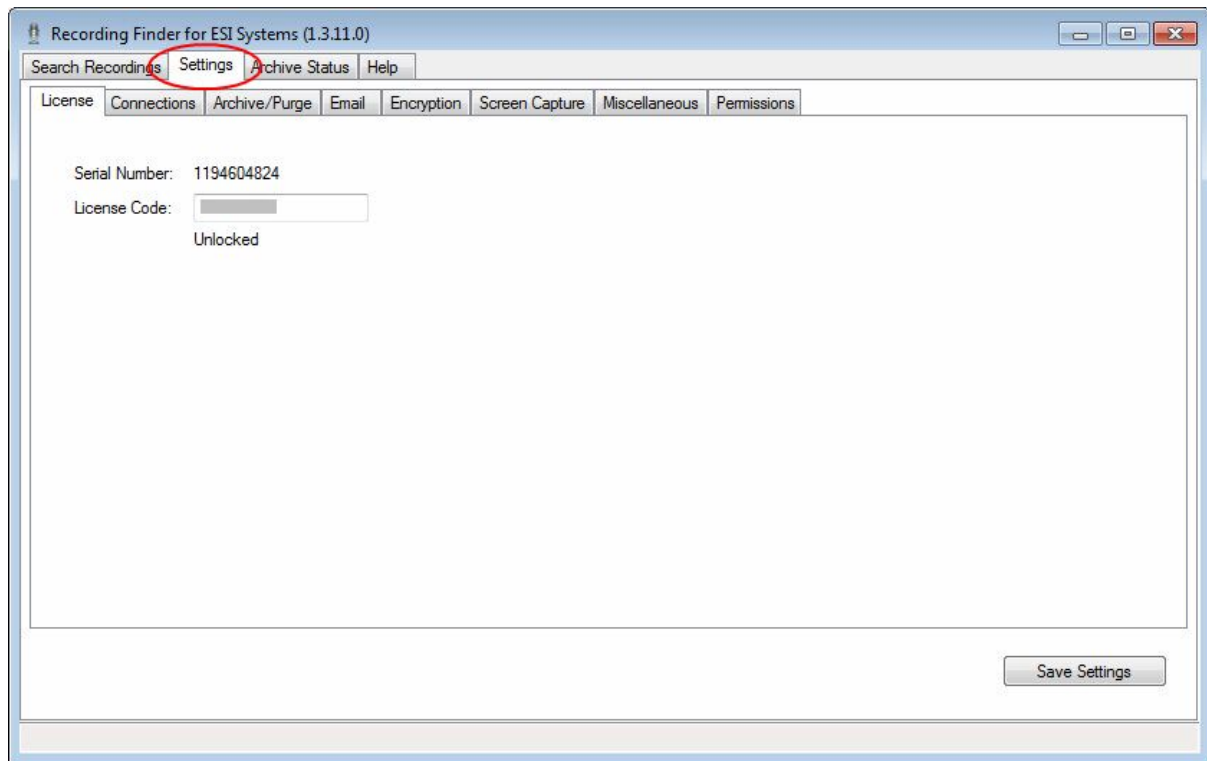
or, you can locate it by clicking on the Windows Start button and locating and clicking on the shortcut to the application:



You will then see the following screen:

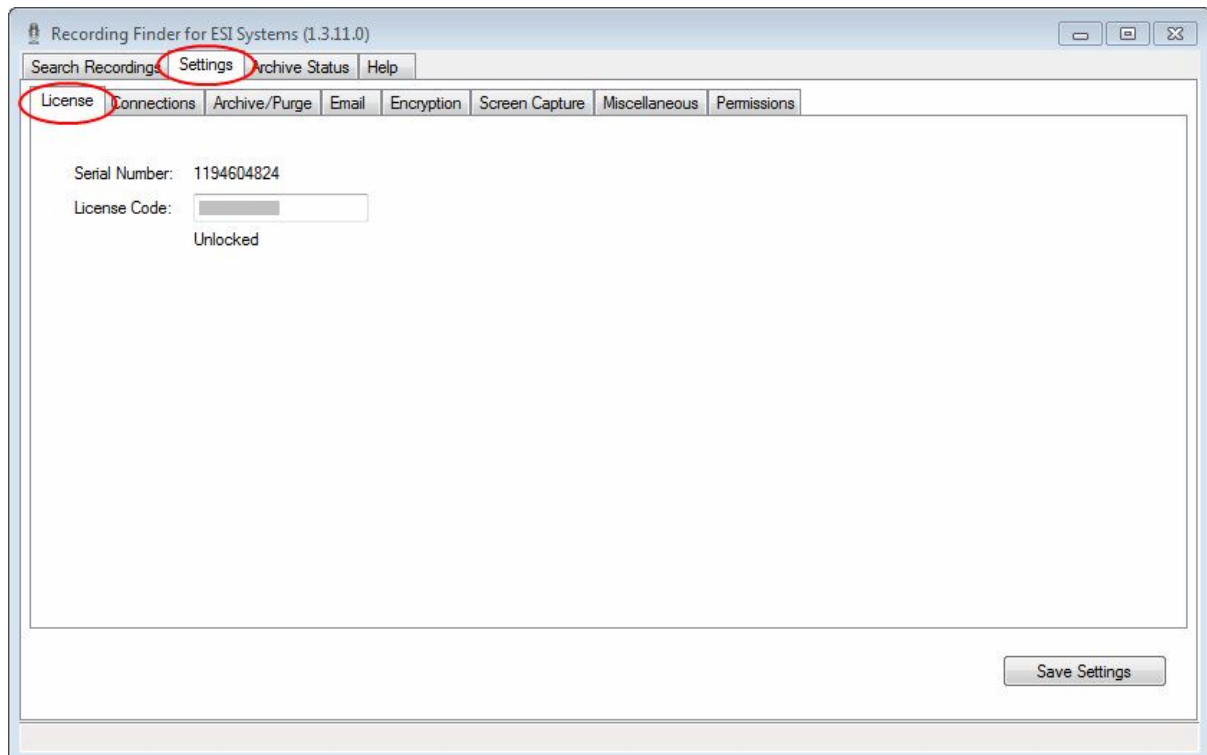
A screenshot of the 'Recording Finder for ESI Systems (1.3.11.0)' application window. The window has a title bar with the application name and version, and standard Windows window controls. Below the title bar is a tabbed interface with four tabs: 'Search Recordings', 'Settings', 'Archive Status', and 'Help'. The 'Search Recordings' tab is currently selected. The main area of the window is divided into two sections. The top section, titled 'Search Parameters', contains various search criteria: 'From Date' (05/14/16), 'To Date' (05/14/16), 'From Time' (12:00:00 AM), 'To Time' (11:59:59 PM), 'Number Search', 'Name Search', 'Extension Search', 'Dept. Search', 'Line Search', 'Length From' (to seconds), and a 'Force Database Refresh' checkbox. On the right side of this section, there are checkboxes for 'Incoming Calls', 'Outgoing Calls', 'Internal Calls', 'Transferred Calls', and 'No\_Call\_Record', all of which are checked. A 'Reset Parameters' button is located to the right of these checkboxes. Below the search parameters is a large table with columns: 'Date & Time', 'Duration', 'Direction', 'Name', 'Number', 'Ext. Line, Dept', 'Notes', 'File Name', and 'Location'. The table is currently empty. At the bottom of the window, there is a 'Save Results As CSV...' button.

