adportas
RecKall
v. 8

Passive Recording Module

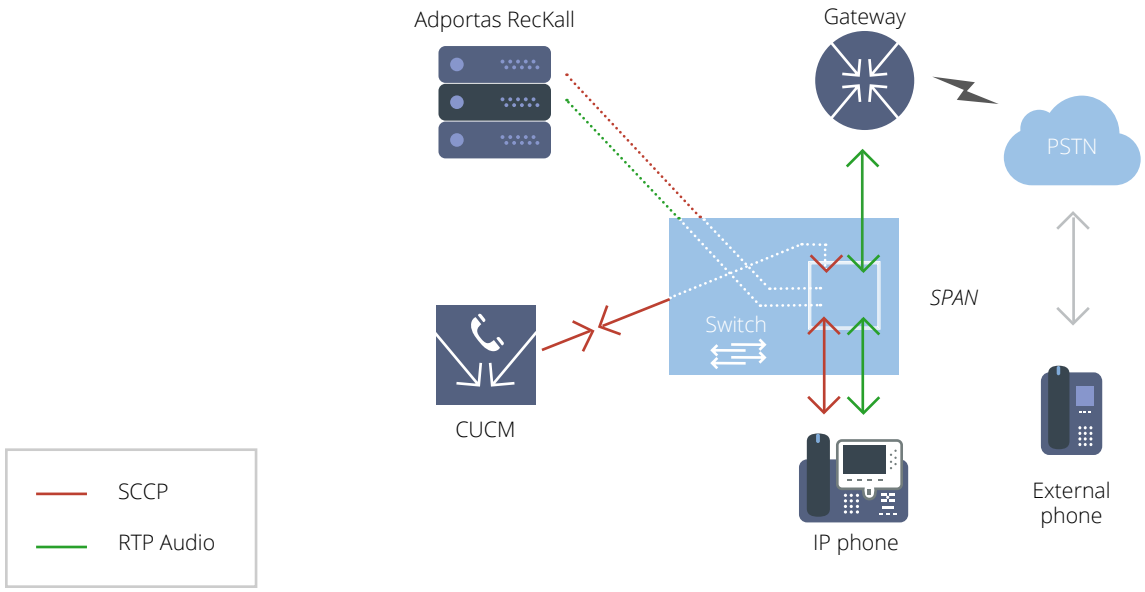
1. Description.

Passive Recording is a form of recording incoming and outgoing calls, in permanent mode or on-demand, that captures audio flows over *SPAN* (*Switch Port Analyzer*), a way of monitoring network traffic. Using an active mirror, the switch sends a copy of all the network packages seen by a port (or a complete *VLAN*) to another one where the package may be captured by the *Adportas RecKall Passive Recording* server.

The *SPAN* can be enabled in those ports connected to the *Cisco Unified Communications Manager* (Unified CM), to *Cisco* Voice Gateway or to *Cisco IP* phones, as required.

Optionally, using an application installed in each user's PC, *Adportas RecKall* is able to record the screen activity during the call, attaching the synchronized audio and video files and allowing later reproduction from the administrating web interface.

