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# BroadSoft Partner Configuration Guide

## Oracle Interactive Session Recorder

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# BroadWorks® Guide

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## Trademarks

# Document Revision History

| Version | Reason for Change |
|---------|-------------------|
| 1.1 | Introduced document for Oracle ISR version 5.2 validation with BroadWorks Release 21.sp1. |
| 1.2 | Edited and published document. |

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# 1    Overview

This guide describes the configuration procedures required for the Oracle Interactive Session Recorder (ISR) for interoperability with BroadWorks.

The ISR 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.  It does not describe the purpose and use of all configuration items on the ISR.  For those details, see the *Interactive Session Recorder User Guide* [1] supplied by Oracle.

## 2   Interoperability Status

This section provides the known interoperability status of the Oracle ISR with BroadWorks. This includes the version(s) tested, the capabilities supported, and known issues.

Interoperability testing validates that the device interfaces properly with BroadWorks via the Session Initiation Protocol (SIP) interface.  Qualitative aspects of the device or device capabilities not affecting the SIP interface, such as display features, performance, and audio qualities are not covered by interoperability testing.  Requests for information and/or issues regarding these aspects should be directed to Oracle.

### 2.1   Verified Versions

The following table identifies the verified Oracle ISR and BroadWorks versions and the month/year the testing occurred.  If the device has undergone more than one test cycle, versions for each test cycle are listed, with the most recent listed first.

In the following table, *Compatible Versions* identify specific ISR versions that the partner has identified as compatible so should interface properly with BroadWorks.  Generally, maintenance releases of the validated version are considered compatible and are not specifically listed here.  For questions concerning maintenance and compatible releases, contact Oracle.

> **NOTE**:  Interoperability testing is usually performed with the latest generally available (GA) device firmware/software and the latest GA BroadWorks release and service pack at the time the testing occurs.  If there is a need to use a non-verified mix of BroadWorks and device software versions, customers can mitigate their risk by self-testing the combination themselves using the *BroadWorks Call Recording Interoperability Test Plan* [2].

**Verified Versions**

| Date (mm/yyyy) | BroadWorks Release | ISR Verified Version | ISR Compatible Versions |
|---|---|---|---|
| 02/2017 | Release 21.sp1 | 5.2 | Any maintenance revisions of the verified release. |

### 2.2   Interface Capabilities Supported

The Oracle ISR has completed interoperability testing with BroadWorks using the *BroadWorks Call Recording Interoperability Test Plan* [2].  The results are summarized in the following table.

The BroadWorks test plan is composed of packages, each covering distinct interoperability areas, such as "Basic" and "Call Control Services".  Each package is composed of one or more test items, which in turn, are composed of one or more test cases.  The test plan exercises the SIP interface between the device and BroadWorks with the intent to ensure interoperability sufficient to support the BroadWorks feature set.

The *Supported* column in the following table identifies the Oracle ISR's support for each of the items covered in the test plan packages, with the following designations:

- Yes      Test item is supported
- No       Test item is not supported

- ■ NA    Test item is not applicable
- ■ NT    Test item was not tested

Caveats and clarifications are identified in the *Comments* column.

> **NOTE**: *DUT* in the following table refers to the *Device Under Test,* which in this case is the Oracle ISR.