Click on the "Settings" tab at the top of the window, and you will be taken to the Settings tabs:

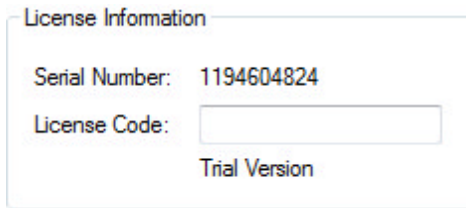


## 3.2 Entering License Info

In order to gain unlimited uses of the Recording Finder software, you must enter a License Code in the Settings screen. License info is entered in this section of Settings:



Before unlocking the software, this section looks similar to the following:



License Information

Serial Number: 1194604824

License Code:

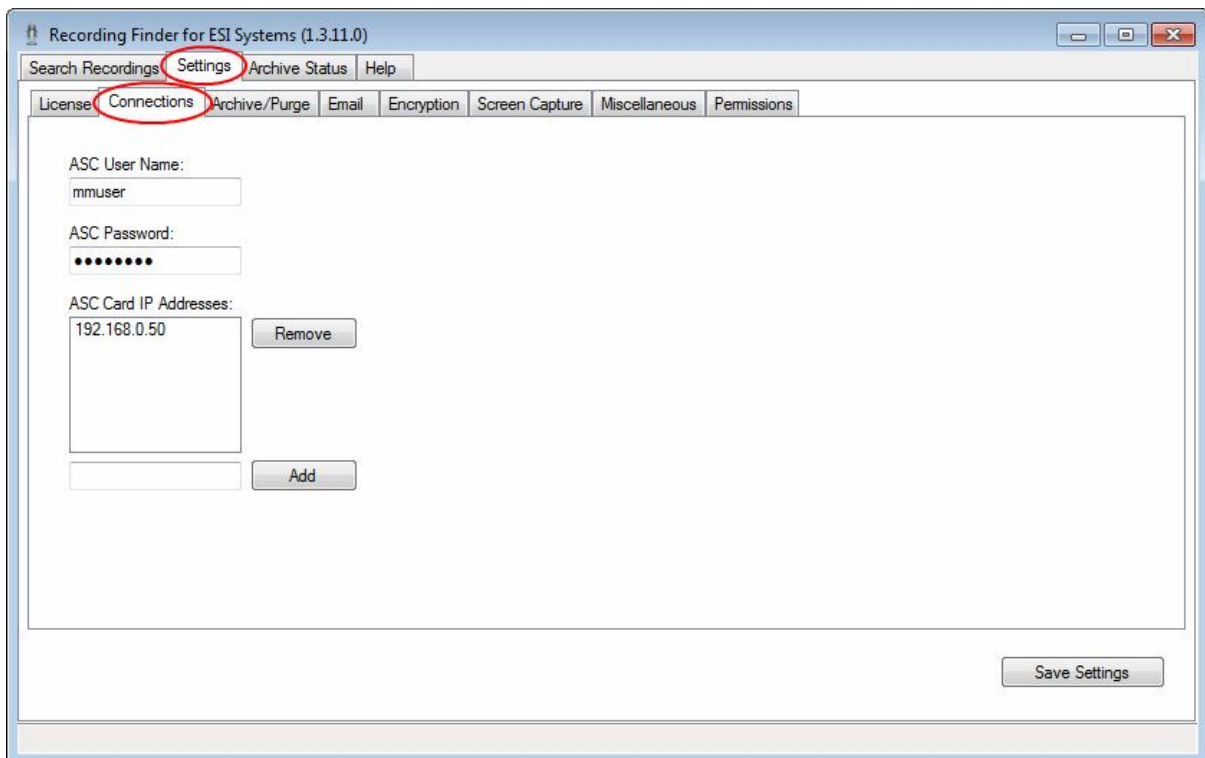
Trial Version

The Serial Number varies by computer, and so will the License Code required to unlock Recording Finder. Please contact the vendor from whom you purchased Recording Finder in order to obtain the correct License Code, and then enter it into the License Code box in this screen. Once you have entered the correct License Code, the words "Trial Version" will change to "Unlocked", and you will have full, unrestricted use of the software's features.

Remember when you are finished changing settings in Settings, click on the "Save Settings" button in the lower-right of the Settings screen.

### 3.3 Accessing ESI Phone System

In order to help you locate recordings, and take advantage of Recording Finder's archive capabilities, you must tell it how to access the ESI phone system on which the call recordings are stored. These settings are found in this section of the Settings screen:



Recording Finder for ESI Systems (1.3.11.0)

Search Recordings Settings Archive Status Help

License Connections Archive/Purge Email Encryption Screen Capture Miscellaneous Permissions

ASC User Name:

ASC Password:

ASC Card IP Addresses:

In the "ASC User Name" box, enter "mmuser". Under the password box, enter the password that has been set for your ESI phone system ASC card(s). If you do not know what this is, please refer to your ESI phone system installer. (Hint: they can find this information in Function 85 in the ESI phone system programming (Communications Servers) or Function 821 (IP Server 900).)

Next, you must enter the IP address of the phone system ASC card (your phone system installer can also give you this information, which is also located in Function 85 in programming (Communications Servers) or Function 821 (IP Server 900)). Click the "Add" button to add the IP address to the list. If your ESI phone system has more than one ASC card to store recordings, you can enter the other IP address(es) to the list also.

