CallRecorder

Administrator's Guide

CallReplay Quick Start Guide

Download

The address for downloading the installation kit is: http://call-replay.com/go/download

Install

Run the downloaded file (CallReplaySetup.exe) and follow the steps. You will be asked to set the Data Folder's path, which is where the call recordings and database will be stored. Please consider a large, RAID protected drive for this path.

After installation completes, a browser window will open. Here you must create an administration account and set a password for the account. **Please make note of the password**.

To access the CallReplay Administration site from the server console, go to Start > Programs > CallReplay and select *CallReplay Administration*. To open it from another computer use this URL:

http://CallReplayServer:port

The port number can be changed from the **Start > Programs > CallReplay > Site Configuration** utility

Configuring Licensing section

Before the call recorder can be used you need to add a valid software license file.
If you need an evaluation license, please contact your reseller or send an email at *info@call-replay.com*
There are two kinds of license files:

- .**lix** is a generic license file, not-activated or bound to any computer. Production licenses must be activated before being used.
- .**bind** is an activated production license file, which only works on the computer where it was activated.

To add a new software license file, open the CallReplay Administration page, select **System > Licensing > License** from the menu, then click the **Upload & Activate** button. The license fill will be automatically activated if necessary and stored in the {**DataFolder**}/Licenses directory.

If the licensing software cannot contact our web site for license verification, please open the *Manual Activation* link (*http://lix.call-replay.com/Lix/ManualActivation*) on a computer with Internet access and fill in the requested information. If you have not a valid license, your license is expired or the application is stopped, you will see some warnings showing the problem.

Call Manager PBX section

PBXs Configuration Page allows management of Cisco CallManagers and other supported telephony controllers.
To add a PBX select Recording > CallManagers (PBXs) from the menu and press **Add PBX** button.
Fill in the required fields as follow:

1. Add all the IPs of CallManagers in a cluster
2. Set its type to either Cisco CallManager, Cisco CallManager Express or SIP.
3. Enter the PBX version.
4. When using Cisco UCM > 5.0 you have the option to choose between *passive* (SPAN) *call recording* and *active* (forked) *call recording*.

For Cisco CallManager (not Express) version > 5 you could configure the active recording (forked recording) method. This method will be detailed below, for all other methods please read the full CallReplay Administrator's Guide.

Configuring Forked Recording

Requirements: CUCM version 6.0 or higher and 3rd generation Cisco phones with Built-In-Bridges:

- 7906G, 7911G, 7921G with Aug 2008 maintenance update
- 7925G, 7931G, 7941G, 7941G-GE, 7942G, 7945G, 7961G, 7961G-GE, 7962G, 7965G, 7970G, 7971G-GE, 7975G
- IP Communicator 7.0(1) (and later)
- 7940, 7960 are **not** supported (use SPAN recording for these models or replace them)

Go to Recording > CallManagers (PBXs) . Select the PBX and press **Edit** button. In the protocols list disable all other protocols excepting *Cisco Forked Recording* protocol. Press **OK** button to close the PBX detail form, then click on the **Forked Recording** button next to the PBX you have just defined.
This wizard will create an application user for CallReplay (default value is *CallReplay*), a phone service (default name is *CallReplay Phone Service*), a SIP trunk for CallReplay, a route pattern, will subscribe the phones to CallReplay phone service and will configure the phones to be recorded.

1. Fill in the CUCM administrator user name and password. Press **Connect** button.

Cisco CM Forked Recorder Configurator ✕

Login | Auth & Service | Recording Trunk | Phones | Status

CUCM Address: 10.1.0.85

CUCM Admin username: CCMAdministrator

CUCM Admin password:

Remember Password: ☐

Connect

2. Select the correct IP for the *CallReplay Phone Service* and the application name which will be created. Press the **Continue** button.

Cisco CM Forked Recorder Configurator

Login | Auth & Service | Recording Trunk | Phones | Status

Recorder application user:

Name:	CallReplay8
Password:	********

Phone Service:

Name:	CallReplay8 Call Recorder
Description:	CallReplay Call Recorder
Phone service Address (this):	10.0.100.105
URL:	http://10.0.100.105:8080/CallRecorder/phoneService

Continue

3. Here you must select the correct *CallManager Group*, *Recorder Extension* for CallReplay, the *IP address* of the CallReply recorder, *CSS* and *Device Pool* for recorded phones, *Security Profile*, *SIP port* of Callreplay and the *RTP port range* used by CallReplay for receiving audio streams. The recorder extension must have the same number of digits as recorded extensions. Press **Next** button.