| BroadWorks Call Recorder Interoperability Test Plan Support Table | | | |
|---|---|---|---|
| **Test Plan Package** | **Test Plan Package Items** | **Supported** | **Comments** |
| **Basic** | Recording Mode:  Always | Yes | |
| | Recording Mode:  Always with Pause/Resume | Yes | |
| | Recording Mode:  On Demand | Yes | |
| | Recording Mode:  On Demand with User Initiated Start | Yes | |
| | Session Audit | Yes | |
| | Session Timer | No | |
| **Call Control Services** | Call Hold | Yes | |
| | Call Waiting | Yes | |
| | Blind Transfer | Yes | |
| | Attended Transfer | Yes | |
| | Local Three-Way Call | Yes | |
| | Network Three-Way Call | Yes | |
| | Network N-Way Call | Yes | |
| | Call Park | Yes | |
| | Directed Call Pickup with Barge-In | Yes | |
| **Virtual Subscriber Services** | Auto Attendant | Yes | |
| | Voice Messaging | Yes | |
| | Call Center | Yes | |
| **Miscellaneous Services** | Security Classification | Yes | |
| **Video** | Basic | No | |
| | Call Control Services | No | |
| | Virtual Subscriber Services | No | |
| **Failover** | Failover – Application Server | Yes | |
| | Failover – Media Server | Yes | |
| | Failover – Call Recording Application | Yes | |
| **TCP** | Basic | No | |
| | Call Control Services | No | |

## 2.3 Known Issues

This section lists the known interoperability issues between BroadWorks and specific partner release(s). Issues identified during interoperability testing and known issues identified in the field are listed.

The following table provides a description of each issue and, where possible, identifies a workaround. The verified partner device versions are listed with an "X" indicating that the issue occurs in the specific release. The issues identified are device deficiencies or bugs, so typically not BroadWorks release dependent.

The *Issue Number* is a tracking number for the issue. If it is an Oracle issue, the issue number is from Oracle's tracking system. If it is a BroadWorks issue, the issue number is from BroadSoft's tracking system.

For more information on any issues related to the particular partner device release, see the partner release notes.

| Issue Number | Issue Description | Partner Version | | | |
|---|---|---|---|---|---|
| | | 5.2 | | | |
| TIII-53505 | **Re-INVITE is not sent by BroadWorks to update call recording session metadata when call is transferred** <br><br> When call recorder does not advertise support of SIP UPDATE method, BroadWorks fails to send call recording metadata to update the call recording session information for the call recorder through re-INVITE. <br><br> Work around: None. | X | | | |
| TBD | **Oracle ISR does not respond to INVITE requests with all of the supported audio CODECs in the call answering INVITE.** <br><br> To reduce potential trans-coding sessions on the BroadWorks media servers; upon receiving call recording INVITE request from BroadWorks, it is expected for the call recorder to provide all supported CODECs. However, ISR only answers the request with the first matching CODEC in its preferred list in the responding 200OK message. <br><br> Work around: None. | X | | | |

# 3    BroadWorks Configuration

This section describes the general steps required to enable BroadWorks for call recording.

## 3.1    Configure System Level Call Recording Settings

System level call recording settings are listed as follows.  The service provider should set these parameters as necessary to achieve the desired behaviors.

■ *continueCallAfterRecordingFailure*:  Set to "true" to enable calls to continue when there is a recording failure.

■ *continueCallAfterVideoRecordingFailure*:  Set to "true" to enable calls to continue when there is a video recording failure.

■ *maxConsecutiveFailures*:  Set to "10" to allow issues to occur during testing without making the call recorder "out of service".

■ *maxResponseWaitTimeMilliseconds*:  Set to default "3000".  BroadWorks waits to this maximum time for the call recorder to respond to requests.

■ *refreshPeriodSeconds*:  Set to default "60".  BroadWorks waits this duration before retrying a call recorder marked as "out of service".

```
AS_CLI/Service/CallRecording> get
  continueCallAfterRecordingFailure = true
  maxConsecutiveFailures = 1
  maxResponseWaitTimeMilliseconds = 3000
  refreshPeriodSeconds = 60
  continueCallAfterVideoRecordingFailure = true
```

## 3.2    Provision Call Recording Platform

Add the Oracle call recording platform to the system via the Application Server command line interface (CLI).

