Contents

Introduction Prerequisites Requirements Components Used Configure Detailed Configuration Steps 1. Integration of the CUCM and the MediaSense servers 2. Enable the recording on the phone Verify 3. Retrieve the recordings Troubleshoot Related Cisco Support Community Discussions

Introduction

This document describes the integration steps between the Cisco Unified Communications Manager (CUCM) and the MediaSense servers. It also explains the steps involved to enable the recording on a phone and to retrieve the recorded calls.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CUCM
- MediaSense

Components Used

The information in this document is based on these software versions:

- CUCM Version 10.5.2.10000-5
- MediaSense Version 10.0.1.10000-95.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure

The steps involved in the process of setting up are:

Step 1. Integration of the CUCM and the MediaSense servers

MediaSense Configuration steps

- 1. Run the Mediasense Setup Wizard.
- 2. Configure an Application User on the CUCM administration GUI.
- 3. Mention the created Application User as an AXL user in the wizard and select the CUCM server.
- 4. Choose the CUCM End User in MediaSense API User Configuration. These users will have the permission to listen to the recorded calls.

CUCM Configuration steps

- 5. Create a Recording Profile.
- 6. Create a SIP Trunk and point it to the MediaSense server.

7. Create a Route Pattern for the Recording Profile number and point it to the MediaSense SIP Trunk.

Step 2. Enable recording on the phone

- 1. Under the Phone Configuration page, select the **On** option from the drop-down list for the Built In Bridge (BIB) field and enable it & associate the End User.
- 2. Under the Directory Number Configuration page, select the **Automatic Call Recording Enabled** option from the drop-down list for the Recording Option field & associate the recording profile.
- 3. Under the End User page, associate the phone.

Step 3. Verification (Retrieve the recordings)

- 1. Login to the Cisco MediaSense Search and Play page using the End User credentials.
- 2. Under the Recent Call section you can find the recorded calls.

Detailed Configuration Steps

1. Integration of the CUCM and the MediaSense servers

MediaSense Configuration steps

Step 1. Run MediaSense Setup Wizard

**

After you successfully install the MediaSense in the VMware, access the MediaSense IP address via the web browser and click on the Cisco MediaSense hyperlink. This image illustrates the MediaSense webpage.

The MediaSense Setup Wizard page comes up and helps in integrating the MediaSense with the CUCM. Click the **Next** button. This image illustrates the MediaSense Setup Wizard page



The next page displays the status of all the Services on the MediaSense server, click the **Next** button. This image illustrates the status of all the Services of the MediaSense.

			Navigation	Cisco MediaSense Administration 👻	Go
	Cisco Media	Sense	Hangaton		
d Welsome	Consiste Antipation	AVI Capita Devides	Call Castral Castina Devide	Logged in as : admin Log Out	ADOL
 vveicome 	Service Activation	AXL Service Provider	Gall Control Service Provide	er Setup Summary	
MediaSe	nse Service Acti	vation			
The system au enabled, an err correct the error errors after the	tomatically begins enabli for state is displayed for the or and re-login to restart the setup is completed. Be a	ng all MediaSense feature: nat service. If the Databas ne initial setup. If any other aware that your system wil	s services in this step. This pro e Service or the Configuration service displays an error, you I not be in full service until you	becess will take some time. If a service Service displays an error, you must fi can continue with the setup and fix th fix these issues.	e is not rst ne
Do not use the re-starting the	BROWSER back, stop of entire installation process	r reload buttons during se	rvice activation. Interrupting the	e process causes corruption that will	require
	Servi	ce Names		Status	
	Cisco MediaSen	se Database Service		Enabled	
	Cisco MediaSense	Configuration Service		Enabled	
	Cisco Medias	Sense API Service		Enabled	
	Cisco MediaSe	ense Media Service		Enabled	
	Cisco MediaSens	e Call Control Service		Enabled	
	Cisco MediaSense Si	orage Management Agent		Enabled	
Note: Wait until	I all the services are succ	essfully enabled and then	click Next.		
				Back	Skip

Step 2. Configure an Application user on the CUCM Administration page

Create an Application User on the CUCM server and assign all the roles for this user. Add this user in the MediaSense server. This image illustrates the **Application User Configuation** page of the CUCM server.

CISCO Cisco Uni	nified CM Administration	
System Call Routing	Media Resources V Advanced Features V Device	 Application - User Ma
Application User Config	uration	
🔜 Save 🗙 Delete [Copy 🕂 Add New	
Application User Inform	ation	
User ID*	aximediasense	Edit C
Password	••••••	
Confirm Password		
Digest Credentials		
Confirm Digest Credential	S	
BLF Presence Group*	Standard Presence group	•
Accept Presence Subs	cription	

Groups	Admin-3rd Party API	-		
	Application Client Users	E		Add to Access Co
	Standard Audit Users Standard CAR Admin Users Standard CCM Admin Users	-	liew Details	Remove from Acc
Roles	Standard AVI ABI Access		A Decails	
Roles	Standard Admin Rep Tool Admin	1		
	Standard Audit Log Administration			
	Standard CCM Admin Users			
	Standard CCM End Users		View Details	

Step 3. Mention the created Application User as an AXL user in the wizard and select the CUCM server. This image illustrates the MediaSense AXL Service Provider page.



