

Set Up Eventide NexLog Windows User Tracker

Introduction

WinUserTracker is a Windows service that sends the currently logged in User of the Windows system to a configured NexLog Recorder.

The log in and log out times and user name are tracked in the Client Activity and Audit History tables, visible in Configuration Manager under the Alerts and Logs section. When configured alongside an Agent Mapping Workstation assigned to the same MAC address, this can be used to tag calls on a recorder resource with the user name logged in at a call taking station.

This document will explain when WinUserTracker tracks a client log in or log out, how to install and configure it, and then how this works alongside the Agent Mapping and Evaluations features of the NexLog Recorder.

Once configured, WinUserTracker sends the current user and or "Log In" time. Then when user log in or log out events happen, additional times are tracked.

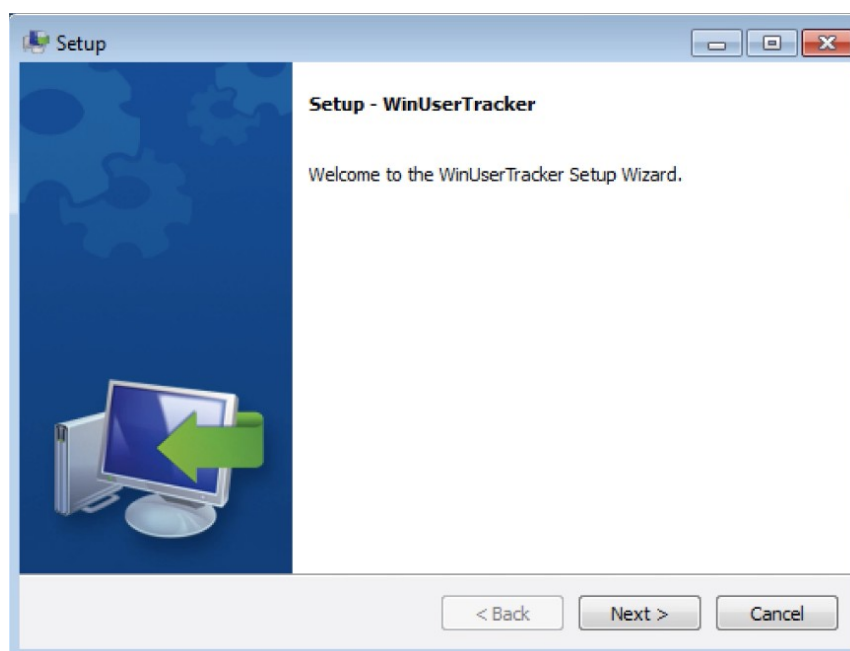
The event times tracked are:

1. At install time, the user who installed WinUserTracker is tracked with a Log In time.
2. Logging out is tracked with a Log Out time.
3. As is shutting down the PC.
4. Logging in as a user is tracked with a Log In time.
5. Any time the computer is locked, the current user is recorded with a Log Out time.
6. Unlocking the computer records the current user with a Log In time.

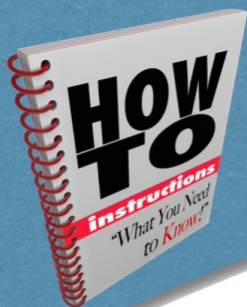
Installation and Configuration

Launch the WinUserTracker installer. Click Next.

(WinUserTracker installer can be downloaded from [here](#))

