

Tech Overview : Recording Troubleshooting for the Internet Recorder

Problem:

The device is not able to record from any of the eight services i.e. SMTP, POP3/IMAP, HTTP, IM, Web SMTP, Web POP3, FTP and Telnet.

Solution:

Proceed with the following:

If the device has never been able to record then:

- Step 1. Go to **User List > Logged** to check if the required subnet to be recorded from has been configured.
- Step 2. Confirm that the device is installed between the gateway and internal network.
- Step 3. The LAN users have the correct default gateway settings configured on their PC' s.
- Step 4. Check that the LED light on the port connected to the network is lit.

If the device was previously able to record but now some services are unable to be recorded from then :

- Step 1. Ensure that the latest firmware is installed.
- Step 2. Go to **Record Analysis > Settings > Settings** and ensure the device has the latest application signatures installed.
- Step 3. The LAN users have the correct default gateway settings configured on their PC' s.
- Step 4. Check that the user to be recorded has not been moved into the ignore list. (Path: **User List > Ignored**)
- Step 5. Ensure that the user to be recorded is on the logged list. (Path: **User List > Logged**)
- Step 6. Check that the user is not using encryption software to access the Internet.
- Step 7. If a web-based mailbox can' t be recorded, check that whether it is supported by the device.
- Step 8. Ensure that the website address is not using HTTPS encryption.

If the aforementioned steps have not resolved the problem, please contact us and provide the following:

- The version of the IM or P2P application that is not recordable or blockable. We will test to see if the application signature or firmware needs updating.
- The device' s management IP address and its login information.

Note: If the management interface is not accessible, we may require access to a PC in your LAN that is connected to the device' s console. We will then utilize remote access software to undertake further troubleshooting.

Product News : Nusoft Internet Recorder's Current IM, P2P and Web Mail Recording Capabilities

In contrast with other third-party Internet recording devices, Nusoft's R&D team constantly ensures the device's packet analyzing mechanism is kept up to date with the latest signatures. The result is that various instant messengers, P2P applications and web-based mailboxes can be accurately recorded in their entirety. Additionally, the device has a growing list of supported applications and web-based mailboxes. In combination with its easy management controls, it is no surprise that the device has been able to maintain its high reputation.

Currently Supported Instant Messaging Software		
Content Recording	Login Blocking	File Transfer Blocking
MSN	MSN	MSN
Yahoo Messenger	Yahoo Messenger	Yahoo Messenger
QQ	QQ	QQ
ICQ	ICQ	ICQ
AIM	AIM	AIM
Gadu-Gadu	Skype	Google Talk
	Google Talk	Gadu-Gadu
	Gadu-Gadu	

Currently Supported Web-Based IM Software
MSN Web Messenger, Buddy, ILoveIM, Meebo, IMhaha, KoolIM, MessengerFX, Communication Tube, IMUnitive, Goowy, MSN2Go, ToToMoMo, Mabber, etc.

Note: For recording, MSN Web Messenger must be accessed by the user from the official website.



Currently Supported P2P Software	
BitTorrent	AudioGalaxy
eDonkey (eMule)	DirectConnect
WinMX	iMesh
Foxy	MUTE
KuGoo	Thunder 5
AppleJuice	

Currently Supported Web-Based Mailboxes			
Gmail	Enterprise Gmail	Novel	PChome
Seednet	Yam	Yahoo	Hotmail
Sina (CN)	Sina (TW)	126	163
Nusoft	Hinet	Sohu	Tom