Note: when you enter the IP address by itself, Recording Finder assumes you intend to connect to port 22 (the default). If you need to specify a port other than 22, you can designate it like so:

10.10.10.10:55022

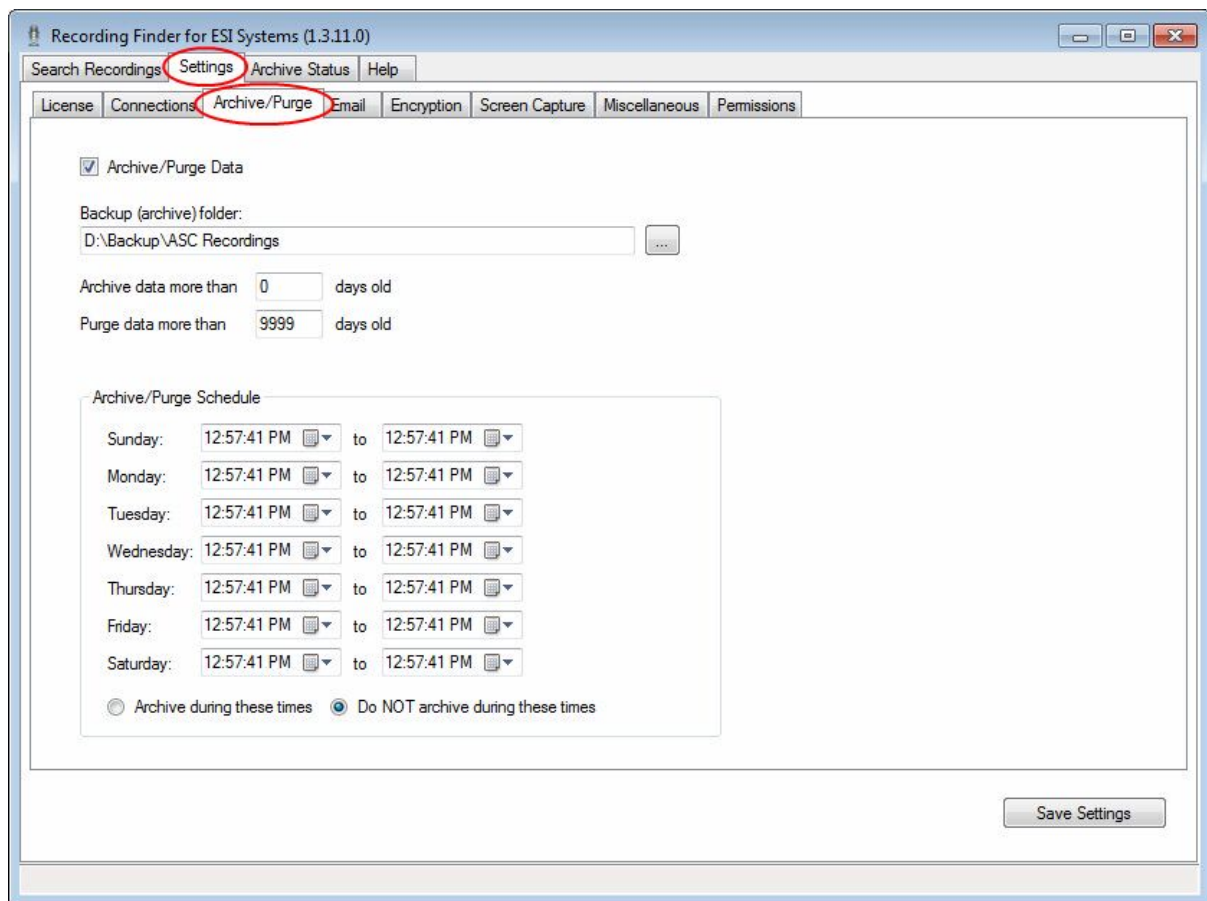
where 10.10.10.10 is the IP address, and 55022 is the port number.

If you need to remove an IP address from the list, simply click on it to highlight it, and click on the "Remove" button.

Remember when you are finished changing settings in Settings, click on the "Save Settings" button in the lower-right of the Settings screen.

## 3.4 Archive/Purge Settings

Recording Finder for ESI Systems includes the ability to archive and purge recordings from the ESI phone system. This section is located on the Settings screen as shown:



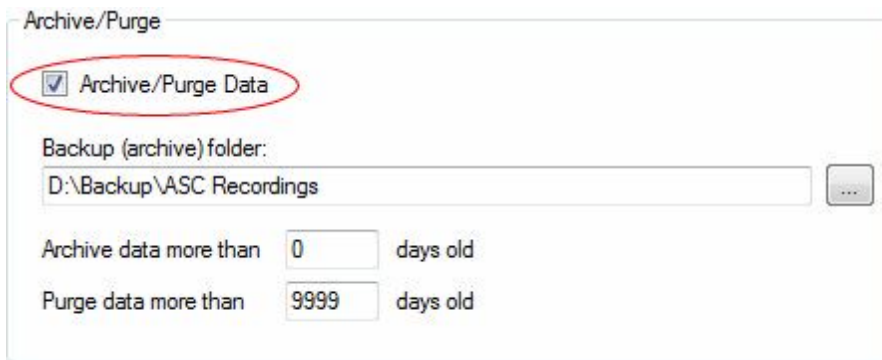
Note: archiving and purging happen automatically when Recording Finder is running according to the settings you have specified; when you launch the Recording Finder software, you will not initially see any activity for a couple of minutes, as Recording Finder needs to do some background work before it can archive or purge.

The top section, "Archive/Purge", is where you tell the software whether you would like to archive recordings (in other words, save a copy of the recordings to another place such as a backup server) and/or purge recordings (in other words, permanently erase recordings from the ESI phone system).

**Please be careful when modifying these settings! Purging data is irreversible and can lead to data loss if the recordings are not backed up properly!**

You are not required to archive or purge recordings. If you do not wish to do so, you may simply leave the "Archive/Purge Data" check box unchecked.

If you do wish to archive and/or purge recordings, begin by checking the "Archive/Purge Data" check box, like so:



Archive/Purge

☒ Archive/Purge Data

Backup (archive) folder:  
D:\Backup\ASC Recordings

Archive data more than 0 days old

Purge data more than 9999 days old

Then, specify where you would like archived (backed up) recordings to be stored:



Archive/Purge

☒ Archive/Purge Data

Backup (archive) folder:  
D:\Backup\ASC Recordings

Archive data more than 0 days old

Purge data more than 9999 days old

Use this button to help you search for the folder to which you will archive recordings

Finally, specify how many days after which you would like to archive and purge the recordings. In the example above, we are indicating to archive data more than 0 days old, meaning everything before the current date. We are specifying to purge data more than 9999 days old, which effectively means, "never purge".

**It is important that the number you enter under archiving be LESS THAN what you enter under purging; otherwise, you will purge data before archiving it and the data will be lost forever!**

Archiving of recordings is very light on network resources; however, if you would like to specify specific times during which to archive, you may do so via the section "Archive/Purge Schedule":



Archive/Purge Schedule

Sunday:	12:57:41 PM	to	12:57:41 PM
Monday:	12:57:41 PM	to	12:57:41 PM
Tuesday:	12:57:41 PM	to	12:57:41 PM
Wednesday:	12:57:41 PM	to	12:57:41 PM
Thursday:	12:57:41 PM	to	12:57:41 PM
Friday:	12:57:41 PM	to	12:57:41 PM
Saturday:	12:57:41 PM	to	12:57:41 PM