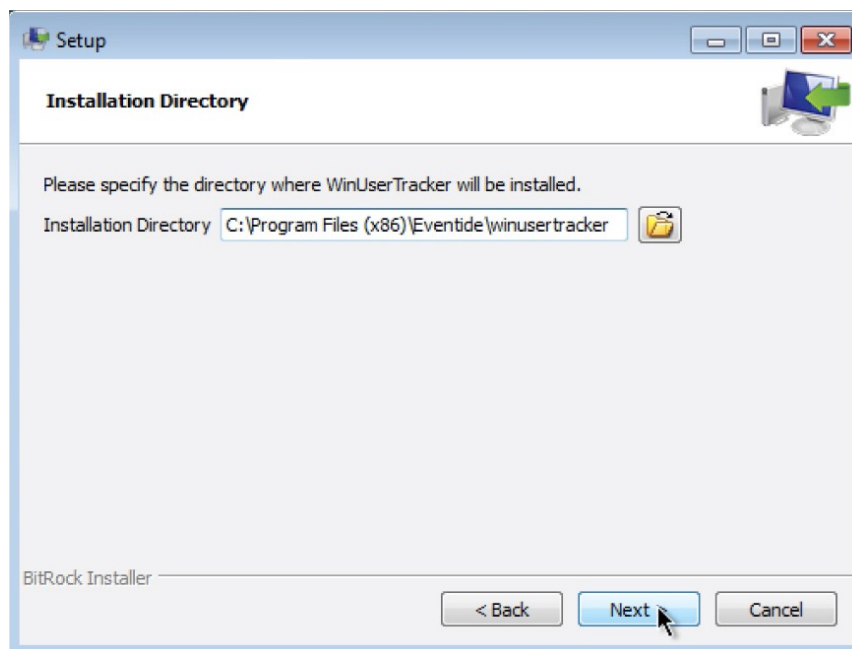


At the License Agreement screen select "I accept the agreement" and click next to continue.

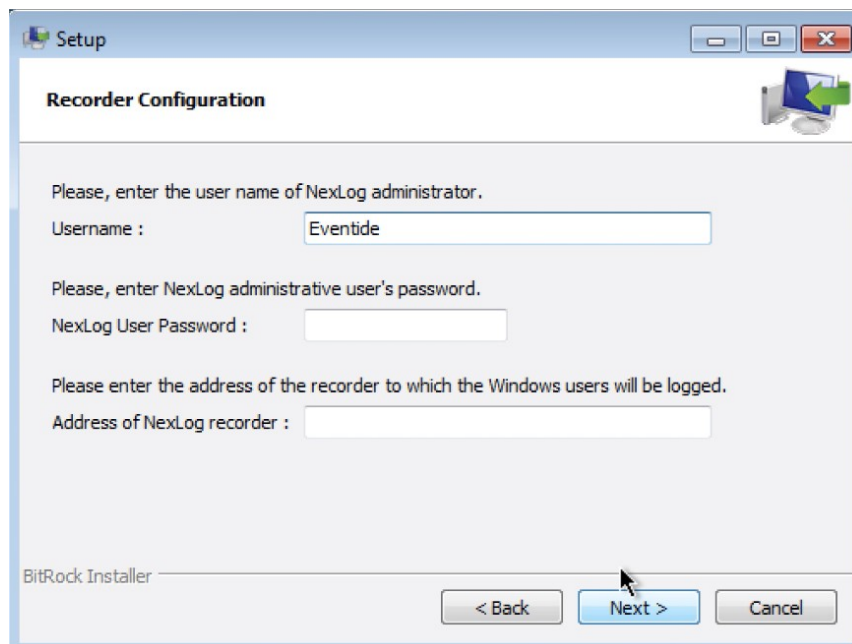


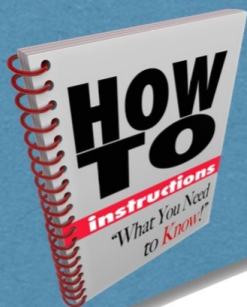
Set Up Eventide NexLog Windows User Tracker

By default, WinUserTracker will be installed to *C:\Program Files (x86)\Eventide\winusertracker*. We recommend leaving it at this location. Click next to continue.



