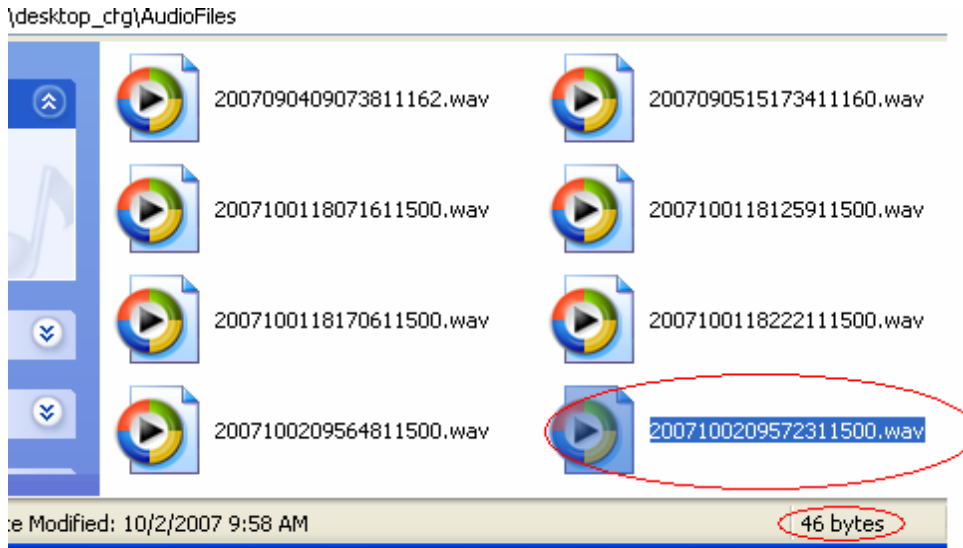


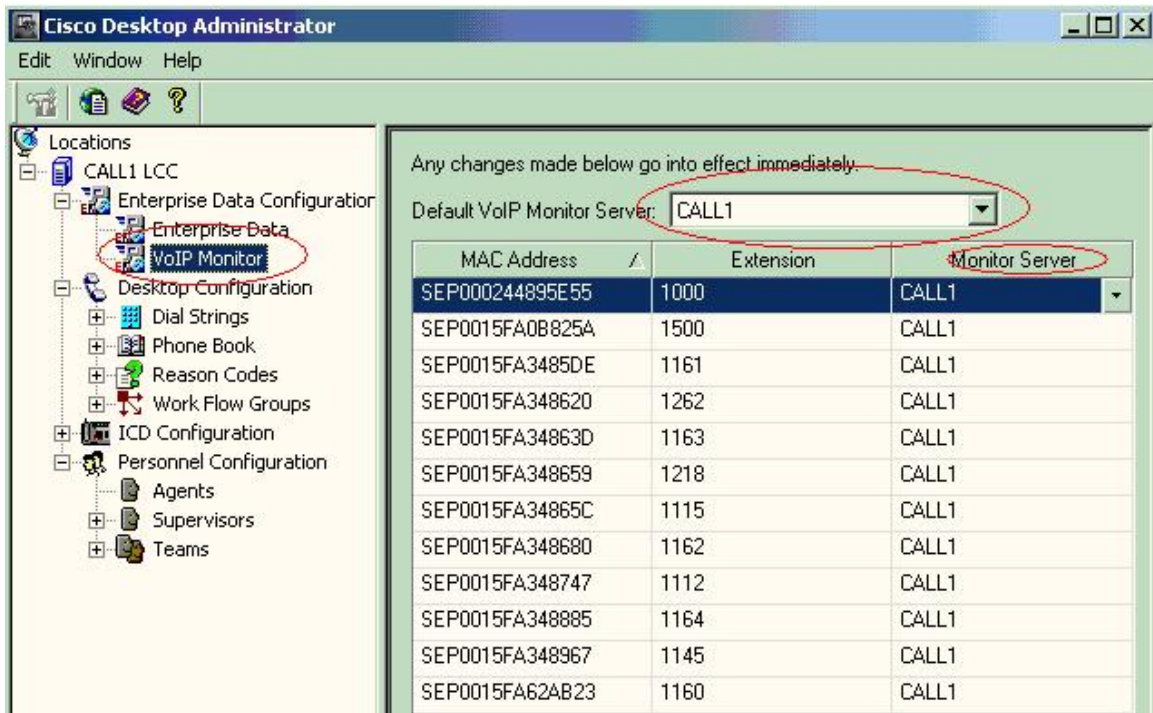
Result after supervisor record agent call.
Call time is about 5 minute