☐ Archive during these times ☒ Do NOT archive during these times

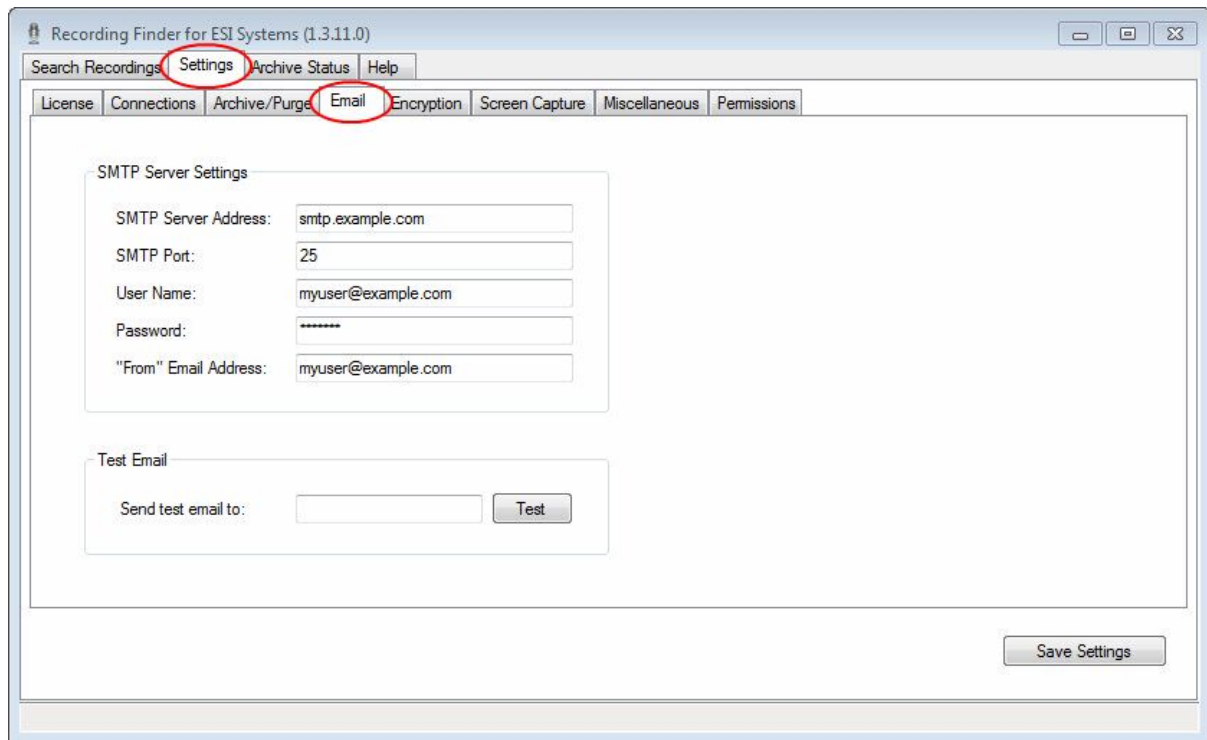
In the example above, we have specified the same start time and end time for all days for archiving. Because we have selected the "Do NOT archive during these times" radio button, this essentially means that the Recording Finder software can archive at all times the software is running.

Again, archiving and purging happen automatically when Recording Finder is running according to the settings you have specified; when you launch the Recording Finder software, you will not initially see any activity for a couple of minutes, as Recording Finder needs to do some background work before it can archive or purge.

Remember when you are finished changing settings in Settings, click on the "Save Settings" button in the lower-right of the Settings screen.

## 3.5 Email Settings

For your convenience, Recording Finder includes the ability to email audio recordings from directly within Recording Finder (this is available as a right-click option for any audio recordings found in the Search Recordings section). In order for this to work, the Email Settings section needs to be filled in:

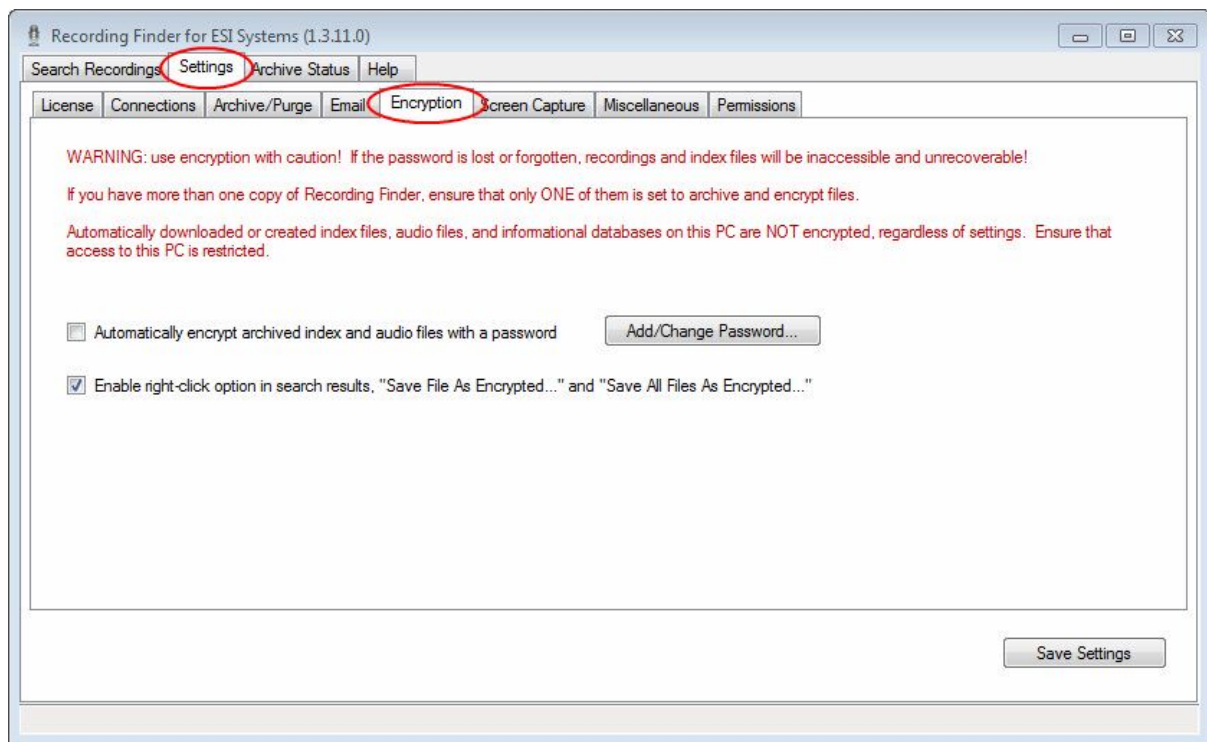


These settings are generally the same as what is entered in the client program that you use to check your email. If you are unsure what these settings are, ask an IT administrator for assistance.

Remember when you are finished changing settings in Settings, click on the "Save Settings" button in the lower-right of the Settings screen.