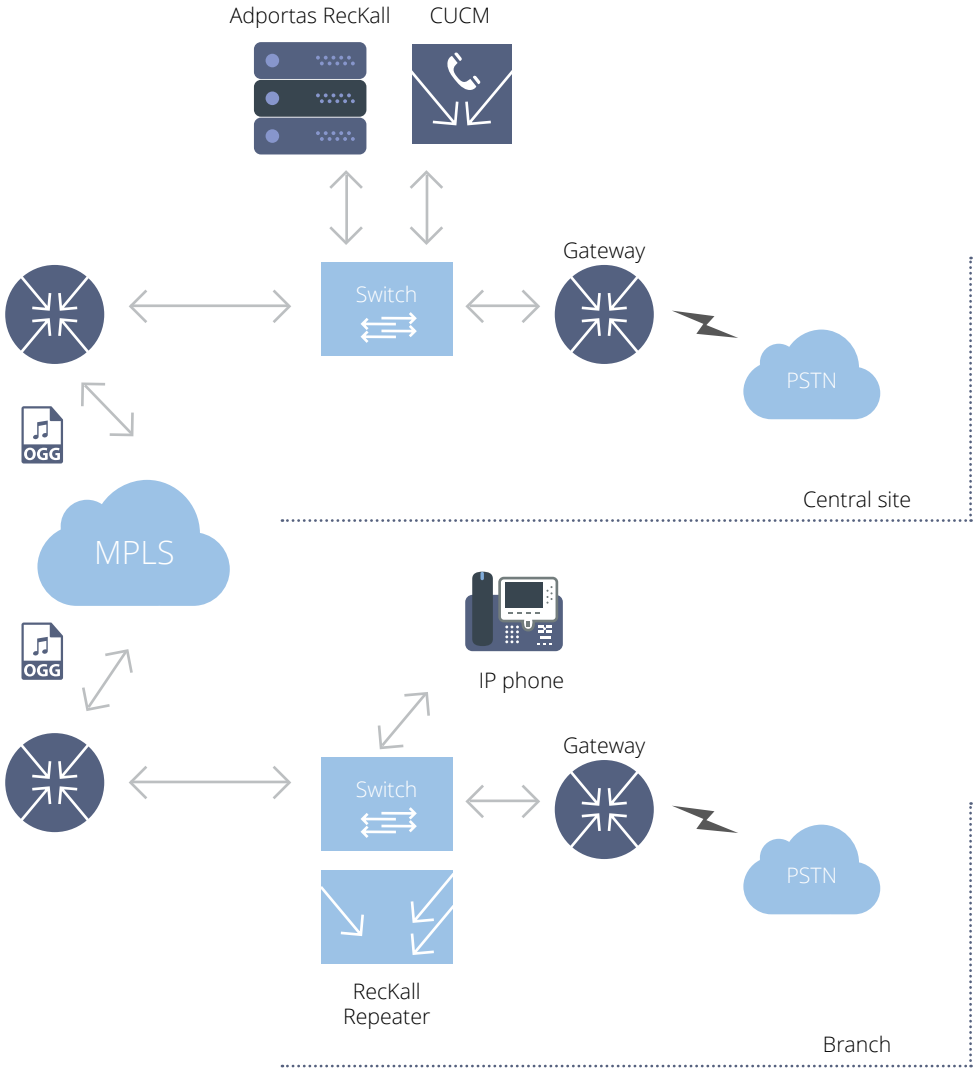
2. *Adportas RecKall* architecture.



SPAN recording.

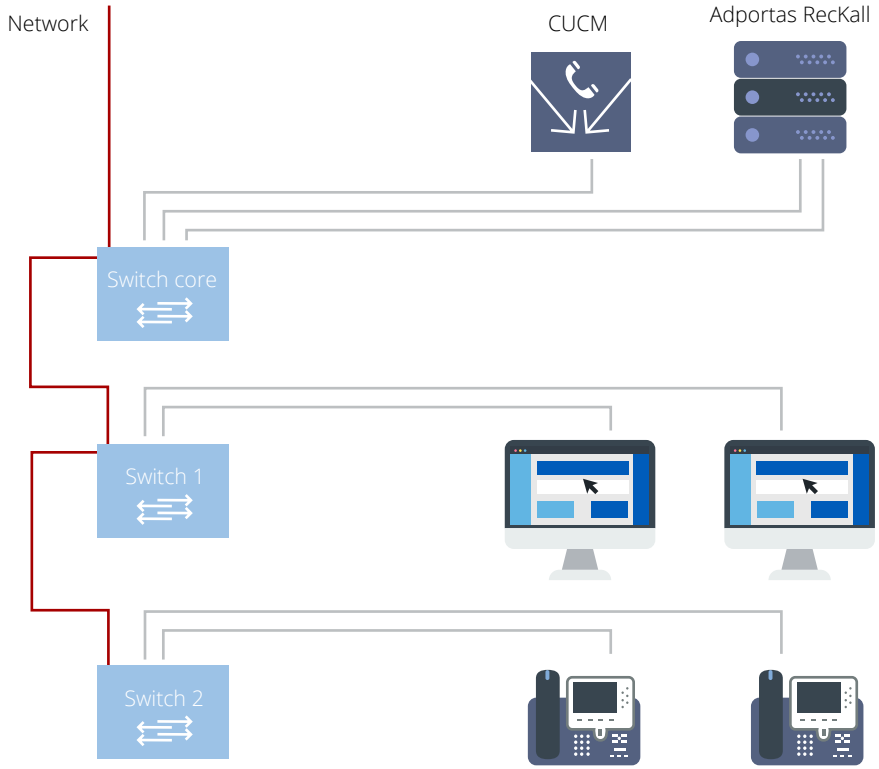
a. Configuring switch ports for the *Adportas RecKall* central server.
b. Configuring network ports for each monitored *IP* phone.
c. *SPAN* enabling in *CUCM*.
d. Once all parameters are configured, the audio flow (*RTP*) generated by any monitored phone will be copied to and captured in the *Adportas RecKall* server.

