

SmartTAP

Call Recording Solution

Version 4.3

smart**TAP** 360°

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Abbreviations and Terminology

Microsoft Lync Server and Microsoft Skype for Business are used interchangeably in this document unless otherwise specified.

Related Documentation

Document Name
SmartTAP Release Notes
SmartTAP Administrator Guide

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Table of Contents

1	Hardware and Software Requirements	1
	Minimum System Requirements	1
	Server Configurations	1
	Network Adapter Configuration	3
	General Configuration	3
	VMWare Specific	3
	Telephony Integration Hardware	4
	Add-On Blades	4
	Power Requirements	4
	Antivirus Software	4
	Windows Defender	4
	Supported Microsoft Windows Platforms	4
	Windows Updates	5
	Installing Windows Updates	5
	Supported Virtual Machine (VM) Environments	5
	VMware ESXi	5
	Microsoft Hyper-V	5
	Active / Standby Resiliency Configuration (Optional)	5
	HTML5 Media Player Browser Support	6
2	SmartTAP License Management	7
	License File Creation and Installation	7
	License File Creation	7
	License File Installation and Verification	7
	SmartTAP Upgrades	8
3	Before Installing SmartTAP	10
	SmartTAP Software Package Contents	10
	Installation Prerequisites	10
	Installation Wizard Methods	11
	All-In-One	11
	Distributed	12
	Post Installation Actions	12
4	Installation Wizard - All-In-One Method	13
	Database Service	14
	Installing the Application Service	15
	Installing the Communication Service	19
	Installing the Call Delivery Service	20
	Installing the Media Server	22
	Completing Wizard Installation	24
	Post-Installation Integration	24
5	Installation Wizard - Distributed Method	25
	Installing SmartTAP Database Server	27

Database Service Configuration	28
Installing SmartTAP Application Server	28
Installing SmartTAP Communication Server	29
Installing SmartTAP Media Server	29
Media Server Configuration	30
Network File Server	30
Media Server	34
Installing SmartTAP Call Delivery Server	35
SmartTAP File Server Installation	36
Firewall Configuration	36
Domain Controller Configuration	36
6 Uninstalling SmartTAP	41
7 Firewall Configuration	43
Skype for Business Recording Firewall	43
Front End Server(s)	43
Edge, Mediation or Conference Server(s)	44
SmartTAP Server	44
SmartTAP Media Proxy Server	45
SmartTAP Announcement Server	45
Automated Firewall Exception Scripts for Windows Firewall	46
Distributed SmartTAP Firewall	46
Application Server (AS)	47
Communications Server (CS)	48
Database Server (DB)	48
File Server (FS)	48
Media Server (MS)	48
Remote Transfer Service (RTS)	49
Call Delivery(CD)	49
Media Delivery (MD)	49
Media Proxy (MP)	50
Announcement Server (AN)	50
Example	50
8 Microsoft Skype for Business Deployment	52
Skype for Business Remote Branch Site	53
Before Installing Microsoft Skype for Business Components	54
Announcement Server-Specific Requirements	54
Firewall Configuration	55
SmartTAP Monitoring Service-Specific Requirements	55
Installing Skype for Business Plugin	55
Skype for Business Plugin-Pre-install Setup on AD Domain Controller	56
Skype for Business Plugin Pre-install Setup on each Front End, SBS or SBA	60
Skype for Business Plugin Installation Procedure	68
Installing Call Delivery for Skype for Business (IP-based Recording)	73
Monitoring	75
Edge	79

Firewall Exceptions	81
Configuring Media Proxy for Call Delivery-IP	81
Configuring Call Delivery for Skype for Business	84
Installing Media Proxy Server for Skype for Business	85
Editing Media Proxy Server Parameters	91
Installing Media Delivery Server for Skype for Business	92
Installing Announcement Server	93
Announcement Server Preinstall of Core Components and Local Replica Configuration Store	93
Announcement Server Software Installation Procedure	97
Announcement Server Software Installation with Wizard	97
Announcement Server-Post Installation Procedures	101
Step 1-Activate Announcement Services	101
Step 2-Add Announcement Servers to DNS	102
Step 3-Configuring Announcement Server (Skype for Business)	102
Step 4-Adding Support for Skype for Business Plugin Components for SmartTAP Announcement Server	103
Consent to Record Calls	104
Enabling Consent to Record Calls Demo	104
Installing SmartTap Monitoring Service	110
Activating the SmartTAP Monitoring Service	111
Configuring the SmartTAP Monitoring Service	111
9 Integration Configuration	114
Installing OVOC Agent	114
VoIP Port Mirroring	114
Inbound / Outbound	114
Station to Station	115
Call Delivery Install for VoIP (Port Mirror)	115
Additional Configuration	118
Setting Up Monitoring Interfaces	119
Analog Trunk / Radio	120
Call Delivery Install for Analog Recording (Passive Tap)	123
Additional Configuration	125
Activity Detection	127
SmartCONTROL	128
SIP Recording (SIPRec)	129
What is SIPRec?	129
Session Recording Server (SRS)	129
Session Recording Client (SRC)	130
Configuring Gateway and SBC for SIP Recording	130
Configuring Load Balancing on the SBC Device	130
Configuring Alternative Routing on the SBC	132
Installing SmartTAP for SIP Recording	132
Configuring Call Delivery for SIP Recording	133
Recording Genesys PureCloud Contact Center Calls Locally	134
Configuring Message Manipulation Rules Genesys PureCloud Contact Center Calls	135
Adding SmartTAP to the Genesys PureCloud Contact Center User Interface	137

10	Additional Configuration Options	140
	Configuring Digital Signatures	140
	Configuring the SmartTAP Web interface	140
	Steps to Configure the PC Client	140
	Configuring LDAP	141
	Pre-Requisites	141
	Configuring SSO	141
	Configuring HTTP/S	141
	Disabling HTTP Communications on Application Server (Optional)	141
	Automatic Disabling of HTTP	142
	Manual Disabling of HTTP	142
	Configuring SmartTAP Components for HTTPS	143
	Communication Server with HTTPS	143
	Call Delivery with HTTPS	143
	Media-Proxy with HTTPS	144
	Announcement Server with HTTPS	144
	Media Server and Remote Transfer Service with HTTPS	144
	Health Monitor with HTTPS	145
	Media Delivery with HTTPS	146
	Configuring Syslog Server Connection	146
	Skype for Business Plug-in	146
	Location-Based Targeting in SmartTAP	147
	Assign a Location Attribute to each Call Delivery Component	147
	Create a Location Attribute in the SmartTAP GUI	149
	Assign a Location to Each User/Device in the SmartTAP GUI	150
	Verify the Target List in Each Call Delivery	152
	CD-SIPREC Configuration	152
11	Backup and Restore	154
	Prerequisites	154
	Backup	155
	Call Delivery Service	155
	Media Service	155
	Media Delivery Service: Installed on Skype for Business Edge, Mediation or Conference Server	156
	Communication Service	156
	Application Service	156
	Database	157
	SmartTAP Skype for Business Plug-in (FE, SBS, SBA)	157
	SmartTAP Announcement Server	157
	SmartTAP Media Proxy	157
	Media	158
	System Profile Tool	158
	Restore	158
	Call Delivery Service	159
	Media Service	159

Media Delivery Service	160
Database	160
SmartTAP Skype for Business Plug-in (FE, SBS, SBA)	160
Announcement Server	161
Media Proxy	161
Media	161
12 Troubleshooting	163
How To Validate Port Mirror for Recording Skype for Business Calls	163
Prerequisites	163
Introduction: SmartTAP Recording Concepts	163
SmartTAP Processing of Skype for Business Signaling	163
SmartTAP Media Processing	164
Procedure	164
Setup Skype for Business Logging	165
Setup Sniffer	165
Capture a Test Call	165
Analysis	166
Locate Test Call in Skype for Business Log	166
Compare Call Information with Sniffer Trace	167
Determine if SmartTAP Records the Call	168
Troubleshooting Skype for Business Plugin Installation	168
Enable the Browser Service	168
Use “net view” to Verify	168
Troubleshoot Skype for Business Recording	169
No Records for the Calls	169
Calls with No Audio	169
Enabling Promiscuous Mode on VMWare ESXi	169
13 Known Issues	170
Internet Explorer Security Messages and SmartTAP not Running on Server	170
14 Configure Microsoft SNMP Service	171
Automatic SNMP Setup	171
Manual SNMP Setup	171

1 Hardware and Software Requirements

This chapter describes the hardware and software requirements for installing SmartTAP.



Microsoft rebranded Lync as Skype for Business so when the term Skype for Business appears in this document, it also applies to Microsoft Lync.

Minimum System Requirements

Server Configurations

The following table lists the maximum available resources for three different SmartTAP server profiles and for the Media Proxy and Announcement servers.



Resources refers to Audio, Video, Announcement and Desktop Sharing licenses.

Figure 1-1: SmartTAP Server

Server	Specification	Available Resources
SmartTAP server (Low Profile)	<ul style="list-style-type: none"> 2 Core 2.5 GHz 6 GB Memory 2 SATA 7200 RPM HDD* PCIe slots FL / FH2** 	50 resources (audio only)
		25 resources when Media Proxy Service is installed on the same server (audio only)
SmartTAP server (Medium Profile)	<ul style="list-style-type: none"> 6 Cores 2 GHz**** 8 GB Memory 2 SATA 7200 RPM HDD* PCIe slots FL / FH2** 	150 resources
		50 resources when Media Proxy Service is installed on the same server (audio only)
SmartTAP server*** (High Profile)	<ul style="list-style-type: none"> 12 Core 2 GHz**** 14 GB Memory 2 SATA 7200 RPM HDD* PCIe slots FL / FH2** 	300 resources
Media Proxy server***	<ul style="list-style-type: none"> Quad Core 2 GHz 8 GB Memory SATA 7200 RPM HDD 	300 resources
Announcement server***	<ul style="list-style-type: none"> Quad Core 2 GHz 8 GB Memory SATA 7200 RPM HDD 	300 resources (assuming the announcement length does not exceed 20% of an average call length)

* SmartTAP server requires two dedicated HDDs - one for the Windows OS, SmartTAP software and DB and another for the recorded media. The media HDD is required for both local or remote media storage (in the case of remote storage it is used for intermediate storage of the media). When running the SmartTAP Server in a virtual environment, the HDDs has to be dedicated and mapped to SmartTAP server VM.

****** PCIe Full Length / Full Height slots. The number of slots required is determined by the number of Analog Stations required to record. Each card can record 24 channels (i.e., 56 Phones will require three PCIe card slots).

******* A group of these servers can be deployed when more than the supported recording capacity on one server is required. An additional high-end server is required to be deployed for the Application Server and Database.

******** Higher CPU speed (higher than 2.0 GHz) is recommended to accelerate download and playback for Video and Desktop sharing recorded calls.



- When running in a virtual environment, all specification resources in the table above must be reserved for all servers of SmartTAP.
- Dual GB NIC interfaces are required for VoIP Port Mirroring Integration Configuration (this is not relevant for Skype for Business and SIP Recording).

Figure 1-2: License Factors

License Type	Factor
Audio Recorder License	1
Video Recorder License	10
Announcement License	1
Desktop Sharing	5

- Calculate the required number of resources on the SmartTAP server and the Media Proxy server according to the following formula:

$$\text{Required Number of Resources} = (\text{Number of Audio Recorder Licenses}) * (\text{Audio Recorder License Factor}) + (\text{Number of Video Recorder Licenses}) * (\text{Video Recorder License Factor}) + (\text{Number of Desktop Sharing Recorder Licenses}) * (\text{Desktop Sharing Factor})$$

Choose the SmartTAP server and Media Proxy server with the number of available resources equal or higher than the required recording resources.
- Calculate the required number of resources on the Announcement server according to the following formula:

$$\text{Required Number of Resources} = (\text{Number of Announcement Licenses}) * (\text{Announcement License Factor})$$

Example 1: 100 Audio Recorder Licenses

- Required Number of Resources = (100 Audio Recorder Licenses) * (1 Audio Recorder License Factor) = 100
- Choose Medium Profile SmartTAP server and one Media Proxy server

Example 2: 30 Video Recorder Licenses

- Required Number of Resources = (30 Video Recorder Licenses) * (10 Video Recorder License Factor) = 300
- Choose High Profile SmartTAP server and one Media Proxy server

Example 3: 50 Audio Recorder Licenses and 20 Video Recorder Licenses

- Required Number of Resources = (50 Audio Recorder Licenses) * (1 Audio Recorder License Factor) + (20 Video Recorder Licenses) * (10 Video Recorder License Factor) = 50 + 200 = 250
- Choose High Profile SmartTAP server and one Media Proxy server

Example 4: 40 Audio Recorder Licenses

- Required Number of Resources = (40 Audio Recorder Licenses)*(1 Audio Recorder License Factor) = 40
- Choose either of the following:
 - Medium Profile SmartTAP server with Media Proxy service installed on the SmartTAP server
 - Low Profile SmartTAP server and separate Media Proxy server

Example 5: 200 Audio Recorder Licenses with Announcement

- For SmartTAP server and Media Proxy servers:
 - Required Number of Resources = (200 Audio Recorder Licenses)*(1 Audio Recorder License Factor) = 200
 - Choose High Profile SmartTAP server and one Media Proxy server
- For Announcement server:
 - Required Number of Resources = (200 Announcement Licenses)*(1 Announcement License Factor) = 200
 - Choose one Announcement server

Example 6: 50 Audio Recorder Licenses and 50 Desktop Sharing Recorder Licenses

- For SmartTAP server and Media Proxy servers:
 - Required Number of Resources = (50 Audio Recorder Licenses)*(1 Audio Recorder License Factor) + (50 Desktop Sharing Recorder Licenses)*(5 Desktop Sharing Recorder License Factor) = 300
 - Choose High Profile SmartTAP server and one Media Proxy server

Network Adapter Configuration

To provide optimal media quality for audio/video (A/V) calls and to cope with unexpected spikes in traffic and increased usage over time, additional network requirements for SmartTAP and MediaProxy servers must be implemented.

General Configuration

- Increase Network Adapter Resources:
 - Receive and Send buffers - increase the allocated resources. For receive-intensive scenarios, it is recommended to increase the receive buffer value to at least 8 MB.
- Enable Receive Side Scaling (RSS)
- Offload Features - disable Offload operations to ease the load on network adapter
- Suggested Reference:
 - <https://technet.microsoft.com/en-us/library/jj574151>

VMWare Specific

- Install VMWare tools
- Set network interface adapter type to vmxnet3
- Edit network adapter advanced options:
 - Enable "Receive Side Scaling"
 - Set "Large Rx Buffer" to at least 8 MB
 - Set "Small Rx Buffers" to at least 8MB
 - Set "Rx Ring #1/#2 Size" to at least 4MB
 - Disable all Offload settings
- Suggested References:

- <https://kb.vmware.com/s/article/2008925>
- <https://kb.vmware.com/s/article/2039495>

Telephony Integration Hardware

Add-On Blades

Table 1-1: Add-On Blades

Interface	Description	Connector	Gender
Analog	<ul style="list-style-type: none"> ■ 24 channel PCIe Full Length Full Height Card ■ 6' 180 degree Male to 90 degree female cable included 	RJ21x	Female

- Connect male end of 6' cable to card and female end to in-house wiring.
- All cards are x1 PCI 3.0 compliant. The cards will also function in x4, x8, x16 and Gen 2.0 PCI Express slots.

Power Requirements

Table 1-2: Power Requirements

Interface	+3.3Vdc	+5Vdc	-12Vdc	+12Vdc	Watts
Analog	2.3A	n/a	n/a	n/a	7.6W

- Ensure the Power Supply is adequate to support ALL the devices installed in the server not just the Add-On Blades.

Antivirus Software

- No virus software is included with SmartTAP
- No specific virus software is tested or certified
- If installed, do not scan the following folders and contents to prevent performance impact.
- Media path: (i.e., Local D:\Media, SAN or NAS)
 - ...\\Ai-Logix\\
 - ...\\AudioCodes\\
 - ...\\MySQL\\

Windows Defender

- It is similar to Virus software. Please disable scanning same file types and folders.

Supported Microsoft Windows Platforms

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2008 R2

Windows Updates

- It is recommended to disable Automatic Windows Updates to prevent unknown side effects.
- AudioCodes only certifies major version Service Pack updates.



Before applying Windows updates, ensure that a system backup is performed.

Installing Windows Updates

- Schedule a maintenance window. SmartTAP does not record during this timeframe.
- Download and install Windows updates.
- Reboot the server, even if Windows does not ask you to reboot to finish installing updates.
- Windows may continue installing updates after the system restart which may cause instability within SmartTAP.
- Once the Windows updates are complete, reboot the server again.

Supported Virtual Machine (VM) Environments

VMware ESXi

- Version 4.1 and higher (IP based integrations only)
- See the Troubleshooting section for instructions on how to enable promiscuous mode required for a SmartTAP system that is monitoring (tapping) the network.

Microsoft Hyper-V

- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012 64bit
- Windows Server 2008 R2 SP1 or latest service pack
- Windows Server 2008 R2



Hyper-V does not support promiscuous mode. Do not use in Passive integration environments.

Active / Standby Resiliency Configuration (Optional)

AudioCodes supports Microsoft Windows Clustering in the failover configuration, which provides high available service to the SmartTAP application. To support this type of install, the following is required: test

- Two identical Windows 2008 R2 or 2012 servers, which meet the minimum specifications mentioned above
- A SAN (Storage Area Network) with iSCSI support. The SmartTAP cluster requires at least 2 Internet Small Computer System Interface (iSCSI) targets - one for the disk witness/quorum, and another for the DB and shared application data. A 3rd iSCSI target “Optional” is required for the media storage. SmartTAP should not be configured to write the media directly to the 3rd media target; instead, it should be set as Media Transfer Service destination.

HTML5 Media Player Browser Support

The following table describes the SmartTAP HTML5 player functionality support for web browsers. The following table describes the supported browser features for each Player function.

Table 1-3: HTML5 Media Player Browser Support

SmartTAP HTML5 Player function	Browser Features
Playback	Canvas 2D graphics, AudioElement with MP3 or WebM/Opus support
Wave form rendering	Canvas 2D graphics, AudioElement/ Media Source Extensions with MP3 or WebM/Opus support, Web Audio API
Stereo wave form rendering	Canvas 2D graphics, AudioElement/Media Source Extensions with MP3 support, Web Audio API
Streaming	Canvas 2D graphics, AudioElement/Media Source Extensions with MP3 or WebM with VP8 and Opus support, Web Audio API, Readable streams



The web browser has to support the media framework (browser feature) that SmartTAP utilizes for streaming media as well as for rendering the audio wave forms as described in the table above.

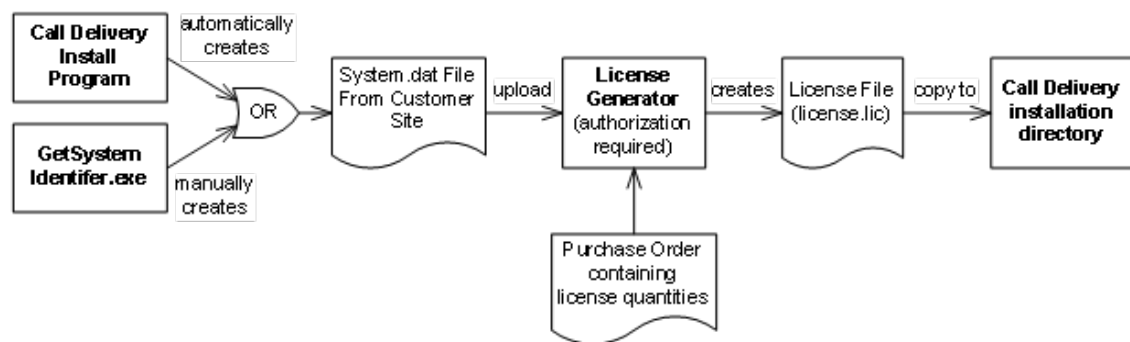
2 SmartTAP License Management

This chapter describes how to calculate the required SmartTAP licenses according to system specifications.

License File Creation and Installation

This section describes how to collect the files that are required for SmartTAP license creation and how to install the license files on the target system. This process applies to SmartTAP 4.0.0 and above.

Figure 2-1: License Generator



License File Creation

Two SmartTAP components require licensing: Call Delivery-IP and Call Delivery-SIPREC. Call Delivery-AES, which is no longer supported, also requires licensing. When Call Delivery is installed, it installs a program “GetSystemIdentifier.exe” in the installation directory. This program is automatically run and generates a file called “System-[MachineName].dat”, which can be found in the installation directory. This file must be retrieved and sent to AudioCodes to create a license file that is keyed to the customer’s hardware.

The default installation directory is found here: **C:\Program Files (x86)\AudioCodes\SmartTAP\CD-xx**

where xx represents which type of Call Delivery is installed.



If the customer’s installation environment changes significantly, it may affect the validation of the license file. If it becomes necessary to generate a new license file, the “GetSystemIdentifier.exe” program can generate a new “System.dat” file simply by double-clicking on the program. No other action is required.

Once the “System.dat” file is delivered to AudioCodes, an authorized employee will create a license file using the purchased license counts from the Purchase Order.

A license file must be generated for each copy of each type of Call Delivery that supports licensing. For example, if the customer requires both CD-IP and CD-SIPREC for their SmartTAP recorder, two license files must be generated. If the customer has 3 sites, each with a copy of Call Delivery-IP installed, then each of the three will require a separate license file.

License File Installation and Verification

Once a license file is generated, it is installed in the Call Delivery installation directory. This is the same location as the “System.dat” file. The default installation directory is found here:

C:\Program Files (x86)\AudioCodes\SmartTAP\CD-xx

where xx represents which type of Call Delivery is installed.

If there are multiple license files, it is important that each one is installed in the location where its corresponding “System.dat” file is found.



Do not mix up the licenses. There is a one-to-one relationship between “System.dat” and “license.lic”.

The license file must be named “license.lic”. If it has been renamed to help clarify which system it belongs to, the name must be changed back to “license.lic” before Call Delivery can load it.

Call Delivery must be restarted after the license file has been copied into the installation directory. From this moment, the license will take effect (if it has been generated correctly).

To verify the contents of the license file, refer to section “Managing Licenses” in the SmartTAP Administrator Guide. The “Licenses” page under the “System” tab in the SmartTAP User Interface will display the license quantities and meta-data for each license file that is active in the system. If the Customer Name is reported as “Demo”, then this indicates that the license has not taken effect.

SmartTAP Upgrades

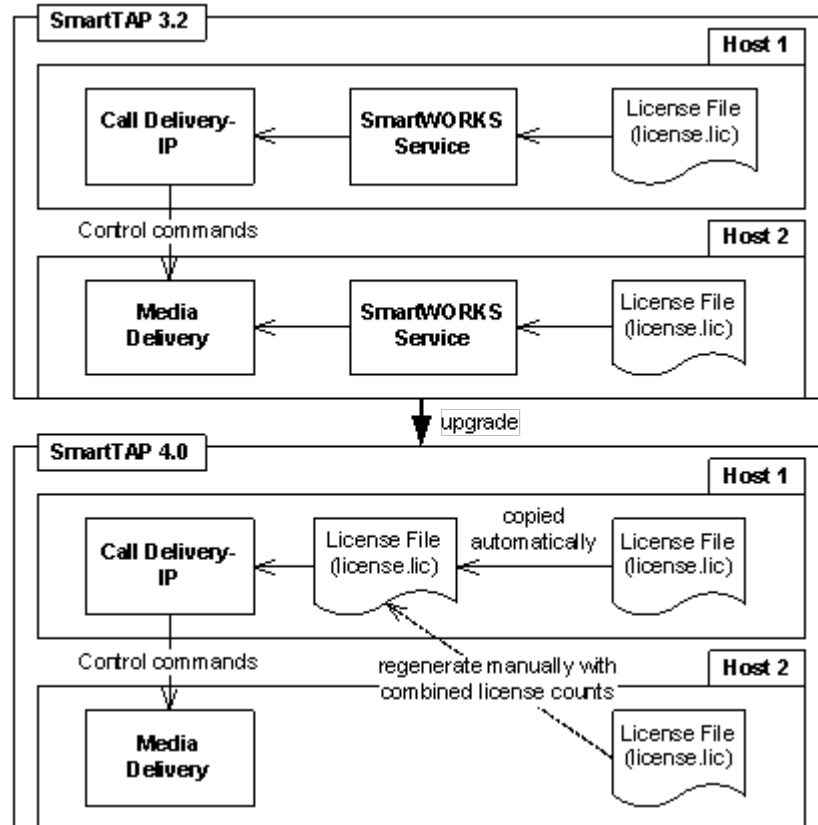
In general, SmartTAP components are designed to be backward compatible regarding license files. Therefore, when performing an upgrade from one SmartTAP version to another, it is generally not necessary to make any licensing changes with the following exceptions:

- If you are moving any licensed component (like Call Delivery) to another server or virtual machine, you will need to collect a new system.dat file and regenerate the license file. This might occur if you are changing the type of recording solution or the type of PBX being recorded.
- When adding one or more additional RDDs (Remote Data Delivery) as part of the upgrade, treat the additional RDD(s) as new installations and generate license files as described for new installations.

Prior to SmartTAP 4.0, Call Delivery was licensed through SmartWORKS Service. For such systems, the license file was stored in the SmartWORKS installation directory. During the upgrade, the license file is automatically copied into the Call Delivery installation directory with no changes, and Call Delivery will function as it did prior to the upgrade. There is no intervention required in this case. License files located in the SmartWORKS installation directory for SmartTAP 4.0 and higher are ignored.

A special case occurs if the upgrade involves a SmartTAP solution that includes Media Delivery from a version prior to version 4.0. Before SmartTAP 4.0, Media Delivery relied on SmartWORKS Service, which required a license file. Beginning with SmartTAP 4.0, Media Delivery no longer uses SmartWORKS Service and does not require a license file. Media Delivery will ignore a license file if one is present. Its behavior is controlled by the licenses residing with Call Delivery-IP. A new license file must be generated for CD-IP with sufficient licenses for all of the Media Delivery components to which it communicates. The exact license counts will depend on the customer's existing solution.

Figure 2-2: SmartTAP Upgrades



For upgrades of CD-SIPREC prior to SmartTAP 4.0, a new license file must be generated according to the license quantities originally purchased by the customer. This is done in the same manner as for the CD-IP, which is described above.

3 Before Installing SmartTAP

This chapter describes important information that you should note prior to installing SmartTAP.

SmartTAP Software Package Contents

The installation package must be copied to a directory on the server where the SmartTAP software is to be installed.

Figure 3-1: Package Contents (Root Folder)

Contents	Description
Microsoft Lync and Skype for Business	Includes Microsoft Lync 2010, 2013, and Skype-for-Business plugin installers for Front End Server or SBA
REST API Documentation	Contains web based reference material for REST API
RESTApiWrapperLibrary	Contains C# library and web based reference. Use instead of native REST
Suite	Describes the main SmartTAP installation package folder
Tools	Contains various utilities for installing and troubleshooting SmartTAP
SmartTAP Release Notes.pdf	Describes the new features, issues resolved and any known issues for the SmartTAP software release.
SmartTAP InstallationGuide.pdf	Defines the Installation setup for the SmartTAP software.

Installation Prerequisites

Before running the installation wizard, the following prerequisites must be met:

- Base Windows 64 bit operating system installation complete without any additional software or features enabled
- Specific SmartTAP hardware must be plugged into the server
- “Optional” PCI cards for Analog Station recording
- Specific SmartTAP network tapping hardware/software must be setup:
 - Depending upon the integration method, Port SPAN/Port Mirror configured and cable with spanned/mirrored traffic connected to the NIC(s) ports that will be recording
 - “Optional” PCI card with cabling connected to the tapping hardware on the customer premises
- Host Server Microsoft SNMP Agent must be installed on the Storage server if different from the SmartTAP server for storage statistics and on the servers in branches (RDD) for system health presentation (for more information, see [Configure Microsoft SNMP Service](#) on page 171 below).
- Ensure that the Windows PowerShell script execution policy is set as follows on all of the servers where SmartTAP components are installed:
 - Group Policy “Unrestricted”

- If Group Policy is not defined, the execution policy of the logged CurrentUser or LocalMachine should be either Unrestricted or RemoteSigned .