### 3.6 Encryption Settings

Recording Finder includes the ability to optionally encrypt archived index and audio files. These settings can be found in the Encryption Settings section:



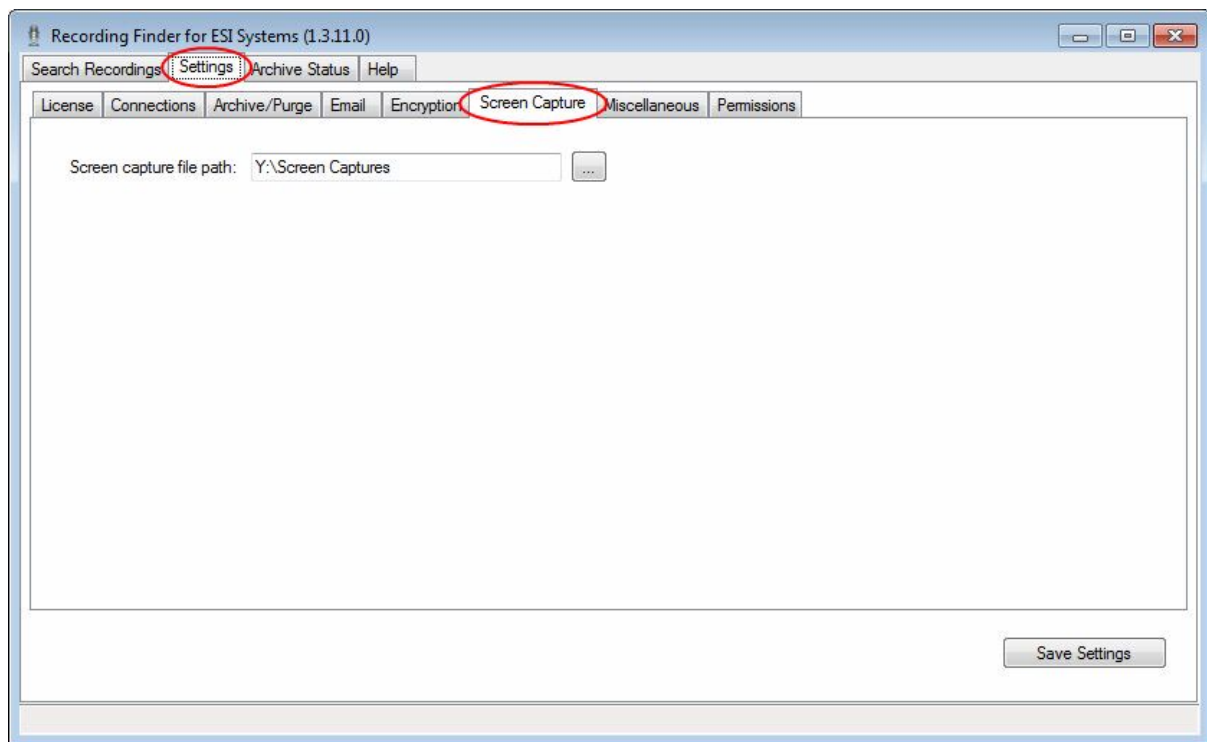
Because the encryption of files adds a layer of complexity, and can be subject to human error (for example, the password is lost or forgotten), it is recommended in most cases that this option NOT be selected.

Even if you choose not to encrypt archived files, you may still find useful the ability to save a specific audio file or files in search results as encrypted. When the option "Enable right-click option in search results, 'Save File As Encrypted...' and 'Save All Files As Encrypted'" is checked, there will be an additional option available to you to save individual search results on demand in a ZIPped file with a password of your choosing.

Remember when you are finished changing settings in Settings, click on the "Save Settings" button in the lower-right of the Settings screen.

### 3.7 Screen Capture Settings

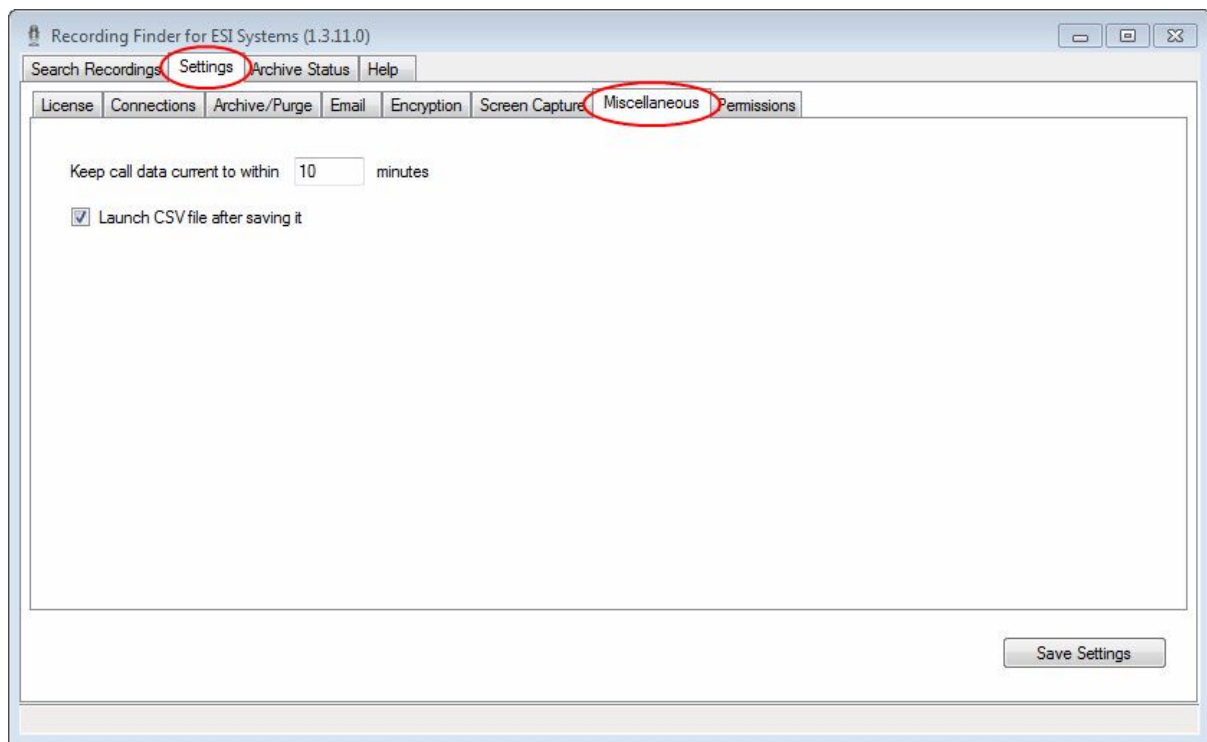
In addition to automatically recording audio conversations of selected ESI phone system users (Call Logging), management may also decide to "record" the PC screen activity of these users. Screen Capture is an optional add-on to Call Logging, and is licensed separately. In Recording Finder, the location of screen capture files (generally a shared network drive) is specified in the Screen Capture Settings section:



Remember when you are finished changing settings in Settings, click on the "Save Settings" button in the lower-right of the Settings screen.

