

OAISYS Recording Server

Tracer/Talkument RTP Packet Capture

Overview

The purpose of this document is to guide a technician on how to configure an OAISYS Recording Solution to record calls via RTP Packet Capture (VoIP Generic).

Section 1: Requirements / Prerequisites

- ? OAISYS Recording Server with version 6.0.1531 or later.
- ? VoIP Call Recording Licensing.
- ? Second NIC Card in OAISYS Server.
- ? Managed Network Switch with Port Mirroring.

For all other questions regarding OAISYS RTP Capture, please contact Technical Support at 888-496-9040, option 4 for support.

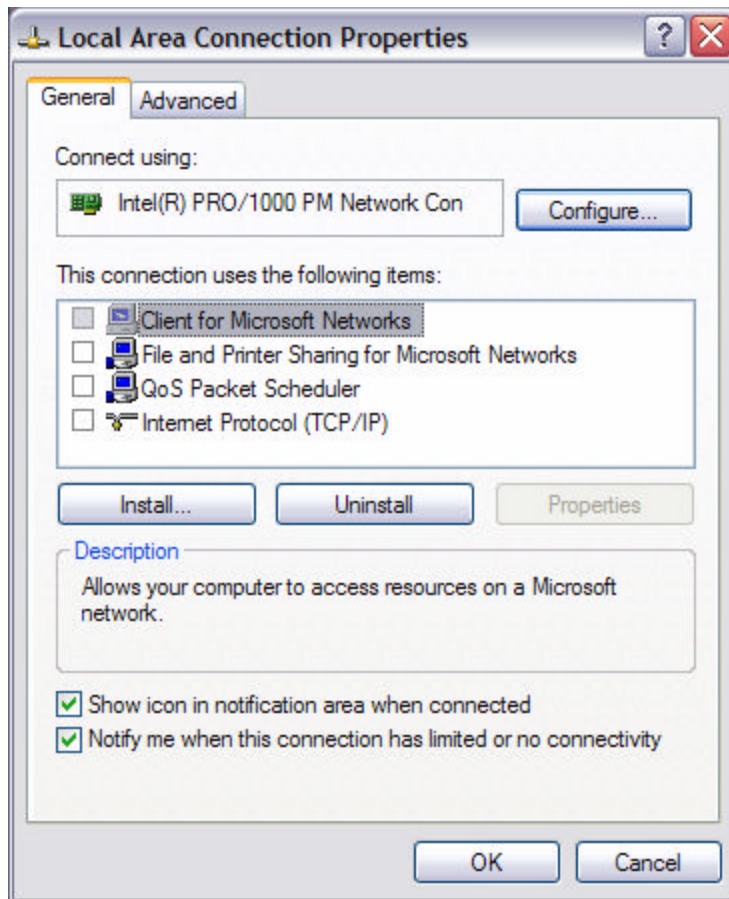
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Section 2: Configuration

Be sure to configure the managed switch for port mirroring. The source port should be the port which the PBX voice network card is plugged into. This ensures that we are seeing packets to all phones that are communicating with the PBX. The destination port should be the port which the OAISYS Server's second NIC is connected to.

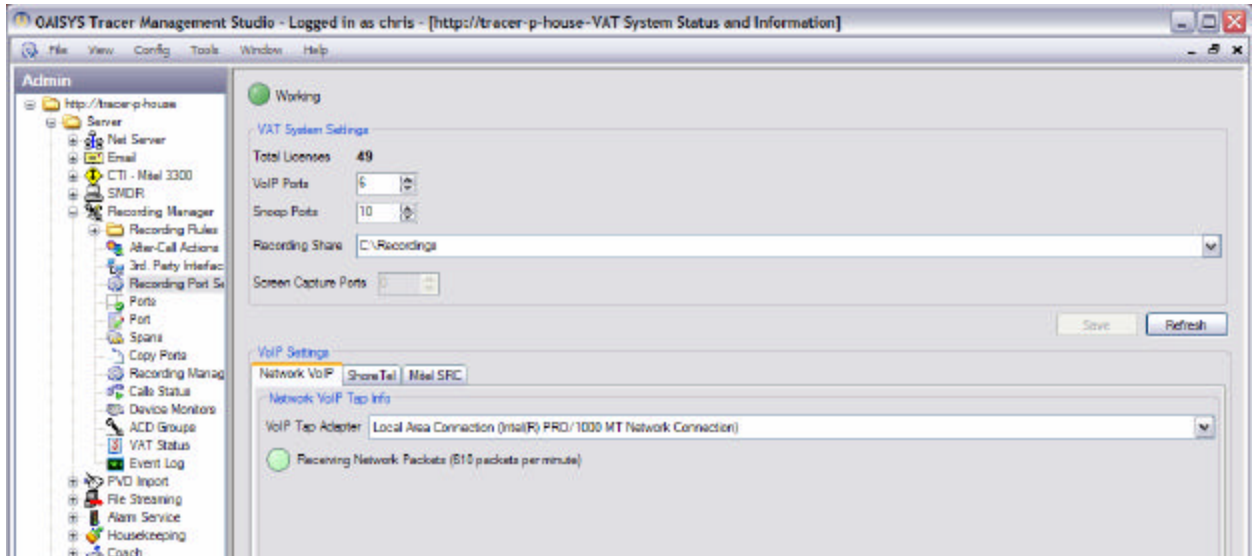
Make sure that the TCP/IP Stack is disabled on the Seconds NIC:



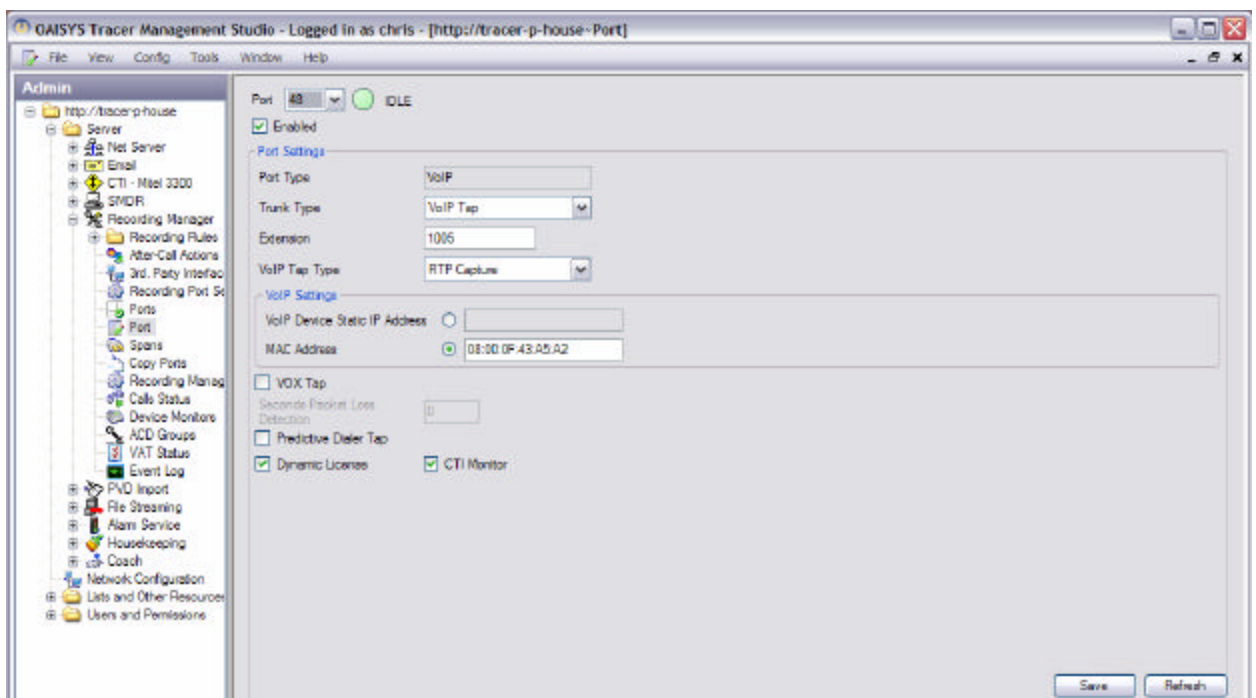
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Next, log into OAISYS Management Studio as a system administrator. Go to the Recording Port Settings, and configure the system for Network VoIP Capture by choosing the correct NIC for packet capture as shown, and click Save:



Next, continue on to the Port Programming. Be sure to select a port designated for VoIP Capture, and enter in the extension information. Then use the drop down menu to select the VoIP Tap Type and choose RTP Capture. Then enter in either the device's Static IP Address or MAC Address, then click "Save":



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Section 3: Notes

- If this OAISYS Recording Solution is NOT integrated to a PBX via CTI integration – be sure to place the Recording Ports into VOX Tap mode. This allows us to listen only for the packets coming from the device (extension) itself rather than waiting for CTI events from a PBX.
- WireShark may be necessary to troubleshoot Network Capture failures. WireShark can be downloaded here:
<http://www.wireshark.org/>
- It is sometimes necessary to restart the OAISYS server once the ports have been programmed in order to start the monitors on the extensions to be recorded. Once complete, make test calls to verify the configuration.
- For more information regarding RTP Capture, please see the RTP General Information Document.

If Technical Assistance is required, please call 888-496-9040, Option 4 For Support.