To check the execution policy, run the following command:

```
PS> Get-ExecutionPolicy -list
```

To change the execution policy, you can run the following commands:

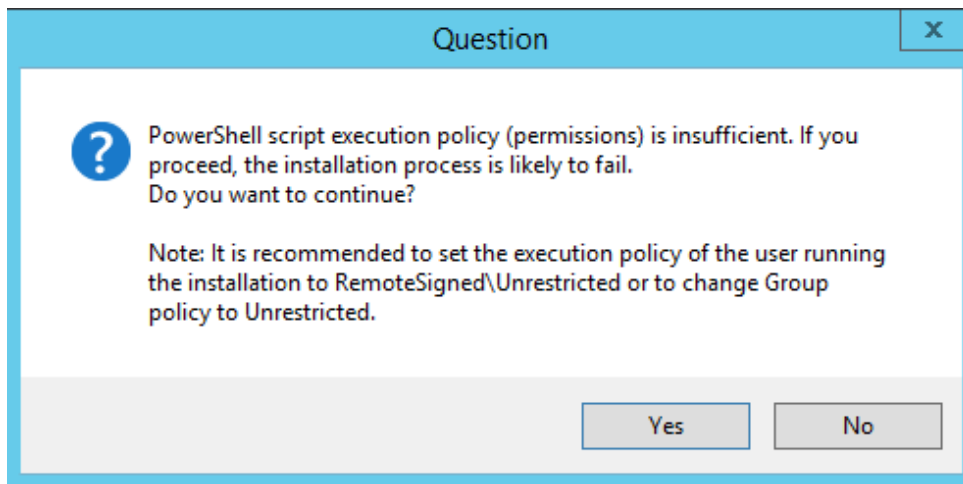
```
PS> Set-ExecutionPolicy -scope CurrentUser Unrestricted
```

```
PS> Set-ExecutionPolicy Unrestricted
```

```
PS> Set-ExecutionPolicy -scope LocalMachine Unrestricted
```

If the permissions are insufficient, the following message is displayed during the installation:

Figure 3-2: PowerShell Script Execution Policy



- Do one of the following:
 - a. If you are sure that you have set the correct execution policy, click Yes to continue.
 - b. If you would like to test your policy settings, click No and restart the installation.

Installation Wizard Methods

The installation package is divided into multiple elements and typically installed on one server; however, can be installed on multiple servers depending upon customer requirements. An Installation Wizard is provided to install SmartTAP with one of these configuration as follows:

- All-In-One installation for a Single server installation platform
- Distributed installation for a Multi-server installation platform

All-In-One

This method installs the following default SmartTAP components in a single Wizard process, including recording and integration components. For more information, proceed to [Chapter Installation Wizard - All-In-One Method](#) on page 13 (recording components and [Chapter Integration Configuration](#) on page 114 (integration components).

Distributed

The Distributed method allows you to perform Stand-alone installations of the separate installation components. You may wish to use a Distributed installation for any of the following reasons:

- If you need to add/remove a specific component
- If you need to setup survivable recording at SBA location (SmartTAP RDD)
- If you need to install SmartTAP Media Proxy or Announcement Server for Skype for Business.
- If some SmartTAP elements will reside on different servers.
- If you are installing Analog Station Integration.
- If you are installing SIPRec.



This installation method assumes that each SmartTAP component will be installed on a separate physical or virtual server.

- Proceed to Chapter [Installation Wizard - Distributed Method](#) on page 25.

Post Installation Actions

After you have successfully installed SmartTAP using one of the methods described above, there are additional actions required to fully setup the SmartTAP network.

- Configure Firewall rules: The deployment of the SmartTAP servers may have to comply with customer security policies, which require the implementation of firewall rules. You need to configure these rules in the Enterprise. See Chapter [Firewall Configuration](#) on page 43.
- Integrate SmartTAP with other network components:
 - Skype for Business (see [Microsoft Skype for Business Deployment](#) on page 52)
 - SIPRec (see Section [SIP Recording \(SIPRec\)](#) on page 129)
 - Analog trunk/radio (see [Analog Trunk / Radio](#) on page 120)
- VoIP Port Mirroring to receive the unencrypted Signaling and RTP from different IP PBX station side-tapping configurations using a mirror port or network tap appliance (see [VoIP Port Mirroring](#) on page 114)
- Additional Configuration options:
 - Configuration Digital Signatures (see [Configuring Digital Signatures](#) on page 140)
 - Configuring LDAP (see [Configuring LDAP](#) on page 141)
 - Configuring SSO (see [Configuring SSO](#) on page 141)
 - Configuring HTTP/S (see [Configuring HTTP/S](#) on page 141)
- At the end of a clean installation, upgrade or maintenance update, the installer process goes to the "PostInstallation" folder, scans the files with the extensions exe,bat and ps1 and runs each one of them in alphabetical order. AS host.properties automatically includes multicast IP addresses in _PostInstallation folder.

4 Installation Wizard - All-In-One Method

The installation package is divided into multiple elements and typically installed on one server; however, can be installed on multiple servers depending upon customer requirements. This chapter describes the most common SmartTAP installation on a single server.

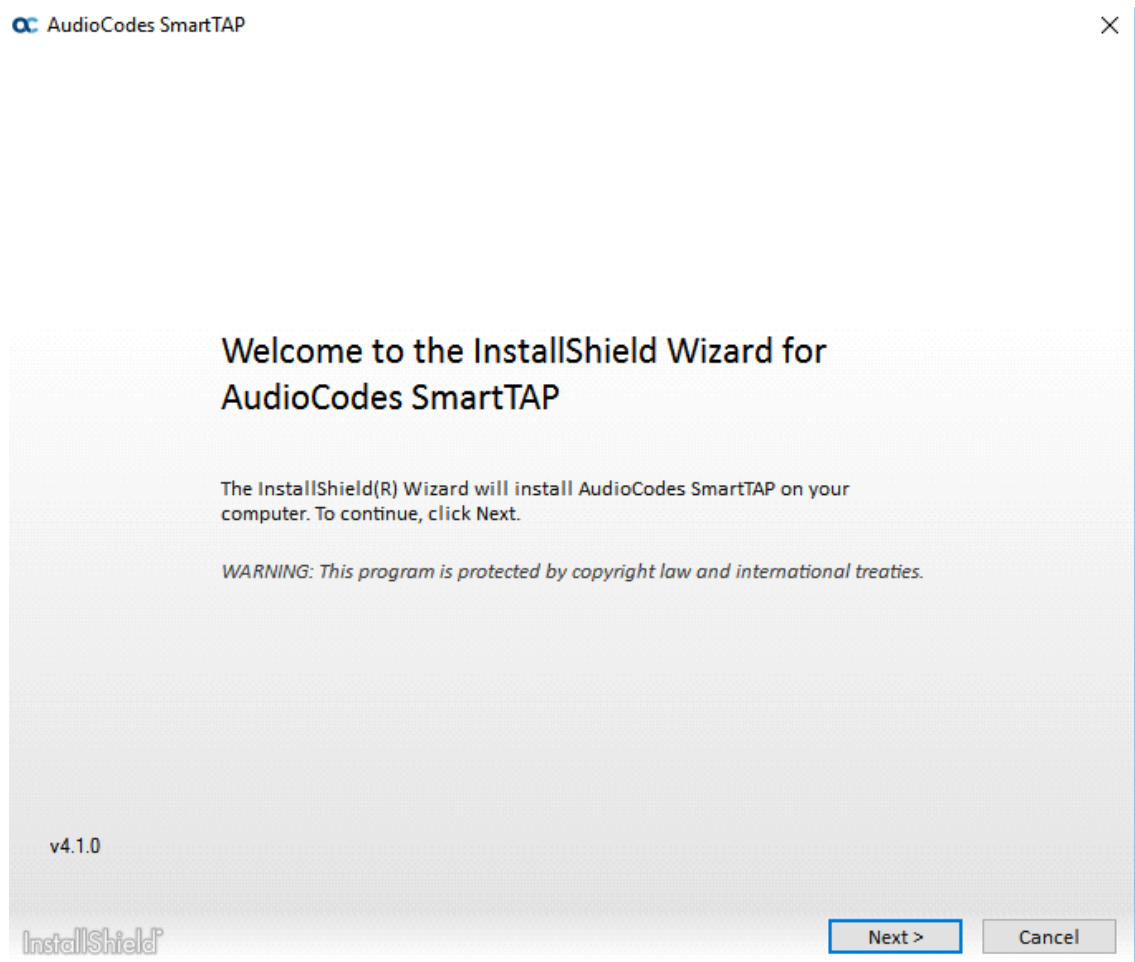


- Refer to Chapter [Installation Wizard - Distributed Method](#) on page 25 for installations that involve more than one SmartTAP server.
- If you are running a clean installation or upgrade, you may be prompted to restart the server. In this case, the installer prompts for a server restart; perform this action and then upon completion, run the installation script again.

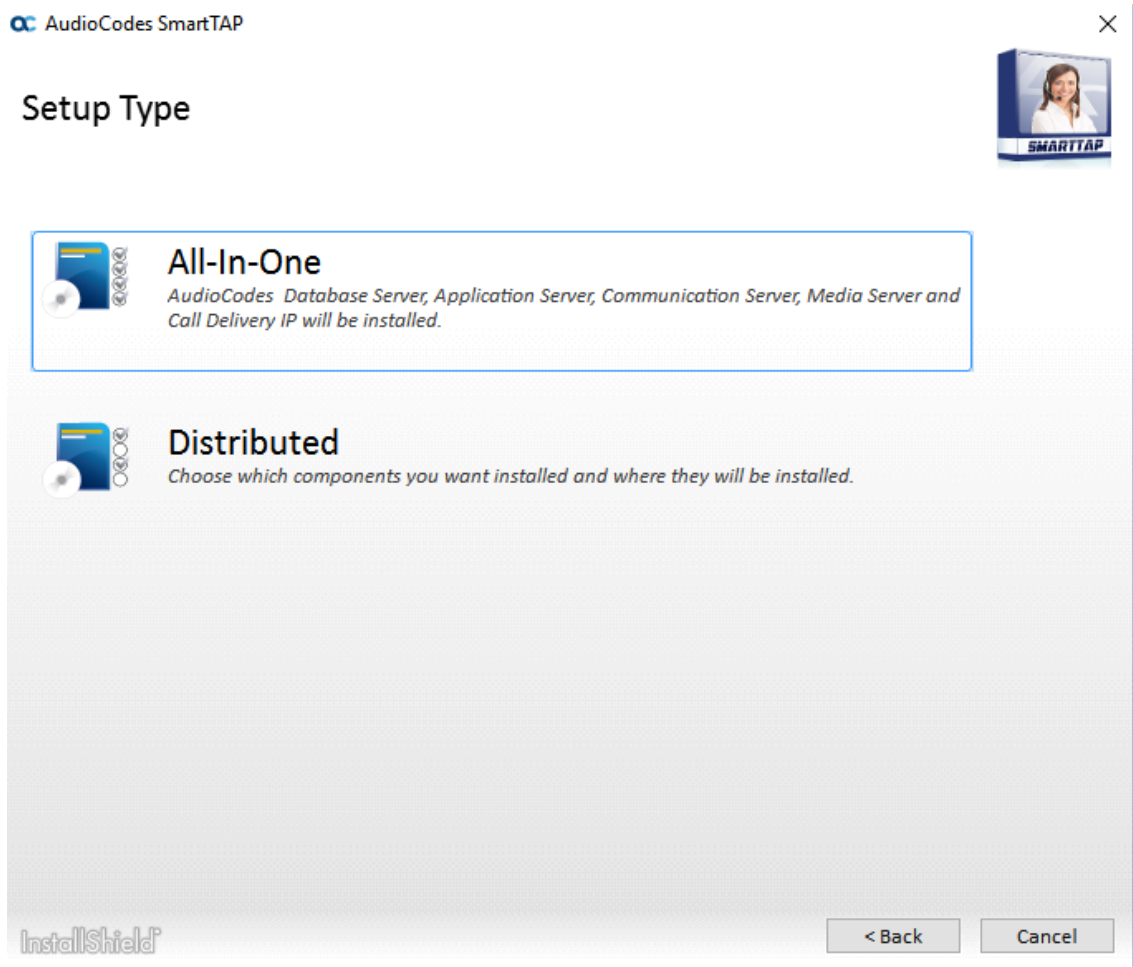
➤ To install SmartTAP:

1. Verify all prerequisites for the installation are met before moving forward with the installation.
2. Launch install.bat from the “Suite” folder.
3. Click Next to continue.

Figure 4-1: Installation Wizard



4. Click **Next** after accepting SmartWORKS license.
5. Click **Next** after accepting SmartTAP license.

Figure 4-2: Setup Type**6. Select All-In-One:**

Refer to the following sections:

- Installing Database Service (see Section [Database Service](#) below)
- Installing Application Server (AS) (see Section [Installing the Application Service](#) on the next page)
- Installing Communication Server (CS) (see Section [Installing the Communication Service](#) on page 19)
- Installing Media Server (MS) (see Section [After upgrading SmartTAP, make sure that the Call Delivery configuration is set to the actual IP address of the servers. Using local host, or 127.0.0.1, will no longer work correctly, although it was valid in previous versions of SmartTAP.](#) on page 22)
- Installing Call Delivery-IP (CD-IP) (see Section [Installing the Call Delivery Service](#) on page 20)



For the installation of these components, unless otherwise specified, accept defaults shown.

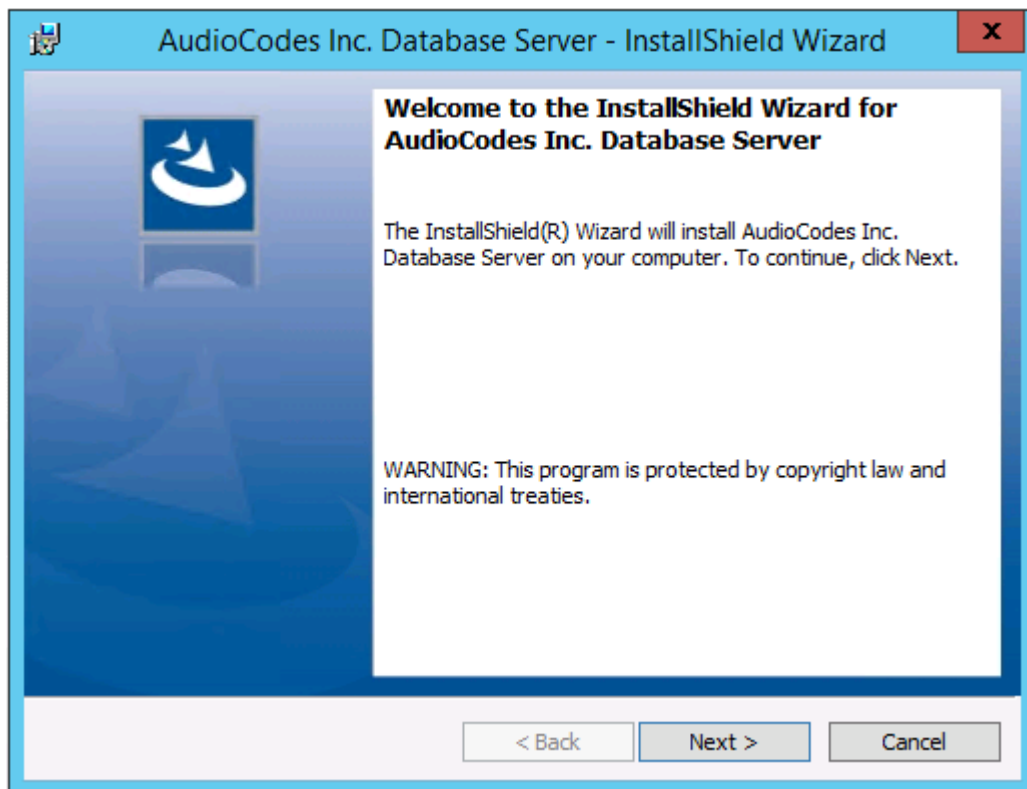
Database Service

The Database installation starts in the proper sequence when all or multiple services are selected on the installer menu.

➤ **To install the database service:**

1. When the Database Server Installation wizard starts, click Next to install.

Figure 4-3: Database Server Installation Wizard



2. Accept ALL defaults.
3. Click Install.
4. Click **Finish**.
 - For setting up clustered configurations of the database, please contact AudioCodes Technical Support for further information.
 - When upgrading from SmartTAP 1.8.x through SmartTAP 2.2.x, you need to manually check for the following registry key and add it if it is not present:

HKLM\SOFTWARE\Wow6432Node\Audiocodes\SmartTAP\DB\InstallDirectory
= ...\\MySQL\MySQL Server 5.0\

This is a value of type “String”. You must replace the path to MySQL with the real path on the existing system. It is important to leave the trailing backslash in place. Once this is done, the upgrade of the database can proceed successfully.

Installing the Application Service

The Application Service is essentially a Web server responsible for user access, management and database control.

- The database must be installed first before continuing.
- This procedure also runs a silent installation of the Health Monitor utility. For more information, refer to the Administrator Guide.

This version runs Java Version 1.8.202.

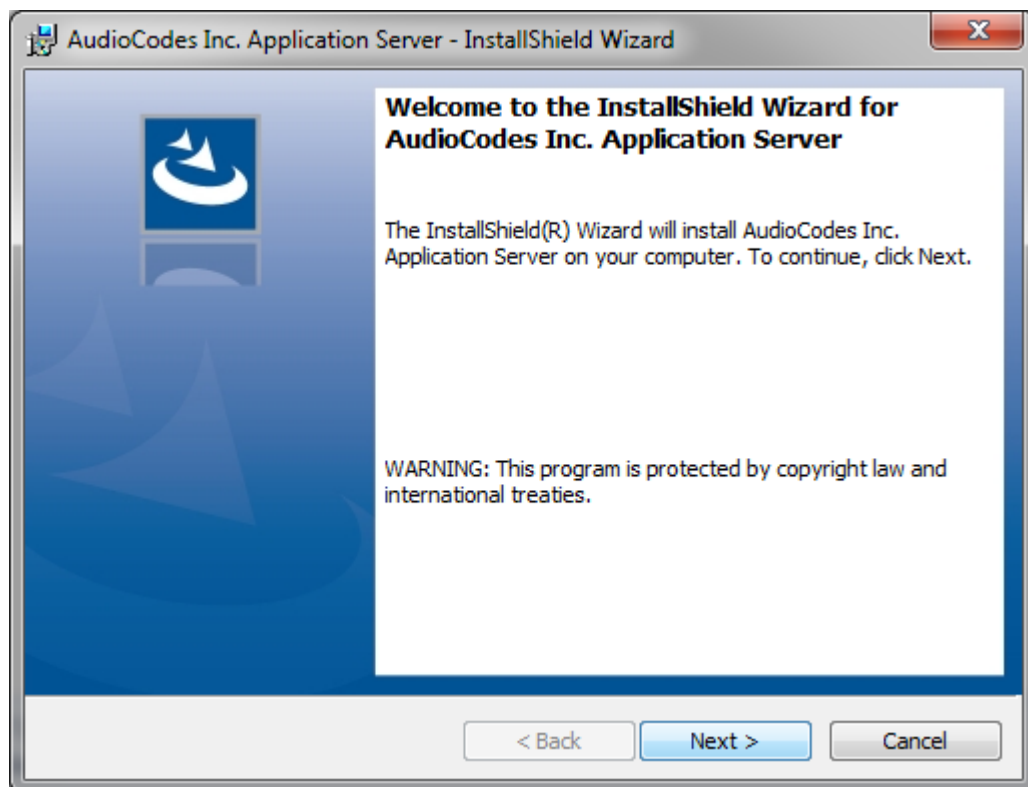


SNMP Trap Service must be disabled on SmartTAP servers running the Application Server component.

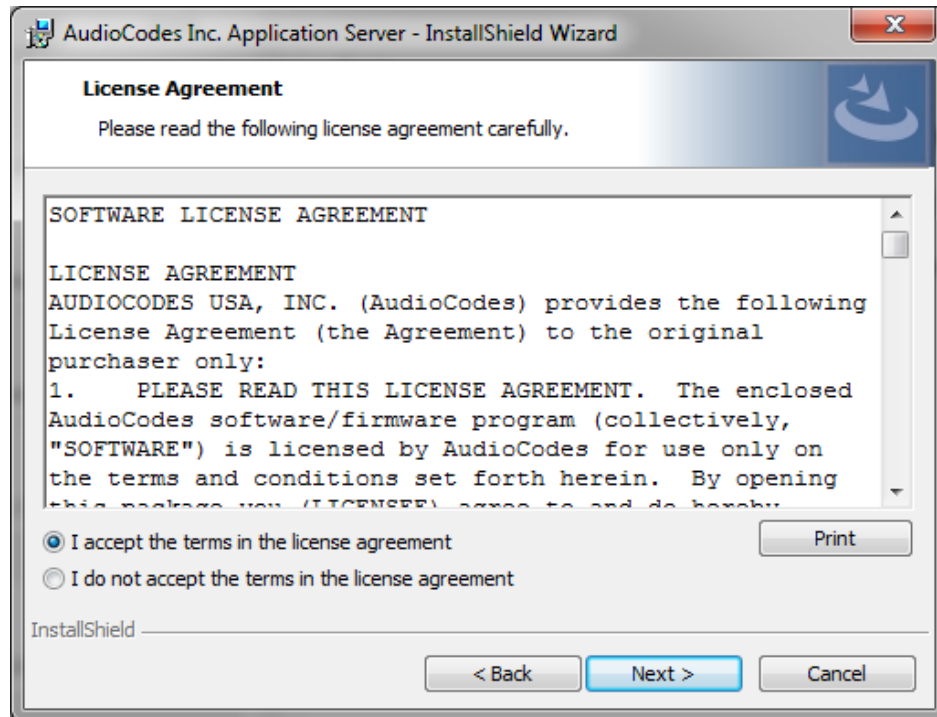
➤ **To install the Application service:**

1. The Application Service installation starts in the proper sequence when all or multiple services are selected on the installer menu.
2. When the Application Server installation wizard starts, click **Next** to install.

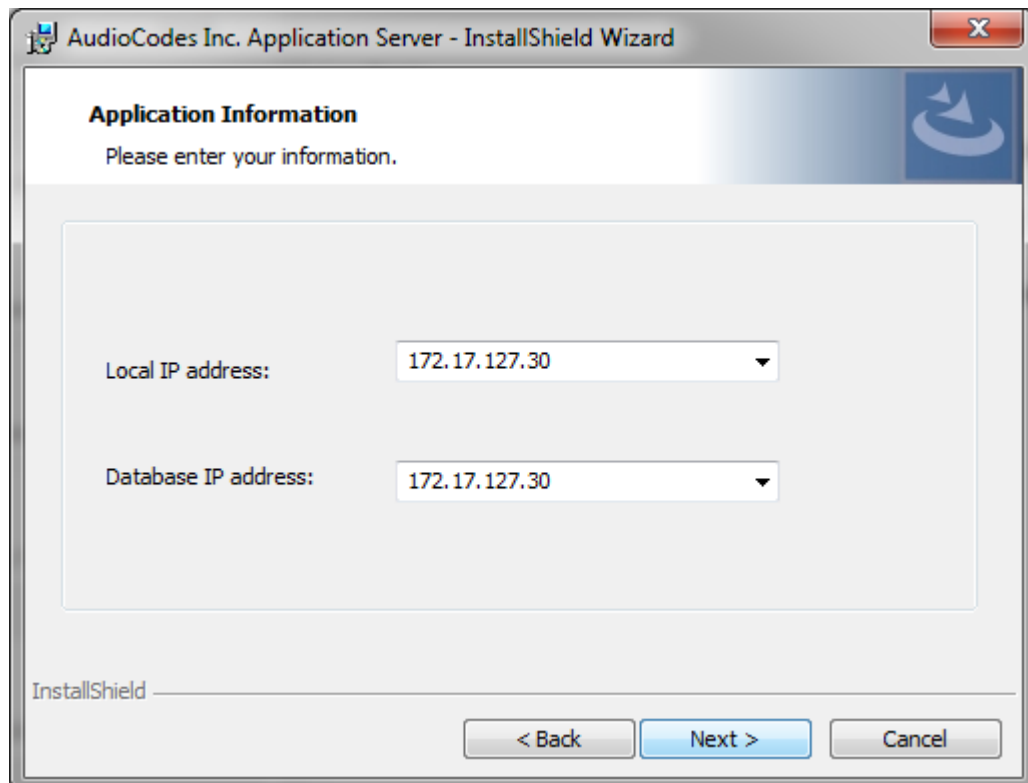
Figure 4-4: Application Server Installation Wizard



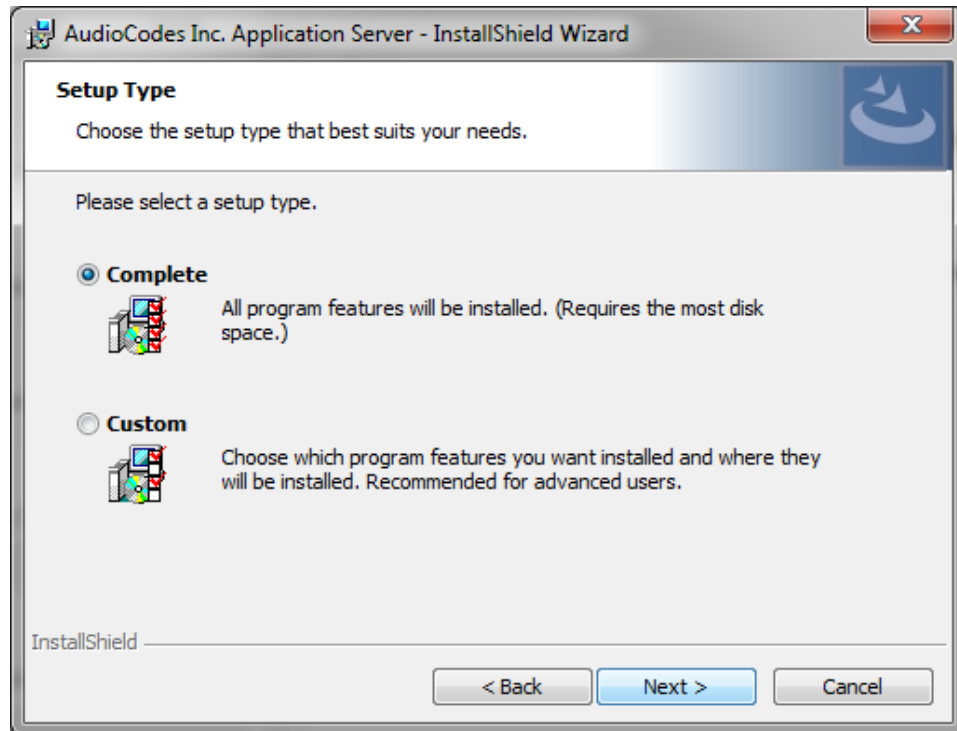
If you are installing from a Suite, then the following screen may not be displayed.

Figure 4-5: License Agreement

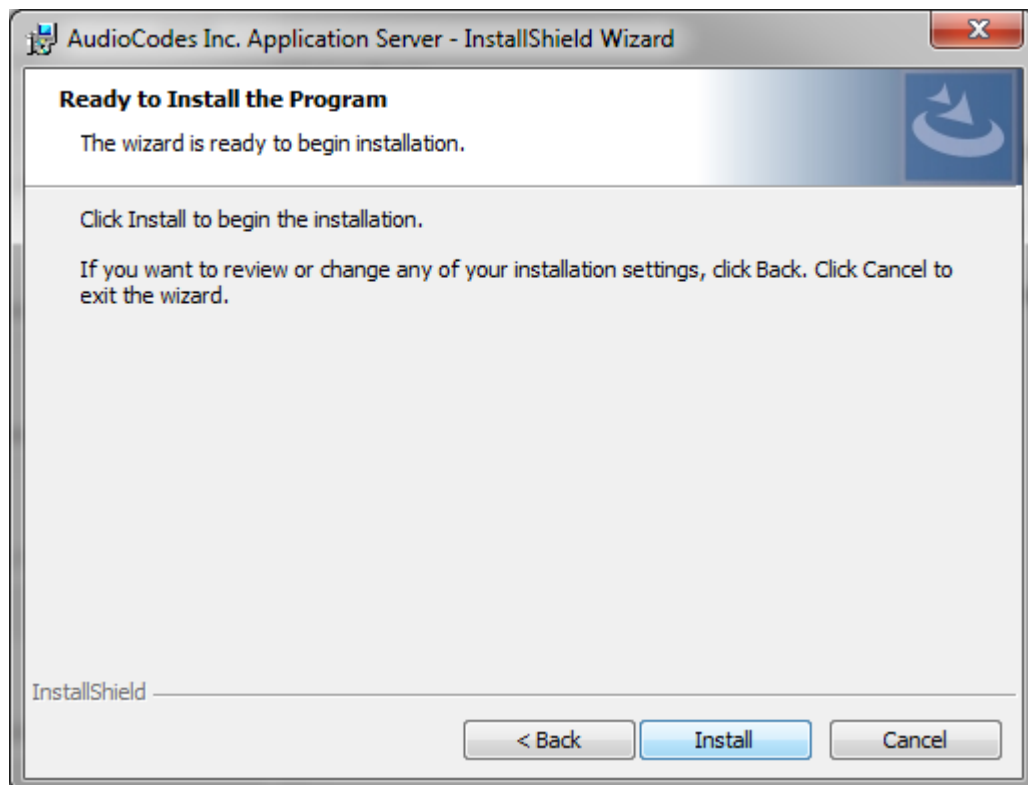
3. Select the "I accept the terms in the license agreement" check box and click **Next**.
If you are performing an upgrade, the screen below is not displayed.