File name is time call recorded, but it contain no data (size=46byte)



My server "CALL1" install Callmanager 4.0 and IPCC 3.5
One NIC in use, other NIC is disabled

All IP Phone choose Voip monitor server is CALL1



PC is connected to IP Phone, IP Phone connected to switch

Ping from PC installed agent desktop to Server

```
Pinging CALL1 [192.168.19.200] with 32 bytes of data:

Reply from 192.168.19.200: bytes=32 time<1ms TTL=128
Reply from 192.168.19.200: bytes=32 time<1ms TTL=128
Reply from 192.168.19.200: bytes=32 time<1ms TTL=128
Reply from 192.168.19.200: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.19.200:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

I sure that all PC that agent installed can see all voice packet from IP Phone

Connect I use:

PC1---→ IP Phone1-----→ Switch

I use IP Phone 7960, it didn't have SPAN to PC Port like that

Display On Duration	10:30
Display Idle Timeout	01:00
Span to PC Port*	Enabled

So I config *PC Voice VLAN Access*

Product Specific Configuration	
Disable Speakerphone	<input type="checkbox"/>
Disable Speakerphone and Headset	<input type="checkbox"/>
Forwarding Delay*	Disabled
PC Port*	Enabled
Settings Access*	Enabled
Gratuitous ARP*	Enabled
PC Voice VLAN Access*	Enabled
Video Capabilities*	Disabled
Auto Line Select*	Disabled
Web Access*	Enabled

Before disable 802.1q encapsulation, I see all packet from IP Phone have 802.1q in frame

After disabled this function:

Result when I run sniffer from PC1 show that PC can see data stream from IP Phone. When IP Phone1 (192.168.19.241) receive phone from other person using softphone (192.168.2.55)

3561	46.496895	192.168.19.241	192.168.2.55	RTP	PT=ITU-T G.711 F
3562	46.503777	192.168.2.55	192.168.19.241	RTP	PT=ITU-T G.711 F
3563	46.517195	192.168.19.241	192.168.2.55	RTP	PT=ITU-T G.711 F
3564	46.524182	192.168.2.55	192.168.19.241	RTP	PT=ITU-T G.711 F
3565	46.536775	192.168.19.241	192.168.2.55	RTP	PT=ITU-T G.711 F
3566	46.544698	192.168.2.55	192.168.19.241	RTP	PT=ITU-T G.711 F
3567	46.556836	192.168.19.241	192.168.2.55	RTP	PT=ITU-T G.711 F
3568	46.562270	192.168.2.55	192.168.19.241	RTP	PT=ITU-T G.711 F
3569	46.577193	192.168.19.241	192.168.2.55	RTP	PT=ITU-T G.711 F
3570	46.582771	192.168.2.55	192.168.19.241	RTP	PT=ITU-T G.711 F
3571	46.596896	192.168.19.241	192.168.2.55	RTP	PT=ITU-T G.711 F

⊕	Frame 3568 (214 bytes on wire, 214 bytes captured)
⊕	Ethernet II, Src: Cisco_d0:7b:fc (00:0f:35:d0:7b:fc), Dst: Cisco_0b:82:5a (00:15:fa:0b:82:5a)
⊕	Internet Protocol, Src: 192.168.2.55 (192.168.2.55), Dst: 192.168.19.241 (192.168.19.241)
⊕	User Datagram Protocol, Src Port: 24642 (24642), Dst Port: 17668 (17668)
⊕	Real-Time Transport Protocol

All packet is not have 802.1q encapsulation because I disabled it. So Nic can process packet and forward to upper layer to process.