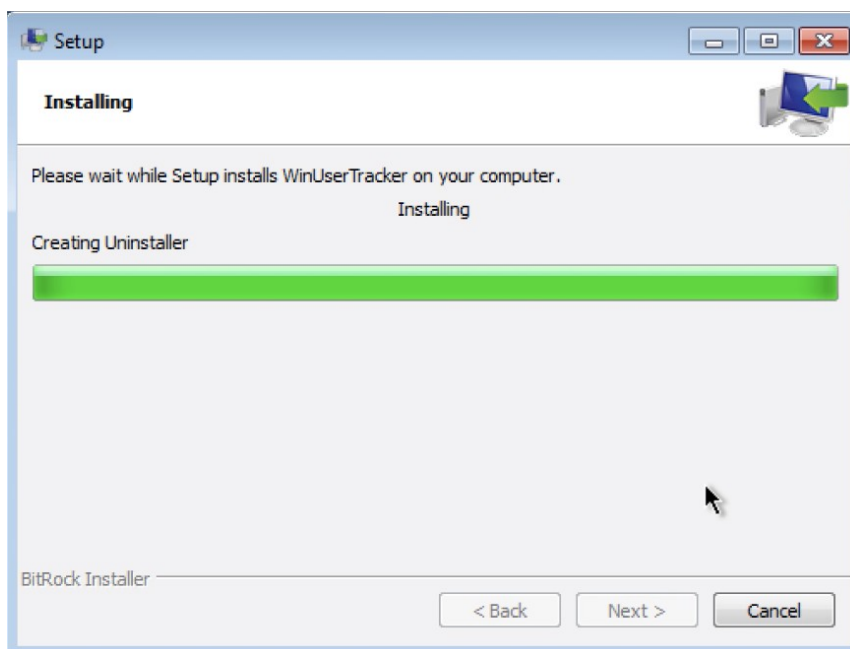
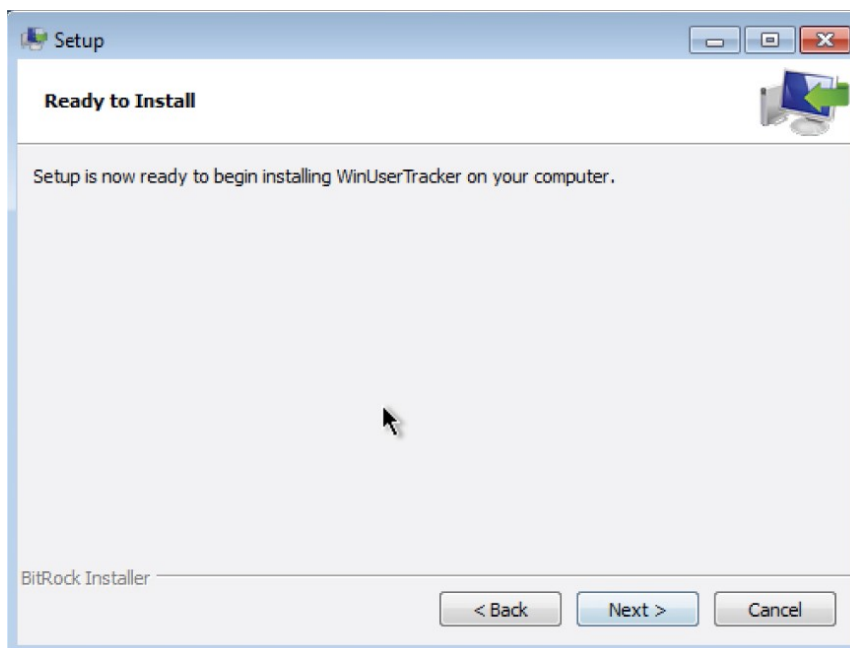
At the third step, enter an Administrator user name, password and IP address for the Recorder that will be tracking Windows User logins. The user name and password is required to make entries in the Client Activity table on the Recorder; the credentials are stored on the PC in an encrypted format.

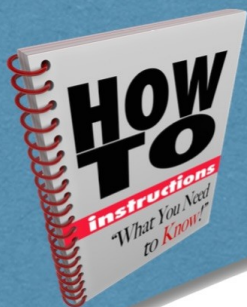




Set Up Eventide NexLog Windows User Tracker

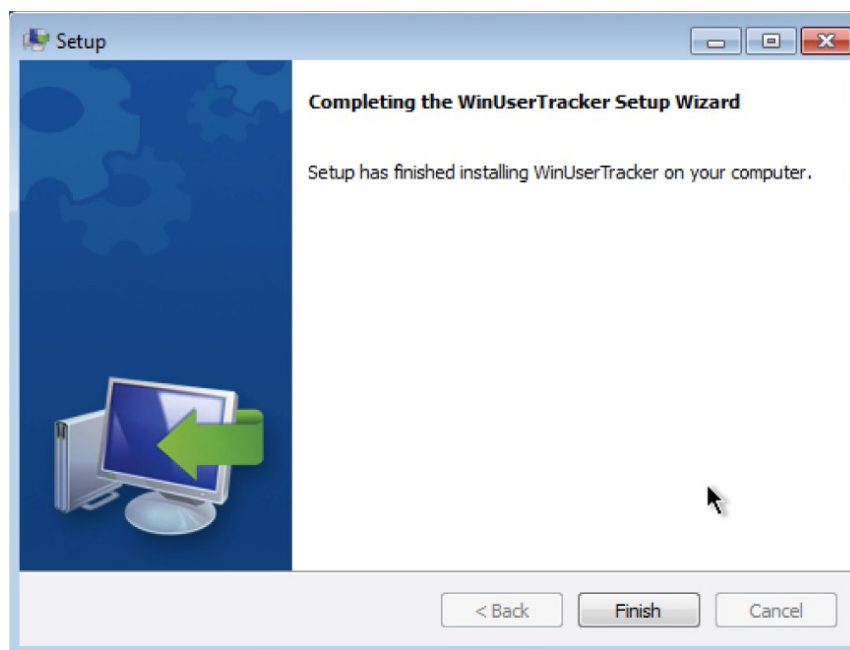
At this point, the installer is ready. Click next to proceed with the install.