■ 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:  UDP

■ Media Stream:  dual

■ Schema Version:  3.0

■ Support Video Recording:  false

Example:

```
AS_CLI/Service/CallRecording/Platform> add Oracle-ISR 20.20.34.5
5060 UDP dual 3.0 false
…Done
```

## 3.3    Configure Group Call Recording Platform

Browse to *Group → Resources → Call Recording Platform*.  Select the call recording platform added in section *3.2 Provision the Call Recording Platform* and then click **Apply**.
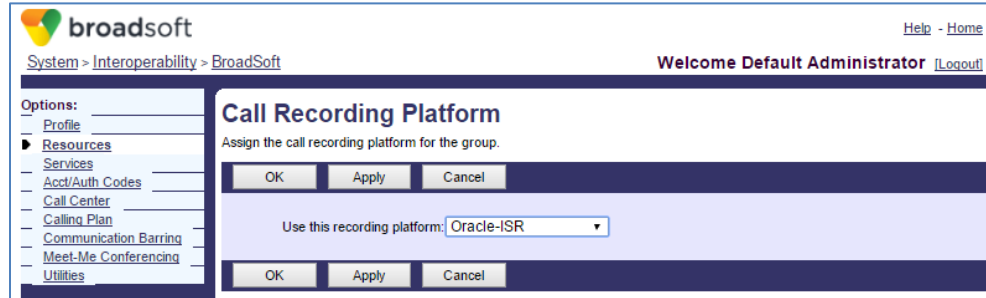
Figure 1  Configure Group Call Recording Platform

## 3.4    Authorize Call Recording User Service to Group

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

## 3.5    Assign Call Recording User Service to User

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.

## 3.6    Configure Call Recording User Service

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



Figure 2  Configure Call Recording User Service

## 4    Oracle Communications Interactive Session Recorder Configuration

The capabilities of the ISR have been verified for use with BroadWorks based on the settings described in this section.  For more information on the meaning, purposes, and applicability of each configuration item, see the Oracle Communications Interactive Session Recorder User Guide [1].

### 4.1    Network Diagram

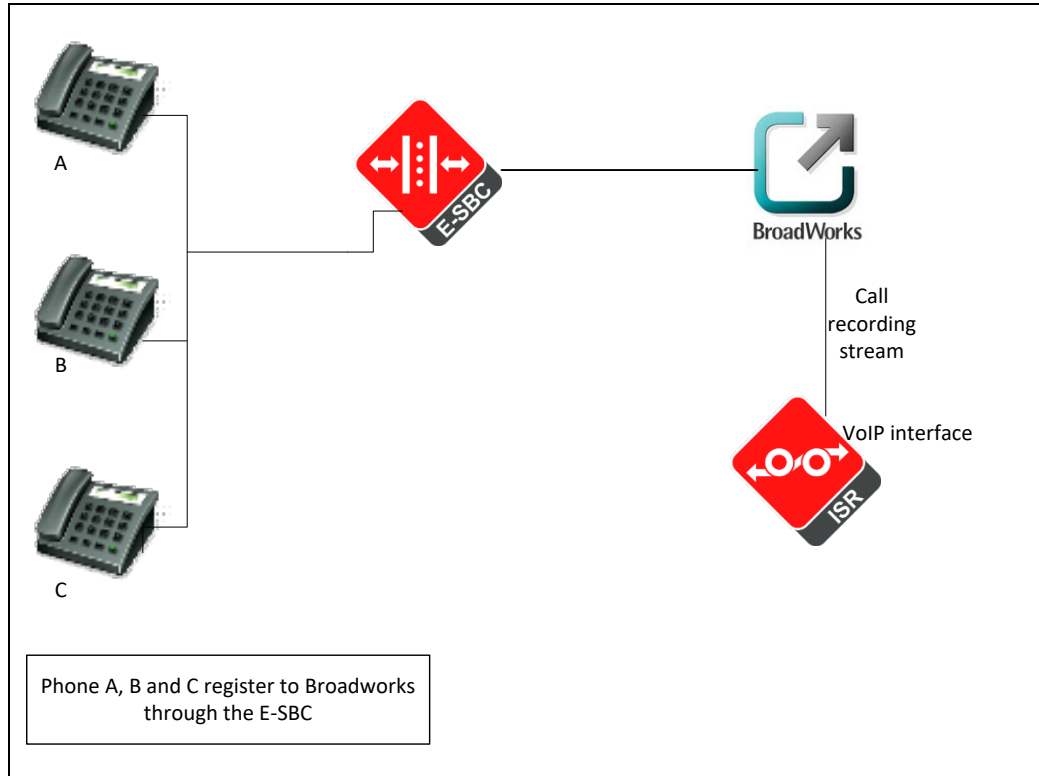This is the network diagram of how the setup has been configured for this testing.



