

Broadsoft broadworks'

BroadSoft Partner Configuration Guide

Oracle Interactive Session Recorder

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BroadWorks[®] Guide

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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

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- 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				
ТСР	Basic	No				
	Call Control Services	No				

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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 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. 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. 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 2000K message. 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 $Group \rightarrow Resources \rightarrow Call Recording Platform$. Select the call recording platform added in section 3.2 Provision the Call Recording Platform and then click **Apply**.

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Figure 1 Configure Group Call Recording Platform

3.4 Authorize Call Recording User Service to Group

Browse to $Group \rightarrow Resources \rightarrow Services$. Make sure that Call Recording is selected under Authorized User Services.

3.5 Assign Call Recording User Service to User

Browse to $Group \rightarrow Resources \rightarrow Existing User Services$. Make sure that Call Recording is selected under User Services. Alternatively, browse to $\langle user \rangle \rightarrow Profile \rightarrow Assign$ 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 $\langle user \rangle \rightarrow Call$ Control \rightarrow Call Recording. Configure the service settings as required.

	Help - Hor
System >Interoperability >	BroadSoft_interop1 >Users: 2403649301 Welcome Default Administrator [Logo
Options: Profile Incoming Calls	Call Recording Call Recording allows you to record calls.
Outgoing Calls	OK Apply Cancel
Call control Calling Plans Client Applications Messaging Service Scripts Utilities	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

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 \rightarrow Sites.



Oracle - Interactive Sessi: ×	
← → C ☆ ③ 172.18.0.145/admin/index	x 🗊 🙂 🖬 🗄
ORACLE	Interactive Session Recorder
Recordings Reports Settings Admin	Welcome, Admin. Your account is at Super User level. 💈 😏
What Would You Like To Manage?	
Accounts	
38 Routes	
💣 Users	
0	
Authorization Services	
Custom Data Fields	
Rearry Description Format Desclar	
Security Settions	
Dividing ventings Thirdinarty Services	
In Anthony Market and Anthony	
Live Sessions	
Sites	

Figure 4 ISR Admin Configuration

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

Oracle - Interactive Sessie ×		
← → C ☆ (① 172.18.0.145/admin/sites		☆ 🗔 🔮 🚺 🗄
ORACLE		Interactive Session Recorder
Recordings Reports Settings Admin		Welcome, Admin. Your account is at Super User level. 🧕 🕘
Home / All Sites		New Site
Name		
Site1		Q 👄
	Displaying 1 Site	
	New Site ×	
	Name Site1	
	Create	

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.



Oracle - Interactive Sessi ×							
← → C △ ① 172.18.0.145/admin/site/1	← → C △ (0 172.18.0.145/admin/site/1						
ORACLE							
Recordings Reports Settings Admin		W					
Home / Sites / Viewing Site ' Site1'							
RSS (1)	Locations (2)	🖼 Archivers (0)					
Running: 0	N/A	Enabled (0) Disabled (0)					
X Offline: 1							
Current Sessions: 0 Total Sessions Capacity: 0							
	Web Appliances (0)						
Enabled (0)	Carlos Enabled (0)						
X Disabled (0)	Chamber (v)						
Max Failure Count 5 Max Failure Seconds 30 Societa Reference Bater 0							
Gewins beine reay, o							

Figure 6 ISR RSS

Oracle - Int	eractive Sessie ×						è _ 0 _X
$\epsilon \rightarrow c \epsilon$	172.18.0.1	45/					a 😐 🛛 🗄
ORACI	LE'					Interactiv	e Session Recorder
Recordings	Reports Settin	ngs Admin				Welcome, Admin. Your account is	s at Super User level. 🚊 😣
Home / Sites /	<u>Site - Site1</u> / All RSS						O New RSS
	Name	IP Address	SIP Traffic Port	Status Uptime	Current Sessions	Sessions Capacity	
	RSS1	212.155.147.214		×	D	D	Q, 😑
				Displaying 1 recorder			
			RSS	DCC1	×		
			IP Address	212.155.147.214			
			RSS XMLR	PC Port 8888			
					Update		

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.

