MiaRec

Broadworks Integration-Guide

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1. Broadworks Recording Integration Guide

This guide describes the configuration procedures required for the MiaRec call recording system for interoperability with BroadWorks.

The MiaRec is a call recording platform that communicates with BroadWorks over the Session Initiation Protocol (SIP) interface and conforms to the SIP Recording (SIPREC) standard.

This guide describes the specific configuration items that are important for use with BroadWorks.

2. BroadWorks Configuration

This section describes the general steps required to enable BroadWorks for Call Recording.

2.1 Step 1. Add Call Recording Device on Application Server

Add the Miarec call recording platform to the system via the Application Server command line interface (CLI) under `AS_CLI/Service/CallRecording`.

Format of the command:

```
AS_CLI/Service/CallRecording> \
  add [name] [netAddress] [port] [transportType] [mediaStream] [schemaVersion] [port PORT] [videoSupport]
```

- **Name**: Provide a unique name for the call recording platform.
- **Net Address**: Provide the call recording platform SIPREC interface IP address or fully qualified domain name
- **Port**: Provide the call recording platform SIPREC interface IP port
- **Transport Type**: TCP (TCP is recommended, but UDP is supported as well)
- **Media Stream**: dual
- **Schema Version**: 3.0
- **Support Video Recording**: false

Example:

```
AS_CLI/Service/CallRecording>add MiaRec 1.2.3.4 TCP dual 3.0 false port 5080
```

The above example shows how to configure a single MiaRec server. In case of High Availability setup with multiple MiaRec servers, please contact MiaRec team for the proper instructions.

2.2 Step 2. Configure Group Call Recording Platform

Browse to **Group → Resources → Call Recording Platform**. Select the call recording platform added in the previous section and then click **Apply**.

System >Interoperability >MiaRec **Welcome Default Administrator** [Logout]

Options:
- Profile
- ▶ Resources
- Services
- Acct/Auth Codes
- Call Center
- Communication Barring
- Meet-Me Conferencing
- Utilities

Call Recording Platform

Assign the call recording platform for the group.

Saved

| OK | Apply | Cancel |

Use this recording platform: MiaRec

| OK | Apply | Cancel |

2.3 Step 3. Authorize Call Recording User Service to Group

Browse to **Group → Resources → Services**. Make sure that **Call Recording** is selected under **Authorized User Services**.

2.4 Step 4. Assign Call Recording User Service to User

Authorize the Call Recording service from the *Group → Resources → Services* page.

Browse to **Group → Resources → Existing User Services**. Make sure that **Call Recording** is selected under **User Services**. Alternatively, browse to **[user] → Profile → Assign Services** to assign the **Call Recording** service to an individual user.

2.5 Step 5. Configure User Call Recording Service

For each user configured with the Call Recording service, browse to **[user] → Call Control → Call Recording**. Configure the service settings as required.

broadsoft

System > miarec > miarec > Users : 9725980003@iopas.tekvizion.com

Options:
- Profile
- Incoming Calls
- Outgoing Calls
- ▶ **Call Control**
- Messaging
- Communication Barring
- Utilities

Call Recording

Call Recording allows you to record calls.

| OK | Apply | Cancel |

Record Call:
- ◉ Always
- ○ Always with Pause/Resume
- ○ On Demand
- ○ On Demand with User Initiated Start
- ○ Never

- ☑ Play Call Recording Start/Stop Announcement
- ☑ Record Voice Messaging

Pause/Resume Notification:
- ○ None
- ◉ Beep
- ○ Play Announcement

Recording Notification:
- ☑ Repeat Record Call Warning Tone Every [15] seconds

| OK | Apply | Cancel |

3. MiaRec Configuration

3.1 MiaRec Configuration

The capabilities of the MiaRec have been verified for use with BroadWorks based on the settings described in this section. For more information on the meaning, purpose, and applicability of individual configuration items, see the Admin Guide