Figure 4-6: Application Information

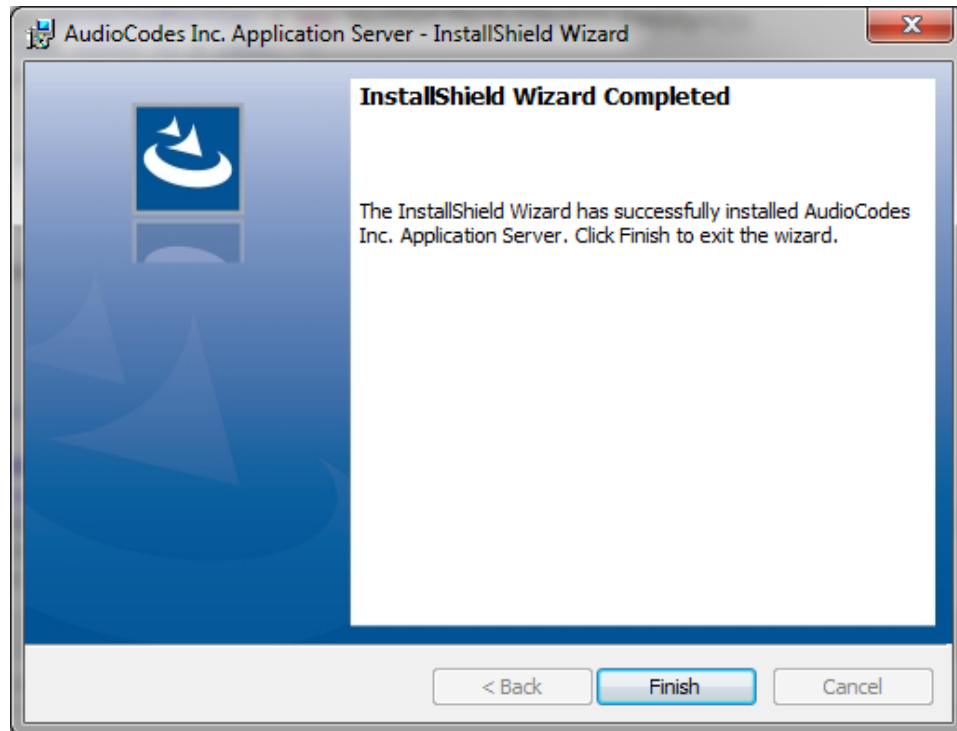
4. Enter the IP address of the Application Server location and the IP address of the Database location. The IP addresses should be external i.e. not the IP address of the local host. Click **Next** to proceed.

Figure 4-7: Setup Type

5. Select one of the following setup types and click Next:
 - Complete: Install to the default location: C:\Program Files\AudioCodes\SmartTAP\AS
 - Custom: Change the destination location

Figure 4-8: Ready to Install

6. Click **Install**.

Figure 4-9: Complete Installation

7. Click **Finish**.

Installing the Communication Service

The Communication Service acts like a SIP proxy and registrar to control connectivity and load balancing between the Call Delivery devices and the Media Servers.



For setting up an HTTPS connection between the SmartTAP Application server and the Communication Service, see [Configuring SmartTAP Components for HTTPS](#) on page 143.

➤ To install the Communication Service:

1. The database must be installed first before continuing.
2. The Communication Service installation starts in the proper sequence when all or multiple services are selected on the installer menu.
3. When the Communication Server installation wizard starts click **Next** to install.

Figure 4-10: Communication Server



4. Accept ALL defaults.
5. During the installation you are prompted to enter the IP address of the Application server.
6. Click **Install**.
7. Click **Finish**.

Installing the Call Delivery Service

The Call Delivery is responsible for passively tapping or actively connecting to the telephony environment and then determining which calls to record using the dynamic state machine and target list. A separate Call Delivery Service will be installed for each telephony environment.

The All-In-One SmartTAP install will automatically install the CD-IP Call Delivery for IP PBX recording environments like Skype for Business, Cisco, SIP, NEC, Siemens, etc.



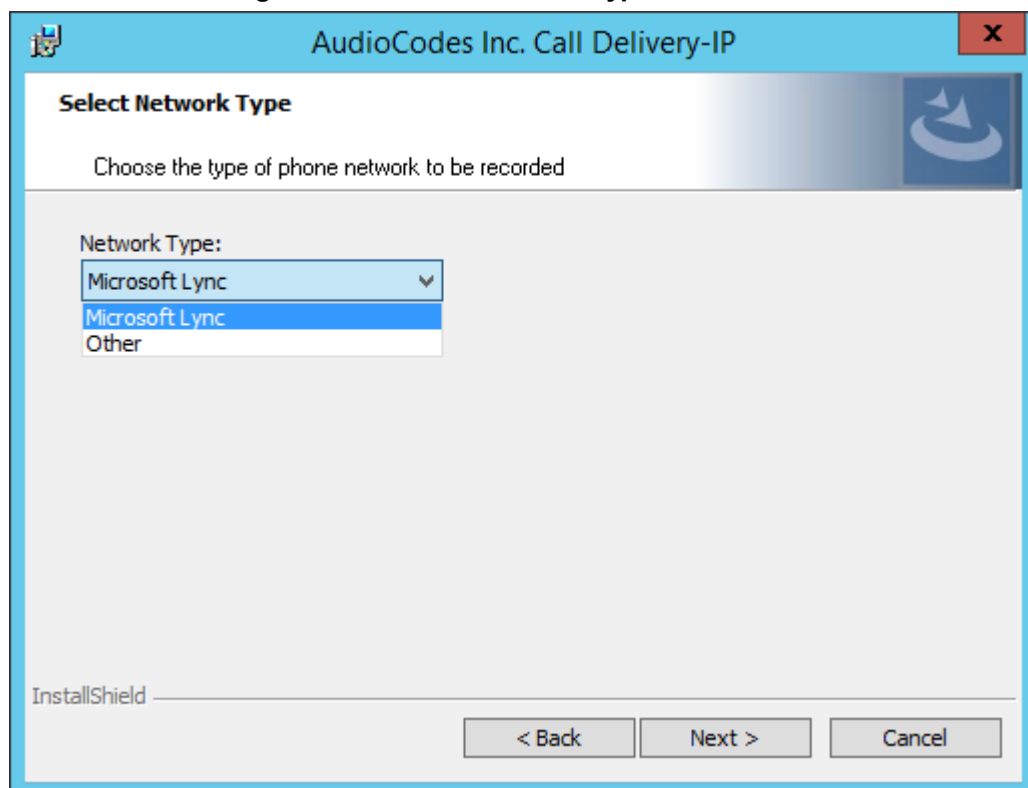
For setting up an HTTPS connection between the SmartTAP Application server and the Call Delivery Service, see [Configuring SmartTAP Components for HTTPS](#) on page 143.

➤ To install the Call Delivery Service:

1. When the Call Delivery Service installation wizard starts click **Next** to install.

Figure 4-11: Call Delivery Service

2. Select Network Integration Type - (Skype for Business or Other).

Figure 4-12: Select Network Type

3. Click **Next**
4. To finish the CD-IP installation, choose one of the following:
 - Skype for Business— See Section [Installing Call Delivery for Skype for Business \(IP-based Recording\)](#) on page 73

- Other (VoIP Port Mirror) – See Section [Call Delivery Install for VoIP \(Port Mirror\)](#) on page 115



After upgrading SmartTAP, make sure that the Call Delivery configuration is set to the actual IP address of the servers. Using local host, or 127.0.0.1, will no longer work correctly, although it was valid in previous versions of SmartTAP.

The “localIp” parameter should be set to the IP address of the Call Delivery server where this software is installed.

The “trapDestIP” and “recorder ip” parameters should be set to the IP address where the Application Server is installed, which may or may not be the same server.

Manually edit this section of the calldeliveryconfig.xml file:

```
<snmp>
  <network localIp="CDRealIP" port="11161" name="SWCallDelivery" oid-
d="1.3.6.1.4.1.5003.9.40.1.1.2" trapDestIp="ASRealIP" />
</snmp>
<applicationServer>
  <recorder ip="ASRealIP" port="80">
    <protocols>
      <protocol>http</protocol>
    </protocols>
  </recorder>
</applicationServer>
```

This note applies to CD-IP only.

Installing the Media Server

The Media Server is responsible for writing to file storage the incoming RTP stream from the Call Delivery, encrypting and compressing the data.

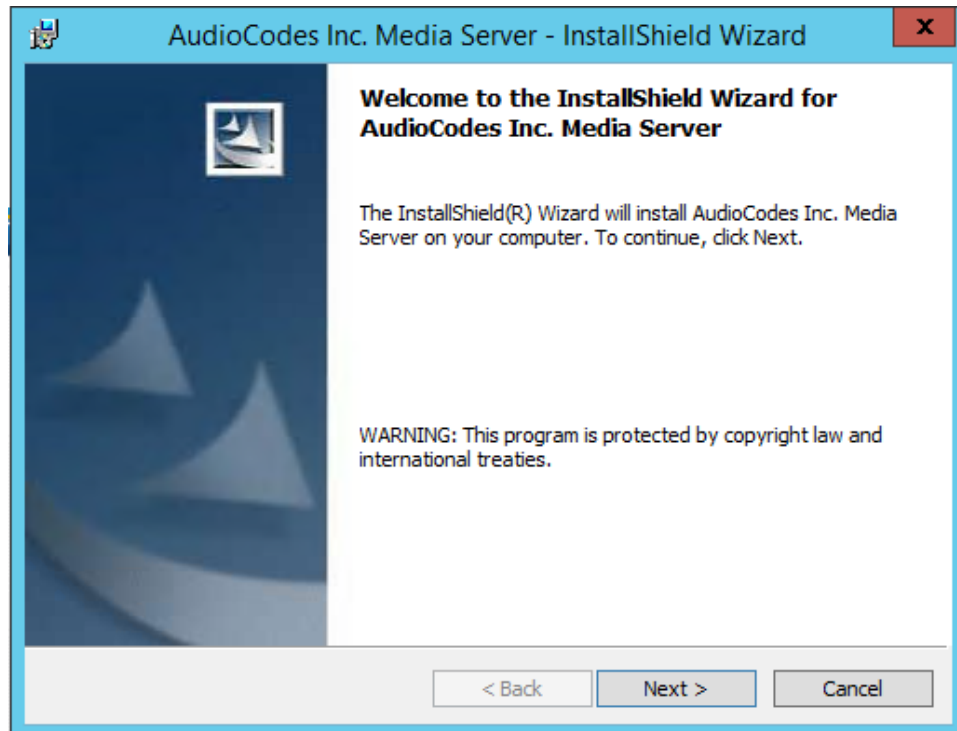


For setting up an HTTPS connection between the SmartTAP Application server and the Media Server, see [Configuring SmartTAP Components for HTTPS](#) on page 143

➤ To install the Media Server:

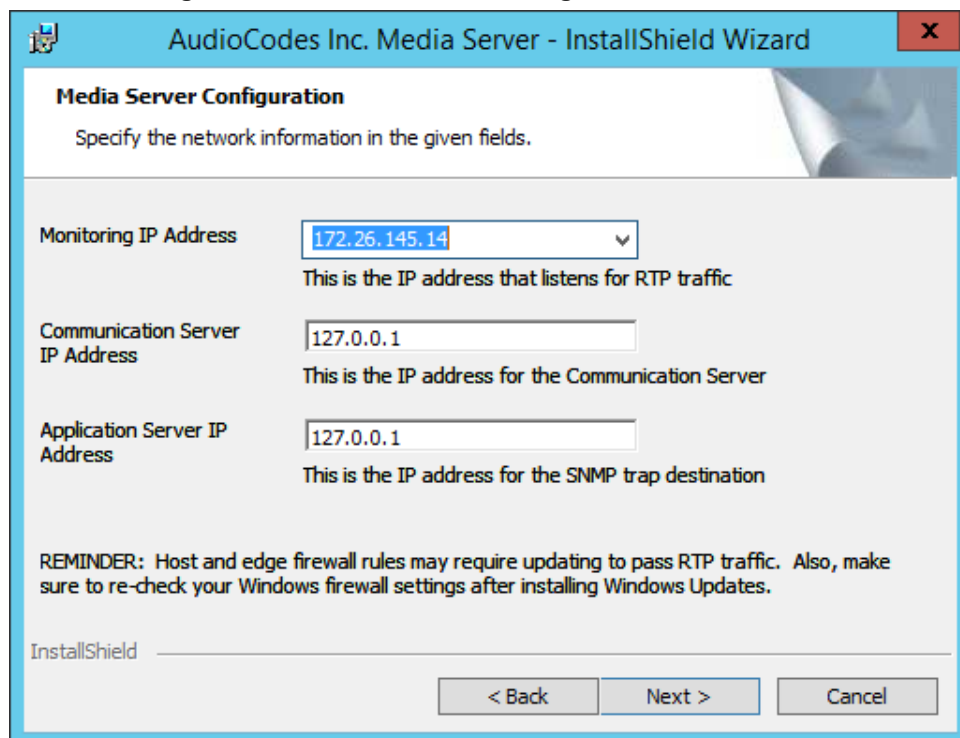
1. The Media Server installation starts in the proper sequence when all or multiple services are selected on the installer menu.
2. When the Media Server installation wizard starts, click **Next** to install.

Figure 4-13: Media Server



3. Select the IP Address of the SmartTAP Server from the "Monitoring IP Address" drop-down box.
4. In the Distributed or Remote Branch deployment, enter the real IP address for the Communication and Application Servers.
5. In the all-in-one deployment you can leave the default 127.0.0.1 address or type in the server IP address.

Figure 4-14: Media Server Configuration



6. Click **Next**.
7. Click **Install**.

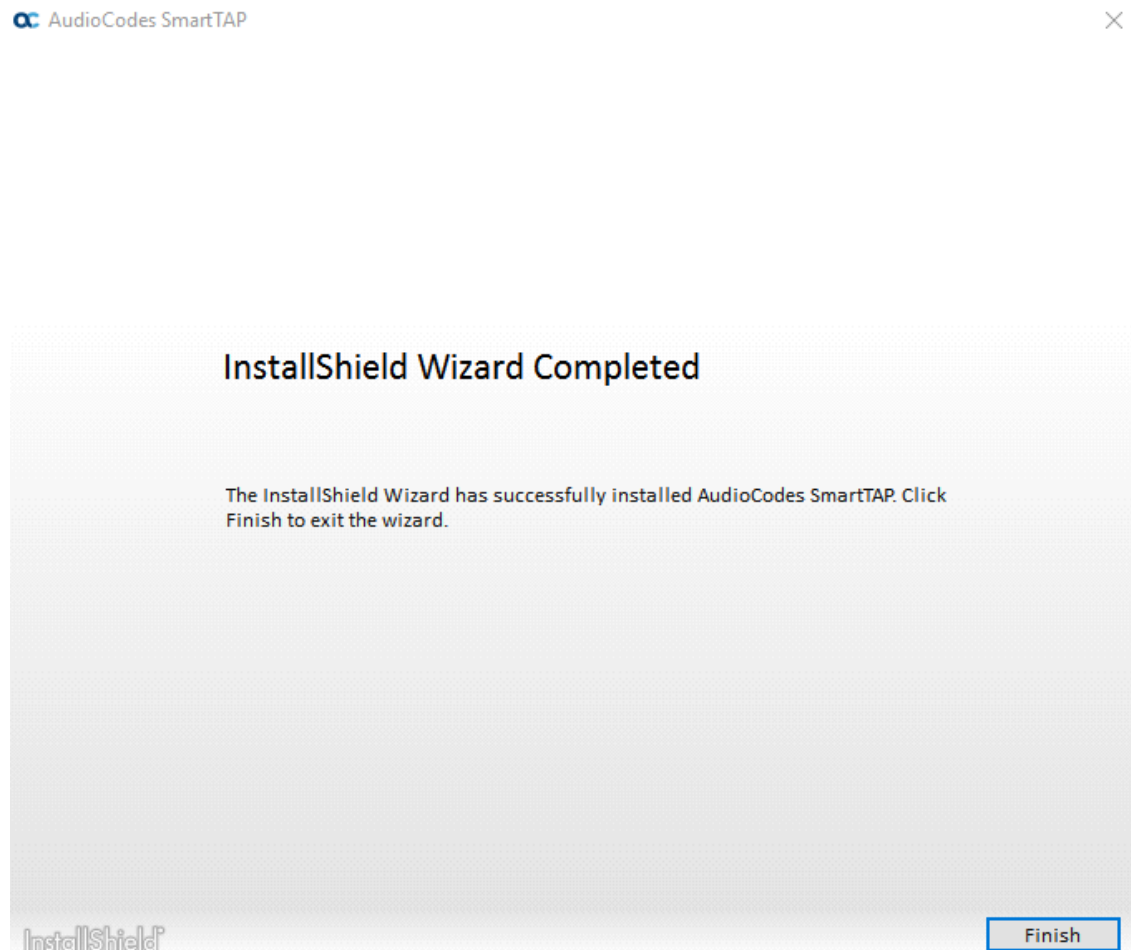
8. Click **Finish**.

Completing Wizard Installation

When the installer completes the installation of all the software components, a dialog window appears indicating that the installation has completed.

1. When the installer completes the following screen appears:

Figure 4-15: InstallShield Wizard Completed



2. Click **Finish** to exit the installer.
3. Proceed to [Integration Configuration](#) on page 114 to complete the integration configuration steps required before the server is ready to record calls.

Post-Installation Integration

At this point in the installation, the software is running on the server. However, the SmartTAP recorder needs additional integration specific configuration before it is capable of recording calls. This integration is described in Chapter [Integration Configuration](#) on page 114.

5 Installation Wizard - Distributed Method

This Chapter describes the Distributed method for installing SmartTAP.

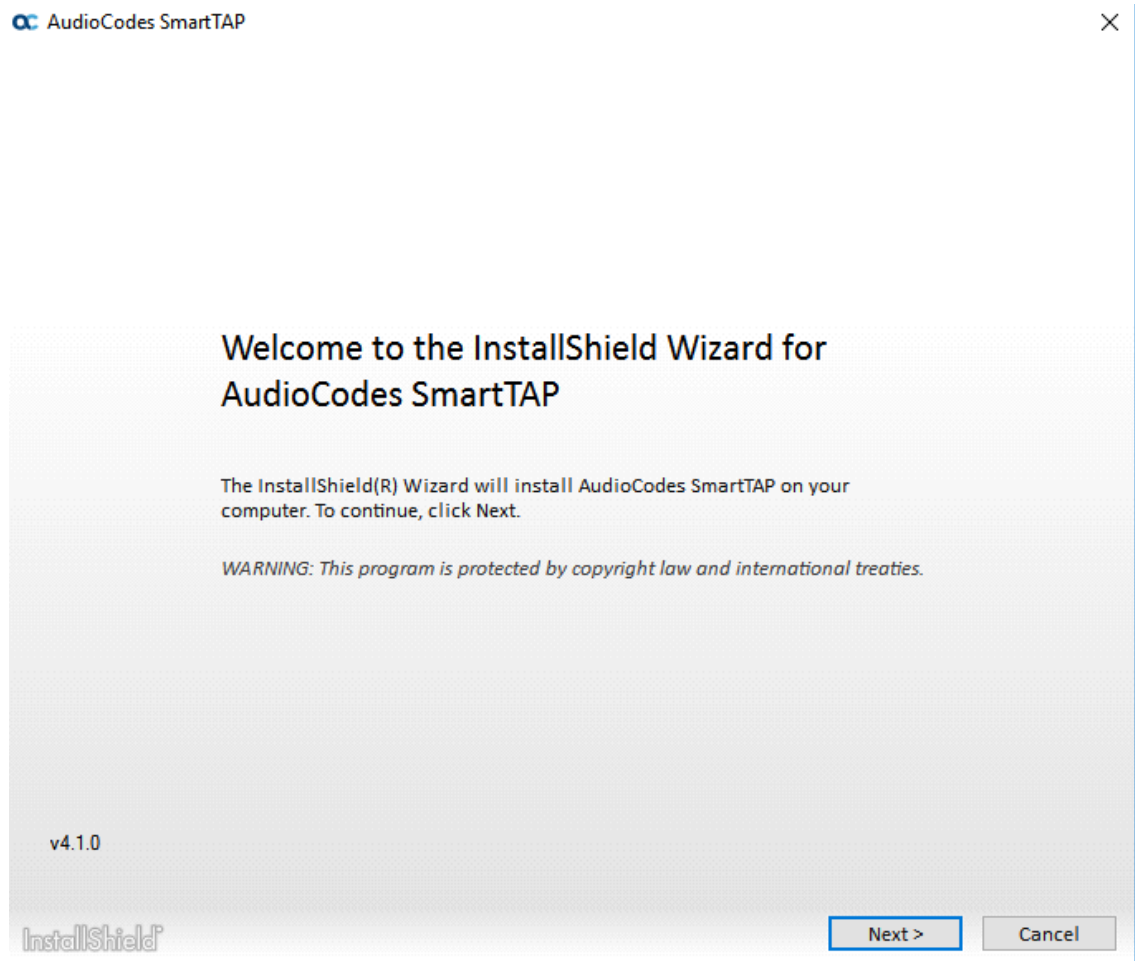


- This installation method assumes that each SmartTAP component will be installed on a separate physical or virtual server.
- If you are running a clean installation or upgrade, you may be prompted to restart the server. In this case, the installer prompts for a server restart; perform this action and then upon completion, run the installation script again.

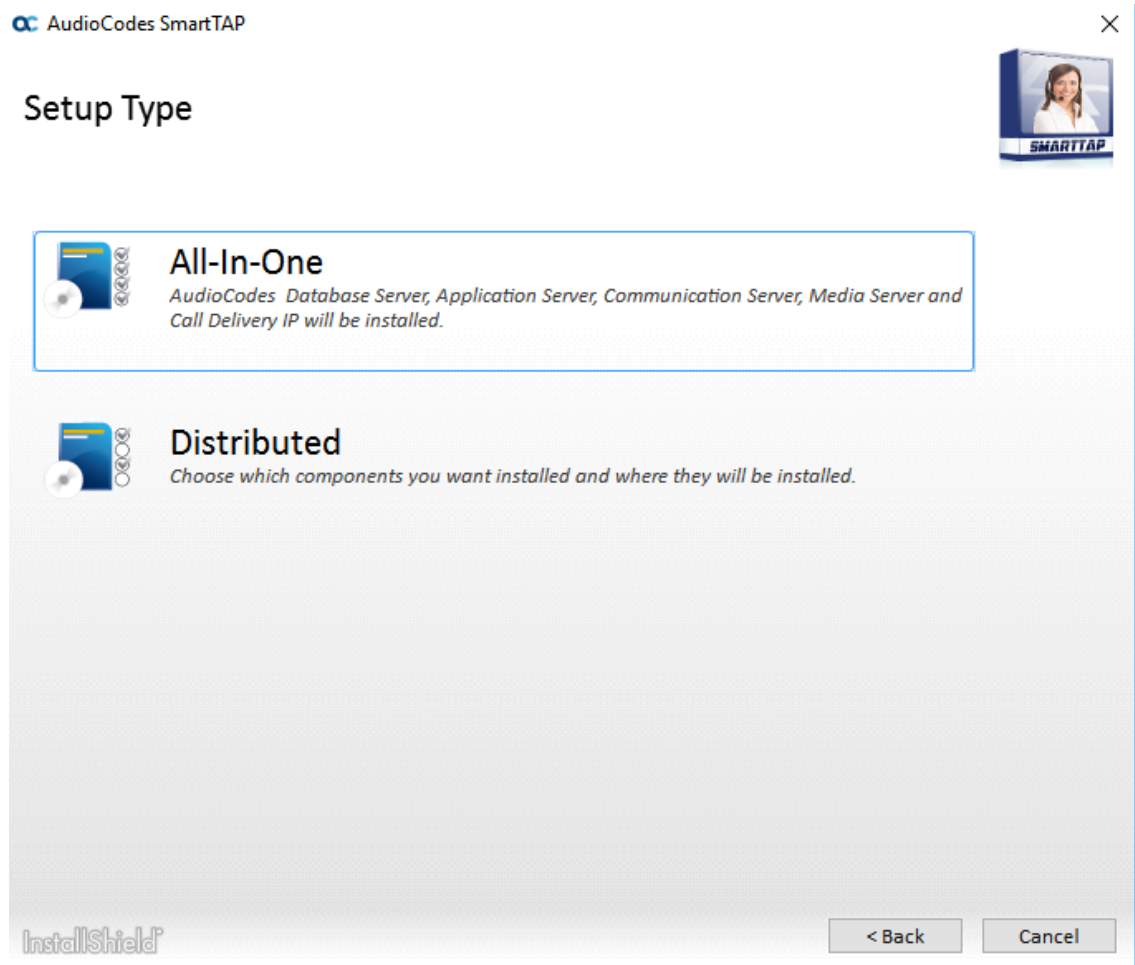
➤ **To install the distributed method:**

1. Launch install.bat from the “Suite” folder.
2. Click **Next** to continue.

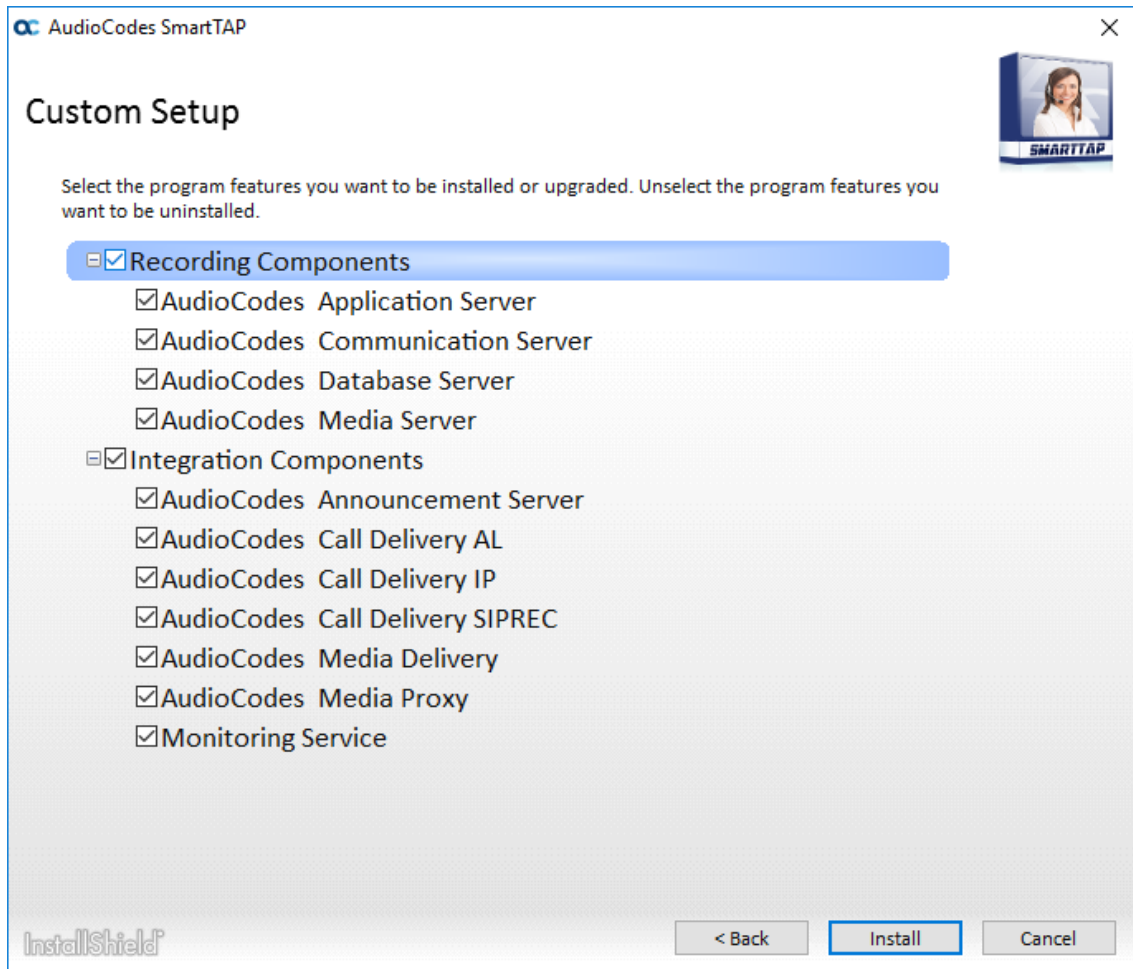
Figure 5-1: InstallShield Wizard SmartTAP



3. Click **Next** after accepting SmartWORKS license.
4. Click **Next** after accepting SmartTAP license.

Figure 5-2: Setup Type

5. Select the Distributed installation option.

Figure 5-3: Custom Setup

6. Select the software elements that you wish to install.

Refer to the following sections:

- Installing SmartTAP Database Server (see Section [Installing SmartTAP Database Server](#) below)
- Installing SmartTAP Application Server Installation (see Section [Installing SmartTAP Application Server](#) on the next page)
- Installing SmartTAP Communication Server (see Section [Installing SmartTAP Communication Server](#) on page 29)
- Installing SmartTAP Media Server (see Section [Installing SmartTAP Media Server](#) on page 29)
- Installing SmartTAP Call Delivery Server (see Section [Installing SmartTAP Call Delivery Server](#) on page 35)

Installing SmartTAP Database Server

This section describes the database service software installation.



It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. Refer to Chapter [Firewall Configuration](#) on page 43.

➤ **To install the database service software:**

1. Run the Install.bat from the SmartTAP "Suite\" folder.
2. Select the Distributed software Custom Setup type.
3. Select the AudioCodes Inc. Database Server option.
4. Click **Install**.
5. Click **Next** to continue.
6. Select Complete, and then click **Next** to continue.
7. Click **Install**.
8. Click **Finish** to complete the installation.

Database Service Configuration

The database is configured automatically during the installation of the AS.