Oracle - Interactive Sessie ×				
\leftrightarrow \rightarrow C \triangle \bigcirc 172.18.0.145/recordings/index				۵ 💷 🖈 ۳
ORACLE				Interactive Session Recorder
Recordings Reports Settings Admin			Welcom	e, Admin. Your account is at Super User level. 🚊 🛞
			â	From • Search
				Si advanced search
R\$S Ingress Call ID	<u>Time</u> ▼	From	To	Duration
9e9e078b10efa8fb9a2501689d7577df	2017-02-01 04:38:56 am	101	9011441618188963	382.3s 🔍 🖲 🌡 🖨
2070862b2eecd4bac3a116b126c5d111	2017-02-01 04:37:48 am	101	+441158881468	382.3s 🔍 🖲 🖡 🤤
1d54d2714d448a1389b29bd545052615	2017-02-01 04:37:44 am	101	00441158881468	382.3s 🔍 🖲 🖡 🖨
4a4b3a5120187d95fc533e06ce8ef649	2017-02-01 04:37:42 am	101	011441618188983	382.3s 🔍 🖲 🖡 🖨
899f81e18e32925b6dd6e65cc3ba9472	2017-01-27 01:40:05 am	101	9011441158881468	382.7s 🔍 🖲 🖡 😂
adff6968c35e69f693dd0c91140096d5	2017-01-27 01:39:51 am	101	011441158881468	382.7s 🔍 🕽 🌡 🤤
da0b26f33d9afaf954b1682177a4578f	2017-01-27 01:39:42 am	101	+441158881468	382.7s 🔍 🖲 🌡 🖨
BW145558638230117530381286@199.19.193.10	2017-01-23 09:53:31 am	+18882221001	1002	11.0s 🔍 🖲 🌡 🖨
BW144230355230117-1632610374@199.19.193.10	2017-01-23 09:40:01 am	+18882221001	1002	17.6s 🔍 🖲 🌡 🖨
BW144025124230117-1346983608@199.19.193.10	2017-01-23 09:37:57 am	+18882221001	1002	21.0s 🔍 🖲 🖡 😂
BW143915919230117-1173383705@199.19.193.10	2017-01-23 09:36:47 am	+18882221001	+12404980032	3.5s 🔍 🖲 🖡 🖨
BW1438568312301171061406837@199.19.193.10	2017-01-23 09:36:28 am	1002	+18882221001	22.4s 🔍 🖲 👃 🖨
BW141216689230117255809196@199.19.193.10	2017-01-23 09:09:47 am	+12404980821	0823	158.9s 🔍 🖲 🖡 🖨
BW155528600100117-872152675@199.19.193.10	2017-01-10 10:52:35 am	0824	+12404980821	144.8s 🔍 🖲 🖡 🖨
BW155109856100117-266227572@199.19.193.10	2017-01-10 10:48:17 am	+12404980821	0823	58.2s 🔍 🖲 👃 🖨
BW154923473100117-1840174771@199.19.193.10	2017-01-10 10:46:30 am	0823	+12404980821	29.4s 🔍 🖲 🌡 🖨
BW154528081100117316979718@199.19.193.10	2017-01-10 10:42:35 am	0623	+12404980821	25.0s 🔍 🖲 🖡 🖨
BW150037012100117-299963236@199.19.193.10	2017-01-10 09:57:44 am	0823	+12404990821	50.4s 🔍 🖲 🖡 🤤
DIM1A51A0R0010011712227606000100 10 102 10	2017 01 10 09:49:55 sm	+10404000001	0024	35.6× 🗋 🖷 🗖

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.



Oracle - Interactive Sessie ×				
→ C △ ③ 172.18.0.14	5/recordings/recording/288			រឹង 🗊 🚇 🛛
RACLE				Interactive Session Recorde
ordings Reports Settin	gs Admin			Welcome, Admin. Your account is at Super User level.
				Play Download Delete
Recording '0823-BW14121668923	0117255809196@199.19.193.10.wav'		Outstion: 158.9s	
rom: +12404980821			Start Time: 2017.01.22.09.09.47.am	
b : 0823			share times. 2011/01/2010/00/01/10/1	
				Save Changes
▼ Details				
RSS:	RSS1 (212.155.147.214)	Category:	NOTE: Enter new category terms followed by a tab.	
RSS Ingress Call ID:	BW141216689230117255809196@199.19.193.10			
Complete Transaction:	No •	Notes:		
Hours:	0.0			
Rating:	****	Transcription:		
Custom Data				
File Location				
Session Metadata				
	ta			

Figure 10 ISR Recording Entry View



References

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