All the CUCM servers are displayed under the **Available Call Control Service Providers** field. This image illustrates the **MediaSense Call Control Service Provider** page.

Navigation	Cisco MediaSense Administration 🔻	Go
cisco Cisco MediaSense	Logged in as : admin Log Out	About
✓ Welcome ✓ Service Activation ✓ AXL Service Provider Call Control Service Provide	er Setup Summary	
MediaSense Call Control Service Provider		
Call Control Service Provider Configuration		
Available Call Control Service Providers	Selected Call Control Service Providers	
10.106.122.174 10.106.122.175		
	Back Next	Skip

Move the required servers to the **Selected Call Control Service Providers** field. This image illustrates the selected Call Control Service Providers.

ululu Cisso MadiaSansa	Navigation Cisco MediaSense Administration
CISCO CISCO MEDIAGENSE	Logged in as : admin Log Out Abo
✓ Welcome ✓ Service Activation ✓ AXL Service Provider Call Control Service	ce Provider Setup Summary
MediaSense Call Control Service Provider Call Control Service Provider Configuration	
Available Call Control Service	Selected Call Control Service
	10 100 100 174
	10.106.122.174
	Back Next Skip

The Setup Summary is displayed. Click the **Done** button to complete the setup wizard. This image illustrates the **MediaSense Setup Summary** page.



Step 4. Choose the CUCM End User in the MediaSense API User Configuration.

Log in to the **MediaSense Administration** page. This image illustrates the MediaSense Administration page



Under the **MediaSense API User Configuration** tab move the required End Users under the **Available Unified CM Users** field to the **MediaSense API Users** field. These users have the permission to listen to the recorded calls. Mostly these users are the Administrators, the Team Leads or the Supervisors in the company. This image illustrates the MediaSense API User Configuration page.

cisco Cisco MediaSens	e	Navigation Cisco MediaSense Administration Go Logged In as : admin Log Out About
Warning: This hardware confi be availa	guration is not supported by MediaSense. Only a visible. This installation may only be used for demod	very limited number of resources will or lab purposes.
🔹 🗐 Administration	MediaSense API User Configuration	
 Unified CM Configuration Cisco Finesse Configuration MediaSense API User Configuration Prune Policy Configuration Incoming Call Configuration Media File Management 	Save Keset Back to User List Search for Available Unified CM Users Search	
▶ ∯ System	Manage MediaSense Users	
▶ 🗐 Help	Available Unified CM Users	MediaSense API Users
	TEST2 23243324324 test1 324243242 3424324	cisco

CUCM Configuration steps

Step 5. Create a Recording Profile

- 1. Login to the CUCM Administration page
- 2. Navigate to **Device > Device Settings > Recording Profile**
- 3. Add a new Recording profile

This image illustrates the Recording Profile Configuration page.

Step. 61nGerate aCSIENTradhansteation i ptagen advertes on Device or Trunk

2. Add a new SIP Trunk

This image illustrates the SIP Trunk Configuration page.

Cisco Unified CM	Administration							
System Call Routing Media Resources	 Advanced Features 	Device •	Application •	User	Management 🔻	Bulk Adm	inistration -	Help 🕶
Trunk Configuration								
Save X Delete 🏠 Reset 🕂	Add New							
C Device Information								
Product:		SIP Trunk						
Device Protocol:		SIP						
Trunk Service Type		None(Defa	ult)					
Device Name*		MediaSenseTrunk						
Description		MediaSens	eTrunk					
Device Pool*		Default				•		
Common Device Configuration		< None >				•		
Call Classification*		Use System Default						
SIP Information Destination Destination								
Destination Address is an SKV	dress		Destina	tion Add	dress IPv6		D	estination
1* 10.106.122.178							5060	
MTP Preferred Originating Codec*	711ulaw			¥				
BLF Presence Group*	Standard Presence group			-				
SIP Trunk Security Profile*	Non Secure SIP Trunk Pro	file		-				
Rerouting Calling Search Space	< None >			-				
Out-Of-Dialog Refer Calling Search Space	< None >			-				
SUBSCRIBE Calling Search Space	< None >			-				
SIP Profile*	Standard SIP Profile			▼ Vie	w Details			
DTMF Signaling Method*	No Preference			-				

Step 7. Create a Route Pattern for the Recording Profile number and point it to the MediaSense SIP Trunk

1. Under CUCM Administration page, navigate to Call Routing > Route/Hunt > Route Pattern

2. Add a new Route Pattern and associate the MediaSense SIP Trunk

This image illustrates the Route Pattern Configuration page.