3.2 Deployment Scenarios

MiaRec call recording software is deployed in the service provider premises as shown in the following diagram.
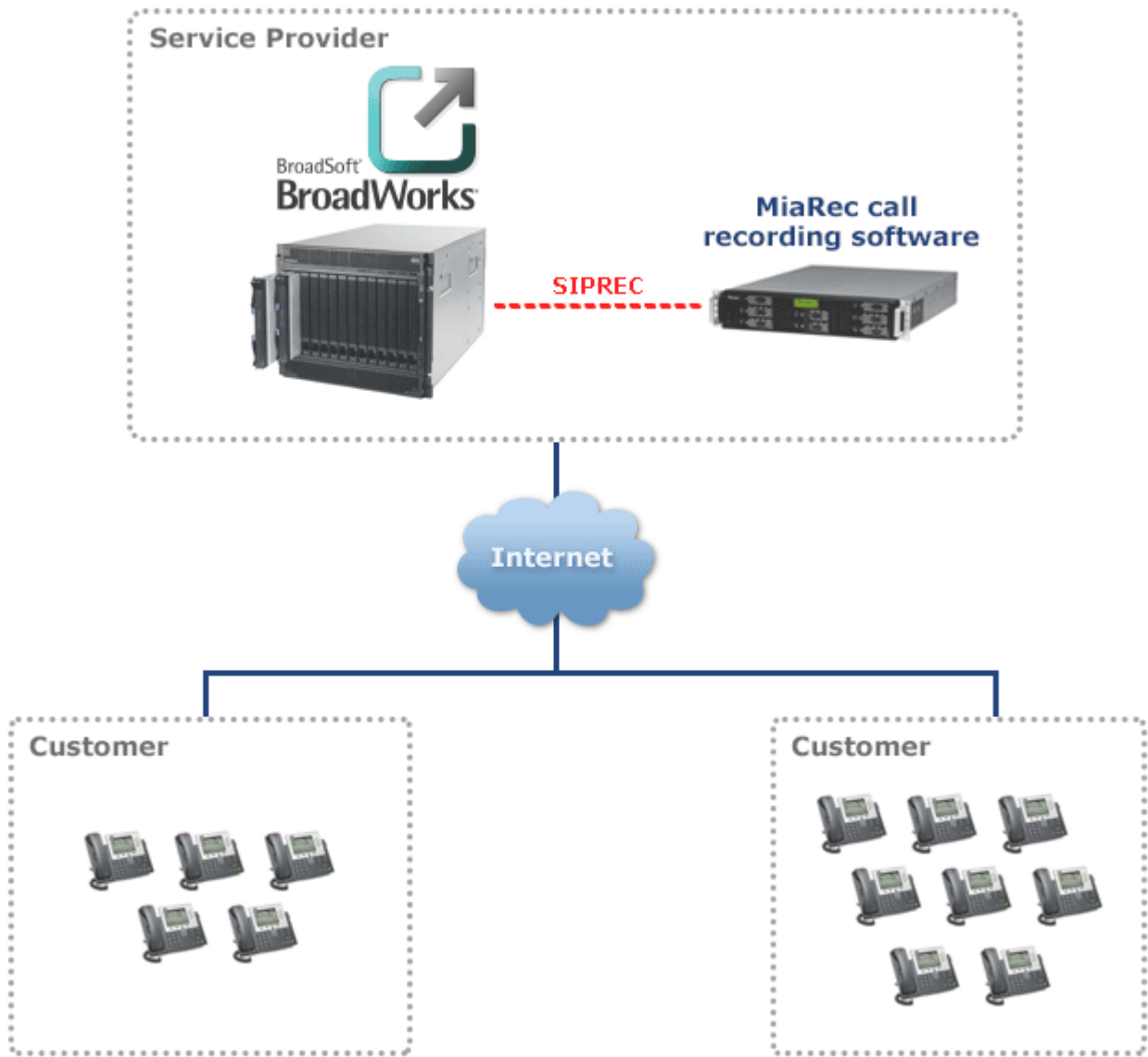
3.3 Configure SIPREC Recording Interface on MiaRec Server

In MiaRec web portal, navigate to **Administration** -> **System Configuration** -> **Recording Interfaces**.

Click the **Configure** link for SIPREC interface.