3. Architecture for branch offices.



a. Configuring switch ports for the *Adportas RecKall* central server.
b. Configuring network ports for each monitored *IP* phone.
c. *SPAN* enabling in *CUCM*.
d. Installation of *Adportas RecKall* server (repeater) with the same network configuration than the central server in every branch office.
e. The repeating server captures audio flow and sends them as data packages over *MPLS* network to the central server for centralized storage.

4. *Adportas RecKall RSPAN* architecture.



RSPAN switch configuration.
There are three switches in the network:

***Switch Core*:** composed of the *CUCM* and *Adportas RecKall* server. One of its network cards is connected for device routing (normally eth0), and the other network card for recording (normally eth1).

***Switch* 1:** work stations.

***Switch* 2:** telephones.

In this case, the following must be applied for each switch:

***Switch* 2 (telephones):**
1. Configuring a remote *SPAN VLAN* named *Adportas RecKall.*
2. Configuring a monitoring session indicating the origin of the ports connected to the telephones and remote *SPAN VLAN* as destination.

***Switch* 1 (work stations):**
Configuring a remote *SPAN VLAN* named *Adportas RecKall*.

***Switch Core*:**
1. Configuring a remote *SPAN VLAN* named *Adportas RecKall.*
2. Configuring a monitoring session with remote *SPAN VLAN* as origin and the switch gate where the *Adportas RecKall* server connects to the recording network card (eth1) as destination.

5. Main characteristics.

5.1 Recording.

· Passive recording mode
· Recording of incoming and outgoing calls, both internal and public network
· Permanent recording
· On-demand recording
· Screen activity recording (optional)
· Encrypted call recording
· Transferred call sequence and conference recording
· Video call recording

5.2 System.

· *Linux CentOS* 6 or higher
· Compatible with CUCM version 8.0 or higher
· VMWare compatible
· Main site and branch office integration
· *G.729A, G.711 µ-Law* and *G.711 A-Law CODECs* support
· Open or encrypted storage formats: PCM (*CODEC* G 729), WAV (*CODEC* G 711) and OGG (Speex *CODEC*)
· Audio file compression (1:10)
· Optic media, shared folders and external systems backup
· Recording system (capturators/concentrators) on high availability

5.3 Administration web interface.

· Search by counterpart *ANI*, extension, type of call, date, duration, cost center, login, metadata
· Integration of additional metadata
· Multiple profiles for flexible configuration of users and supervisors
· Monitoring specific *ANIs*
· Administration of recording groups (cost center)
· Mark tags during playback to find points of interest
· User activity traceability
· System health control panel and reports

Requirements

***Adportas RecKall* server**
Remore access via *VPN*
Cisco IP telephones
SPAN enabling

CallManager V.8 or higher
Port mirroring for recorded extensions
Two networks ports for central recording server
Supports phones with *G.711 A-Law, G.711 µ-Law* or *G.729A CODECs.*

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