

# CISCO ACTIVE IP RECORDING SOLUTION

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## 1 Introduction

CyberTech delivers several Cisco VoIP recording solutions. Each solution is highly reliable, easy to install and economical in use. Each solution uniquely enables organisations to achieve the highest levels of flexibility, quality assurance and liability protection while supporting existing hardware and infrastructure.



This document is intended to provide an overview of the CyberTech Active IP Recording solution. Other methods for Cisco IP recording offered by CyberTech are:

- Passive IP Recording: IP recording using the SPAN port of the network switches and dependant on IP/MAC addresses for recording.
- Extension-based Passive Recording: This is a specific case of Passive IP Recording based on a list of extensions to be recorded. It supports Extension Mobility and is non dependant on phone IP/MAC addresses for recording. Extension mobility allows to logon to any phone with a Login ID. A user will be then available at any phone via his extension.
- Selective Gateway Recording: IP recording based on spanning the audio from one or more gateways and receiving the related call information from the Cisco Call Manager.

## 2 Overview

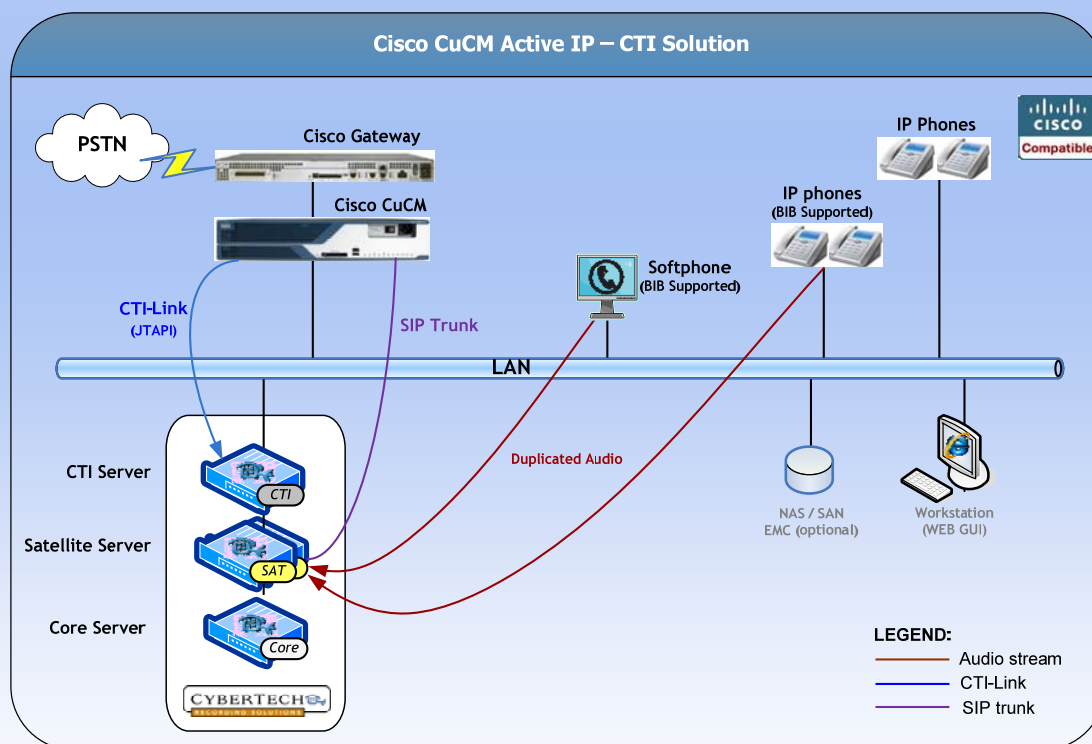


Figure 1: CyberTech – Cisco Active IP recording overview

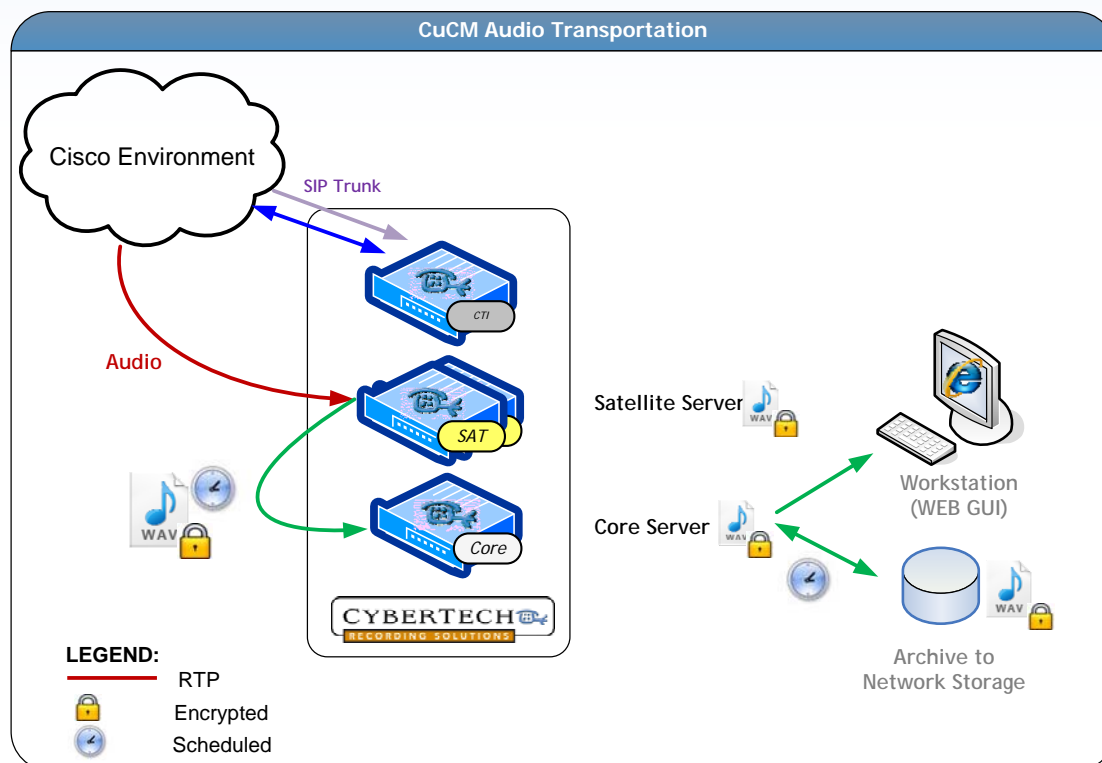


Figure 2: CyberTech – Cisco Active IP Audio Transportation

## 3 Features

- Calls to be recorded are duplicated from the extension and streamed via a SIP trunk actively terminated at the recording system
- Call details are read from the JTAPI interface (the Cisco Call Manager CTI connection).
- The JTAPI connection is used for the Cisco selective recording facility (from Call Manager version 6.x)
- The duplicated audio stream sessions are initiated by the Cisco Phone
- Support of Cisco "Shared Lines" (Shared lines are configured by assigning the same phone number to multiple lines)

### 3.1 Secure Recording

- Secure SIP trunk support (TLS) (Requires CuCM v7 or higher)

### 3.2 Call Details

Cisco Call Data	Supported
Call ID	X
Called Party	X
Calling Party	X
Conference Party's	X
Target	X

### 3.3 Codec's

Codec	Supported
G711	X
G729	X
G722	X
G723.1	X

### 3.4 Resilience

#### CTI Server (N + 1)

CTI Resilience requires 1 CTI link from the Cisco Call Manager. The CTI Resilience consists of one Active CTI and one Standby CTI server. In case the Active CTI fails, the Standby CTI will be activated.

#### Satellite Server (N + 1)

Satellite Resilience requires a maximum of 1 Standby Satellite. In case an Active Satellite fails, the Standby Satellite is automatically activated.

## 4 Requirement from Cisco

- Call Manager (CuCM) version 6.x or higher