Cisco Unified CM Ad For Cisco Unified Communication	ministration s Solutions	
System Call Routing Media Resources	Advanced Features Device Application	 User Man
Route Pattern Configuration		
Save X Delete Copy 🕂 Add	New	
Route Pattern*	7878	
Route Partition	< None >	-
Description		
Numbering Plan	Not Selected	*
Route Filter	< None >	Ψ.
MLPP Precedence*	Default	-
Apply Call Blocking Percentage		
Resource Priority Namespace Network Domain	< None >	•
Route Class*	Default	•
Gateway/Route List*	MediaSenseTrunk	-
Route Option	 Route this pattern 	
	Block this pattern No Error	*

2. Enable the recording on the phone

Step 1. Under the Phone Configuration page, select the **On** option from the drop-down list for the **Built In Bridge (BIB)** field and enable it & associate the End User. This image illustrates the Phone Configuration page.

cis	Cisco Unified CM Adminis	tration ¹⁵		
System	✓ Call Routing ✓ Media Resources ✓ Advance	d Features • Device • Application • User I	Management 👻 Bulk Administration 👻 He	≥lp ▼
Phone	: Configuration			Rela
🔒 s	save 🗙 Delete 📄 Copy 🎦 Reset 🧷 A	pply Config 🕂 Add New		
1 10	The Intercom [1] And a new Intercom	User Hold MOH Audio Source	< None >	-
19	Malicious Call Identification	Network Hold MOH Audio Source	< None >	-
20	Meet Me Conference	Location*	Hub_None	-
21	Mobility	AAR Group	< None >	•
22	New Call	User Locale	< None >	-
23	Other Pickup	Network Locale	< None >	•
24	Quality Reporting Tool	Built In Bridge*	On	-
25	Redial	Privacy*	Default	-
26	Remove Last Participant	Device Mobility Mode*	Default	-
27	Transfer	Owner	User Anonymous (Public/St	hared Space)
28	Video Mode	Owner User ID*	test1	•
29	Queue Status	Phone Personalization*	Default	-
30	Privacy	Services Provisioning*	Default	
31	None	Phone Load Name	SCCR42 042VPN04	
		Cingle Button Pares	SCCP42.942VPN04	
		Single Button Barge	Default	•
		Join Across Lines	Default	•

Step 2. Under the **Directory Number Configuration** page, select the **Automatic Call Recording Enabled** option from the drop-down list for the **Recording Option** field & associate the recording profile.

This image illustrates the Directory Number Configuration page.

CISCO Cisco Unified	CM Administration	
System Call Routing Media Res	sources Advanced Features Device	Application 🔻 User Man
Directory Number Configuration		
🔚 Save 🗙 Delete 🎦 Reset	🧷 Apply Config 🕂 Add New	
Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default	•
Call Pickup Group Audio Alert Setting(Phone Active)	Use System Default	•
Recording Option*	Automatic Call Recording Enabled	*
Recording Profile	MediaSense	*
Recording Media Source*	Phone Preferred	

Step 3. Under the End User page, associate the phone

- 1. Under the CM Administration page, navigate to the User Management > End User
- 2. Choose an appropriate End User and associate the phone.

This image illustrates the End User Configuration page.

System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration End User Configuration Save Delete Add New Status Update successful	✓ Help ▼
End User Configuration Save Delete Delete Add New Status Update successful	
Save X Delete Add New Status Update successful	
Status Update successful	
Update successful	
User Information	
User Status Enabled Local User	
User ID* test1	
Password Edit Credential	
Confirm Password	
Self-Service User ID 8851	
PIN Edit Credential	
Confirm PIN	
Last name* test1	
Middle name	
Device Information	
Controlled Devices SEP1C17D341FD21	
Device Association	
Line Appearance Association fo	r Presence
Available Profiles	
v	
CTI Controlled Device Profiles	

After setting up above the configurations, all the calls to this phone will get recorded.

Verify

3. Retrieve the recordings

To retrieve the recordings, access the MediaSense IP address and click the Cisco MediaSense Search and Play hyperlink.

Step 1. Log in to Cisco MediaSense Search and Play using the End User credentials

This image illustrates the first page after opening the MediaSense IP address in a web browser.

cisco	
Installed Applications	
Cisco MediaSense Cisco MediaSense Search and Play	

This image illustrates the Login page of MediaSense Search and Play page.

MediaSe	nse	
cisco •••••		
English (United States)	•	
Sign In		
uluilu cisco		

Step 2. Click the Recent Calls tab to find the recorded calls

Click on the **Play** button to listen the recordings. The time of the call, duration, call connected codecs and call identifiers of both the call parties are also displayed.

This image illustrates the **Recent Calls** tab.

cisco MediaSense S	earch and Play				CISCO
Recent Calls Active Calls	Q Search Recording Search Results as of July 14	by Participants or Tags 2015, 2-45-19 PM GMT+05:30	Search Sort by:	Newest to Oldest	Hel
	<u>ٹ</u> آب	314e8bd895581 ▼L (2) 4011, 4009 4011 XRefci: 32832841 Codec: G722 00.0 4009 XRefci: 32832840 Codec: G722 00.0	00:00:15 10:15 10:15	7/14/2015	14:45 GMT+05:30
	* •	214e8b9f5f6b1 ►≛ (2) 4011, 4009	00:00:26	7/14/2015	13:42 GMT+05:30
	*	114e8b99219e1 ▶1 (2) 4011, 4009	00.00.20	7/14/2015	13:35 GMT+05:30

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.