Installing SmartTAP Application Server



- During an upgrade of the Application Server, the installers may mistakenly stop and ask the user to choose between a "Complete" and "Custom" installation. If the component was installed to a custom location, make sure the correct location is still set in the "Custom" dialog box."
- It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. Refer to Chapter [Firewall Configuration](#) on page 43
- This procedure also runs a silent installation of the Health Monitor utility. For more information, refer to the Administrator Guide.

➤ **To install the Application Service:**

1. Verify that the (DB) Database Server is installed and the MySQL service is running.
2. Run the Install.bat from the SmartTAP "..\Suite\" folder.
3. Select the Distributed software Custom Setup type.
4. Select the AudioCodes Inc. Application Server option.
5. Click **Next**.
6. Change the Database Server IP from "127.0.0.1" to the IP of the Database Server.
7. Click **Next**.
8. Select Complete, and then click Next to continue.
9. Click **Install**.
10. Click **Finish** to complete the installation.

Installing SmartTAP Communication Server



- During an upgrade of the Communication Server, the installers may mistakenly stop and ask the user to choose between a “Complete” and “Custom” installation. If the component was installed to a custom location, make sure the correct location is still set in the “Custom” dialog box.”
- It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. Refer to Chapter [Firewall Configuration](#) on page 43

➤ To install the Communication Server:

1. Run the Install.bat from the SmartTAP “Suite\” folder.
2. Select the Distributed software Custom Setup type.
3. Select the AudioCodes Inc. Communication Server option.
4. Click **Install** button to continue.
5. Click **Next** to continue.
6. Enter the “Application Server Name or IP” when prompted.
7. Enter the “Media Server Name or IP” when prompted.
8. Enter the “Database Server Name or IP” when prompted.
9. Since the Master DB is remote, the CS installation will install a local Slave DB with the CS.
10. The Slave DB will automatically connect to the Master DB.
11. Select Complete, and then click **Next** to continue.
12. Click **Install**.
13. Click **Finish** to complete the installation.

Installing SmartTAP Media Server



- The transfer of the media files between the Media Server, Application Server, and File Server (SAN/NAS) is accomplished by using the windows SHARE (SMB) facilities. Therefore, all servers must be part of the same windows domain.
- It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. Refer to Chapter [Firewall Configuration](#) on page 43.

➤ To install the Media Server:

1. Run the Install.bat from the SmartTAP “Suite\” folder.
2. Select the Distributed software Custom Setup type.
3. Check on AudioCodes Inc. Media Server option.
4. Click **Install** to continue.
5. Click **Next** to continue.
6. Select the Monitoring IP Address from the drop-down list.
 - Typically the IP of the physical or virtual server.
 - The Monitoring IP Address is the IP address of the interface that listens for the RTP media to be recorded. This RTP media is sent from the Call Delivery Server, Media Delivery or Media Proxy depending upon deployment solution.
7. Enter the Communication Server IP Address when prompted.

8. Enter the Application Server IP Address when prompted.
9. Select Complete, and then click Next to continue.
10. Click **Install** to continue.
11. Click **Finish** to complete the installation.

Media Server Configuration



This procedure is not relevant if the media files are stored on the same server as the Media Server.

Network File Server

This section describes how to create a user account for SmartTAP on the domain. For example “SmartTAPUser” for the Network File server.

➤ To setup the network file server accounts:

1. In the Active Directory Users and Computers folder, select the Users folder and then right-click **New > User**.

Figure 5-4: Active Directory Users and Computers

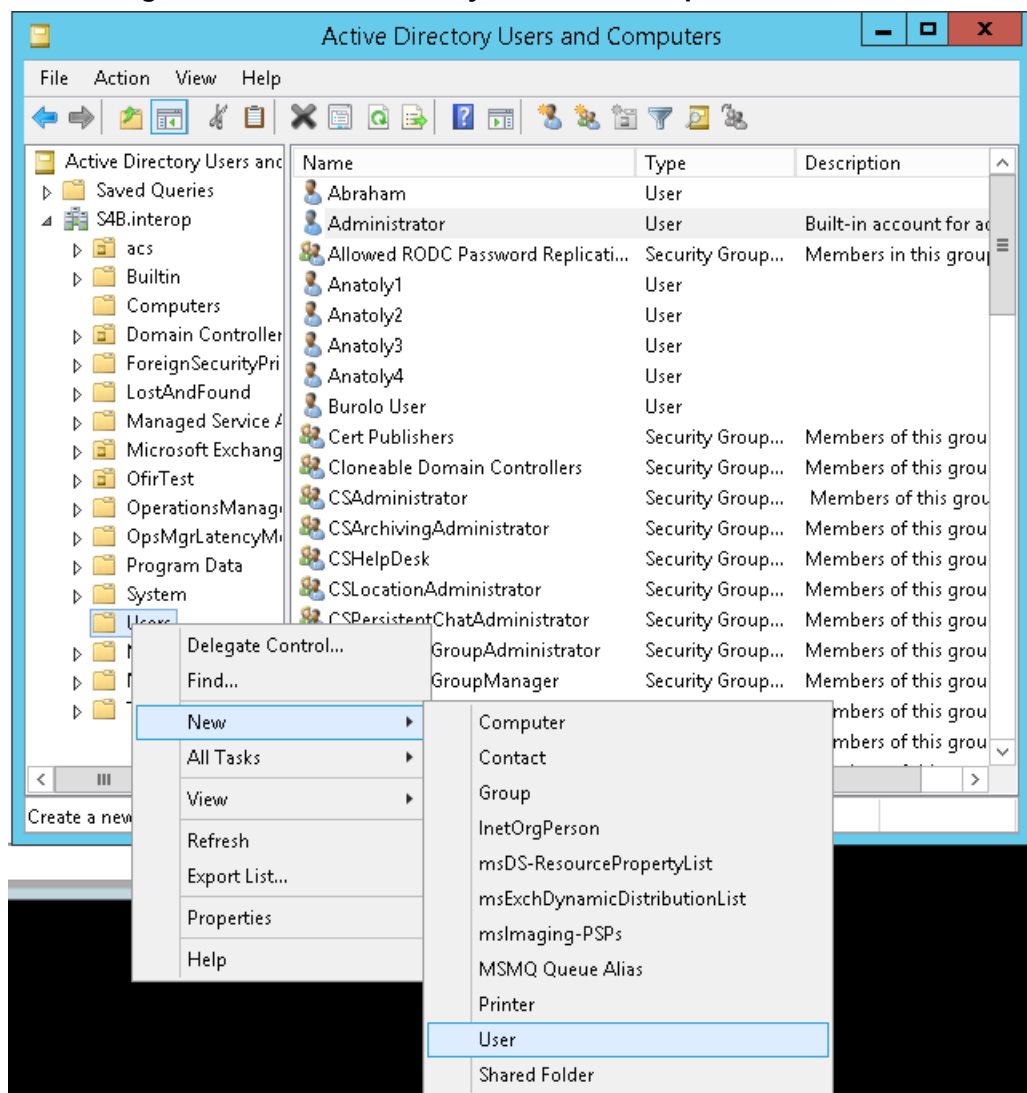
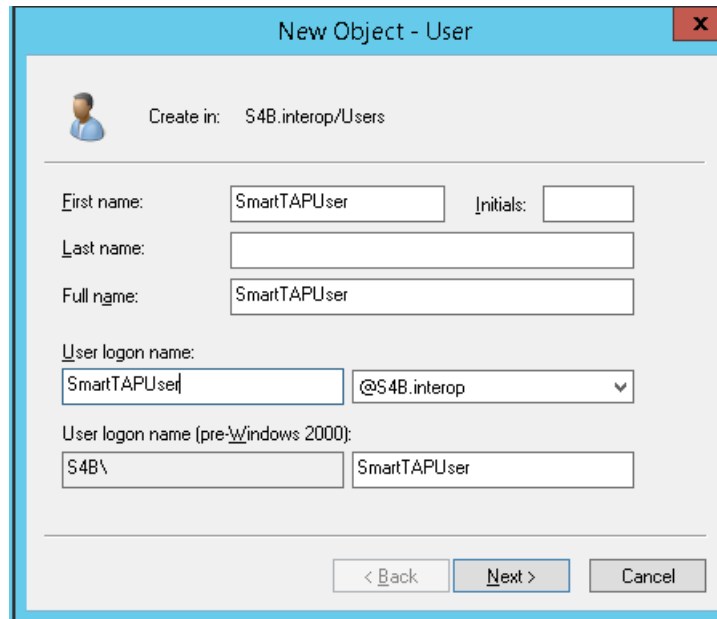
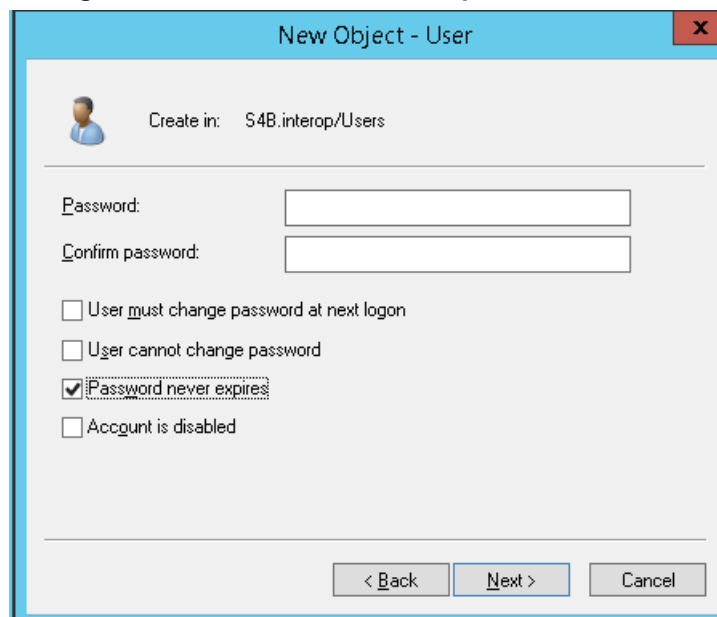
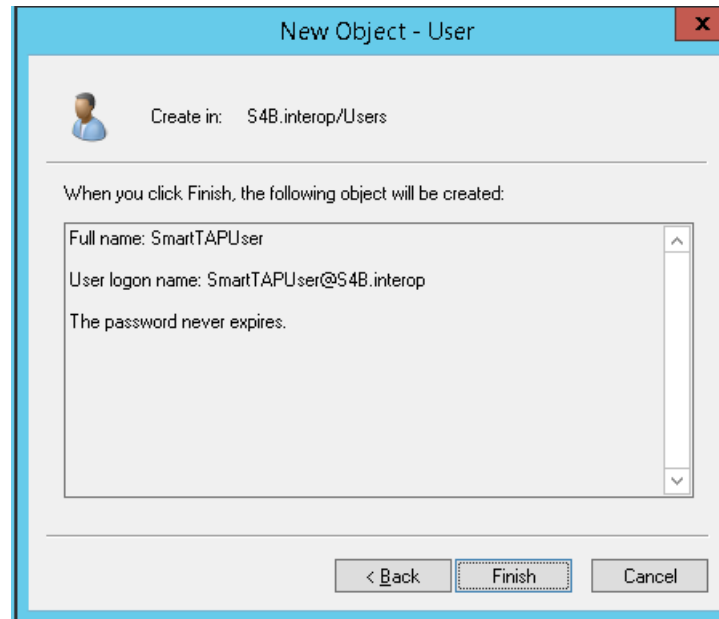


Figure 5-5: New SmartTAP User

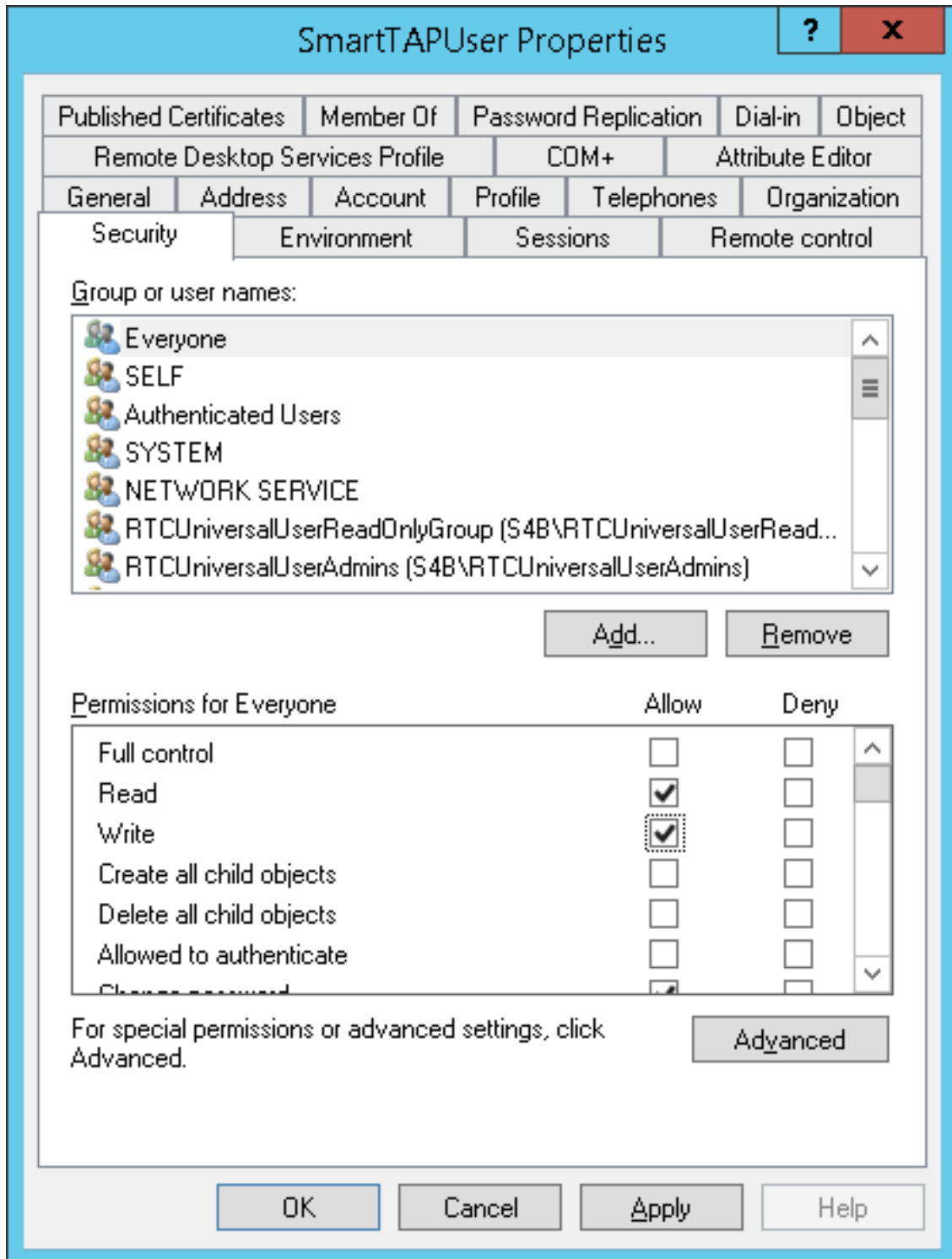
2. Enter the name of the SmartTAP user in the First Name and User logon name fields and click **Next**.

Figure 5-6: Password Never Expires

3. Enter a password, select the “Password never expires” check box and click Next. The following confirmation dialog is displayed:

Figure 5-7: User Add Confirmation

4. Click **Finish**.
5. Right-click the newly created user, choose Properties and click the Security tab.

Figure 5-8: Assign Read and Write Permissions

6. Assign "Read" and "Write" permissions and click **OK**.
7. Log in to the Media server as user "SmartTAP".
8. Access the SmartTAP shared media storage in the File server.
9. Create, edit, and delete a test file in the storage directory.
10. Log off.

Media Server

This section describes how to add the SmartTAP domain user to the local Administrators Group and to assign it to the SmartTAP MS-TR service.

➤ **Do the following:**

1. Add SmartTAP user to local Administrators Group:
 - a. In the Active Directory Users and Computers, right-click the newly created SmartTAP user and choose Add to a group.

Figure 5-9: Add SmartTAP user to Administrators Group

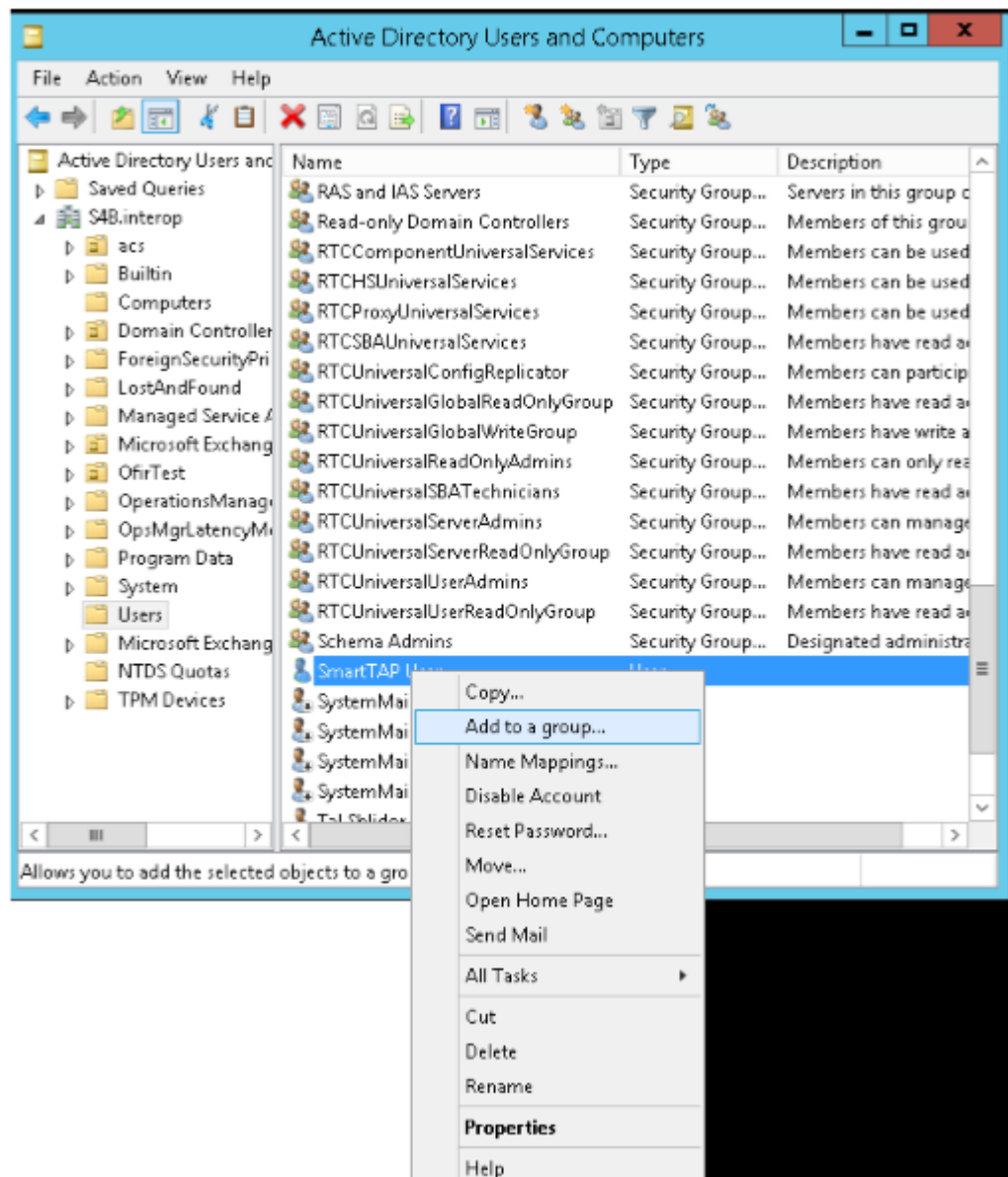
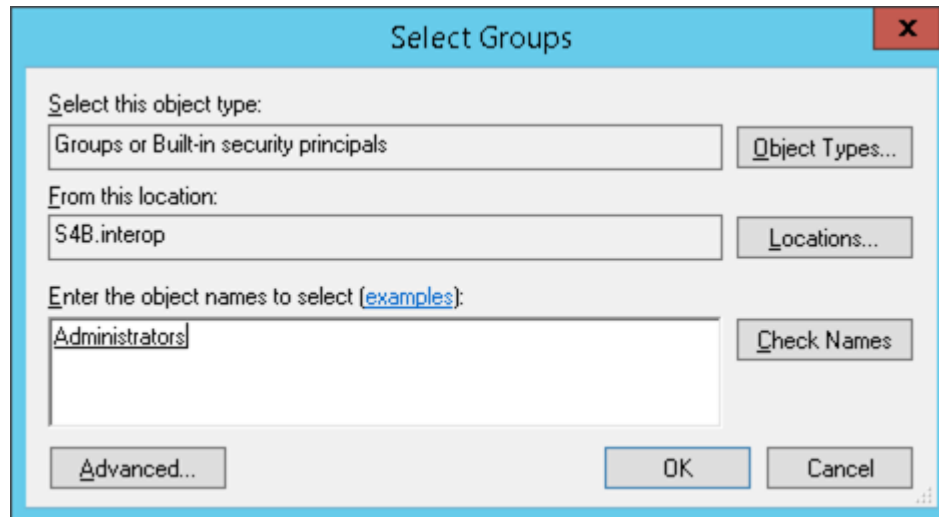
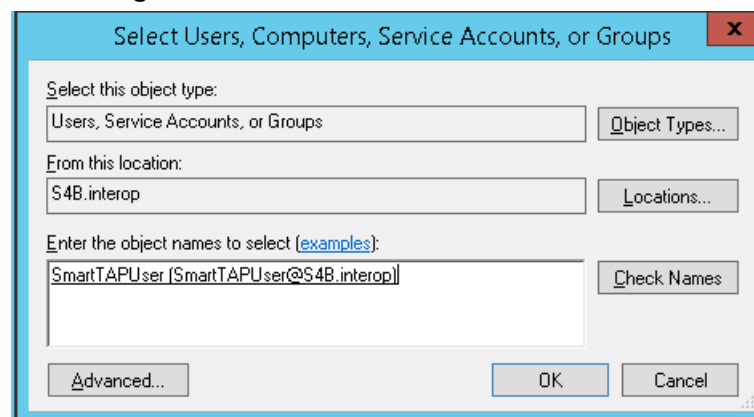


Figure 5-10: Add Smart TAP User to Administrator

- b. Enter Administrator and then click Check Names. The successfully recognized entry is underlined.
 - c. Click **OK**. A confirmation screen is displayed.
2. Assign the SmartTAP user to the SmartTAP MS-TR service:
 - a. Open the Services (Local) application (services.msc).
 - b. Select the service "SmartTAP MS-TR", right-click Properties and click the Logon tab.
 - c. Select the 'This account' check box.
 - d. Click Browse to search for the domain user who has permissions for the shared media directory in the file server.

This user may be the SmartTAP user or any other user defined for this purpose.

Figure 5-11: Assign User to SmartTAP MS-TR Service Account

- e. Click **Check Names**. The successfully recognized entry is underlined.
 - f. Restart the service.

Installing SmartTAP Call Delivery Server



It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. Refer to Chapter [Firewall Configuration](#) on page 43.

➤ **To Install the Call Delivery server:**

1. Run the "Install.bat" from the SmartTAP "Suite\" folder.
2. Select the Distributed Software Custom Setup type.
3. Click AudioCodes Inc. Call Delivery Server.
4. Click **Install** to continue.
5. Select "Microsoft Lync" or "Other" when prompted.
 - Other: (NON Microsoft LYNC)
6. Server IP Setup Screen:
 - Specify the IP of the Communication & Application Servers.
 - Specify the IP of the Local Machine.
7. Click link to install Skype for Business. See Section Plugin Configuration.
 - Return here once the configuration has completed.
 - No additional CD-IP configuration should be necessary.
8. Click link to install the Other (IP). See [VoIP Port Mirroring on page 114](#).
 - Return here once the configuration has completed.
 - Once the installation of the CD-IP has completed, an additional configuration is required. See Section [Additional Configuration](#) on page 118.
9. Click link to install Analog Trunk/Radio. See Section [Analog Trunk / Radio on page 120](#) :
 - Return here once the configuration has completed.
 - Once the installation of the CD-AL has completed, an additional configuration is required. See Section [Additional Configuration](#) on page 125.
10. Click **Next** to continue.
11. Click **Install** to complete the installation.

SmartTAP File Server Installation



It is preferable, that the File Server is installed and configured before installation of the (MS) Media Server and the (AS) Application Server.

Firewall Configuration

It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. Refer to Chapter [Firewall Configuration](#) on page 43.

Domain Controller Configuration

This configuration is an example of what must be performed in a windows environment to allow the SmartTAP software running on a different server to read and write to the file server directory where the recordings are stored. Alternatively, in the absence of a domain controller, the same can be achieved by the configuration of windows file sharing feature.

➤ **To configure the SmartTAP user on the Windows server Domain Controller:**

1. Create a user account for SmartTAP on the Domain Controller. For example "SmartTAP User":
 - a. In the Active Directory Users and Computers folder, select the Users folder and then right-click **New > User**.

Figure 5-12: Active Directory Users and Computers

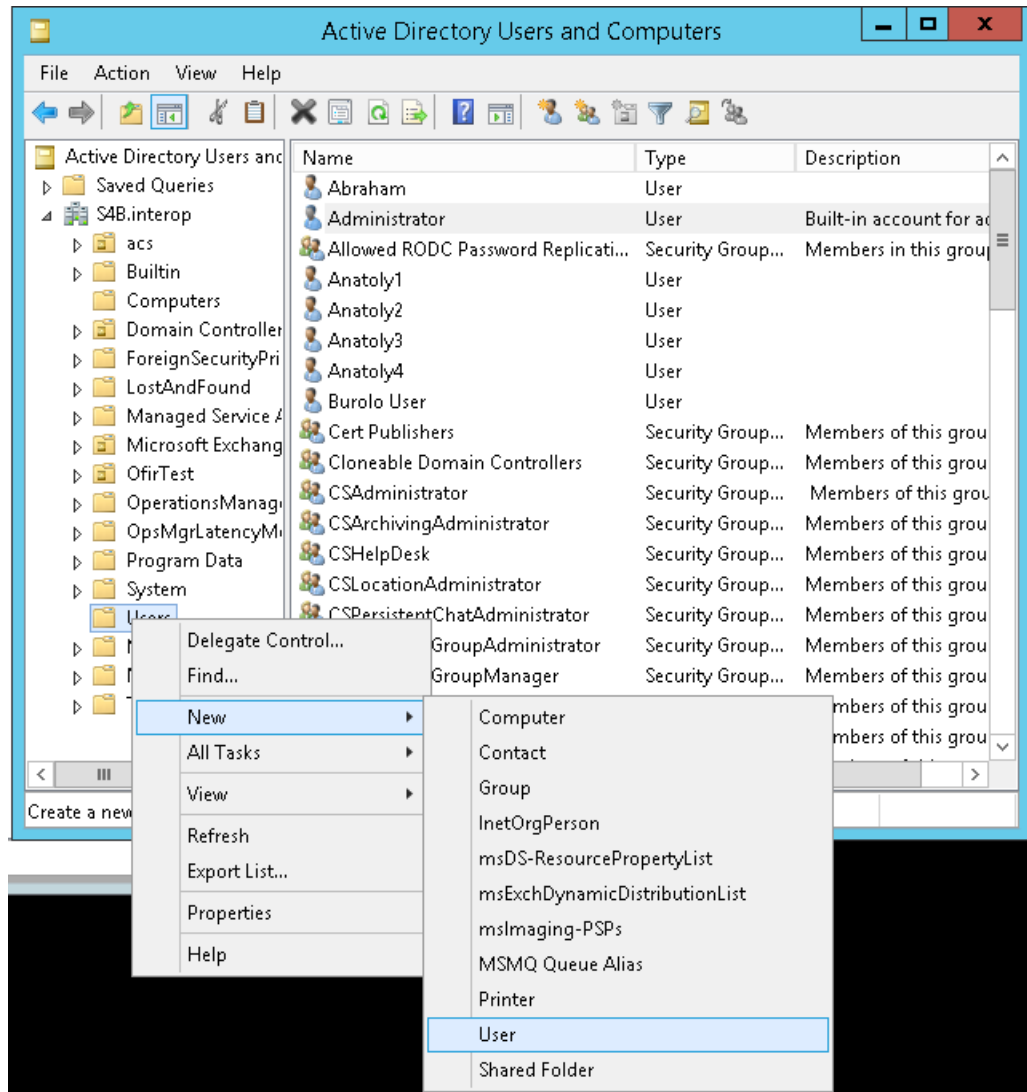


Figure 5-13: New SmartTAP User

The 'New Object - User' dialog box is shown. It contains the following fields and options:

- Create in:** S4B.interop/Users
- First name:** SmartTAP User
- Initials:** (empty)
- Last name:** (empty)
- Full name:** SmartTAP User
- User logon name:** SmartTAP User, @S4B.interop
- User logon name (pre-Windows 2000):** S4B\SmartTAP User
- Buttons:** < Back, Next >, Cancel

2. Click **Next**, enter a password and then configure the following settings:
 - a. Clear the **User must change password at next logon** check box.