Figure 3  ISR Network Diagram

The following configurations are needed on the Interactive Session Recorder (ISR) to record the call and work with BroadWorks.

### 4.2    Add New Site for RSS Server

After logging into the ISR, go to *Admin → Sites.*

Figure 4  ISR Admin Configuration

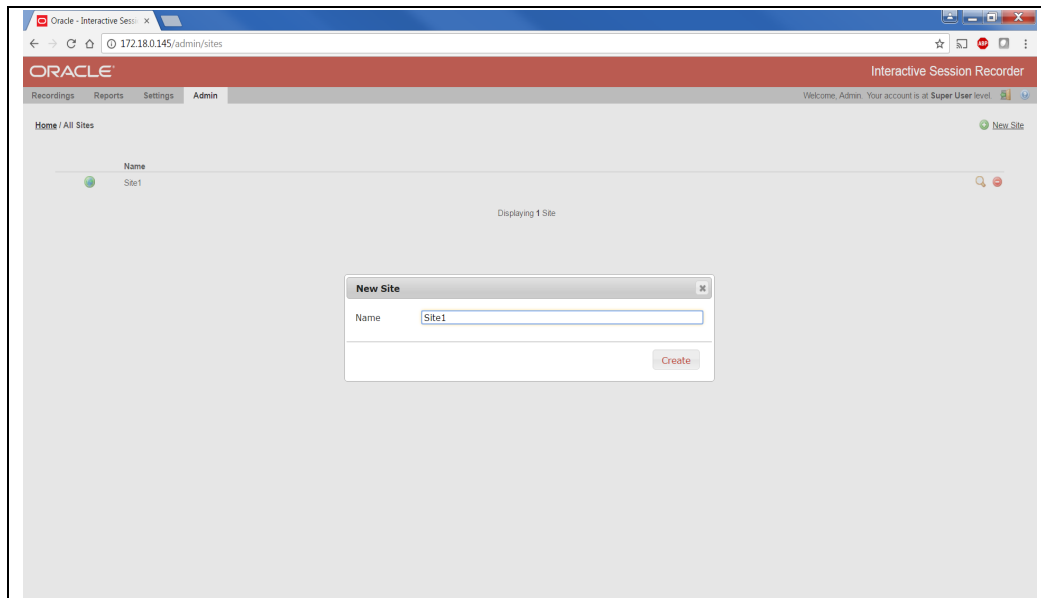Click on *New Site* on the right and create a new Site1.



