

Cisco Active Recording

The Red Box Recorders solution is verified by Cisco for recording of IP telephony using Cisco's Duplicate Media Streaming (DMS) technology via SIP trunking. This document describes the steps required to configure this solution.

Overview

Most of the configuration required to enable recording using Cisco DMS is done through Cisco Unified Communications Manager (CUCM). This document describes the steps required. Please note, these steps should be carried out by someone suitably trained in using the CUCM and are provided as guidance only.

3rd Party Requirements

- CUCM version 6.1.x or higher
- Any 3rd generation IP phone that supports the Built in Bridge (BIB)

RBR Requirements

- Red Box version 9B SP2 or later
- A Cisco Active record license must be purchased from Red Box Recorders

Creating a SIP Trunk and Enabling Recording

Creating the SIP Trunk

1. From the System menu, select System, Security Profile, SIP Trunk Security Profile. Change the Outgoing Transport Type to UDP and click on Save.
2. From the Device menu, select Trunk.
3. Click Add New, select SIP Trunk and Device Protocol as SIP.
4. Click Next. Give the new Trunk a name (e.g. RedBoxTrunk) and select Default as the Device Pool. Enter the IP address of the Red Box Recorder that will be recording these calls. You should leave the Destination Port as 5060 unless instructed otherwise. The SIP Trunk Security Profile should be set to Non Secure SIP Trunk Profile. The SIP Profile should be set to Standard SIP Profile. Finally, click Save.
5. Click Reset as requested.

Creating the Route Pattern

1. From the Call Routing menu select Route/Hunt and then Route Pattern.
2. Click Add New. Enter a suitable, unused Route Pattern (e.g. 9999) and select the Gateway/Route List that was created earlier (e.g. RedBoxTrunk) and select Save. An informational message may be displayed, just click ok.

Creating a Recording Profile

1. From the Device menu, select Device Settings and then Recording Profile.
2. Enter a suitable name for this profile (e.g. RedBoxRecordingProfile) and set the destination Route Pattern that was created earlier (e.g. 9999), then click Save.

Enabling Phones for Recording

1. From the Device menu, select Phone. Click Find to show the list of phones.
2. Click on a phone that you wish to enable for recording.
3. Set the Built in Bridge (BIB) to On and Privacy to Off and then click Save.
4. Do not reset the phone just yet; instead click on the Line on the phone you wish to record.
5. Set the Call Recording Option to Automatic Call Recording Enabled. Set the Recording Profile to the one created earlier (e.g. RedBoxRecordingProfile) and then click Save.
6. Now Reset the phone, by pressing the Reset button and following the prompts.

Other Settings

1. The Red Box Recorder does not currently support G.722 audio, so this needs to be disabled. This can be done across the system, by selecting the System menu, Enterprise Parameter's and then changing the Advertise G.722 codec to Disabled.
2. Reset the phones to be recorded so that they do not advertise G.722.

Create the CTI Enabled User

1. Log into the CUCM with the required credentials.
2. Select the User Management Menu and click End User.
3. Click on Add User.
4. Enter a suitable User ID (e.g. redboxCTI) and password and then click Save.
5. Scroll down and press the Device Association button.
6. Find the devices you would like to record.
7. Place a tick next to each required device.
8. Click on Save / Selected Changes.
9. From the User Management menu, select User Group.
10. Click Find to show all the User Groups.
11. Click on Standard CTI Enabled and then Add End Users to Groups.
12. Find the user we created earlier (redboxCTI), select that user and click Add Selected.

Installing TAPI

1. From the Applications Menu, select Plugins and then click Find.
2. Click Download next to the Cisco Telephony Service Provider (TAPI).
3. Save the CiscoTSP.exe file to a suitable location.
4. Run the downloaded file and follow the on-screen prompts. All the defaults can be accepted and there is no need to enter any TFTP details.
5. From the Windows Control Panel, select Phone and Modem Options.
6. If this is the first time you have been to these options, you may need to fill in your area code and dialling rules etc.
7. Select the Advanced tab and look for the CiscoTSP001.tsp. Click this line and press Configure.
8. From the User tab, enter the user credentials for the user we created on the Call Manager earlier (e.g. redboxCTI).
9. Enter the required details on the CTI Manager tab (usually the IP address or host name of the Cisco Call Manager).
10. The OS now needs to be restarted. This is best done through the recorder's browser user interface (from the control / recorder menu).

Installation Complete

Your installation is now complete. All calls made or received on the configured phones will now be recorded.