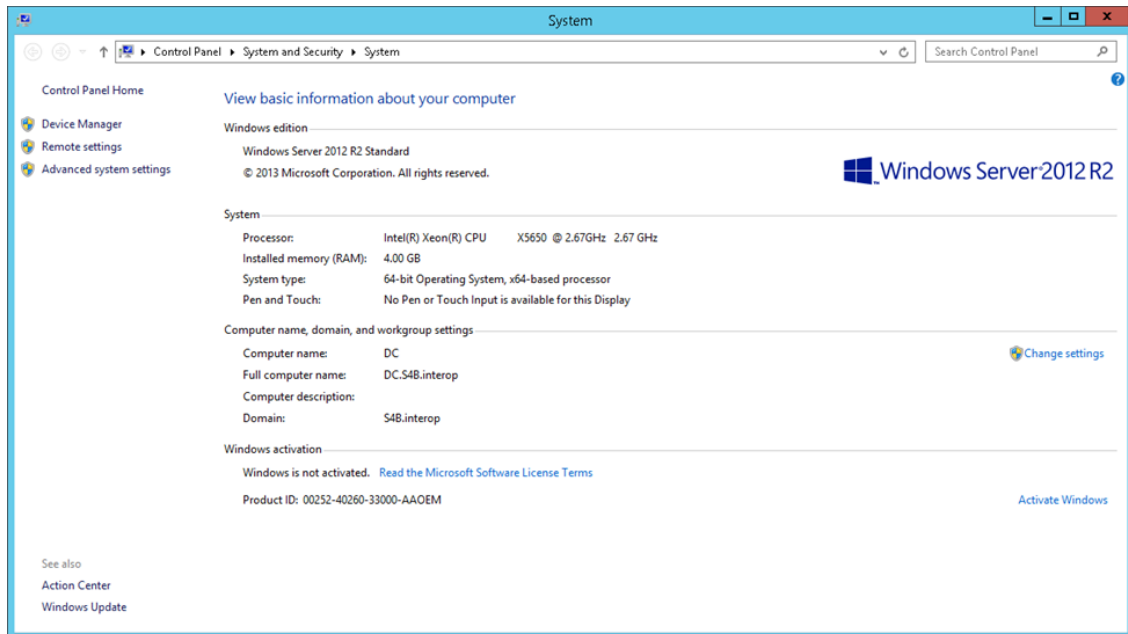
- b. Select the **User cannot change password** check box.
- c. Select the **Password never expires** check box.

Figure 5-14: User Settings

The following confirmation dialog is displayed:

Figure 5-15: User Add Confirmation

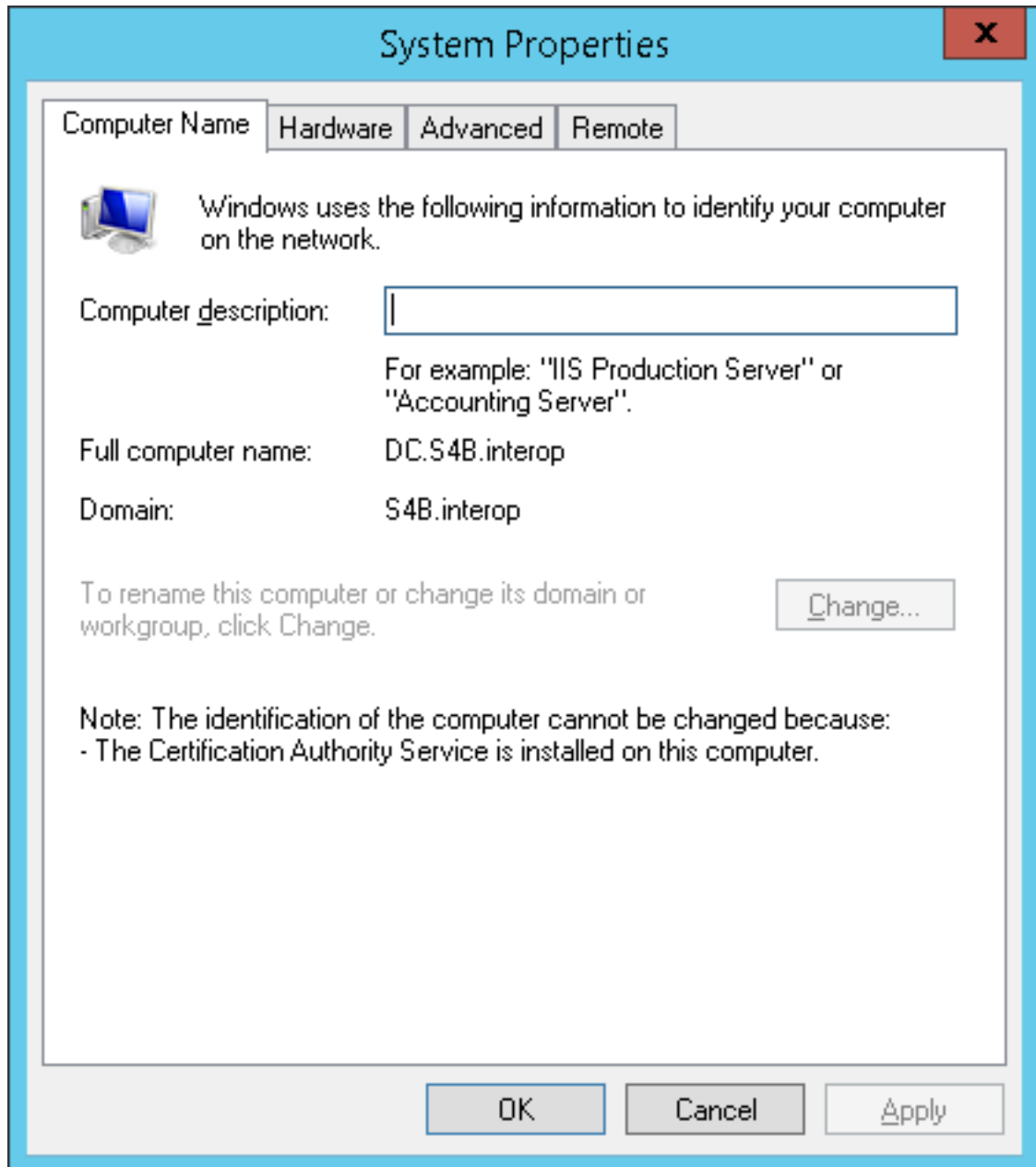
3. Click **Finish**.
4. Add the File Server to the Domain:
 - a. Right-click **Start > System**.

Figure 5-16: System Properties

- b. Select Change settings in the Computer name, domain, and workgroup settings.
- c. Click **Change.. in the Computer Name** tab.
- d. Select the Domain radio button and enter the name of the domain.
- e. When prompted, enter the domain administrator user and password.

The Welcome to the <domain name> domain dialog confirms that the server is now joined to the domain.

- f. Restart the File Server.

Figure 5-17: System Properties

5. Log in into the file server as user "SmartTAP" in the domain.
6. Create the media storage directory (...\\media) on the file server.
7. Share the media storage:
 - a. Right-click the storage directory and select Properties.
 - ◆ Select the Sharing tab and click share... in the Network File and Folder Sharing section.
 - ◆ Click the Share button and enter the domain administrator user and password when prompted.

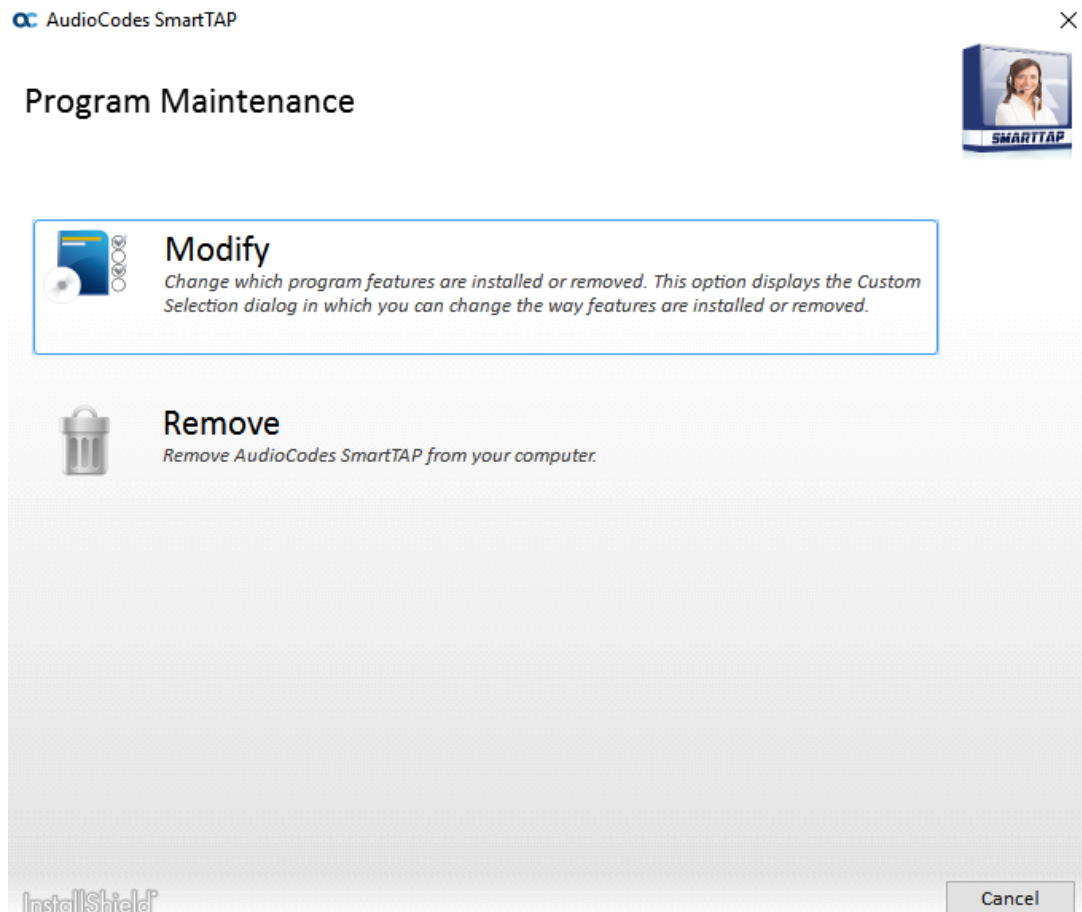
6 Uninstalling SmartTAP

The following describes how to uninstall SmartTAP.

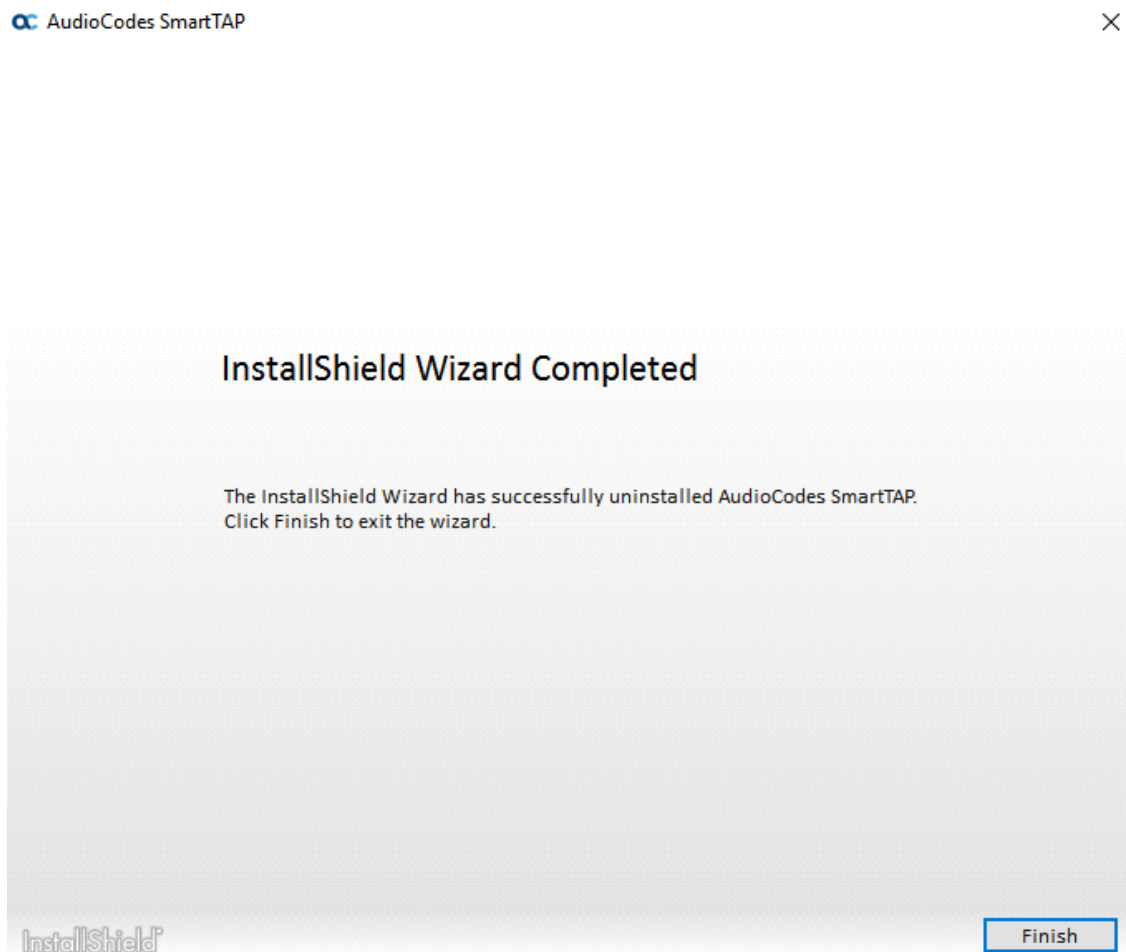
➤ **To uninstall SmartTAP:**

1. Launch install.bat from the “Suite” folder.
2. From the Program Maintenance screen, click Remove to remove the SmartTAP component from the PC.

Figure 6-1: Program Maintenance - Remove



3. When the InstallShield Wizard Completed screen appears, click Finish.

Figure 6-2: InstallShield Wizard Completed - Uninstall

7 Firewall Configuration

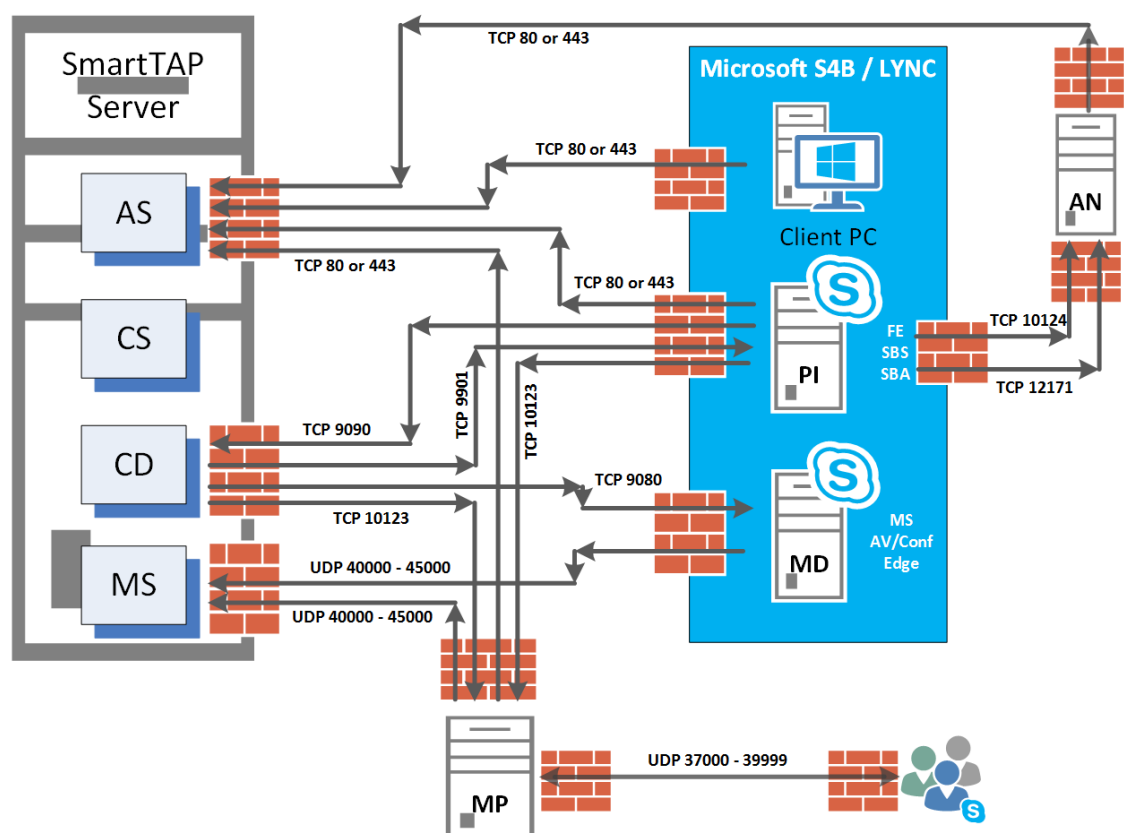
The deployment of the SmartTAP servers may have to comply with customer security policies, which require the implementation of firewall rules. This section provides the basic information required by the Windows administrator to configure the Windows firewall, to ensure the required connectivity between the SmartTAP applications and services.



All listed Firewall ports are default.

Skype for Business Recording Firewall

Figure 7-1: Skype for Business Recording Firewall



Front End Server(s)

The following Inbound firewall exceptions are required.

Table 7-1: Front End Server(s) - Inbound Firewall

Protocol	Allow Port	Allowed Network
TCP	9901	DOMAIN/INTERNAL (from SmartTAP to FE)
TCP	12171	DOMAIN/INTERNAL (from SmartTAP Announcement Server to FE)

The following Outbound firewall rule may be required if the FE has a particularly restrictive firewall configuration (non-Default).

Table 7-2: Front End Server(s) - Outbound Firewall

Protocol	Allow Port	Allowed Network
TCP	9090	DOMAIN/INTERNAL (from FE to SmartTAP CD)
TCP	80	DOMAIN/INTERNAL (from FE to SmartTAP AS)
TCP	443	DOMAIN/INTERNAL (from FE to SmartTAP AS when AS is configured with HTTPS)
TCP	10123	DOMAIN/INTERNAL (from FE to SmartTAP MP)
TCP	10124	DOMAIN/INTERNAL (from FE to Announcement server)

Edge, Mediation or Conference Server(s)

The following Inbound firewall exceptions are required.

Table 7-3: Edge, Mediation or Conference Server(s) - Inbound Firewall

Protocol	Allow Port	Allowed Network
TCP	9080	DOMAIN/INTERNAL (from SmartTAP CD)

The following Outbound firewall rules are required if the Edge Server has a particularly restrictive firewall configuration:

Table 7-4: Edge, Mediation or Conference Server(s) - Outbound Firewall

Protocol	Allow Port	Allowed Network
UDP	40000-45000	DOMAIN/INTERNAL (towards SmartTAP)



To record calls traversing Edge Server (with remote users, federated users) enable A/V/STUN.MSTURN communication with Edge Server Pool on the UDP port 3478 for compliance with MSFT port and planning requirements.

SmartTAP Server

The following Inbound firewall exceptions are required.

Table 7-5: SmartTAP Server - INBOUND Firewall

Protocol	Allow Port	Allowed Network
TCP	80	DOMAIN/INTERNAL (from FE servers) EXTERNAL (Web Browser Access for end-users)

Protocol	Allow Port	Allowed Network
TCP	443	DOMAIN/INTERNAL (from FE to AS when AS is configured with HTTPS)
TCP	9090	DOMAIN/INTERNAL (from FE servers)
UDP	40000-45000 ¹	DOMAIN/INTERNAL (from MD) DOMAIN/INTERNAL (from MP servers)
TCP	10125	DOMAIN/INTERNAL (from AS) Note: The port is only required for CD when AS is installed on another server.

The following Outbound firewall exceptions are required.

Table 7-6: SmartTAP Server - Outbound Firewall

Protocol	Allow Port(s)	Allowed Network
TCP	9080 ¹	DOMAIN/INTERNAL (to MD)
TCP	9901	DOMAIN/INTERNAL (to FE servers)
TCP	10123	DOMAIN/INTERNAL (to MP servers)

¹Required when Media Delivery resides on Edge, Mediation or Conference server.

SmartTAP Media Proxy Server

The following Inbound firewall exceptions are required.

Table 7-7: SmartTAP Media Proxy Server - Inbound Firewall

Protocol	Allow Port	Allowed Network
TCP	10123	DOMAIN/INTERNAL (from FE and SmartTAP servers)
UDP	37000-39999	DOMAIN/INTERNAL (from Skype for Business clients to MP)

The following Outbound firewall exceptions are required.

Table 7-8: SmartTAP Media Proxy Server - Outbound Firewall

Protocol	Allow Port	Allowed Network
UDP	37000-39999	DOMAIN/INTERNAL (from MP to Skype for Business or Lync clients)
TCP	80	DOMAIN/INTERNAL (from MP to AS)
TCP	443	DOMAIN/INTERNAL (from MP to AS when AS is configured with HTTPS)

SmartTAP Announcement Server

The following Inbound firewall exceptions are required.

Table 7-9: SmartTAP Announcement Server- Inbound Firewall

Protocol	Allow Port	Allowed Network
TCP	12171	DOMAIN/INTERNAL (from FE servers)
TCP	10124	DOMAIN/INTERNAL (from FE servers)

The following Outbound firewall exceptions are required.

Table 7-10: SmartTAP Announcement Server - Outbound Firewall

Protocol	Allow Port	Allowed Network
TCP	80	DOMAIN/INTERNAL (from ANN to SmartTAP AS)
TCP	443	DOMAIN/INTERNAL (from ANN to SmartTAP AS when AS is configured with HTTPS)

For further information regarding Skype for Business port requirements, refer to the following.

<http://technet.microsoft.com/en-us/library/gg398798.aspx>

Automated Firewall Exception Scripts for Windows Firewall

PowerShell scripts are installed to facilitate in adding firewall exceptions to all of the SmartTAP and Lync components. They are installed by default in the following location:

... \AUDIOCODES\SmartTap\Install\EnableFWRules

The following file needs to be modified before it can be used: EnableSmartTAPFWRules.ps1. The configuration section is at the beginning of the Powershell script.

➤ To use the script, do the following:

1. Populate all of the fields for your installation. Save the file.
2. Copy the entire directory to each component that needs to have firewall exceptions added (SmartTAP, Skype for Business Edge, Mediation or Conference Server and the Skype for Business Front Ends).
3. On each server, modify the \$machine_type line to match the machines functionality (smarttap, edge or fe)
4. Run the EnableSmartTAPFWRules.bat to run the script, either by double clicking on it, or running it from a command prompt.
5. You can now confirm that the firewall exceptions have been added. If there was an error that you need to correct, just remove the exceptions that the script added, and rerun the script. All SmartTAP firewall exceptions start with the word "SmartTAP".

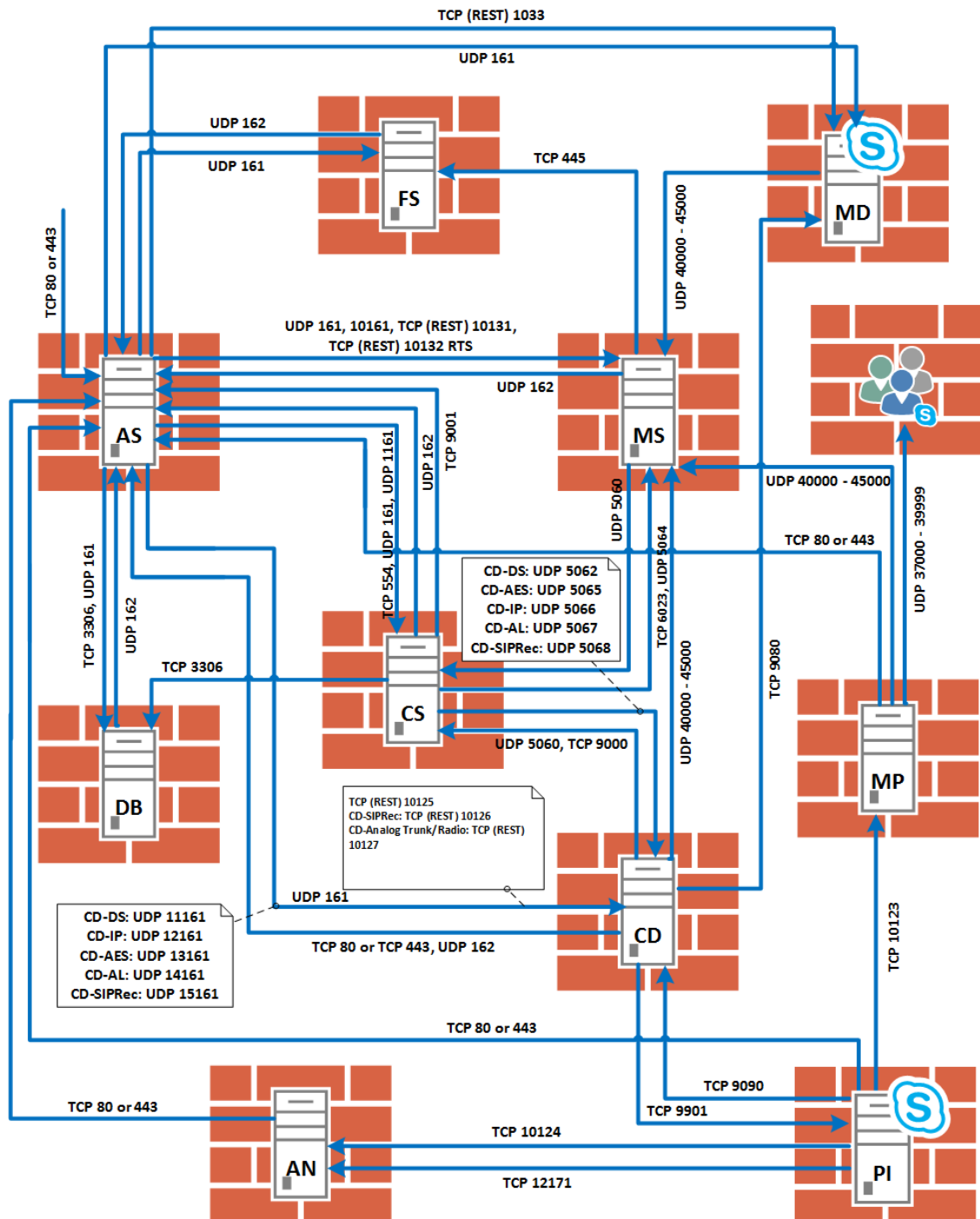
Distributed SmartTAP Firewall

The following firewall rules are required in the event that you install each component of the SmartTAP installation on a physically separate machine (as described in Chapter [Installation Wizard - Distributed Method](#) on page 25). Under normal circumstances, when all of the components are on the same machine you would only need to add an exception for port 80 or 443 (see Section [Application Server \(AS\)](#) on the next page).



The Windows firewall must be setup to allow INBOUND connections on the specified ports.

Figure 7-2: Distributed SmartTAP Firewall



Application Server (AS)

Table 7-11: Firewall - Application Server (AS)

Protocol	Allow Port	Allowed Network
TCP	80	EXTERNAL (Web Browser Access for end-users) DOMAIN/INTERNAL (from other SmartTAP servers)
TCP	9001	DOMAIN/INTERNAL (from other SmartTAP servers)

Protocol	Allow Port	Allowed Network
UDP	162	DOMAIN/INTERNAL (from other SmartTAP servers)

Communications Server (CS)

Table 7-12: Firewall - Communications Server (CS)

Protocol	Allow Port	Allowed Network
UDP	161, 1161, 5060	DOMAIN/INTERNAL (from other SmartTAP servers)
TCP	554	DOMAIN/INTERNAL (from other SmartTAP servers)
TCP	9000	DOMAIN/INTERNAL (from other SmartTAP servers)

Database Server (DB)

Table 7-13: Firewall - Database Server (DB)

Protocol	Allow Port	Allowed Network
TCP	3306	DOMAIN/INTERNAL (from other SmartTAP servers)
UDP	161	DOMAIN/INTERNAL (from other SmartTAP servers)

File Server (FS)

Table 7-14: Firewall - File Server (FS)

Protocol	Allow Port	Allowed Network
SMB	Windows Network File Sharing (see File Server installation)	DOMAIN/INTERNAL (from Application and Media servers)
UDP	161	DOMAIN/INTERNAL (from other SmartTAP servers)

Media Server (MS)

Table 7-15: Firewall - Media Server (MS)

Protocol	Allow Port	Allowed Network
UDP	161, 5064, 10161, 40000-45000	DOMAIN/INTERNAL (from other SmartTAP servers)
TCP	6023	DOMAIN/INTERNAL (from other SmartTAP servers)
TCP REST	10131	DOMAIN/INTERNAL (from other SmartTAP servers)

Remote Transfer Service (RTS)

Table 7-16: Remote Transfer Service (RTS)

Protocol	Allow Port	Allowed Network
TCP REST	10132	Remote Transfer Service (RTS)

Call Delivery(CD)

Table 7-17: Firewall - Call Delivery(CD)

Protocol	Allow Port	Allowed Network
UDP	161, 40000-45000	DOMAIN/INTERNAL (from other SmartTAP servers)
UDP (Add any required)	12161 – All VoIP	DOMAIN/INTERNAL (from other SmartTAP servers)
	14161 – Analog	DOMAIN/INTERNAL (from other SmartTAP servers)
	15161 – SIPRec	DOMAIN/INTERNAL (from other SmartTAP servers)
	5066 – All VoIP	DOMAIN/INTERNAL (from other SmartTAP servers)
	5067 – Analog	DOMAIN/INTERNAL (from other SmartTAP servers)
	5068 – SIPRec	DOMAIN/INTERNAL (from other SmartTAP servers)
TCP	9090	DOMAIN/INTERNAL (from other SmartTAP servers)
	10125 – All VoIP	DOMAIN/INTERNAL (from other SmartTAP servers)
TCP (REST)	10125	DOMAIN/INTERNAL (from other SmartTAP servers)
TCP (REST)	10126	DOMAIN/INTERNAL (from SIP Recording server)
TCP (REST)	10127	DOMAIN/INTERNAL (from Analog Trunk / Radio)

Media Delivery (MD)

This applies to Skype for Business Edge, Mediation or Conference servers.

