

Tech Overview : IR Plug-In Installation Common Problems and Solutions

The IR plug-in allows AD Login names to be used as the recording basis instead of the IP address or MAC address. However, in some cases, the IR plug-in may not have been installed properly and the device may not be able to record from Skype as a result. The five most common reasons are listed as follows:

- 1. The IR plug-in software is identified as malicious software by an anti-virus program.
- 2. The default port number is being used by another program.
- 3.IR plug-in is blocked by the Windows firewall or another firewall.
- 4. The IR plug-in is improperly installed.
- 5. Using a special version of Skype, such as TOM-Skype.

In some cases, anti-virus programs may wrongly identify the IR plug-in as malicious software, thus the IR plug-in is unable to function properly. To resolve this problem, the user only has to go to the interface of anti-virus program and configure the anti-virus software to allow the IR plug-in as an exception.

For instance, if PC-cillin 2008 has been installed on the PC, the following window will pop up after the IR plug-in installation to inform the user that program is being blocked.

船 Suspiciou	is activity blocked
Security blocked	ion, Trend Micro Internet I an attempted action by the below that could pose a
Program: Location:	SysProtect.exe C:\\sysProtect
Reason: Risk:	Program Library Injecti High
See more det	ails

Figure 1 Informing the User of the Blocked Software

To enable the IR plug-in, first uninstall the IR plug-in, and then click Virus & Spyware Controls on the left panel in the PC-Cillin 2008. Select **OFF** under **Prevent Unauthorized Changes**.

OTREND Interne	et Security
Overview Overview Overview	Protection Against Viruses & Spyware Prevent Unauthorized Changes X OFF
Home Network & Firewall Controls	When enabled, this feature can protect your computer from unauthorized changes made to the operating system or important programs. Settings Exception List Changes Found
Controls	





After configuring PC-cillin 2008, reinstall the IR plug-in. During installation, the following window will appear. Please click OK and IR plug-in will proceed to install successfully.

	ant this program to 🛛 <i>?</i> ne Internet?
	w why this program wants to Internet, please click Block .
Program:	sysProtect.exe
Location:	C:\\sysProtect
Risk:	Suspicious
See more det	ails
What w	ould you like to do?
All	ow Block
Ston warpin	g you about this program

Figure 3 An Warning Message

Being Blocked by the Firewall or Having Port Conflicts

Windows firewall may block the port used by the IR plug-in. In this case, please add the port to the Windows firewall exception list.

😻 Windows Firewall		
General Exceptions Advanced		-
Windows Firewall is blocking incoming ne programs and services selected below. Ar to work better but might increase your sec <u>P</u> rograms and Services:	dding exceptions allows some programs	
Name		
 ✓ File and Printer Sharing ✓ Remote Assistance □ Remote Desktop 		
Skype	Add a Port	X
		gh Windows Firewall. To find the port number In for the program or service you want to use.
	Name: IR Plug-In	
Add Program Add Port	3. Port number: 6000	
Display a <u>n</u> otification when Windows F	(€) TCP	OUDP
What are the risks of allowing exceptions	What are the risks of opening a port? Change scope	OK Cancel

Figure 4 Adding the Port to the Windows Firewall Exception List

Another possibility is that the default port number is already in use by another program. The IR plug-in port is set to port 6000 by default. Thus, if another program or device uses port 6000 as well, please go to the IR's user interface, navigate to **Record Analysis** > **Settings**, and then enter a new port number that is not currently in use.





Plug-In for Binding Usernar	nes to AD Server and Re	cording Skype Cor	iversations (Text & Voice)	Help
Current Version:	1.1.22			
Plug-in (IR_Plugin.exe):	Download			
Communication Port:	6000	(1,025-65,535)		

Figure 5 Changing the Default Port Number

Improper Installation

Regardless of whether the device is deployed in either Bridge mode or Sniffer mode, the Nusoft Internet Recorder should be set up and installed before downloading the IR plug-in. Note that the IR plug-in sends users' information to the Nusoft Internet Recorder, accordingly, if any changes made to the IR's management IP address will cause the device malfunction.

Using Special Version of Skype

In China, some people use a special version of Skype called TOM-Skype, marketing by the domestic Chinese company TOM Online. Due to this unique version, IR plug-in may not be compatible with TOM-Skype in China. To resolve this problem, please follow the step 1 and 2 :

• Step 1. Click on the link under Plugin authorization.

<mark>© Sky</mark> pe™- nusoft_syst	CONTRACTOR OF A DESCRIPTION OF A DESCRIP	×
File Account Call Chats	: View Tools Help	
Sig ▼ Nusoft	🏲 1 new eve	nt
1 Plugin authorization		
S Call cheaply to mobile p	ohones and landlines	
Live	SkypeFind	
Contacts	Call Phones	
Add Contact Search for S	😨 Skype Users	
🔞 Skype Test Call		
Call me to test	: your sound	
Enter the phone	≓ €3709	0
	sysProtect.exe wants to use Skype Click here to accept/deny.	
💟 🕶 君 Online		

Figure 6 The Link to be Clicked





• Step 2. Select Allow this program to use Skype, then click OK.

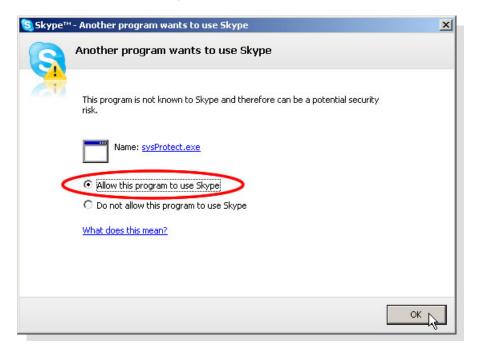


Figure 7 Selecting "Allow this program to use Skype"





Product News : Nusoft Internet Recorder Does More than You Expected. It Backs up Emails!

Email is firmly established as a common means of business communication. Thus, email storage and email backup (made through the importing feature) are necessary for each enterprise. It can be vital for any legal disputes that arise. Accordingly, Nusoft Internet Recorder provides exactly what you needs. The following description shows the advantages of using Nusoft Internet Recorder:

1. Easy-to-Search Engine

A comprehensive search system simplifies the search for a desired log. Whether it is the content of the mail or the title of the attachment, the IT administrator can locate it effortlessly.

2. Content Auditing

The service logs are regularly gathered based on customized criteria, and then automatically mailed to the IT administrator, dramatically reducing what would otherwise be a time-consuming task.

3. Unrestricted Storage Space

There is no need to worry about a limitation of hard disk space, because with Nusoft Internet Recorder, the logs can be regularly backed up to a backup server that supports the NetBIOS protocol, such as NAS, file server, Samba server, etc.

4. Web Browser Facilitating Log Access

The management interface offers the IT administrator an easy access to the backup data simply through a web browser on any computer.

5. Multiple Language Support

Its management interface adopts UTF-8 character encoding. No matter which language has been selected, it will be displayed properly without the need to adjust your web browser's character encoding settings.

6. Email Importing Feature

Mails stored on an external device can be imported into the Nusoft Internet Recorder easily. The IT administrator only has to configure the related settings in the user interface, and then the emails can be chronologically imported according to the sent time.

Nusoft' s email backup function is more advanced and easier to use in comparison to other products on the market. It' s another reason the Nusoft Internet Recorder is the best choice for businesses.





Figure 8 Importing Emails from an External Device