Administration > System Configuration > Recording Interfaces

Configure Recording Interface

Enable *	☑ Enable SIPREC recording
No-Audio Begin Timeout	240 seconds
	This timeout specifies how long to wait for the first RTP media packet before give up
No-Audio Normal Timeout	60 seconds
	In case of RTP transmission stopping, this timeout specifies how long to wait for RTP restoration before forcibly completing call recording
Signaling UDP port	5080
	Listening UDP port for SIPREC signaling (use 0 to disable UDP)
Signaling TCP port	5080
	Listening TCP port for SIPREC signaling (use 0 to disable TCP)
Begin RTP port	22000
	Begin UDP port range for RTP media
End RTP port range	23999
	End UDP port range for RTP media
Public Ip-address	
	Public IP-address if recorded is behind NAT. Otherwise leave empty
Session Timer update	☑ Enable Session Timer update (default is yes)

Save

3.3.1 3.2.1 Enable SIPREC Interface

Select the "*Enable SIPREC recording*" check box.

3.3.2 3.2.2 TCP/UDP port for SIPREC signaling

Change the "*Signaling UDP port*" and "*Signaling TCP port*" parameters according to the port configuration in section *3.1 Add Call Recording Device on Application Server*. By default, MiaRec is listening on port 5080 for both TCP and UDP signaling data.

3.3.3 3.2.3 UDP Ports Range for RTP Media Data

If necessary, change default values of UDP port range for RTP media packets. Edit the "*Begin RTP port range*" and "*End RTP port range*" parameters.

Make sure that the port range is large enough for anticipated number of concurrently recorded calls. One concurrent call requires one UDP port for single media stream recording and two UDP ports for dual media stream recording.

3.3.4 3.2.4 Dual / Single Media Stream

MiaRec software automatically supports both "dual" and "single" media streams from BroadWorks, as a result, there is no configuration necessary for this.

3.3.5 3.2.4 Public Ip-address

If MiaRec server is located behind NAT, then specify public-ip address which is used by Broadworks to establish SIPREC connection. Make sure that port forwarding is configured properly on your NAT router.

If MiaRec server and Broadworks are in the same network, then leave this parameter empty.

3.4 Configure Users

MiaRec supports multi-tenant configuration. Multiple tenant accounts may have own set of users, groups, roles, and extensions. Tenant users have access to data only within boundaries of own tenant account. Tenant's data is isolated from each other.

MiaRec provides self-service capability to tenants. For example, tenant administrator may reset own users' passwords, modify role permissions, move existing user into another group, etc.
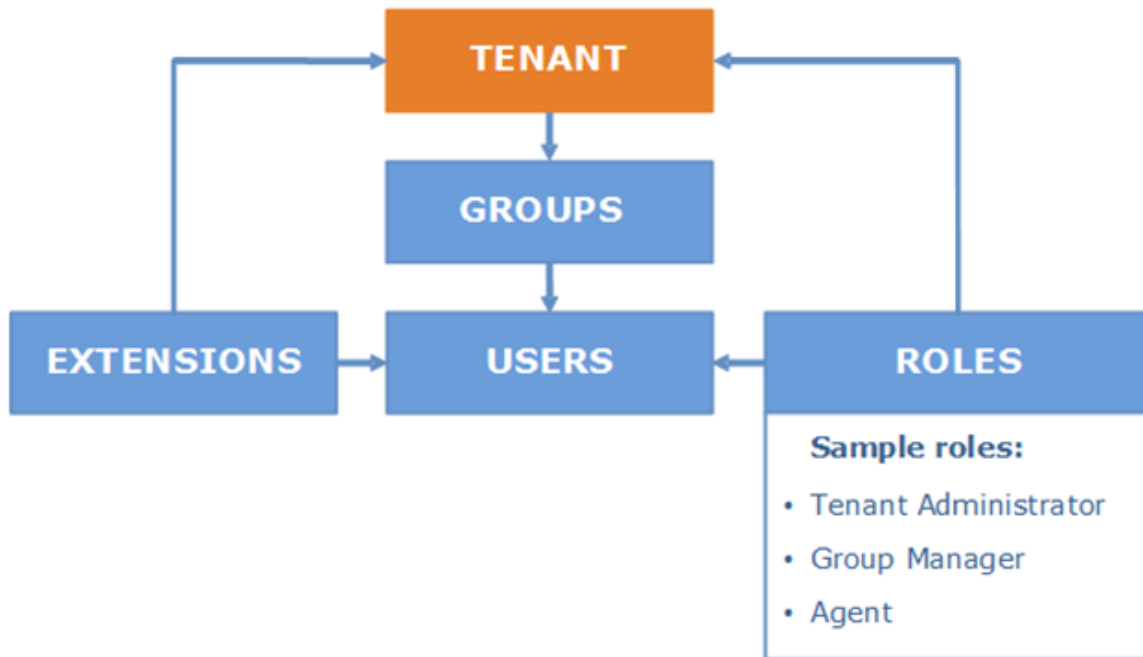
3.4.1 3.3.1 Add new tenant

In MiaRec web portal, navigate to **Administration** -> **User Management** -> **Tenants**, * *and click* *Add tenant**.

