

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.

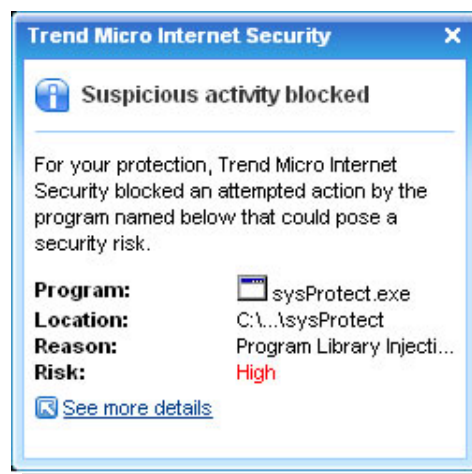


Figure 1 Informing the User of the Blocked Software

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**.



Figure 2 Selecting OFF under Prevent Unauthorized Changes



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.

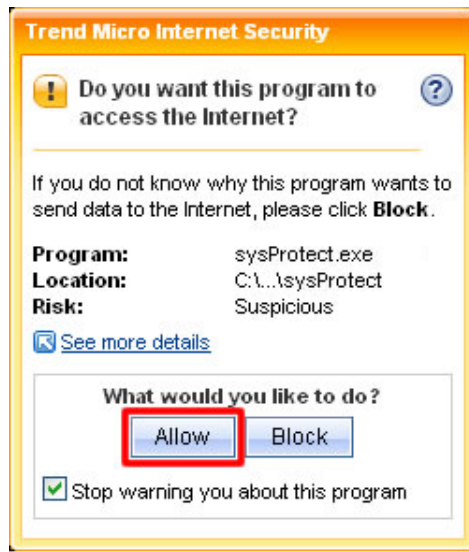


Figure 3 An Warning Message

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.

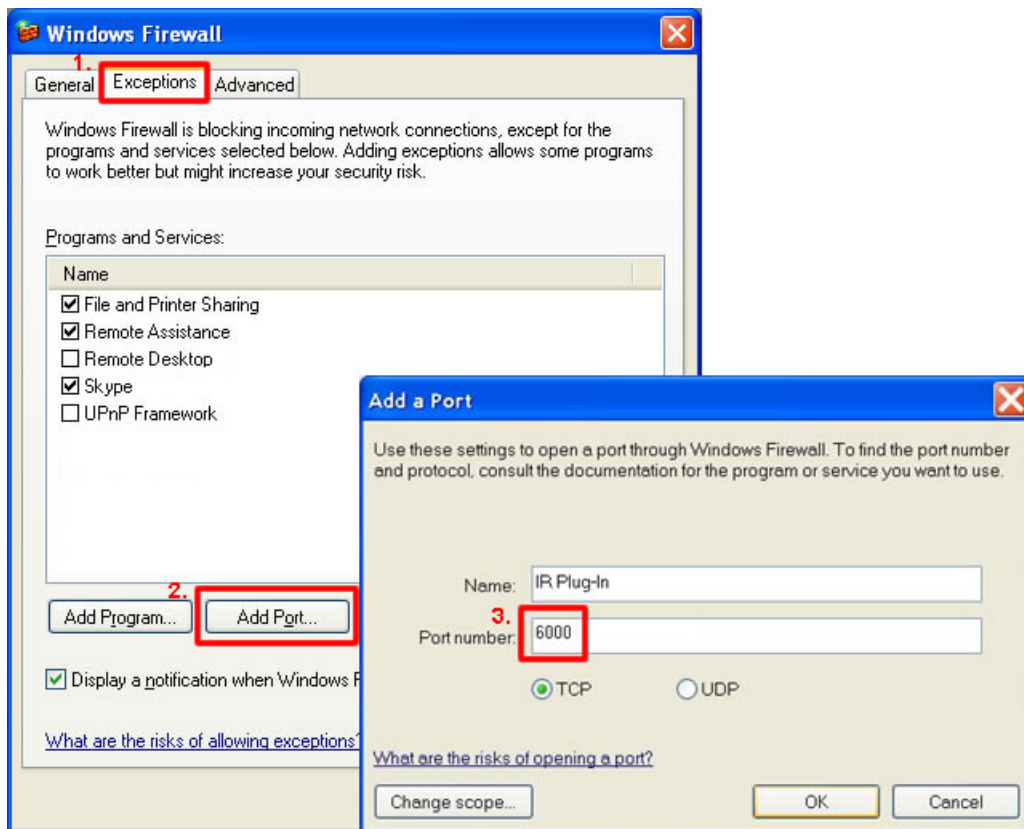


Figure 4 Adding the Port to the Windows Firewall Exception List

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 > Settings**, and then enter a new port number that is not currently in use.