### 3.8 Miscellaneous Settings

The Miscellaneous section in the Settings screen is found here:



In the Recording Finder software, call recording information is retrieved periodically for the current day so that we may preserve network and phone system resources. By default, Recording Finder updates the current day's data every 10 minutes. If you would like to specify a different interval, you may do that here.

When you perform a search in the "Search Recordings" screen of Recording Finder, you have the option of saving the results as a comma-delimited (CSV) file, which can be imported into other programs such as Microsoft Excel. If you would like for Recording Finder, after saving a CSV file, to automatically launch it in whatever program on your PC is registered to handle CSV files, you should check the check box "Launch CSV file after saving it".

Remember when you are finished changing settings, click on the "Save Settings" button in the lower-right of the Settings screen.

### 3.9 Permissions Settings

If your organization is using multiple copies of Recording Finder, it may not be desirable that all users have access to recordings for all personnel. In this case, permissions can be set for each PC and user login. The Permissions Settings section is as follows:

Please note that, as reflected in the example above, the first installation of Recording Finder at a site will automatically allocate the logged-in user privileges to search for recordings for all personnel. If this is what is desired, nothing needs to be changed in this section. If permissions need to be modified for this user, you may click on the entry in the Permissions box, which will populate the fields automatically in the Add Permissions box above, like so:

You may simply modify the permissions as desired and click the Add To Permissions List button, and the permissions for that user will be updated.

Note that, with the second and subsequent installations of Recording Finder at the site, users will discover that they are unable to search recordings for any personnel by default, and any searches they perform will return no results. This is by design. The user at the initial installation will need to add

Remember when you are finished changing settings, click on the "Save Settings" button in the lower-right of the Settings screen.

## 4.1 Search Parameters

When you run Recording Finder for ESI Systems, the "Search Recordings" screen is the default screen you see:

You can enter as many or as few parameters as you like in order to view the recordings you are looking for. By default, when you click the "Search" button, all calls for the current date will be displayed. Following are a list of parameters that may be changed to narrow or expand your search:

Search Parameters

From Date: 3/31/2013

To Date: 3/31/2013

From Time: 12:00:00 AM

To Time: 11:59:59 PM

☐ Force Database Refresh

Number Search:

Name Search:

Extension Search:

Dept. Search:

Line Search:

Length From: to seconds

☒ Incoming Calls

☒ Outgoing Calls

☒ Internal Calls

☒ Transferred Calls

☒ No\_Call\_Record

1) You may specify a date range over which to search by changing the "From Date" and "To Date" parameters. Similarly, you may limit the time of the calls to those you specify in the "From Time" and "To Time" parameters.

2) You should rarely, if ever, need to check the "Force Database Refresh" box. If you are searching for calls for the current date and want to make sure that your results are up-to-the-minute, you may check this box. This option will force Recording Finder to re-download the call recording data for the date(s) in your search; if you have several or many dates you're searching, it could take some time to re-download all of the call information.

3) Number Search: you may specify a full or partial phone number to search here. On inbound calls, the Caller ID Number is searched. On outbound calls, the number dialed is searched. The format of the phone number you enter (for example, whether you use parentheses or dashes) does not matter.

4) Name Search: you may enter a full or partial name to search on. For inbound calls, this will be matched against Caller ID Name. For internal (intercom) calls, this will be matched against the station (extension) name.

5) Extension Search: You may optionally enter an extension number here, and only calls that involved that extension will be returned in the search results.

6) Dept. Search: This will match any inbound calls to the specified department number, as specified in the ESI phone system programming.

7) Line Search: You may put a specific line (CO) number here to match against.

8) Length: If you are looking for calls matching a certain duration, enter the minimum number and maximum number of seconds here.

9) Call type: By checking the appropriate boxes, you may include Incoming Calls, Outgoing Calls, Internal (intercom) calls, Transferred calls, or No\_Call\_Record calls. No\_Call\_Record calls are ones in which there is no call record present (this would be rare if you ever encounter it at all).

In addition to the above parameters, there is one additional that you may specify; this parameter is located to the right of the other parameters, just above the "Search" button:

- ☒ Search ASC(s)
- ☐ Search Archive



You must specify to Recording Finder whether you wish to search in the recordings stored in the ESI phone system, to search through the archives, or both simultaneously. In order to search through the archives, you must have specified the archive (backup) location in the "Settings" -> "Archive/Purge Settings" tab.

If you wish to reset the parameters to default and start over, click on the "Reset Parameters" button.

## 4.2 Viewing Search Results

Once you have performed a search (see the previous topic, "Search Parameters" to narrow or expand your search results), you will see a screen similar to the following:

The screenshot shows the 'Recording Finder for ESI Systems (2.0.0.0)' window. The 'Search Parameters' tab is active. The search criteria are: From Date: 05/11/16, To Date: 05/11/16, From Time: 12:00:00 AM, To Time: 11:59:59 PM. Search options include Incoming Calls, Outgoing Calls, Internal Calls, Transferred Calls, No\_Call\_Record, Search ASC(s), and Search Archive. A 'Reset Parameters' button is visible. The search results are displayed in a table below the parameters.

Date & Time	Duration	Direction	Name	Number	Ext. Line, Dept	Notes	File Name	Location
2016/05/11 07:29:41	07:23	Outgoing		(513) 4	EXT 106, CO 012		106_5_11_2016_7_29_41.wav	192.168.0.50
2016/05/11 07:37:16	11:44	Outgoing		(502) 5	EXT 106, CO 012		106_5_11_2016_7_37_16.wav	192.168.0.50
2016/05/11 08:22:39	00:14	Incoming		(410) 2	EXT 103, CO 005		5_5_11_2016_8_22_39.wav	192.168.0.50
2016/05/11 08:46:08	01:04	Incoming		(480) 3	EXT 103, CO 005		5_5_11_2016_8_46_8.wav	192.168.0.50
2016/05/11 08:49:50	07:33	Outgoing		(623) 3	EXT 105, CO 008		105_5_11_2016_8_49_50.wav	192.168.0.50
2016/05/11 09:00:41	03:21	Outgoing		(480) 2	EXT 117, CO 012		117_5_11_2016_9_0_41.wav	192.168.0.50
2016/05/11 09:01:11	00:11	Incoming		(480) 4	EXT 103, CO 005		5_5_11_2016_9_1_11.wav	192.168.0.50
2016/05/11 09:01:30	00:41	Outgoing		528-30	EXT 105, CO 009		105_5_11_2016_9_1_30.wav	192.168.0.50
2016/05/11 09:01:53	01:57	Incoming	WIRELESS CALLER	(602) 3	EXT 103, CO 006		6_5_11_2016_9_1_53.wav	192.168.0.50
2016/05/11 09:02:26	03:51	Outgoing		(602) 3	EXT 105, CO 009		105_5_11_2016_9_2_26.wav	192.168.0.50
2016/05/11 09:04:05	02:16	Internal		117	EXT 117, EXT 106		117_5_11_2016_9_4_5.wav	192.168.0.50
2016/05/11 09:11:08	01:47	Outgoing		(714) 6	EXT 106, CO 012		106_5_11_2016_9_11_8.wav	192.168.0.50

At the bottom of the window, it says 'Search Complete. Matches found: 85'.