Figure 5  ISR Add New Site

## 4.3    Add New RSS Server to Site

On the All Sites page, click on Site1 which you just created, then click on RSS and add a New RSS as shown in the following figure.
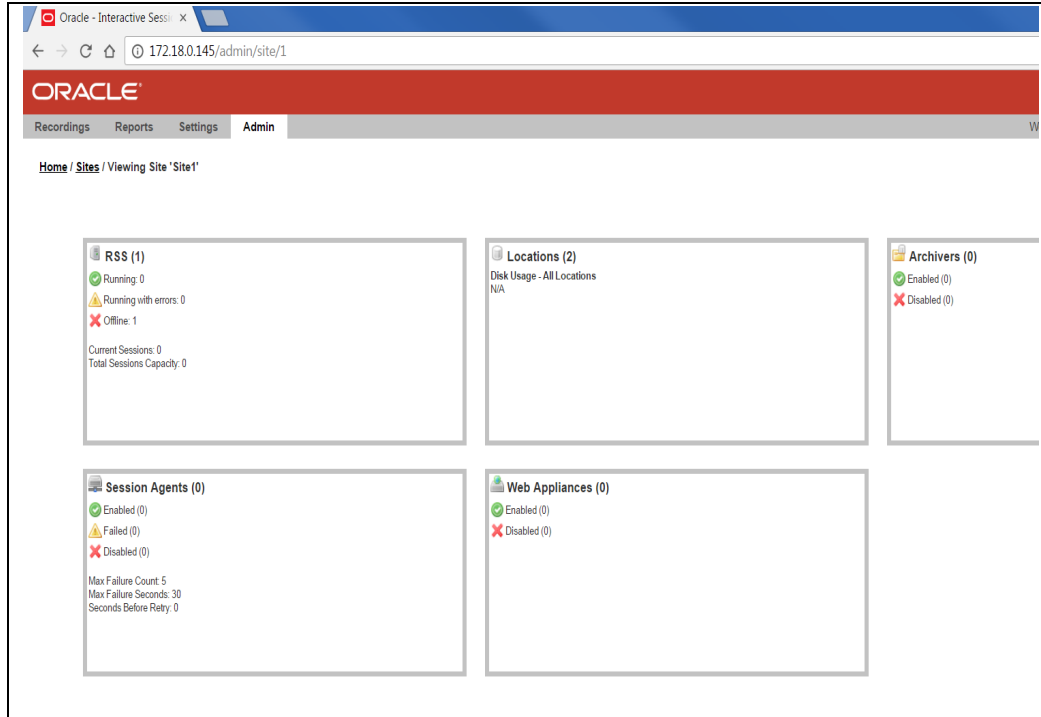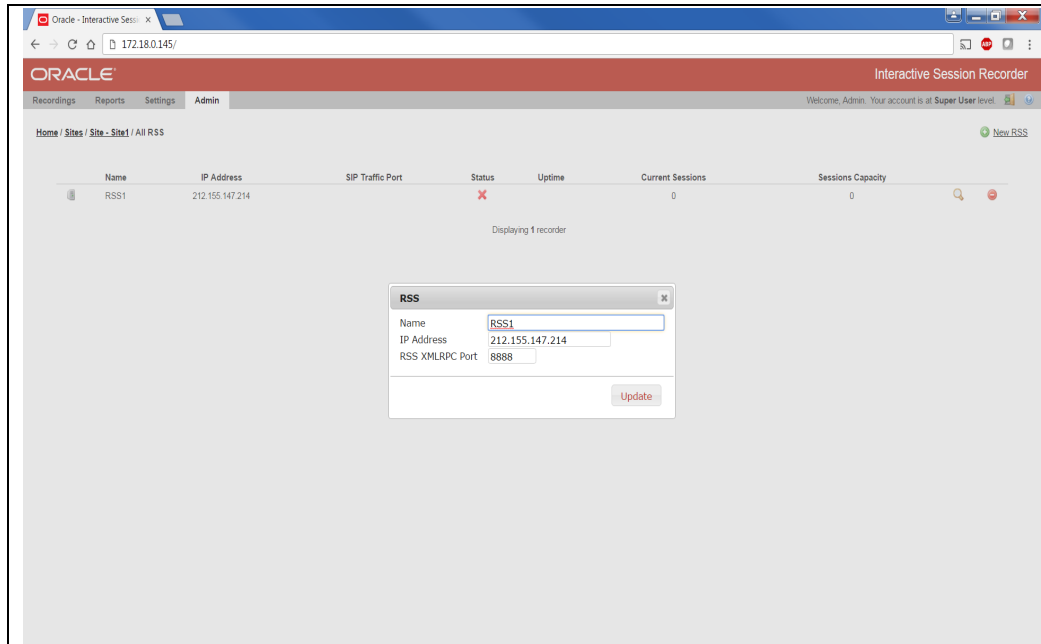
Figure 6  ISR RSS