- Third-generation IP Telephones (Supporting 'Built-in-Bridge' (BIB): 7906G, 7911G, 7921G with 8/2008 update, 7925G, 7931G, 7941G, 7941G-GE, 7942G, 7945G, 7961G, 7961G-GE, 7962G, 7965G, 7970G, 7971G-GE, 7975G, and IP Communicator 7.0(1) (and later) Please be aware other phones might be available, always check with Cisco for latest supported BIB phones.
- SIP trunk on the Cisco CUCM

## 5 Requirement from CyberTech

- VoIP/Monitoring licenses for each phone/extension that needs to be recorded
- CTI Server Software license for Cisco active VoIP recording\*
- At minimum 2 short size PCI(e) boards will be installed:
  1. 1 Server Solution (Core/Satellite/CTI) **1-64 Channels**
    - 2 PCI(e) Short Size slots required
    - 1 Server required for total solution
  2. 2 Server Solution (Core/Satellite + CTI) **65-168 Channels**
    - 2 PCI(e) Short Size slots required in Core/Satellite server
    - 2 Servers required for total solution
  3. Multiple server solution (Core +Satellite +CTI) **169 or more channels**
    - 1 PCI(e) Short Size slot required in Core Server
    - 1 PCI(e) Short Size slot required per Satellite Server
    - 3 Servers at minimum required (1 satellite server per 480 channels)
- CTI Server hardware requirements per CTI server for Cisco Active Voip are
 

▪ One Quad Core CPU, 2.0GHz, 2GB RAM	<b>Up to 240 targets</b>
▪ <u>Two</u> Quad Core CPU's, 2.0GHz, 4GB RAM	<b>Up to 720 targets</b>
▪ <u>Two</u> Quad Core CPU's, <u>2,53Ghz</u> , 4GB RAM	<b>Up to 1200 targets</b>
- \* Short size PCI(e) board that held the Cisco CTI license should be installed on the Core Server only. (Not on dedicated CTI server)

## 6 Limitations

- No recording of a secure RTP stream to recording system. (Available from CuCM version 8)
- Max 10.000 JTAPI connections possible (not only for recording). 2500 per CUCM, 10.000 max per CUCM cluster.

## 7 Certifications

The CyberTech Recording Solutions Release 5 have been tested and certified by Cisco for the following platforms:

Version	Verified Compatible Cisco Products	Date Tested	
<a href="#">CT5.4 / Cisco Active IP 3.2</a>	<u>Cisco Unified Communications - Enterprise</u> • Cisco Unified Communications Manager 7.1	December 14, 2009	
<a href="#">CyberTech Recorder (Pro/Myracle), CT5.3 / Cisco Active IP 3.1</a>	<u>Cisco Unified Communications - Enterprise</u> • Cisco Unified Communications Manager 6.1	December 14, 2009	
<a href="#">CyberTech / DSC, CT5.1.0</a>	<u>Cisco Unified Communications - Enterprise</u> • Cisco Unified Communications Manager 7.0	December 01, 2008	
<a href="#">CyberTech / DSC, CT5.1.0 / Cisco VoIP 17/ SIP VOIP 11</a>	<u>Cisco Unified Communications - Enterprise</u> • Cisco Unified Communications Manager 6.1	December 01, 2008	
<a href="#">CyberTech MynaVoice/ DSC, Release 3 / Cisco voip 11</a>	<u>Cisco Unified Communications - Enterprise</u> • Cisco Unified Communications Manager 5.1(x), Cisco Unified Communications Manager 4.2(x)	August 27, 2007	