At the very bottom of this screen, you will see the words, "Search Complete. Matches found: " and the number of call recordings that matched your search criteria. Details on each recording will be presented to you in a tabular format, with the following information:

**Date & Time:** This is the date and time that the call began.

**Duration:** This is presented in HH:MM:SS format; for example, 01:03:27 would be a call lasting one hour, three minutes, and 27 seconds.

**Direction:** This will be Incoming, Outgoing, Internal, Transfer, or No\_Call\_Record.

**Name:** In the case of an inbound call, this is the Caller ID Name; in case of an internal (intercom) call, this is the name of the station (extension) initiating the call.

**Number:** On an outbound call, this is the number dialed. On an inbound call, this is the Caller ID Name. On an internal (intercom) call, this is the number of the extension initiating the call.

**Ext, Line, Dept:** These are all the extensions, lines, and/or departments involved in the call.

**Notes:** If the call is a conference call, that will be indicated here. If the recording is a result of the ESI phone user pressing the Record button on their phone, that will also be indicated here. Finally, if there is no recording available because the ESI phone user pressed their Privacy ("PVY") button while on the call, this column will indicate such.

**File Name:** This is the file name of the audio recording as stored in the ESI phone system or in the archive (backup) location.

**Location:** If this is an IP address, it indicates the ASC card on the ESI phone system upon which the recording is located (helpful for those installations that have multiple call recording cards). If this is listed as an IP address followed by "(backup)", this indicates that the recording is located in the archive (backup) location.

## 4.3 Playing A Recording

Once you have performed a search and received search results, you can play back a particular recording by either (a) double-clicking on the row that represents the recording, or (b) right-clicking on the row, and left-clicking on "Play Audio File".

Either of these options will cause the recording to be downloaded from the appropriate location and played in the PC's default program for playing WAV audio files.

Note that, if the Screen Capture add-on has been licensed and configured, there will be an additional option when you right-click, "Screen Capture Playback". Choosing this option will, if there is screen capture information for this call, download the screen capture information and combine it with the audio for playback as a "movie".

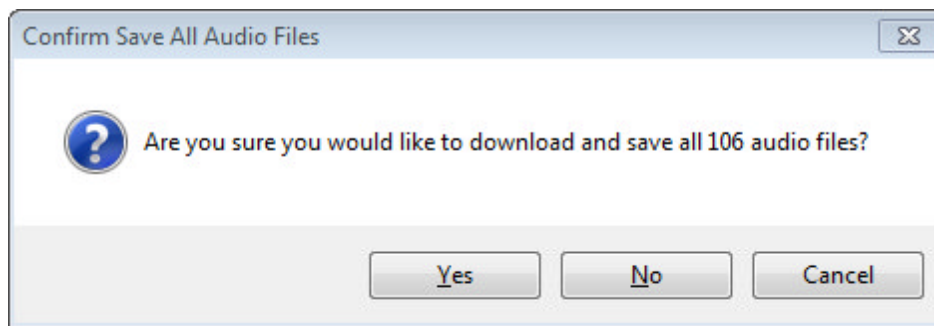
## 4.4 Saving Search Results

There are three ways to save the results of a search you have performed:

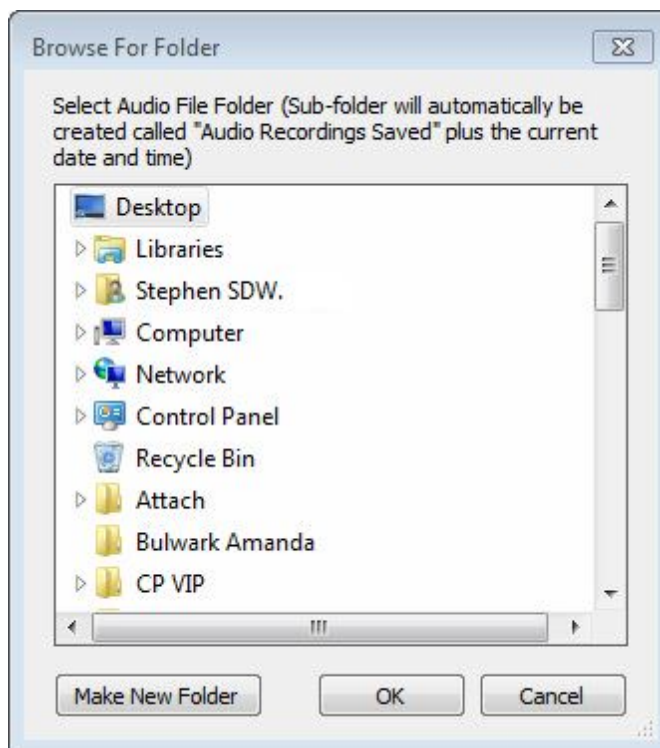
**METHOD 1:** You can save an individual audio file by right-clicking on the search results row representing the recording you wish to save, and then clicking on "Save File As...". When you do this, a dialog box will appear asking you to choose a save location and to confirm the file name.

Note that, if you have installed and configured the Screen Capture add-on for one or more users, there will be two additional options in the right-click menu: "Screen Capture Save..." (using this option requires special, free player for playback to be installed), and "Screen Capture Save As WMV..." (or Windows Media Video, which is a common format and will play on most Windows PCs natively).

**METHOD 2:** You may save all audio files in your search results by right-clicking on any of the search result rows and then clicking on "Save All Files...". You will see a dialog box similar to the following confirming you would like to download all the files in the search results:



Of course, the dialog box will indicate whatever number of files are actually in your particular search results. Note that it can take a significant amount of time to download these files, especially if there are a lot of them. When you confirm that you would like to save all the files, you will see a dialog box similar to the following asking you where you would like to save the files:



Note that all the audio files will be saved to a sub folder that will automatically be created for you called "Audio Recordings Saved" plus the current date and time. This is so that you do not accidentally litter a folder with a bunch of recordings (like the Desktop).

Your files will then download and be saved. There will also be a file in the created folder called "index.htm". You can double-click on this file, which will bring up the details of each recording (the same details as what was in your search results). You can click on any recording, and, as long as your default Internet browser is configured to recognize and play WAV audio files, the recording will launch in the browser window itself or in a separate program.

A benefit of saving recordings this way is that you can then send the folder to someone who does not have a copy of Recording Finder for ESI Systems, and they will still be able to make sense of, and play, the recordings.