Figure 7  ISR RSS Configuration Update

## 4.4   Add Route

For the purpose of this testing, no route was configured, the default route was appropriate to do the routing.  Following is the default route configured on the ISR with the install.
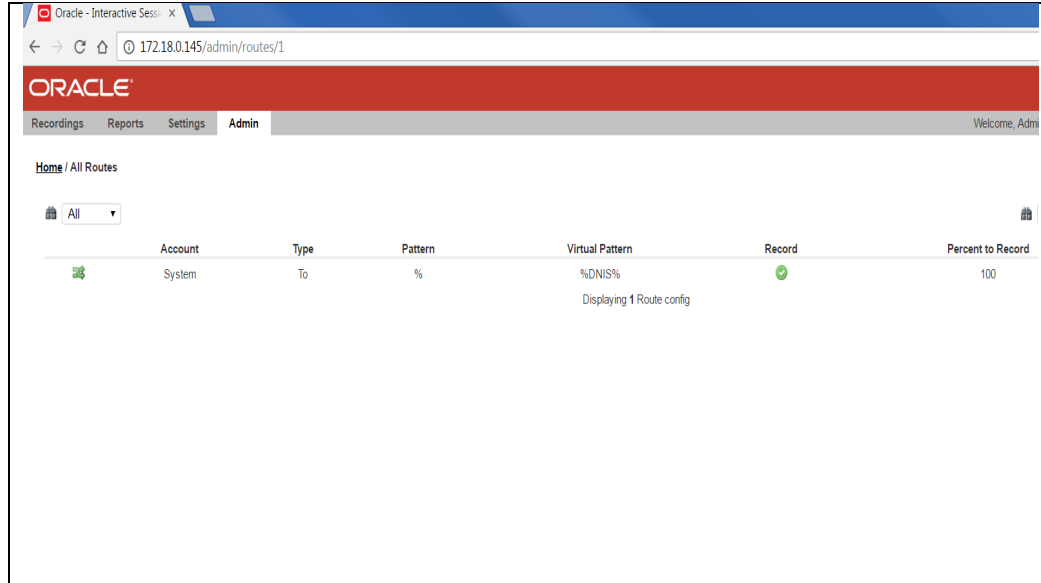
Figure 8  ISR Routes

## 4.5    View Recording

To view the recordings on the ISR, click on the *Recordings* tab.
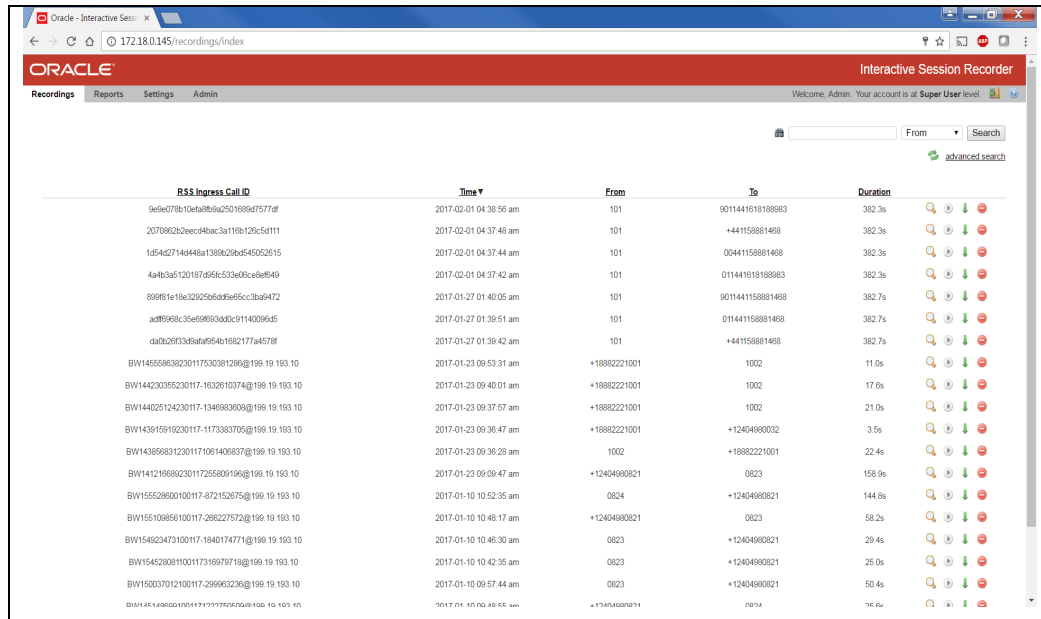