Set Up Eventide NexLog Windows User Tracker

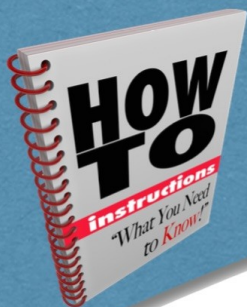
Click finish when the Setup Wizard completes. If you want to re-configure WinUserTracker to point at a different NexLog Recorder, or to use different administrator credentials, run the installer a second time and follow these same steps.



Using WinUserTracker for Agent Mapping and Evaluations


Once WinUserTracker is configured and users are being tracked on the Client Activity page, you are ready to configure Agent Mapping for each workstation. Navigate to the Alerts and Logs: Client Activity page of Configuration Manager and make a note of the MAC address for each entry that lists a Client Type of "Client-Tag."

Recording	JSTEWART	::ffff:10.53.15.159	2018-10-24 07:56:30	1	MWP	127.0.0.1	
Archiving	IICTEST	::ffff:10.38.8.9	2018-10-23 08:15:31	2018-10-23 08:16:10	0	MWM	127.0.0.1
Alerts and Logs	MBAILEY	::ffff:10.53.100.217	2018-10-22 10:23:16	2018-10-22 12:33:56	0	MWP	127.0.0.1
Alert History	CRODRIGUEZ	::ffff:10.53.100.217	2018-10-22 10:02:06	2018-10-22 10:02:25	0	MWM	127.0.0.1
Active Alarms	Eventide	::ffff:10.38.8.17	2018-10-22 08:58:31	2018-10-22 08:59:06	0	MWP	127.0.0.1
Alert Codes	CTURNER	::ffff:10.53.15.158	2018-10-19 12:34:22	2018-10-19 13:15:41	0	MWP	127.0.0.1
Logging	CSINGLETON	::ffff:10.53.100.74	2018-10-19 08:22:44	2018-10-19 15:14:56	0	MWP	127.0.0.1
GPIO	MBAILEY	::ffff:10.53.15.153	2018-10-18 12:10:27	2018-10-18 13:18:11	0	MWP	127.0.0.1
Email	LANDERSON	::ffff:10.53.100.98	2018-10-18 11:37:12	2018-10-18 11:37:19	0	MWP	127.0.0.1
Audit History	Richard	00:ff:9c:60:c9:96	2018-10-09 10:04:47		0	CLIENT-TAG	10.38.8.9
Client Activity	Eventide	::ffff:10.38.8.61	2018-10-08 15:11:48	2018-10-08 16:13:48	0	MWP	127.0.0.1
Users and Security	LANDERSON	::ffff:10.53.100.47	2018-10-08 13:59:44	2018-10-08 15:13:08	0	MWP	127.0.0.1
Utilities	LANDERSON	::ffff:10.53.108.228	2018-10-01 07:58:34	2018-10-01 09:20:50	0	MWP	127.0.0.1
Quality Factor Software	LANDERSON	::ffff:10.53.100.182	2018-09-06 09:28:55	2018-09-06 11:28:59	0	MWP	127.0.0.1
Change Password	LANDERSON	::ffff:10.53.100.55	2018-09-05 07:24:40	2018-09-05 09:10:53	0	MWP	127.0.0.1
	LANDERSON	::ffff:10.53.100.130	2018-08-31 08:00:00	2018-08-31 08:00:00	0	MWP	127.0.0.1



Set Up Eventide NexLog Windows User Tracker

For each unique MAC address, you need to make a Workstation on the **Quality Factor Software: Agent Mapping** page. Click Add Workstation and enter a Name, Location (optional) and IP Address (optional) to provide context for the workstation, then select Dynamic and enter the MAC/KEY for this Workstation. This workstation is tied to the physical PC that is reporting the logged in user via WinUserTracker, so enter the Channel Names or Channel Numbers associated with any phones, radios, and/or screen capture agents that are answered at this workstation.