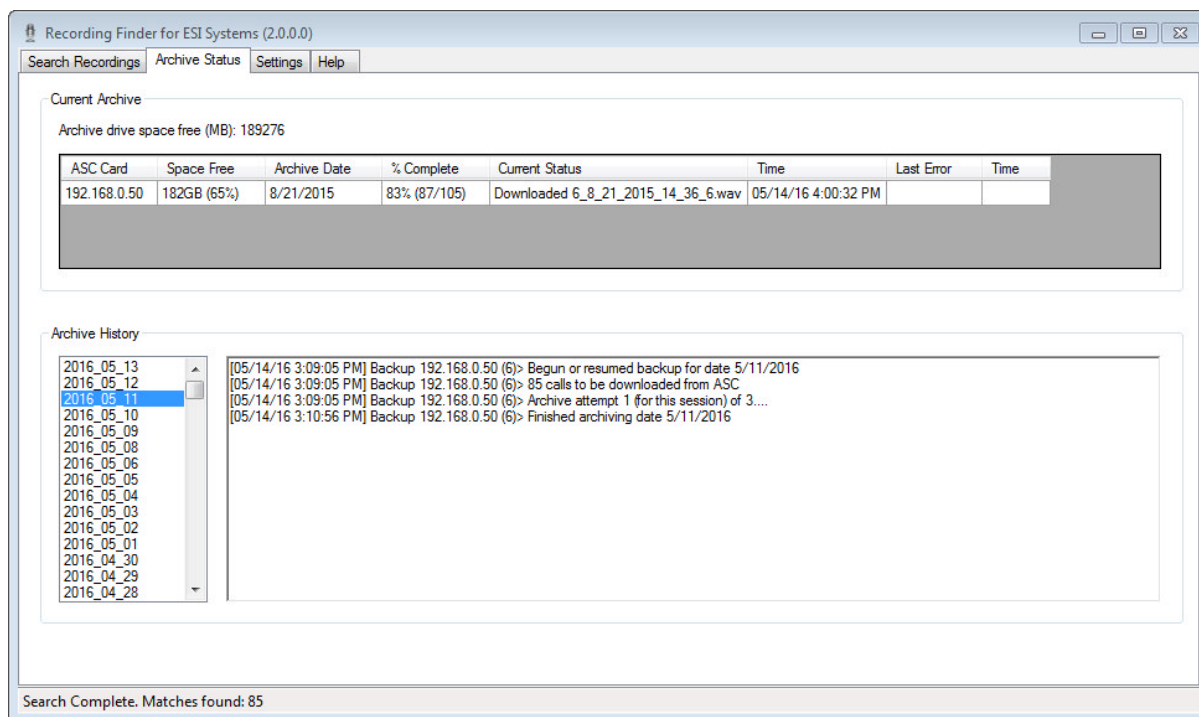
**METHOD 3:** At the bottom of the Search Recordings screen is a button labeled "Save Results as CSV...". When you click on this, a dialog box will appear asking you where to save the CSV (comma-delimited) file. A CSV file can be opened up in different programs designed to handle it, such as Microsoft Excel. If you have specified on the "Settings" screen that you would like to launch CSV files when saved, the CSV file will then be opened up in your PC's default program set to handle CSV files.

Note that when you save a CSV file, you are saving the call recording details only, not the recordings themselves. If you wish to save the recordings along with the call recording details, you should choose method 2 in this section.

## 5 Viewing Archive Status

With Recording finder for ESI Systems, you can optionally archive (back up), to a location of your choice, recordings stored on your ESI phone system. To configure these settings, refer to the topic, [Archive/Purge Settings](#). Once these settings are configured, archives and purges will automatically take place as needed when you run Recording Finder for ESI Systems.

You may view the progress of current archiving operations, or view archiving history, by selecting the "Archive Status" tab at the top of the screen, like so:



## 5.1 Current Archive Progress

The top section of the "Archive Status" screen shows current archive progress and looks similar to the following:

Current Archive							
Archive drive space free (MB): 189251							
ASC Card	Space Free	Archive Date	% Complete	Current Status	Time	Last Error	Time
192.168.0.50	182GB (65%)	8/24/2015	53% (46/87)	Downloaded 105_8_24_2015_12_35_37.wav	05/14/16 4:01:47 PM		

The "Archive drive space free" monitors how much space is currently available on the drive to which you are backing up. Below this, there is a table indicating any archiving in progress. If your ESI phone system has more than one ASC (call recording) card, each of them will be listed here. The columnar information is as follows:

**ASC Card:** This is the IP address that has been assigned to this ASC card.

**Space Free:** The amount of space, in Gigabytes (GB) and as a percentage, on the ASC card.

**Archive Date:** The current date being archived.

**% Complete:** How far along the archiving has progressed for this particular date. In parentheses, the first number is how many recordings have been backed up for this date, and the second number is the total number of recordings for that date that need to be backed up.

**Current Status:** The operation being worked on (generally indicating the recording file that has most recently been archived).

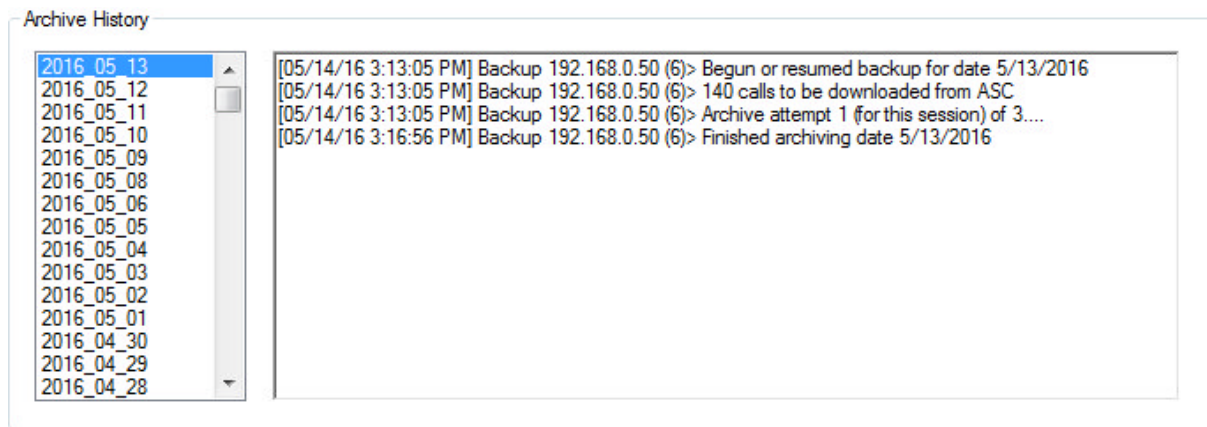
**Time:** The time that the operation under "Current Status" was completed.

**Last Error:** If any errors have been encountered, the most recent error.

**Time:** The time at which the last error was encountered.

## 5.2 Archive History

The bottom section of the Archive Status screen shows a log of archiving history, and looks similar to the following:



On the left-hand side of this section, all dates are listed for which an archive was attempted or completed. By clicking on a particular date, you can see the history for archive attempts for that date.