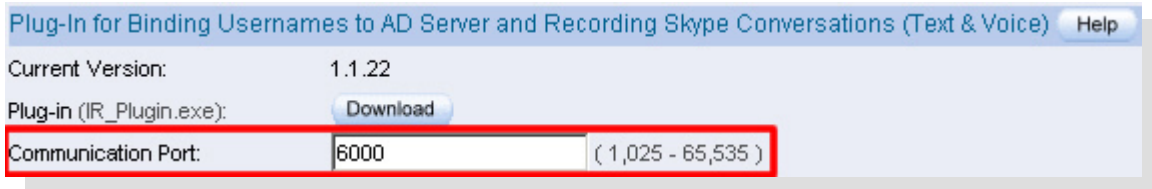


Figure 5 Changing the Default Port Number

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.**

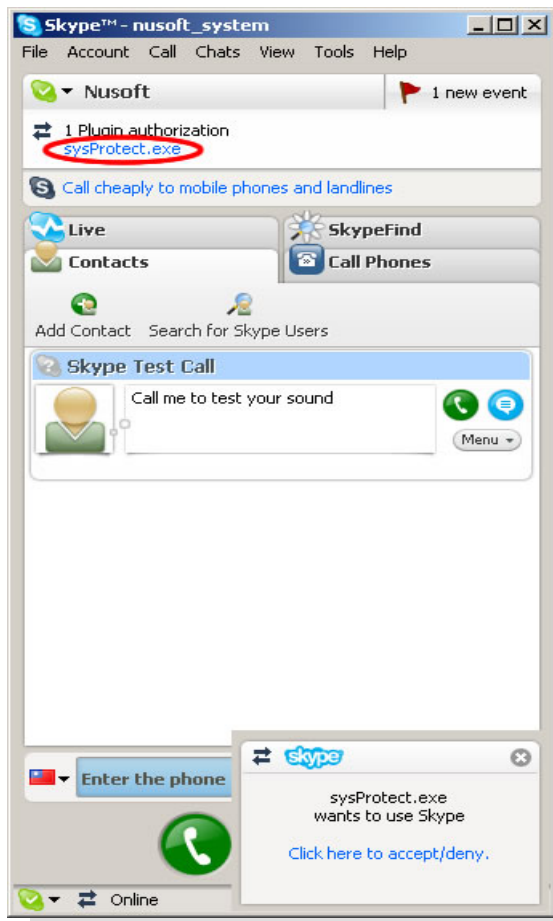


Figure 6 The Link to be Clicked



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

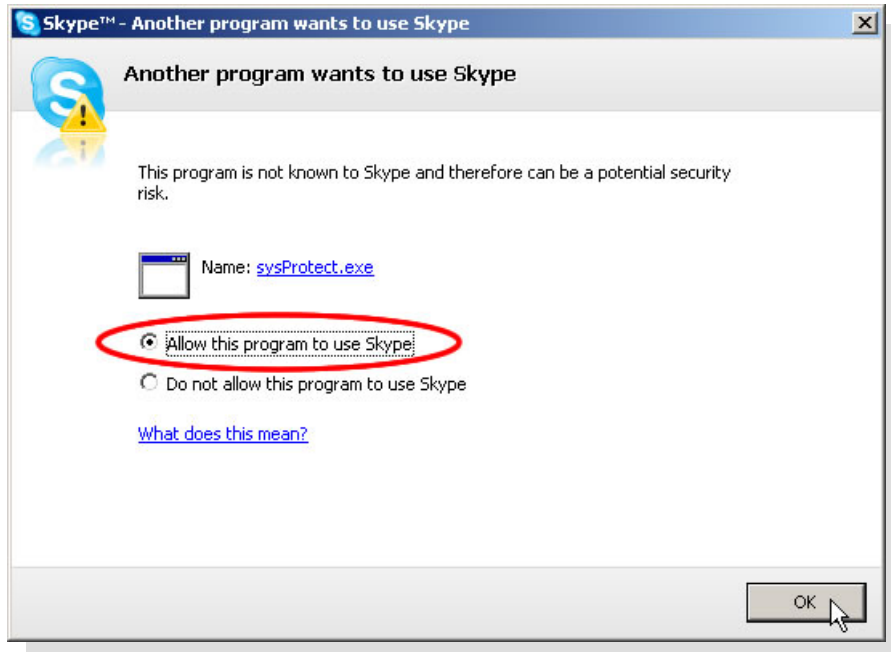


Figure 7 Selecting "Allow this program to use Skype"



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.

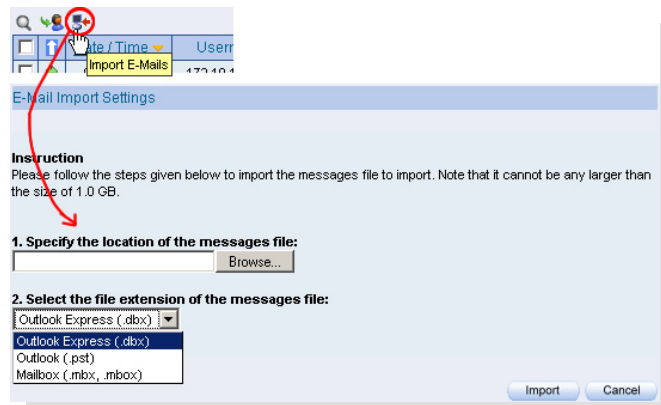


Figure 8 Importing Emails from an External Device