Configuration Manager

[Eventide | Logout](#)

- Home
- System
- Basic Reports
- Enhanced Reports
- Networking
- Recording
- Archiving
- Alerts and Logs
- Users and Security
- Utilities
- Quality Factor Software**
- Skill Groups
- Answer Sets
- Questions
- Forms
- Completed Evaluations
- Agents
- Groups and Schedules
- Agent Mapping**
- Change Password

NEW WORKSTATION

Workstation Name:

Workstation Location:

IP Address:

AGENT MAPPING

☐ Static ☒ Dynamic

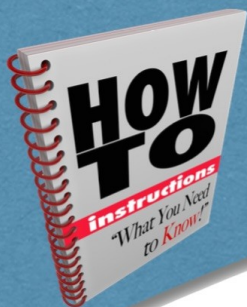
MAC/KEY: ☐ Tag position by web browser ID.

ASSOCIATED CHANNELS

Channel Names:

Channel Numbers:

This will tag these calls with the Windows user name in the USER_ID metadata field.

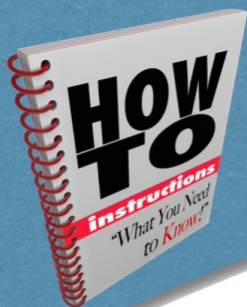


Set Up Eventide NexLog Windows User Tracker

The Evaluations feature relies on the AGENT_ID field and for this to be automatically populated, the AGENT_ID field with the associated Agent for this user must be configured in the Associated User Account field of the Edit Agent page found at Quality Factor Software: Agents. Click **Add Agent** or highlight an existing agent to **Edit** their Associated User Account.

The screenshot displays the Eventide NexLog Configuration Manager interface. On the left is a vertical navigation menu with the following items: Home, System, Basic Reports, Enhanced Reports, Networking, Recording, Archiving, Alerts and Logs, Users and Security, Utilities, Quality Factor Software (highlighted with a red circle), Skill Groups, Answer Sets, Questions, Forms, Completed Evaluations, Agents (highlighted with a red circle), Groups and Schedules, Agent Mapping, and Change Password. The main content area is titled 'Configuration Manager' and features a 'NEW AGENT' tab. Below the tab is a form with three fields: 'AgentID:' with a text input box, 'Agent Name:' with a text input box, and 'Associated User Account' with a dropdown menu currently showing '[None]'. At the bottom of the form are 'Submit' and 'Cancel' buttons.

This Associated User Account name, which is chosen from the existing User accounts on the recorder, **must match the Windows user name exactly**. For example, if the Windows user names follow the pattern FirstInitial.LastName, then the recorder user name for Robert Davidson must also be R.Davidson as it will be for the Windows user name. Otherwise, the Associated User Account name will not match and the Agent ID field will not be populated.



Set Up Eventide NexLog Windows User Tracker

Once this is all configured, check the results by making a test call from the workstation. Search for the call with MediaWorks Plus and if not already visible, make the columns for User ID and Agent ID visible; see that the new call is tagged with both.

Calltype	Channel Name	User Id	Agent Id	Start Time	End Time	Duration	Caller
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 00:25:...	2020-01-28 00:25:...	00:15	941-26
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 00:27:...	2020-01-28 00:28:...	01:14	941-26
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 00:29:...	2020-01-28 00:30:...	01:27	2212
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 01:32:...	2020-01-28 01:40:...	08:00	SHERII
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 02:11:...	2020-01-28 02:11:...	00:08	989-34
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 02:12:...	2020-01-28 02:16:...	04:08	94129
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 02:24:...	2020-01-28 02:26:...	01:48	OHIO
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 02:26:...	2020-01-28 02:27:...	01:32	Private
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 02:28:...	2020-01-28 02:29:...	00:49	OHIO
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 02:31:...	2020-01-28 02:33:...	01:35	FLORII
CCSOPOS12	abalcomb	abalcomb	ABALCOMB	2020-01-28 04:52:...	2020-01-28 05:03:...	11:27	941-46

Assuming you have already configured Agent Groups and Leaders, you can now set up a schedule to tag calls for Evaluation.

For additional inquiries you can
contact us at:
support@interactionic.com
(800) 285-2950