Table 7-18: Firewall - Media Delivery (MD)

Protocol	Allow Port	Allowed Network
TCP	9080	DOMAIN/INTERNAL (from other SmartTAP servers)

Protocol	Allow Port	Allowed Network
TCP REST	10133	DOMAIN/INTERNAL (from other SmartTAP servers)
TCP REST	80	DOMAIN/INTERNAL (from SmartTAP AS)

Media Proxy (MP)

This applies to SmartTAP Proxy servers exclusively in a Microsoft Skype for Business environment.

Table 7-19: Firewall - Media Proxy (MP)

Protocol	Allow Port	Allowed Network
TCP	10123	DOMAIN/INTERNAL (from FE servers)
UDP	37000 - 39999	DOMAIN/INTERNAL (from MP to Skype for Business Skype for Business clients)
UDP	37000 - 39999	DOMAIN/INTERNAL (from Skype for Business clients to MP)
UDP	40000 - 45000	DOMAIN/INTERNAL (from MP to MS servers)

Announcement Server (AN)

This applies to SmartTAP Announcement servers only in a Microsoft Skype for Business environment.

Table 7-20: Firewall - Announcement Server (AN)

Protocol	Allow Port	Allowed Network
TCP	12171	DOMAIN/INTERNAL (from FE servers to SmartTAP Announcement servers).
TCP	10124	DOMAIN/INTERNAL (from FE servers to SmartTAP Announcement servers).

Example

In this example, we are setting up the Windows server firewall for the Media Server UDP connections. The Media Server firewall must allow inbound connections from the Domain and Internal servers on UDP ports 161, 5064, 10161, and in the range 40000-45000.

➤ To setup the firewall for the MS:

1. **Start > Administrative Tools > Windows Firewall with Advanced Security.**
2. Select **Inbound Rules > New Rule.**
3. Select the Port radio button and click **Next.**
4. Select UDP Specific local ports and type in the UDP ports separated by commas and a dash separating the range (161, 5064, 10161, 40000-45000).
5. Select the Allow the connection and click **Next.**

6. Check “Domain” and “Private” and click **Next**.
7. Name the rule and click **Finish** (the rule will be active immediately).

8 Microsoft Skype for Business Deployment

In a Skype for Business environment, SmartTAP will deploy a trusted plugin application on the standard or enterprise Front End Server (Pool). The configured plugin sends the necessary signaling from the FE, SBS or SBA to the SmartTAP server(s) so that SmartTAP is aware of call states only for recorded calls. Using the call signaling, SmartTAP can then correlate the SRTP data to record the complete call. The SRTP data is captured in various ways depending upon what call types need to be recorded. See table below for details.

Figure 8-1: Capture Call Signaling - 1

Criteria	Capture Call Signaling				Capture Call Audio		
	Front End Server	SBA Appliance	Proxy Server	Edge Server	Mediation Server	Conference Server	Mirror Port
Requires SmartTAP software	YES	YES	YES	YES	YES	YES	n/a
Data Captured	SIP	SIP	SRTP	SRTP	SRTP	SRTP	SRTP
Mirror Port Required	n/a	n/a	n/a	n/a	n/a	n/a	YES
Media Path Routing	n/a	n/a	YES	YES	n/a	n/a	n/a
Client to Client	✓	✓	✓	✓	n/a	n/a	✓
PSTN – Media Bypass Disabled	✓	✓	✓	✓	✓	n/a	✓
PSTN - Media Bypass Enabled	✓	✓	✓	✓	n/a	n/a	✓
Conferencing	✓	n/a	✓	✓	n/a	✓	✓
Remote / Federated	✓	n/a	n/a	✓	n/a	n/a	n/a
Mobile	✓	n/a	n/a	✓	n/a	n/a	n/a
Home User	✓	n/a	n/a	✓	n/a	n/a	n/a

✓ = Call Type Supported | n/a = Not Applicable

The following table lists the SmartTAP software components and the appropriate deployment server.

Figure 8-2: Capture Call Signaling - 2

Software	Capture Call Signaling				Capture Call Audio				
	SmartTAP Server	Front End Server	SBA Appliance	Proxy Server	Edge Server	Mediation Server	Conference Server	Mirror Port	S4B Client
S4B / Lync plug-in	n/a	✓	✓	n/a	n/a	n/a	n/a	n/a	n/a
Application Server	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Communication Server	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Database	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Media Server	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Call Delivery	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Media Delivery	n/a	✓ ¹	✓ ¹	n/a	✓	✓	✓	n/a	n/a
Media Proxy	n/a	n/a	n/a	✓ ²	n/a	n/a	n/a	n/a	n/a
SmartTAP CWE Toolbar	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	✓ ³

- ¹ Assumes Mediation or Conference server are co-located.
- ² Proxy Server must be installed on dedicated physical or virtual server.
- ³ Requires configuration of Microsoft Skype for Business client. No software is installed.

Unlike other IP Station side IP PBX, Skype for Business recording requires the installation of the AudioCodes Microsoft trusted plugin on the Front End (FE) servers, and the Skype for Business specific configuration on the Call Delivery.

This chapter describes the following procedures for installing and configuring SmartTAP to Record Skype for Business:

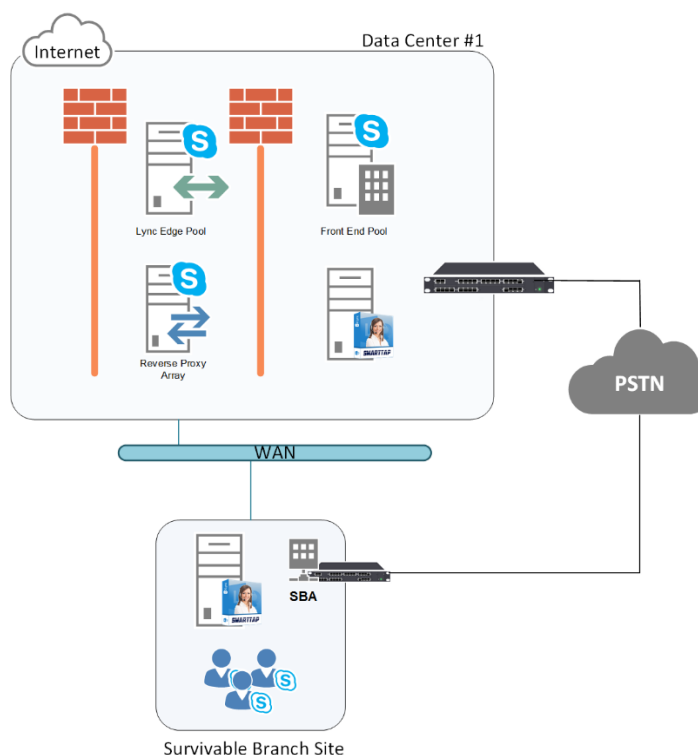
- Installing SmartTAP Skype for Business plugin (see [Installing Skype for Business Plugin](#) on page 55 [Installing Skype for Business Plugin](#) on page 55)

- Installing SmartTAP Call Delivery, choose Microsoft Lync as network type (see [Installing Call Delivery for Skype for Business \(IP-based Recording\)](#) on page 73)
- Installing Media Proxy in case of utilizing the Media Proxy solution (see [Installing Media Proxy Server for Skype for Business](#) on page 85)
- Installing SmartTAP Media Delivery (see [Installing Media Delivery Server for Skype for Business](#) on page 92)
- Installing Announcement Server (see [Installing Announcement Server](#) on page 93)
- Installing SmartTAP Monitoring Service (see [Installing SmartTap Monitoring Service](#) on page 110)

Skype for Business Remote Branch Site

The Remote site is typically a branch location that connects back to the main data center. The branch site may or may not have survivable telephony services if the WAN goes down. SmartTAP deployed in the branch location can record user/device calls regardless of WAN up/down.

Figure 8-3: Skype for Business Remote Branch Site



In the main datacenter, you may deploy an All-In-One solution or distributed. In the branch, you will typically use the Distributed configuration setup because not all components are required in the branch site.

In the branch, the following components are required:

Microsoft SBA:

- Install Skype for Business plugin on SBA (Separate installer not part of the distributed setup package). See Section [Microsoft Skype for Business Deployment](#) on the previous page.
- (Optional) Install Media Delivery to record PSTN calls. See Section [Installing Media Proxy Server for Skype for Business](#) on page 85.

SmartTAP Server:

- Install Communication Server. See Section [Installing SmartTAP Communication Server](#) on page 29.

- Install Media Server. See Section [Installing SmartTAP Media Server](#) on page 29.
 - Install Call Delivery Server. See Section [Installing SmartTAP Call Delivery Server](#) on page 35.
- Media Proxy: (Optional):
- Install Media Proxy (Optional method to record Internal IP-to-IP and PSTN calls). See Section [Installing Media Proxy Server for Skype for Business](#) on page 85.

Before Installing Microsoft Skype for Business Components

This section lists the Microsoft requirements for the SmartTAP components for different Skype for Business deployments.

- **Unified Communications Managed API (UCMA):**
 - For Announcement server, SmartTAP Monitoring Service, Microsoft Lync Server 2013 Plugin, Skype for Business 2015 Plugin and Skype for Business 2019 Plugin, this component must be pre-installed with the following versions:
 - ◆ Skype for Business 2019: UCMA 6.0
 - ◆ Skype for Business 2015: UCMA 5.0
 - ◆ Lync Server 2013: UCMA 4.0
 - For Media Proxy server, installation is not required
 - **UCMA6 Windows Server Updates:**
 - ◆ Windows Server 2016 with the latest update
 - ◆ Windows Server 2019 with the latest update
 - **UCMA6 Runtime requirements:**
 - ◆ The target platform must be a 64-bit computer
 - ◆ Microsoft .NET framework 4.7 or later service packs
 - ◆ For details on the latest UCMA6 updates, see: <https://www.microsoft.com/en-us/download/details.aspx?id=57507>
- **Windows Server 2016:**
 - The Announcement Server, SmartTAP Monitoring Service and the Skype for Business 2019 Plugin must run on Windows Server 2016 when running on the Skype for Business 2019 platform.
- **Anti-virus software** If the Windows server run anti-virus software, then SmartTAP components should be included in the anti-virus software's exception list.
- **HTTPS:** several of the installation setups includes an option to enable an HTTPS connection between the SmartTAP Application server and the Announcement server. These settings, do not entirely complete the HTTPS setup, therefore you must also run the procedures described in [Configuring HTTP/S](#) on page 141.
- For Announcement server-specific requirements, see [Announcement Server-Specific Requirements](#) below
- For SmartTAP Monitoring Service-specific, see [SmartTAP Monitoring Service-Specific Requirements](#) on the next page
- For details on configuring a remote branch site in a Skype for Business deployment, see [Skype for Business Remote Branch Site](#) on the previous page

Announcement Server-Specific Requirements

- Ensure the Announcement installation server platform is joined to the domain
- Stand-alone Physical or Virtual server

- Microsoft Windows Server 2012/R2 and Microsoft Windows Server 2016
- Microsoft Windows Server 2012 and Microsoft Windows Server 2016 features:
 - Windows Server Media Foundation
 - Windows Identify Foundation
- Windows Server 2016 is required when recording on the Skype for Business 2019 platform.
- From the Skype for Business Installation Media:
 - Skype for Business Local Config Store - (Skype for Business Install CD) - Core components
 - Skype for Business Administration Tools (Skype for Business Install CD)
- From the Lync 2013 Installation Media:
 - Lync 2013 Local Config Store - (Lync 2013 Install CD) - Core components
 - Skype for Business Administration Tools (Lync 2013 Install CD)
 - Make sure UCMA 4.0 is installed.

Firewall Configuration

It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. See Chapter [Firewall Configuration](#) on page 43.

SmartTAP Monitoring Service-Specific Requirements

The SmartTAP Monitoring Service-Specific requirements are described below:

- Should be installed on a server that is joined to the domain
- Media Foundation
- Health Monitor installed locally or on a remote machine.
 - For the Skype for Business 2015 and 2019 deployment:
 - ◆ Skype for Business Local Config Store - (Skype for Business Install CD) - Core components
 - ◆ Skype for Business Administration Tools (Skype for Business Install CD)
 - For the Lync 2013 deployment:
 - ◆ Lync 2013 Local Config Store - (Lync 2013 Install CD) - Core components
 - ◆ Skype for Business Administration Tools (Lync 2013 Install CD)
 - ◆ Make sure UCMA 4.0 is installed.

Installing Skype for Business Plugin

The Skype for Business plugin is a Microsoft trusted application that communicates with the Front End Software and provides the SmartTAP server with the signaling and metadata of calls to record. The Skype for Business plugin must be installed on every Front End Server, SBA or SBS that may process calls to record.

The following pre installation actions must be performed:

- [Skype for Business Plugin-Pre-install Setup on AD Domain Controller](#) on the next page
- [Skype for Business Plugin Pre-install Setup on each Front End, SBS or SBA](#) on page 60

The installation procedure is described in Section [Skype for Business Plugin Installation Procedure](#) on page 68



- It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. Refer to Chapter [Firewall Configuration](#) on page 43.
- Install the Skype for Business plugin described in this section on every Front End Server processing calls to record.
- Before proceeding, ensure that you have noted the installation requirements (see [Before Installing Microsoft Skype for Business Components](#) on page 54).

Skype for Business Plugin-Pre-install Setup on AD Domain Controller

This section describes the pre-install setup for the Skype for Business Plugin on the Active Directory Domain Controller.

➤ Do the following:

1. Create a user account for SmartTAP on the domain. For example “SmartTAPUser”:
 - a. In the Active Directory Users and Computers folder, select the Users folder and then right-click **New > User**.

Figure 8-4: Active Directory Users and Computers

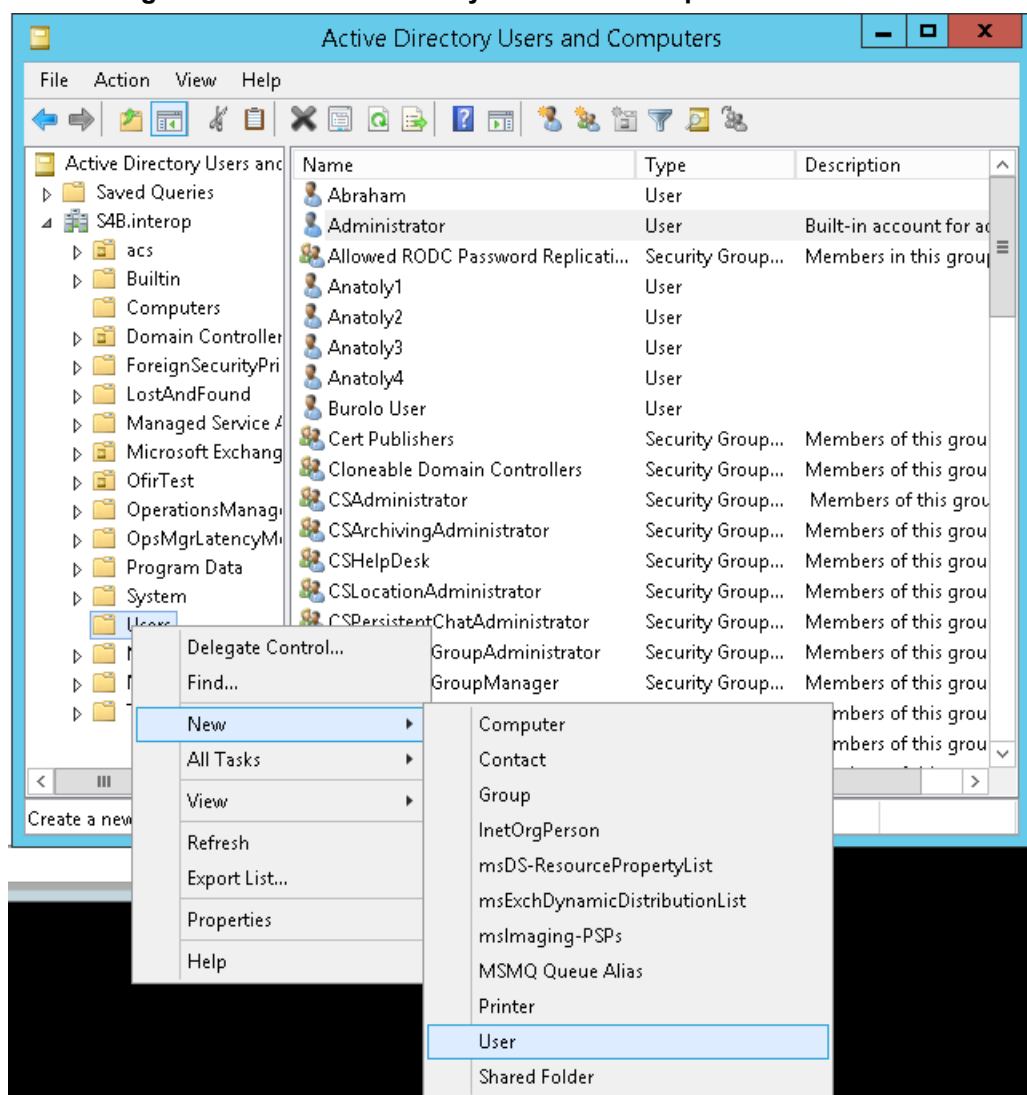
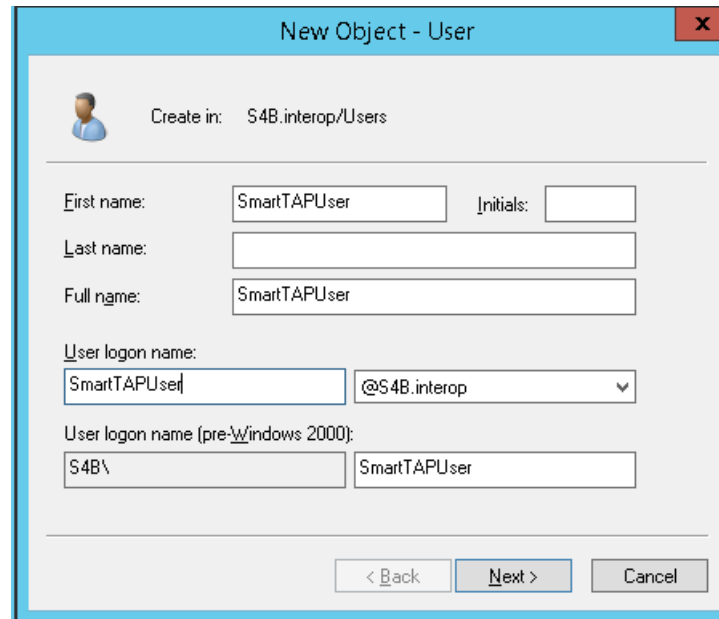


Figure 8-5: New SmartTAP User

New Object - User

Create in: S4B.interop/Users

First name: SmartTAPUser Initials:

Last name:

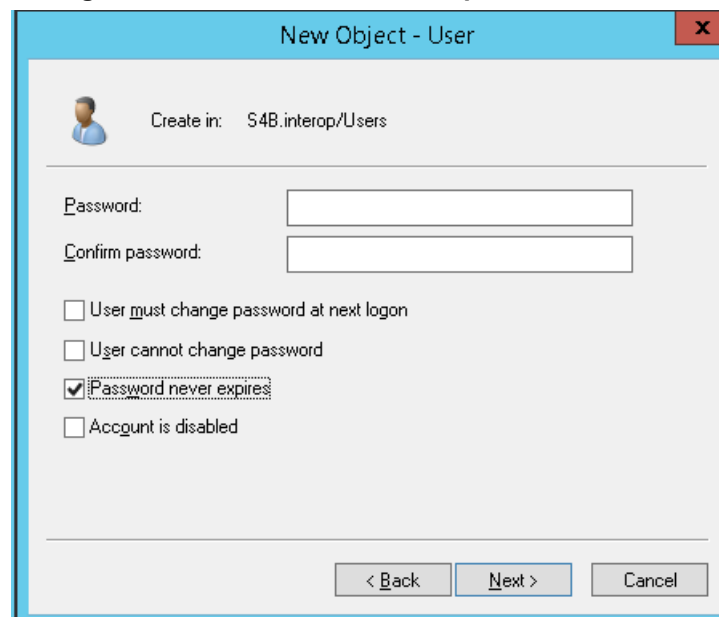
Full name: SmartTAPUser

User logon name: SmartTAPUser @S4B.interop

User logon name (pre-Windows 2000): S4B\ SmartTAPUser

< Back Next > Cancel

- b. Enter the name of the SmartTAP user in the First Name and User logon name fields and click Next.

Figure 8-6: Password Never Expires

New Object - User

Create in: S4B.interop/Users

Password:

Confirm password:

☐ User must change password at next logon

☐ User cannot change password

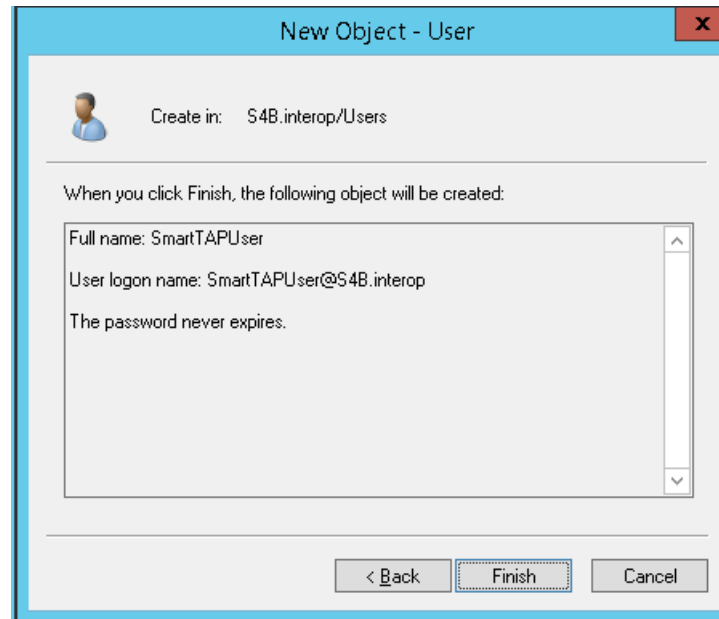
☒ Password never expires

☐ Account is disabled

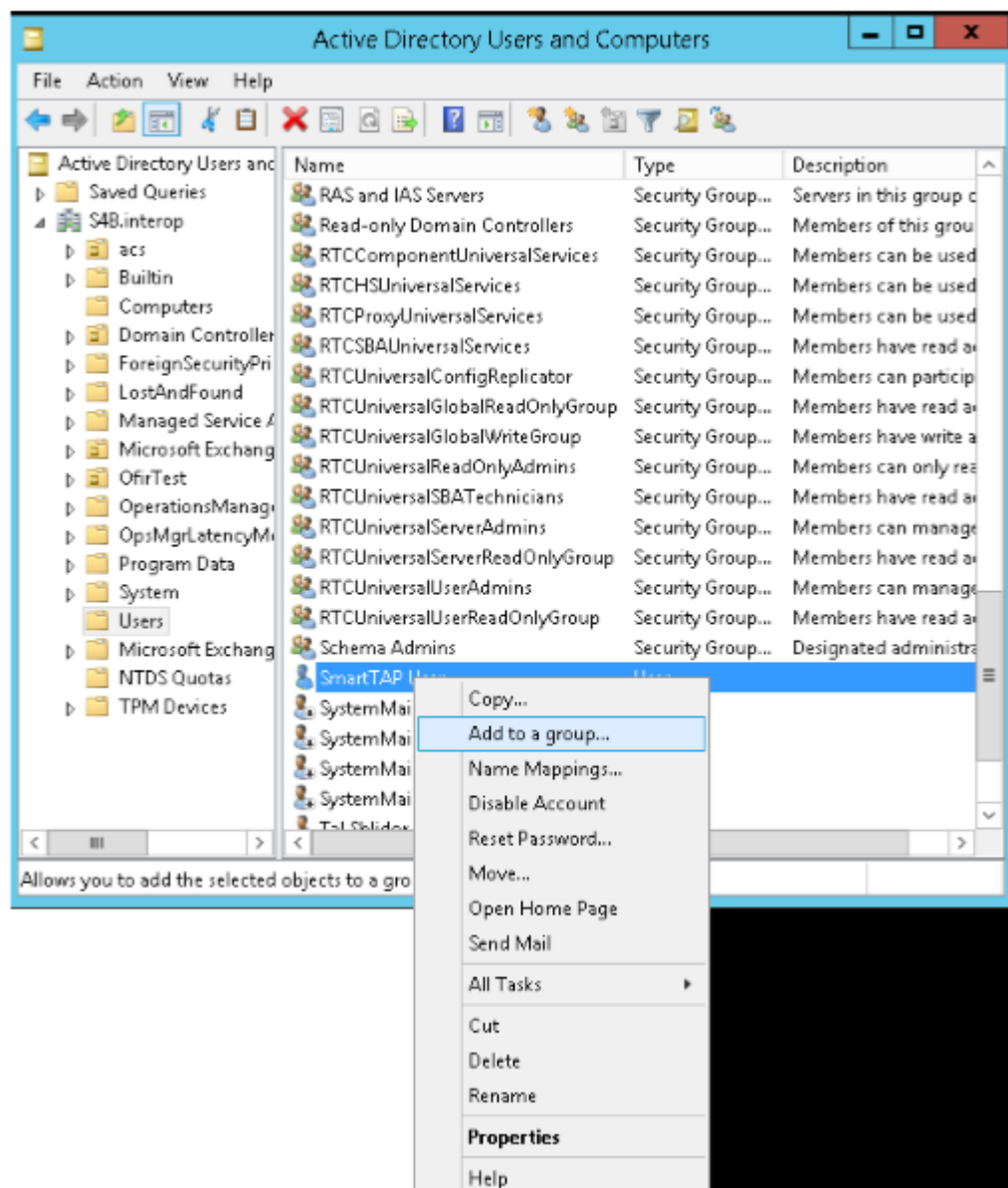
< Back Next > Cancel

- c. Enter a password, confirm the new password, select the “Password never expires” check box and click Next.

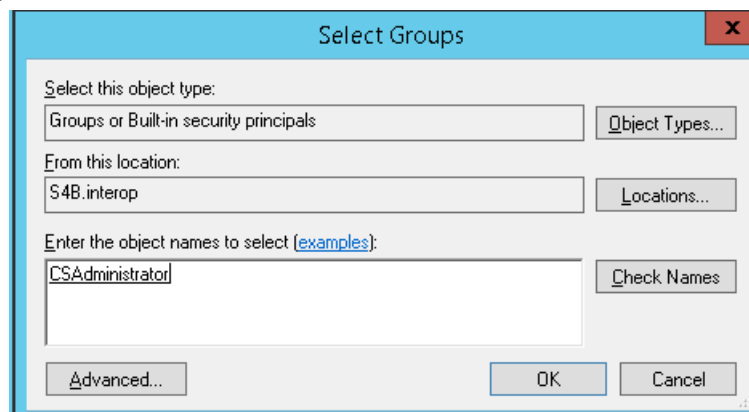
The following confirmation dialog is displayed:

Figure 8-7: User Add Confirmation

- d. Click **Finish**.
 2. (Optional) Add the account to the "CSAdministrator" group. This membership is not mandatory; however, may be required for running the Plugin installation. The account can be removed from the group after the installation:
 - a. Right-click the newly created SmartTAP user and choose **Add to a group**.

Figure 8-8: Add SmartTAP user to CSAdministrators group

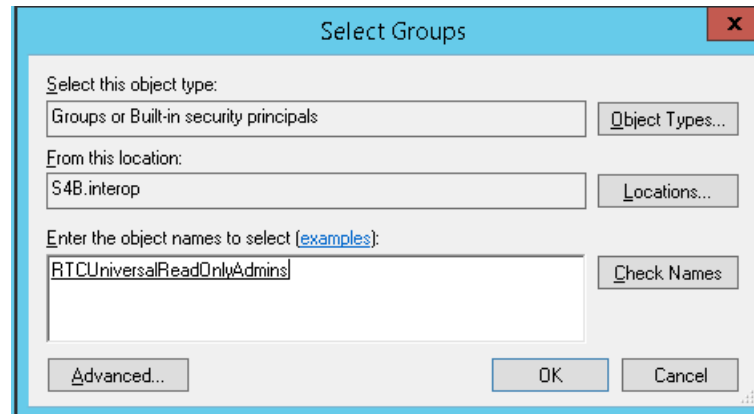
- b. Enter CSAdministrator and then click Check Names. The successfully recognized entry is underlined.