Once a tenant account is created, you can add Extensions, Users, Groups and Roles to it.

3.4.2 3.3.2 Add extensions to tenant

Open the extensions tab on a newly created tenant's profile page and click **Add Extension** or **Add range**.

Administration > Users Management > Tenants

Tenant «Star Assistance»

Edit Tenant   **Delete Tenant**

Tenant Name:	**Star Assistance**
Timezone:	**default**

LICENSING

Recording seats:	**10**
Monitoring seats:	**10**
Evaluation seats:	**10**
Recording sessions:	**0**
Monitoring sessions:	**0**

Users   Groups   Roles   Extensions

Search by Text		**Search** ▾

+ Add Extension   **+ Add Range**   **✕ Delete Extension**   0-11 of 11   ‹   ›

☐	EXTENSION	TENANT	ASSIGNED TO	
☐	88811001002	Star Assistance	Keri Meder	✎ Edit
☐	88811001003	Star Assistance	Pearly Philip	✎ Edit
☐	88811001004	Star Assistance	Thomasine Kennison	✎ Edit

Extension in MiaRec is a "phone number", "phone name" and/or "broadworks user id". It is recommended to use a broadworks user ids as extension in MiaRec software. This will allow you to change easily user's phone number without necessity to modify MiaRec configuration.

3.4.3 3.3.3 Add role

Each user in MiaRec system should be assigned a role. The role defines what system resources are accessible by the user and what operations are permitted on these resources.

Create at least one role for the tenant (for example, "User role"). Navigate to the tenant's profile page and click the **Add role** button.

Administration > Users Management > Roles

Add Role

Role Name *	User role	
Tenant	Star Assistance	▾
Access Scope *	Managed Groups	▾

Permissions

CHECK ALL | CHECK NONE

Configure System	Not allowed for this access scope
Access Logs	Not allowed for this access scope
Access Audit Trail	Not allowed for this access scope
Configure Tenants	Not allowed for this access scope
Configure Roles	Not allowed for this access scope
Configure Groups	☑ View ☐ Edit ☐ Delete — all | none
Configure Users	☑ View ☐ Edit ☐ Delete — all | none
Access Own Calls	☑ View ☑ Playback ☑ Trigger on-demand — all | none ☑ Categorize ☑ Add notes ☐ Set confidential flag ☐ Clear confidential flag ☐ Edit ☐ Delete
Access Other Calls	☑ View ☑ Playback ☐ Trigger on-demand — all | none

3.4.4 3.3.4 Add group

Create at least one group for each tenant. Navigate to the tenant's profile page and click the **Add group** button to accomplish this.

3.4.5 3.3.5 Add new user

Navigate to the tenant's profile page and click **Add user**.

On the user's profile page, you can specify recording settings (like "record always", "record on-demand only" or "never record") as well as web-access settings (login and password).

Edit User «David Amado»

User Name *	David Amado
Active? *	☑ Yes, user is active
Role *	Supervisor ▾
Group *	Supervisors ▾
Managed Groups	✕ Sales Department ✕ Back Office
Email	
Timezone	- Default - ▾

RECORDING SETTINGS

Record *	⦿ Yes ○ On-demand only ○ Never ○ Default
Record Direction	☑ Inbound ☑ Outbound
Extension *	21311002100 ✕
	Add Extension

WEB ACCESS SETTINGS

Allow Web Access? *	☑ Yes
Authenticate With *	⦿ MiaRec Password ○ LDAP Directory Service

3.5 Configure Firewall on MiaRec Server

Create the exception rules in firewall for the following ports:

- **Port 80 (TCP)**: Web interface to MiaRec call recording system. This port can be changed during or after installation.

- **5080 (TCP); 5080 (UDP)**: TCP and UDP ports for SIPREC signaling data. These ports can be changed in MiaRec.ini configuration file.

- **22000 - 23999 (UDP)**: Port range for receiving RTP media packets from BroadWorks. This port range can be changed in the MiaRec.ini configuration file.