Figure 9  ISR Recording List

To view details about a recording, click on the particular recording and you can see the details such as Session Metadata, Ingress Call IDs, and so on.  Also, there is an option to Play, Download or Delete the recording on the right.
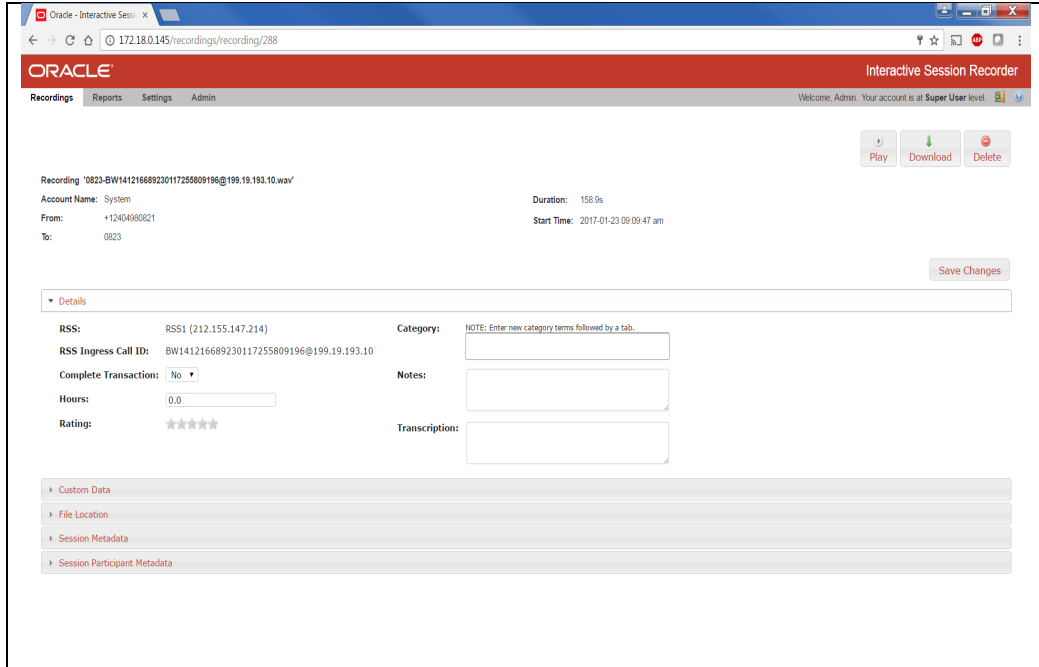
Figure 10  ISR Recording Entry View

# References

[1] Oracle Communications. 2016. *Interactive Session Recorder User Guide, Release 5.2*. Available from Oracle at http://docs.oracle.com/cd/E80062_01/doc/isr_520_users.pdf.

[2] BroadSoft, Inc. 2016. *BroadWorks Call Recording Interoperability Test Plan*, *Release 22.0*. Available from BroadSoft at xchange.broadsoft.com.

[3] BroadSoft, Inc. 2016. *BroadWorks Call Recording Interface Guide, Release 22.0*. Available from BroadSoft at xchange.broadsoft.com.