Figure 8-9: Add Smart TAP User to CSAdministrator

- c. Click OK. A confirmation screen is displayed.

3. Add the SmartTAP account to the RTCUniversalReadOnlyAdmins group. This account must be part of "RTCUniversalReadOnlyAdmins" group. This group membership enables the Plug-in to retrieve the Skype For Business topology:
 - a. Right-click the newly created SmartTAP user and choose Add to a group.
 - b. Enter RTCUniversalReadOnlyAdmins and then click Check Names. The successfully recognized entry is underlined.

Figure 8-10: Add Smart TAP User to RTCUniversalReadOnlyAdmins



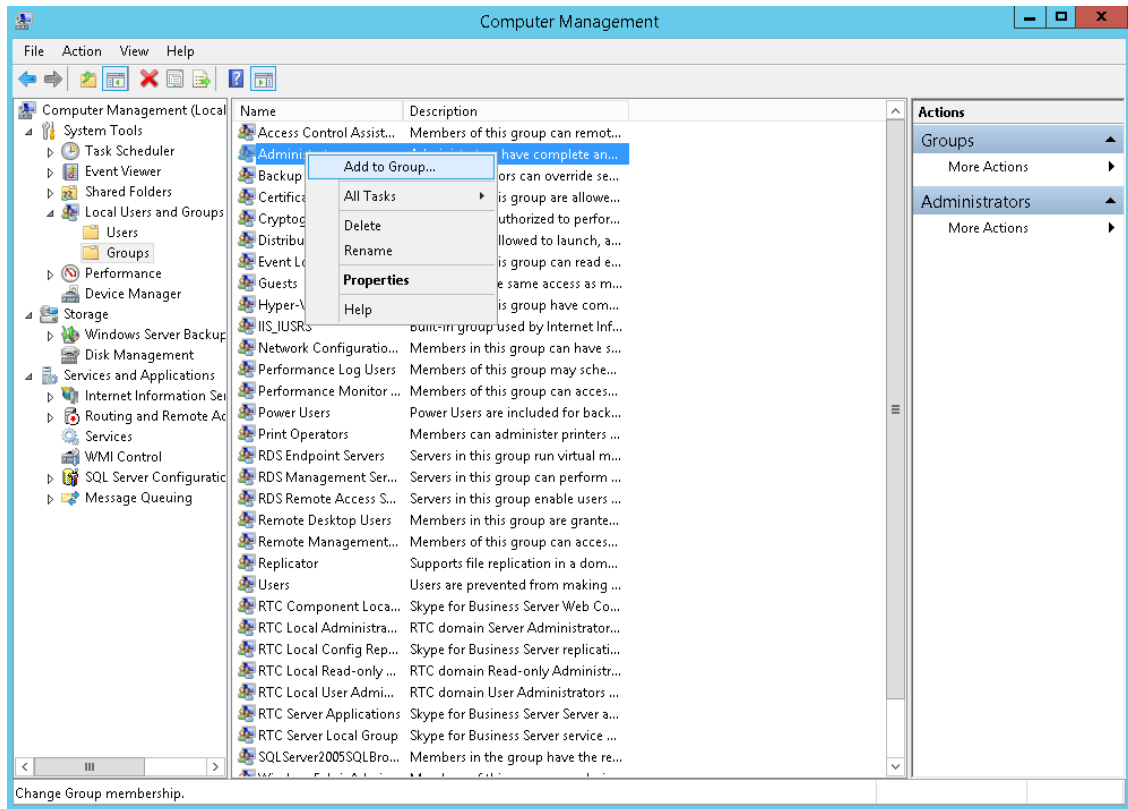
- c. Click **OK**. A confirmation screen is displayed.

Skype for Business Plugin Pre-install Setup on each Front End, SBS or SBA

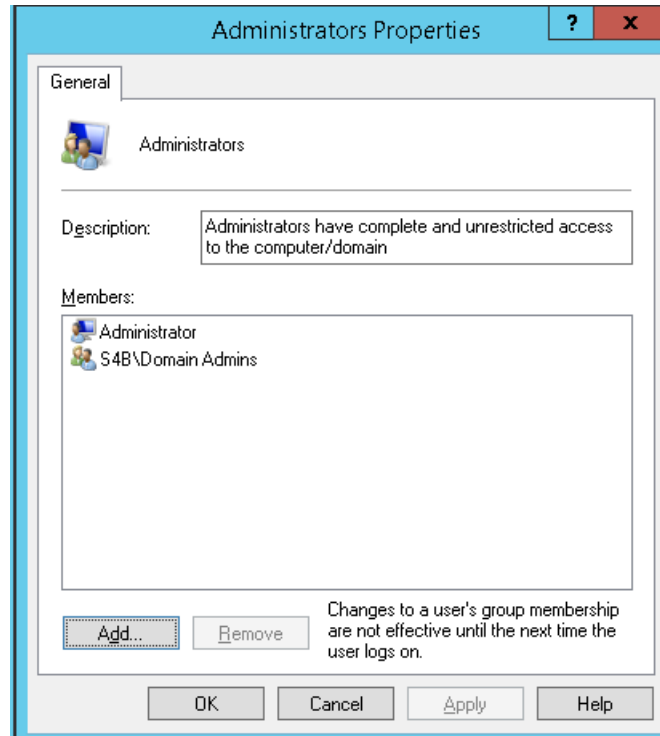
This section describes the setup on the Front End, SBS or SBA.

➤ Do the following:

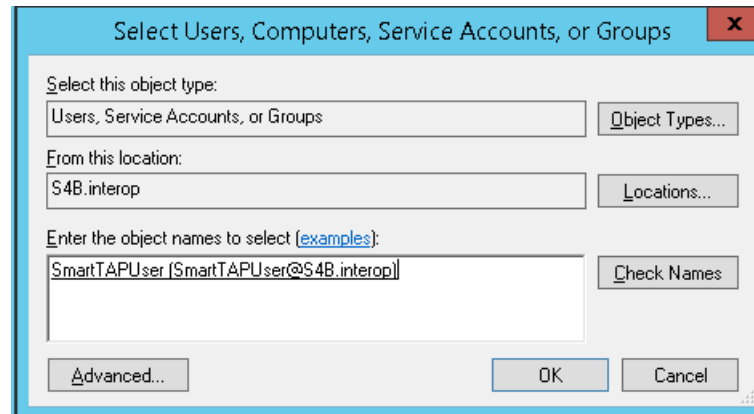
1. Add new "SmartTAP User" to the local "Administrators" group:
 - a. Log in to the machine using a local administrator or a domain administrator account.
 - b. Open the Computer Management window.
 - c. Open the Local Users and Groups folder.
 - d. Select the Groups folder and then select the Administrators entity.
 - e. Right-click and choose **Add to Group**.

Figure 8-11: Add SmartTAP user to the Administrators group

- f. In the Administrator Properties window, click **Add**.

Figure 8-12: Administrators Properties

- g. Enter the name of the SmartTAP user (that you created on the Domain Controller) and then click Check Names. The successfully added entry is highlighted.

Figure 8-13: SmartTAP User Added to Administrators

- h. Click OK. A confirmation screen is displayed.
2. Add the SmartTAP user to the RTCServerApplications group. The group membership enables the Plug-in to register and operate as a Skype For Business Trusted application:
 - a. Select the RTCServerApplications entity, right-click and choose **Add to Group**.

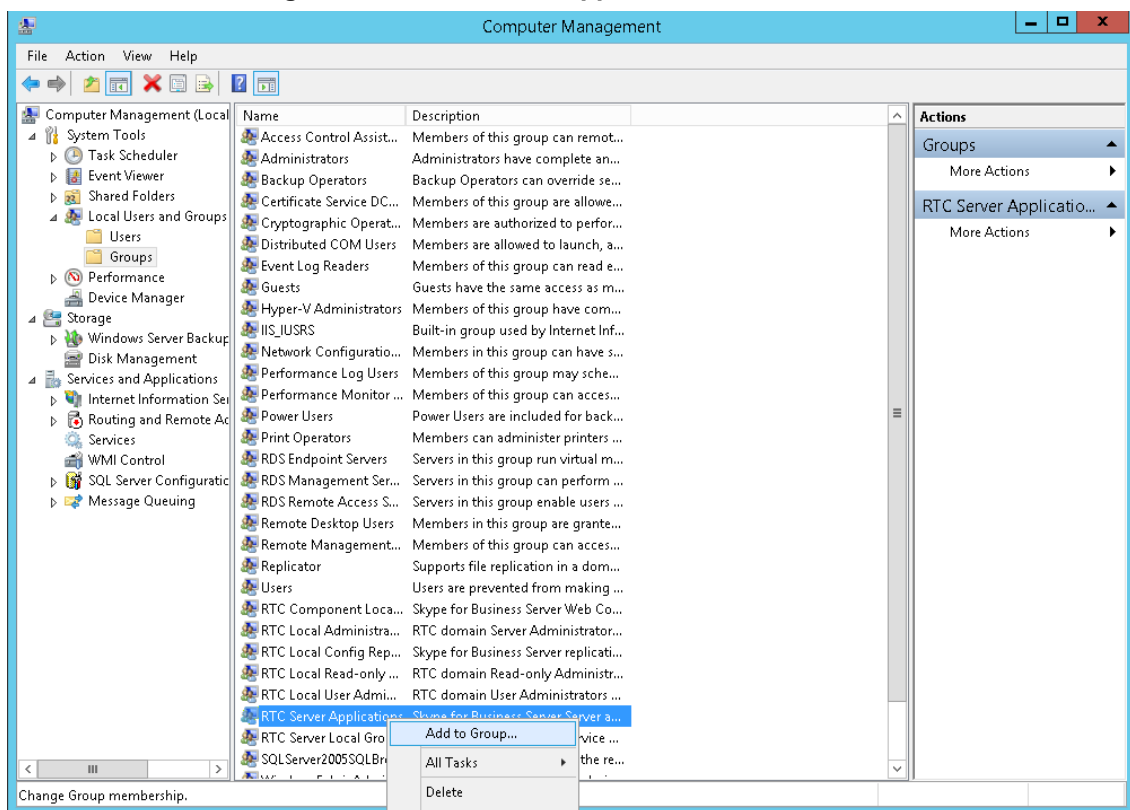
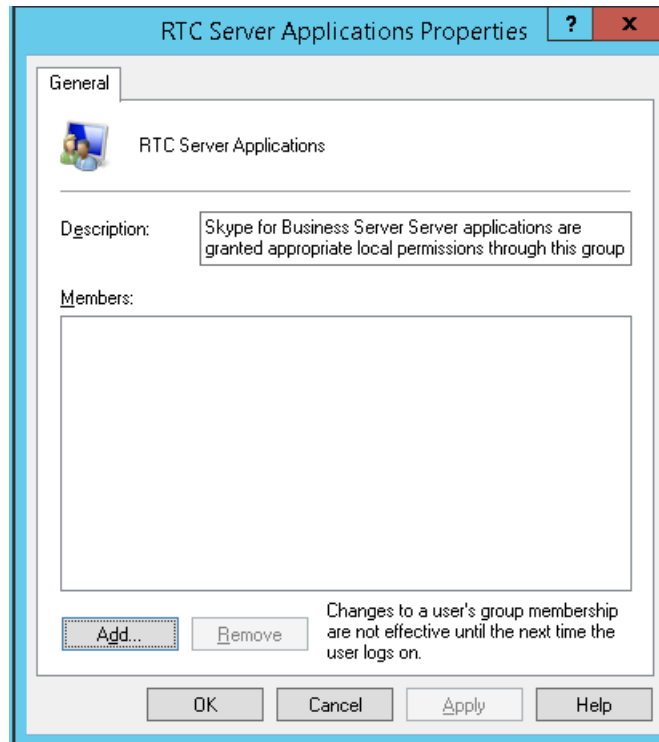
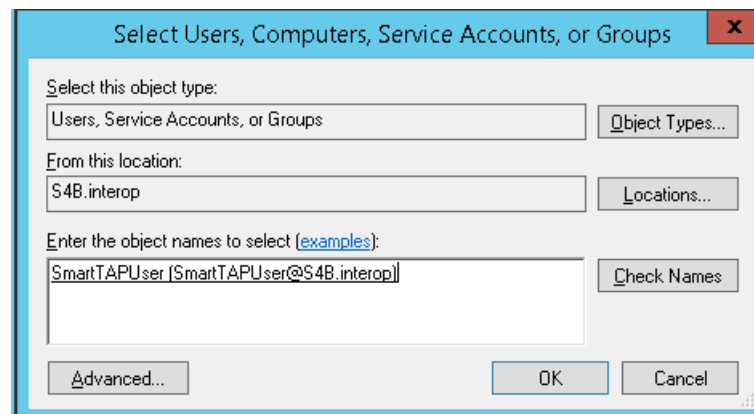
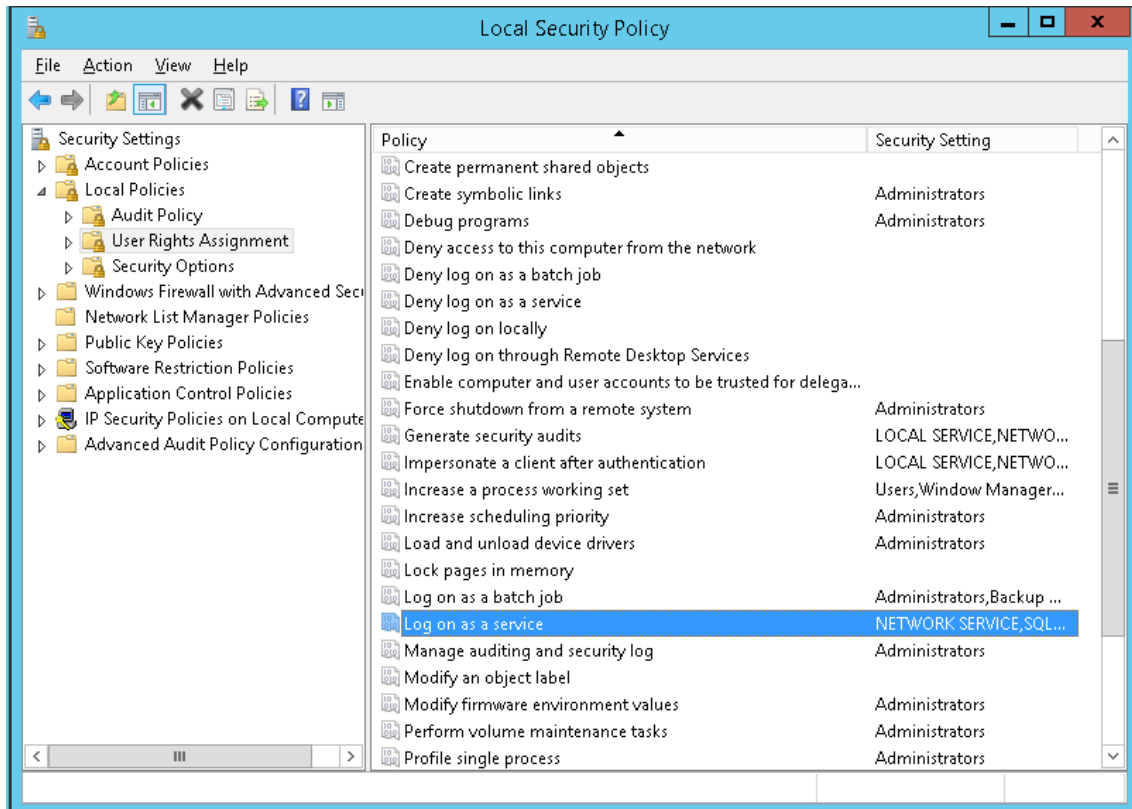
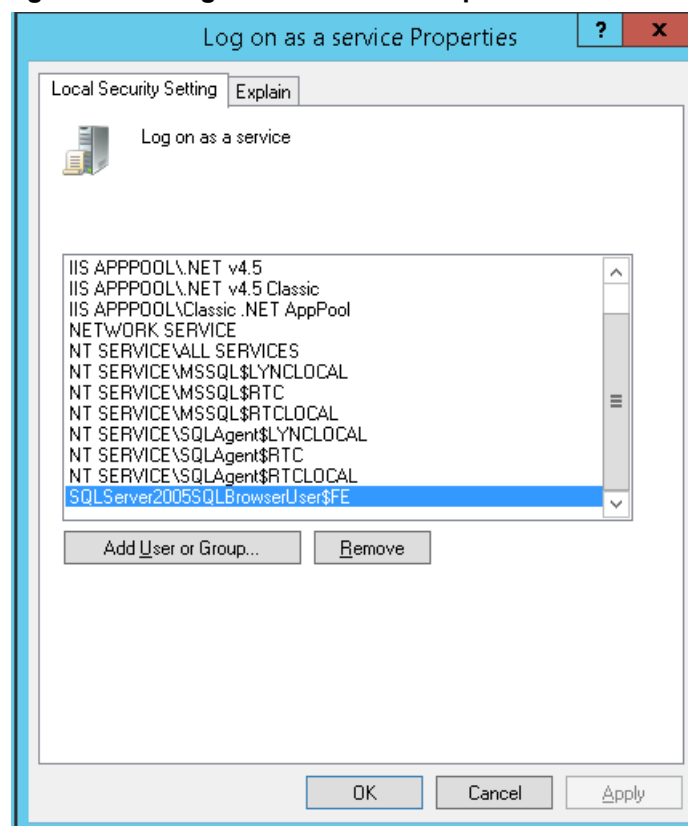
Figure 8-14: RTCServerApplications

Figure 8-15: RTC Server Applications Properties

- b. In the RTC Server Applications Properties screen, click **Add**.
- c. Enter the name of the SmartTAP user (that you created above on the Domain Controller) and then click Check Names. The successfully added entry is highlighted.

Figure 8-16: Add RTC Server Applications User

- d. Click **OK**. A confirmation screen is displayed.
3. **Assign “logon as service” privileges to the “SmartTAPUser” account:**
 - a. Open **Administrative Tools > Local Policies > User Rights Assignment**.
 - b. Select the Log on as a service entity.
 - c. Enable the Computer Browser service.

Figure 8-17: Local Security Policy**Figure 8-18: Log on as a service Properties**

- Assign the SmartTAP user account with at least RemoteSigned execution policy. RemoteSigned execution policy is required for executing PowerShell scripts during the Plugin's installation and run time.

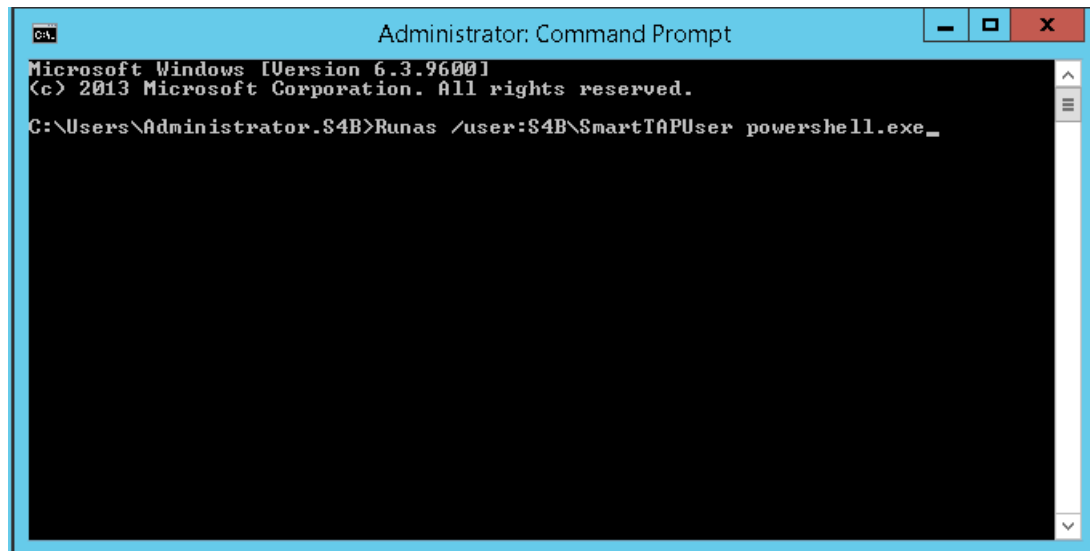
- a. Run PowerShell as the "SmartTapUser" that you defined on the Domain Controller using one of the following methods:

- ◆ Command line:

Enter the following command and press enter:

```
Runas /user:[domain]\SmartTapUser powershell.exe
```

Figure 8-19: SmartTAP User



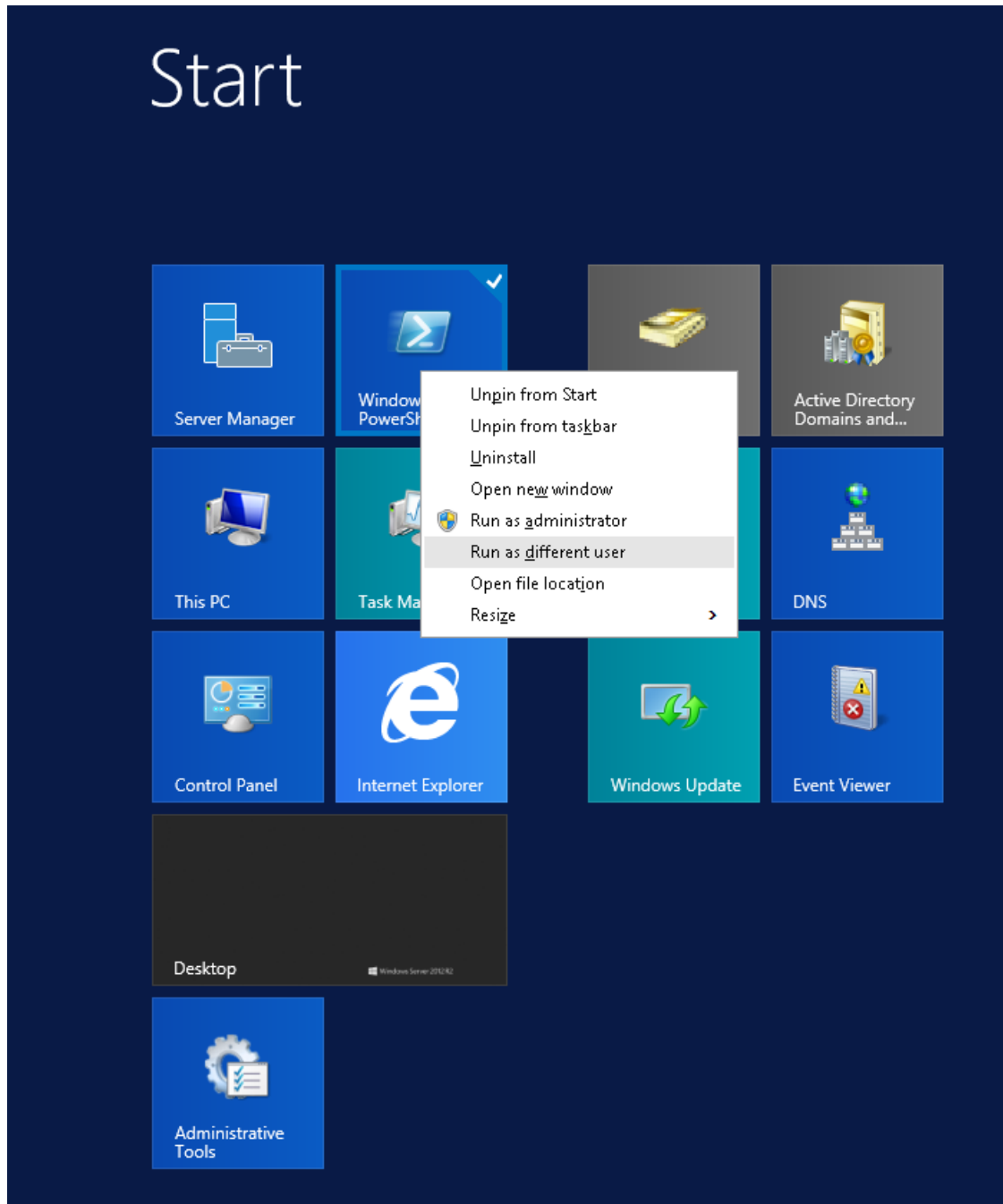
Enter the SmartTAP User password that you defined for the user defined on the Domain Controller and press enter.



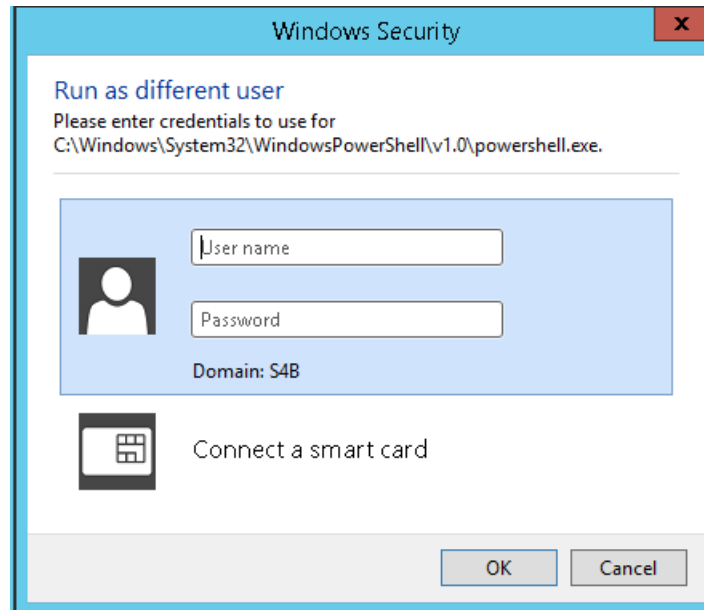
If the SmartTAP username contains spaces, ensure that you insert quotation marks at the beginning and end of the user name string in the command line e.g. "SmartTAP User".

- ◆ Using PowerShell:

-On the Domain Controller in the Start menu, right-click the Windows PowerShell icon and choose Run as different user:

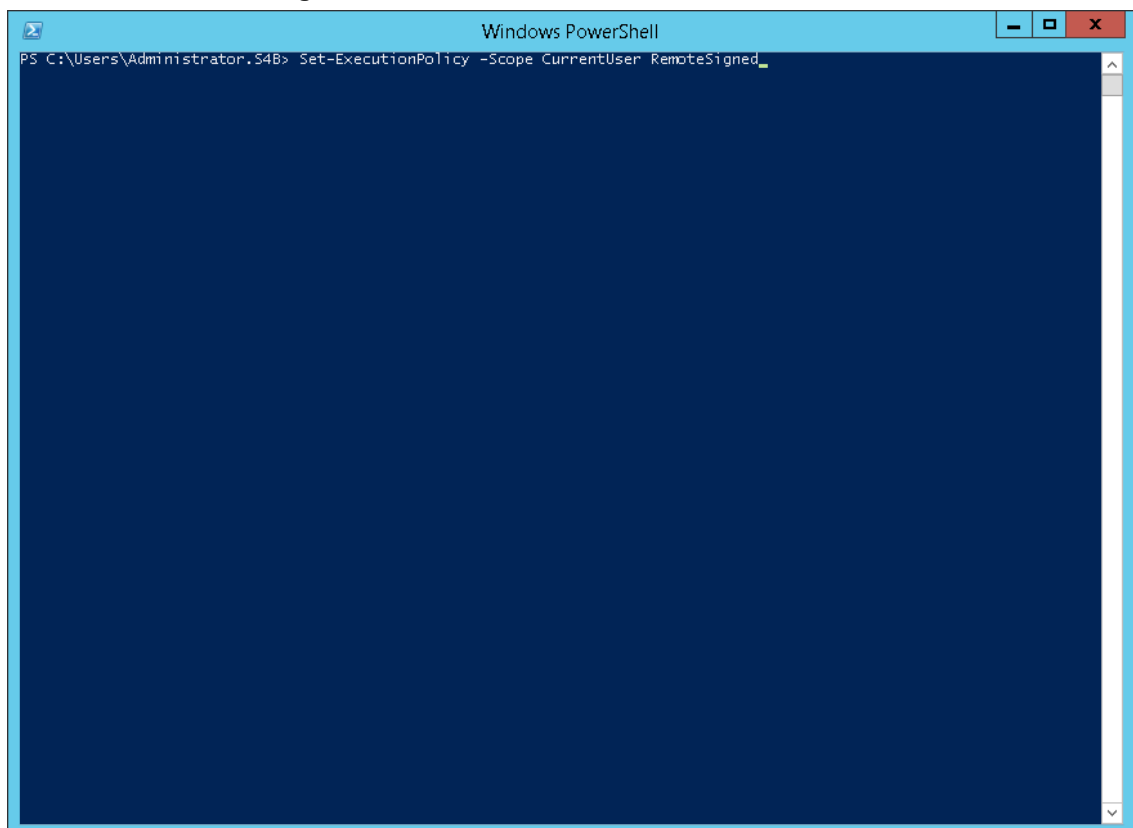
Figure 8-20: Start Menu

-Enter the credentials for the "SmartTapUser" that you defined on the Domain Controller:

Figure 8-21: Windows Security

-Open the Windows PowerShell and set the following Execution Policy for this user:

```
Set-ExecutionPolicy -Scope CurrentUser RemoteSigned
```

Figure 8-22: Windows PowerShell

A Domain Admin account may be required to perform Plug-in installation; however, the created "SmartTAPUser" account is recommended to be used to run the Plug-in service.