Cisco CM Forked Recorder Configurator ✕

Login | Auth & Service | Recording Trunk | Phones | Status

Recording Profile:

Name:	CallReplay8 recording profile
Calling Search Space:	▼
Call Manager Group:	Default ▼
Recorder Extension:	5555

SIP Trunk:

Name:	CallReplay8_SIP_trunk_10.1.0.105
SIP recorder host (this):	10.1.0.105 ▼
Device Pool:	Default ▼
Security Profile:	Non Secure SIP Trunk Profile ▼
SIP port:	5061
Global RTP port range:	25000 to: 30000 (channels: 2500)
Recording Notification Tone:	☐ To Agent ☐ To Other Party (cluster global)

Route Pattern:

|	
Description:	CallReplay route pattern
Pattern:	5555
Gateway:	CallReplay8_SIP_trunk_10.1.0.105

[Continue]

4. Here you have a list of a non-managed phones (left side) and the list of managed phones (right side). Select from the non-managed list the devices you want to be recorded and add them in the the managed phone list. When a managed phone has the *Record* check box selected it will be recorded. Otherwise the device will NOT be recorded even it is in managed phone list. Similarly for *Service* check box. When that check-box is selected, the phone will be subscribed to *CallReplay Phone Service* (see step 2), which will become available on the *Service* button (on the phone). Thus we can control recording and monitoring independently for each phone. You can filter the phones by any of the columns displayed, i.e. Phone **Name**, **Description** or **Extension**. Click the **Continue** button to process this selection.

Cisco CM Forked Recorder Configurator

| Login | Auth & Service | Recording Trunk | Phones | Status |

Filter: [   ]

Non-managed phones:

Name	Description	Number
SEP0015F9B27711	Auto 1000	1000
SEP00261896F04C	Auto 1001	1001
SEP0017E0141E45	Auto 1002	1002
SEP001873A8C72F	Auto 1003	1003
SEP10BD18009D90	Auto 1004	1004
SEPF46D0448A0D3	Auto 1005	1005

Managed phones:

Record	Service	Name	Descri...	Num...
☐	☐			
☑	☑	SEP000C29620	Auto 1006	1006

[>] [<] [>>] [<<]

☐ Force full reconfiguration   [Continue]

5. After the configuration changes were processed, please verify the error messages. If every phone was processed correctly, close the *Cisco CM Forked Recorder Configurator*.

How to Test

Use one of the phones configured through *Cisco Forked Recorder Configurator* to make a call. Go to Playback > Replay Calls to see the list of the recorded calls. That call should be displayed, using black color. Click on the Speaker icon to listen to it.
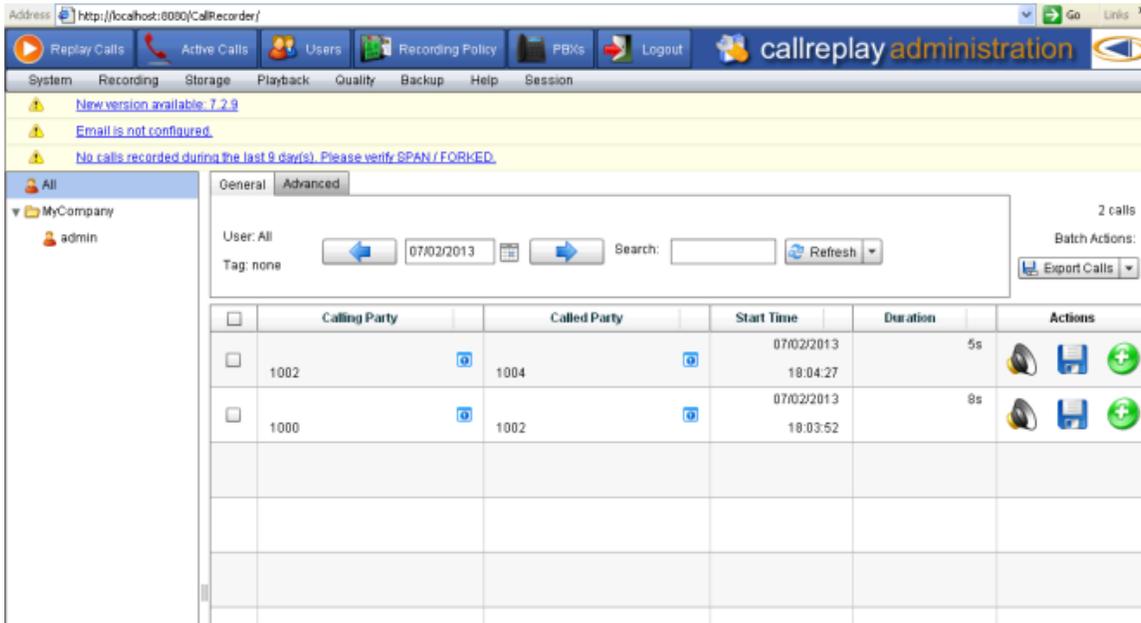
If you cannot find the test call, run again *Cisco Forked Recorder Configurator* and verify:

1. on the step 3, the *Recorder Extension, CSS*, *Device Pool*, and the *SIP port.*
2. verify on the step 4 if you have selected the correct device for recording, check *Force full reconfiguration* opti on to force pushing the recording configuration to the selected devices.

Administration Guide

A complete administration guide can be found from the following link: http://wiki.call-replay.com/display/CallReplayM anual

Contact Technical Support

Please first contact your reseller from whom you purchased the software. Global CallReplay Technical Support can be contacted from:

http://call-replay.com/go/support