Skype for Business Plugin Installation Procedure

This section describes the procedure for installing the Skype for Business plugin.

➤ To install the plugin:

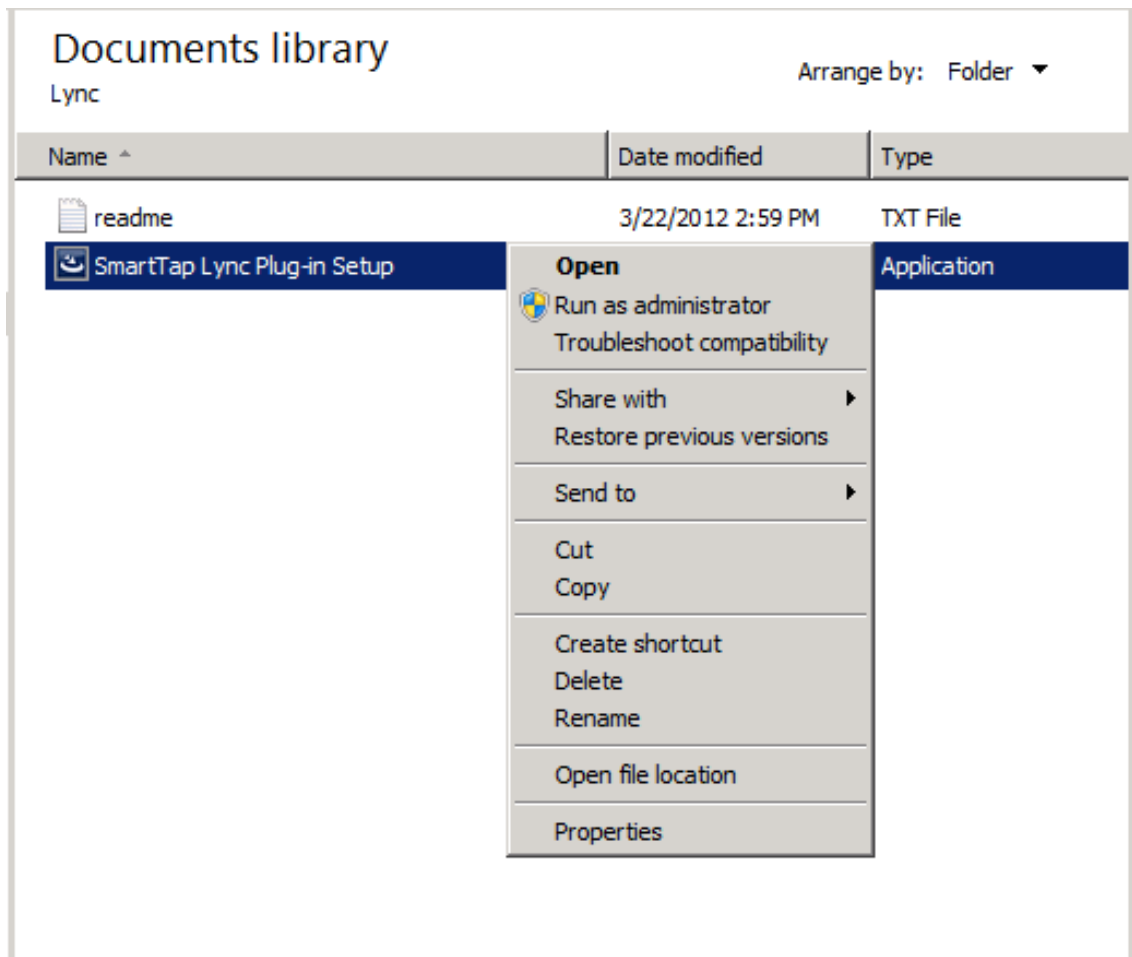
1. Copy the Skype for Business installation application SmartTAP <Plugin_type> Plugin Setup to the FE, SBS or SBA desktop.
 - Where <Plugin_type> is one of the following:
 - Lync2010
 - Lync2013
 - Skype for Business



AudioCodes recommends enabling the “Computer Browser” service prior to running the installer. Once the installation is complete, the “Computer Browser” service can be disabled.

1. Right-click on the file and select Run as Administrator.

Figure 8-23: Documents Library



2. If you see the warning, “Computer Browser” service is not running as shown below it is highly recommended to cancel the install. Enable the Computer Browser Service then restart the install. You can disable the “Computer Browser” service once install is complete.
3. If you are performing an upgrade and have changed the default values for the following parameters, an informative message is displayed.
 - RecordExternalCallsOnly – If exists and value is true then we prompt

- recordPSTNCallsOnly – If exists and value is true then we prompt
- EnableAnnouncements - If exists and value is true then we prompt

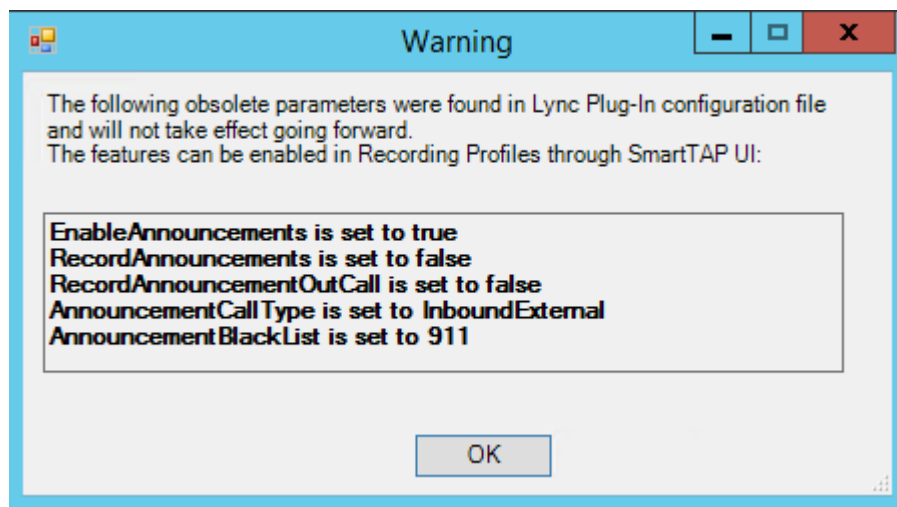
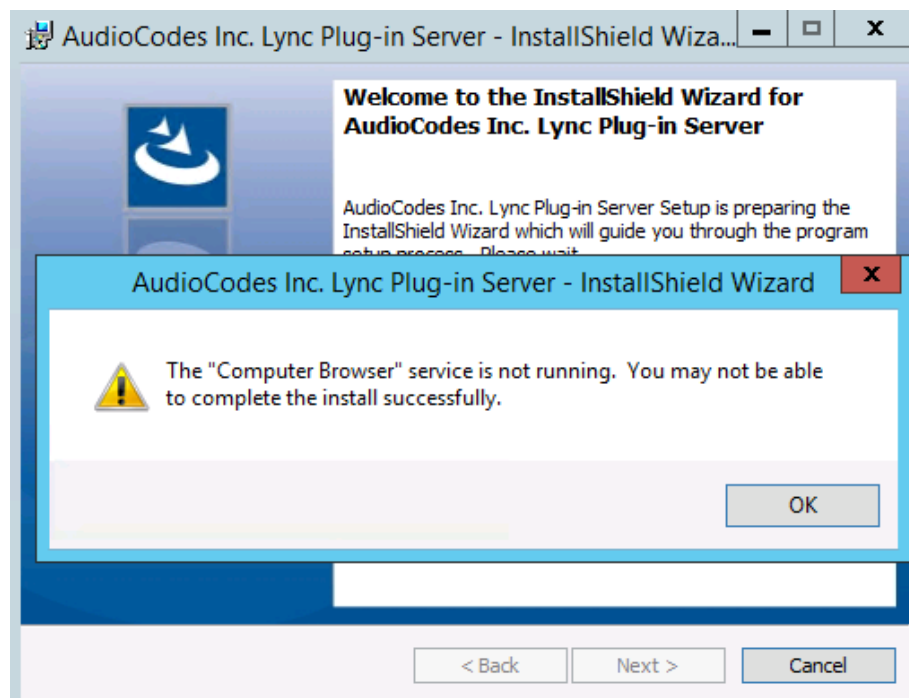
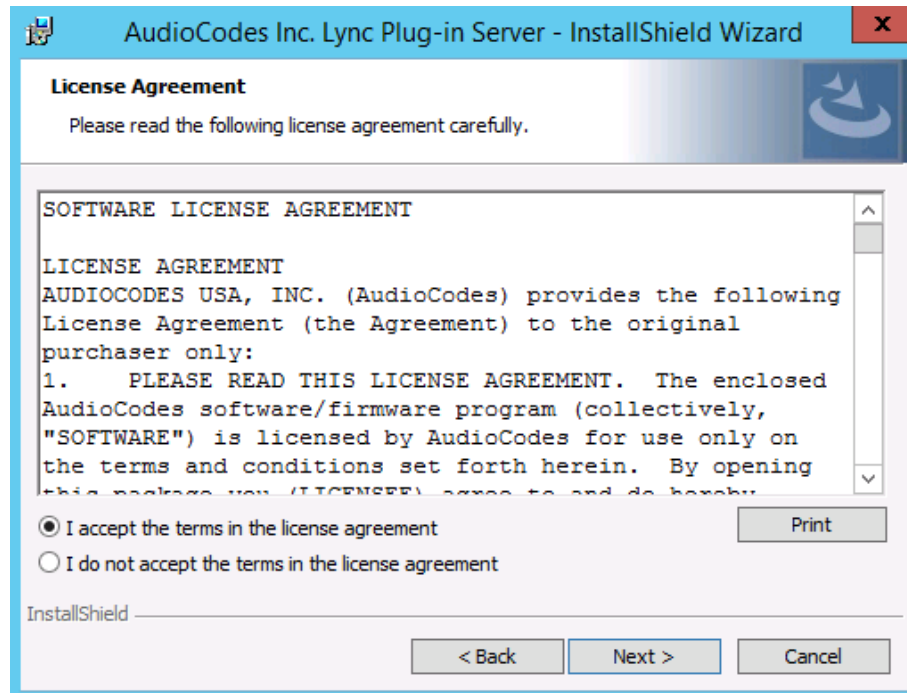


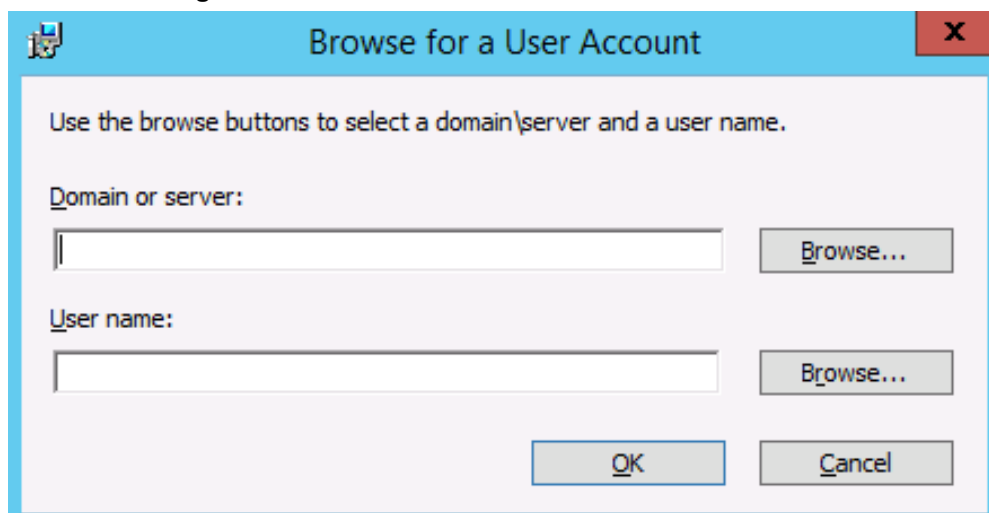
Figure 8-24: Lync Plug-in Server



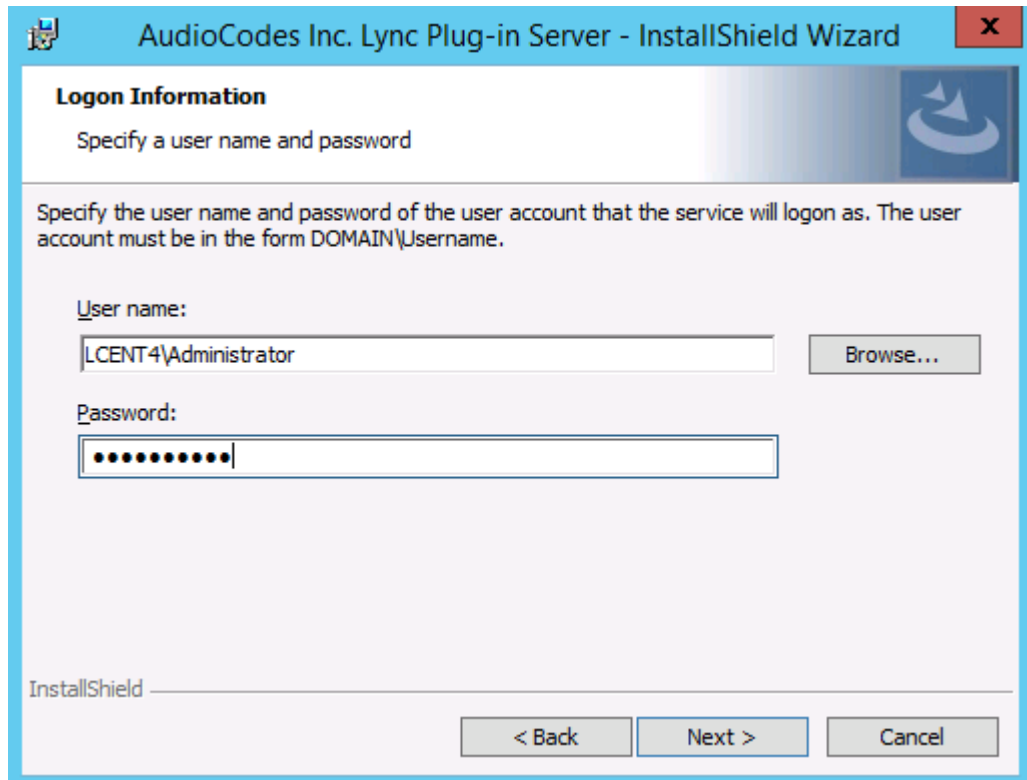
4. Click **Next** to continue.
5. Click the I accept the terms in the license agreement radio button, and then click **Next**.

Figure 8-25: Software License Agreement

6. Enter the user account that the service will use to log:
 - This user must be the "SmartTAPUser" account created previously on the domain.
 - The user account must be in the form DOMAIN\Username.
 - Optionally click the Browse... button to locate the user in the Active Directory.

Figure 8-26: Browse for a User Account

7. Click **Next** to continue.

Figure 8-27: Logon Information

AudioCodes Inc. Lync Plug-in Server - InstallShield Wizard

Logon Information
Specify a user name and password

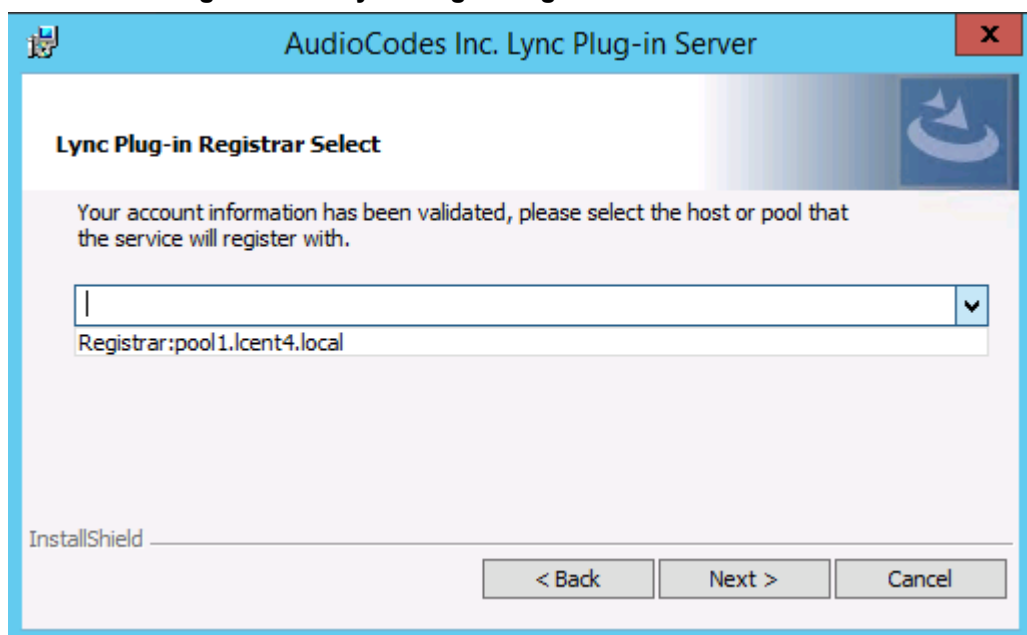
Specify the user name and password of the user account that the service will logon as. The user account must be in the form DOMAIN\Username.

User name:

Password:

InstallShield

8. Select the host or pool that the Plug-in will use to register, and then click Next.

Figure 8-28: Lync Plug-in Registrar Select

AudioCodes Inc. Lync Plug-in Server

Lync Plug-in Registrar Select

Your account information has been validated, please select the host or pool that the service will register with.

InstallShield

9. Click **Next**.
10. Enter IP addresses of Media Proxy servers in case the Media Proxy recording method is utilized for the SmartTAP installation, otherwise leave the fields empty.

Figure 8-29: Media Proxy Server Configuration

The screenshot shows the 'Media Proxy Server Configuration' window. The title bar reads 'AudioCodes Inc. Lync Plug-in Server'. The window has a blue header with the title and a close button. Below the header, the title 'Media Proxy Server Configuration' is displayed in bold. A subtitle reads: 'If you plan or have Media Proxy servers, enter their details here. Otherwise click Next.' The main area contains the instruction 'Add all Media Proxy Server IP addresses to list'. On the left, there is a text box labeled 'Media Proxy Server IP address' with a '>>' button to its right. Below the text box is a '<<' button. To the right of these buttons is a large empty rectangular box labeled 'IP Addresses:'. At the bottom left, the 'InstallShield' logo is visible. At the bottom right, there are three buttons: 'Back', 'Next' (highlighted with a blue border), and 'Cancel'.

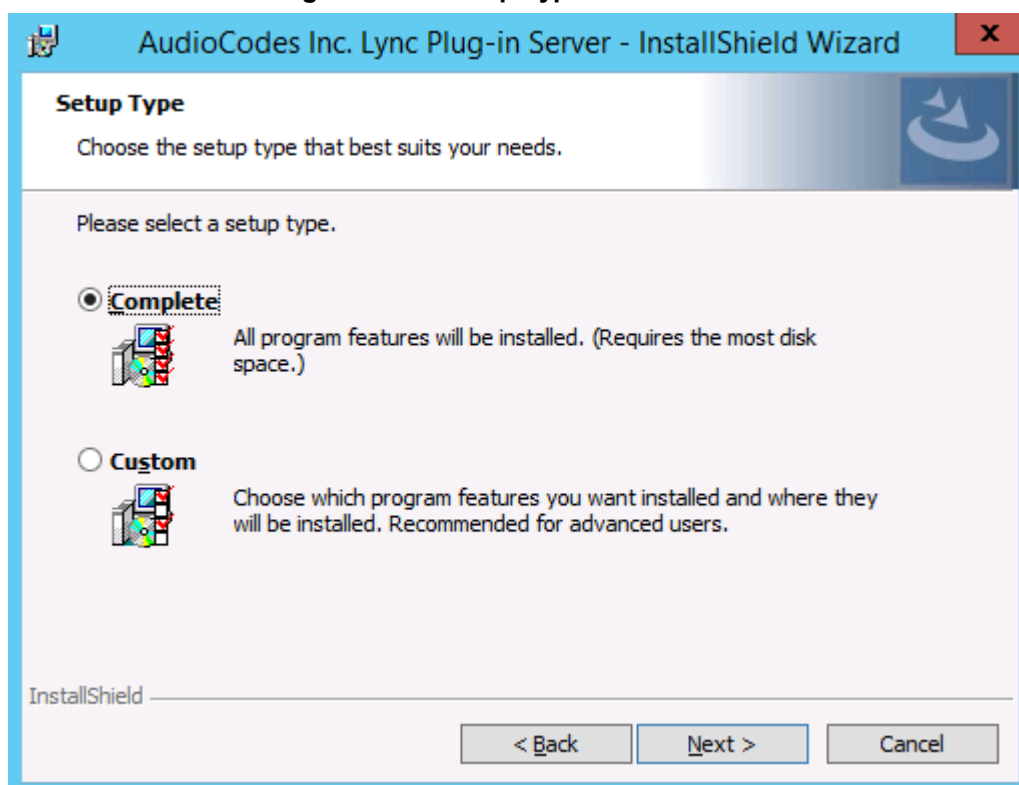
11. Click **Next**.
12. Enter IP addresses of Announcement servers in case SmartTAP Announcement servers are installed, otherwise leave the fields empty.

Figure 8-30: Announcement Server Configuration

The screenshot shows the 'Announcement Server Configuration' window. The title bar reads 'AudioCodes Inc. Lync Plug-in Server'. The window has a blue header with the title and a close button. Below the header, the title 'Announcement Server Configuration' is displayed in bold. A subtitle reads: 'If you plan or have Announcement servers, enter their details here. Otherwise click Next.' The main area contains the instruction 'Add all Announcement Server IP addresses to list'. On the left, there is a text box labeled 'Announcement Server IP address' with a '>>' button to its right. Below the text box is a '<<' button. To the right of these buttons is a large empty rectangular box labeled 'IP Addresses:'. At the bottom left, the 'InstallShield' logo is visible. At the bottom right, there are three buttons: 'Back', 'Next' (highlighted with a blue border), and 'Cancel'.

13. Click **Next**. Click the Complete installation to install the plugin in the default path on C: drive, otherwise click Custom to change the install path.

Figure 8-31: Setup Type



14. Click **Next**.
15. Click **Install** to install the plugin.
16. Click **Finish** to complete installation.



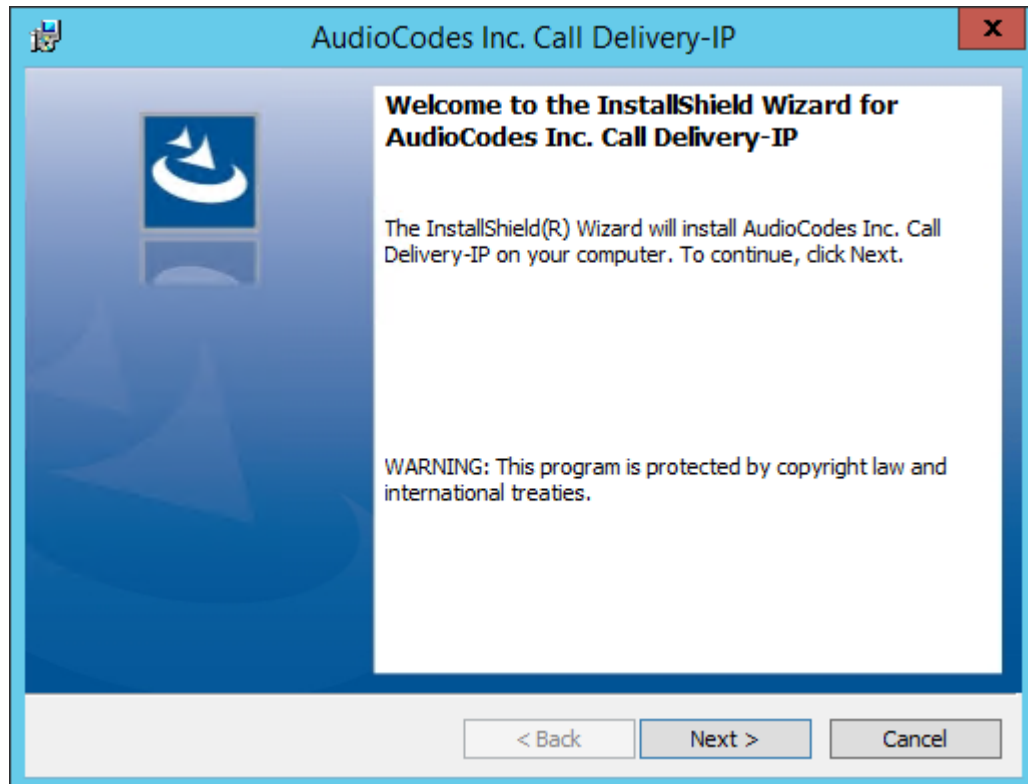
If the plugin installation fails, refer to the Skype for Business plugin section in the Troubleshooting chapter.

Installing Call Delivery for Skype for Business (IP-based Recording)



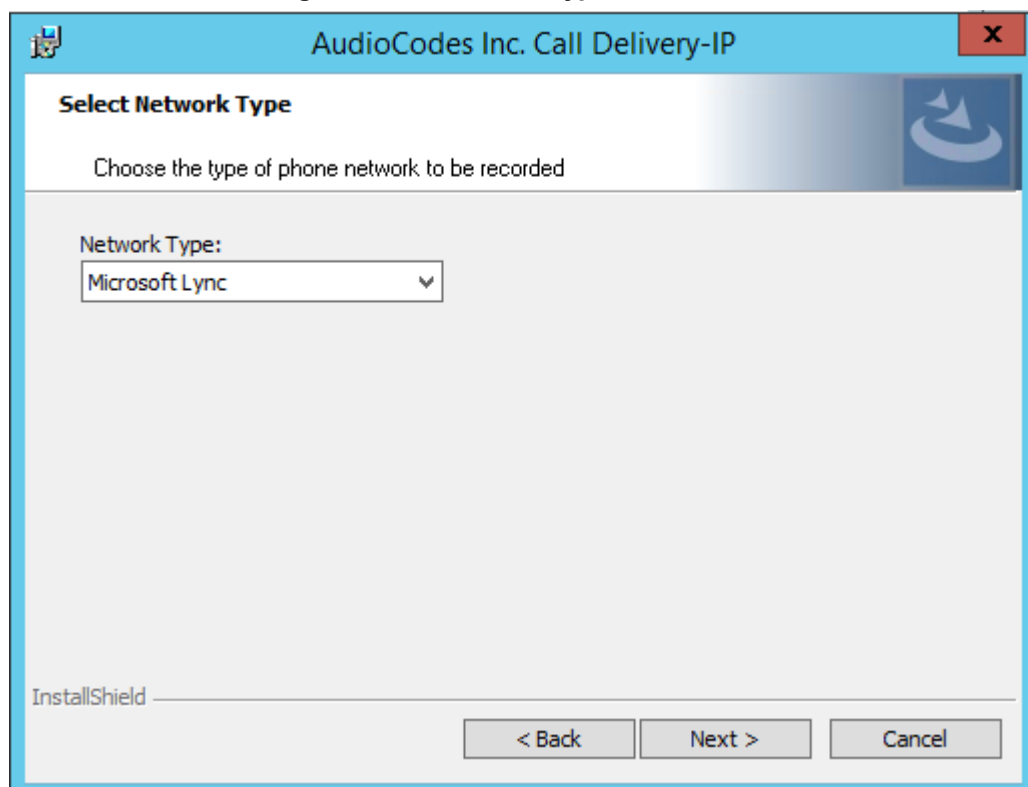
It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. See [Firewall Configuration](#) on page 43.

- **To install IP-based recording (Skype for Business):**
1. Click **Next** to continue.

Figure 8-32: Call Delivery-IP

Assuming you are setting up for a Skype for Business installation, select "Microsoft Lync" when prompted for the network type.

2. Click **Next** on the Server IP Setup.

Figure 8-33: Network Type

3. Add each of your Skype for Business Front End IP addresses to the "Lync Front End IP Address" field, and click on the right arrow, to add it to the Front Ends list on the right.

4. Under “Public Call Delivery IP Address”, type in the IP address of the computer you are currently installing the Call Delivery component on.
5. Click **Next** on the Server IP Setup.

Figure 8-34: Lync Configuration

6. To capture the audio:
 - [Monitoring \(Capture SRTP from Mediation, Conference servers or Port Mirroring\)](#) - See Section [Monitoring](#) below:
 - ◆ Local – Port Mirroring
 - ◆ Remote – Conference or Mediation Server
 - [Edge \(Capture SRTP from Edge server\)](#) See Section [Edge](#) on page 79
 - [Media Proxy \(Capture SRTP from the SmartTAP Media Proxy server\)](#) See Section [Configuring Media Proxy for Call Delivery-IP](#) on page 81.
7. Click **Next** to select the Recording Type.

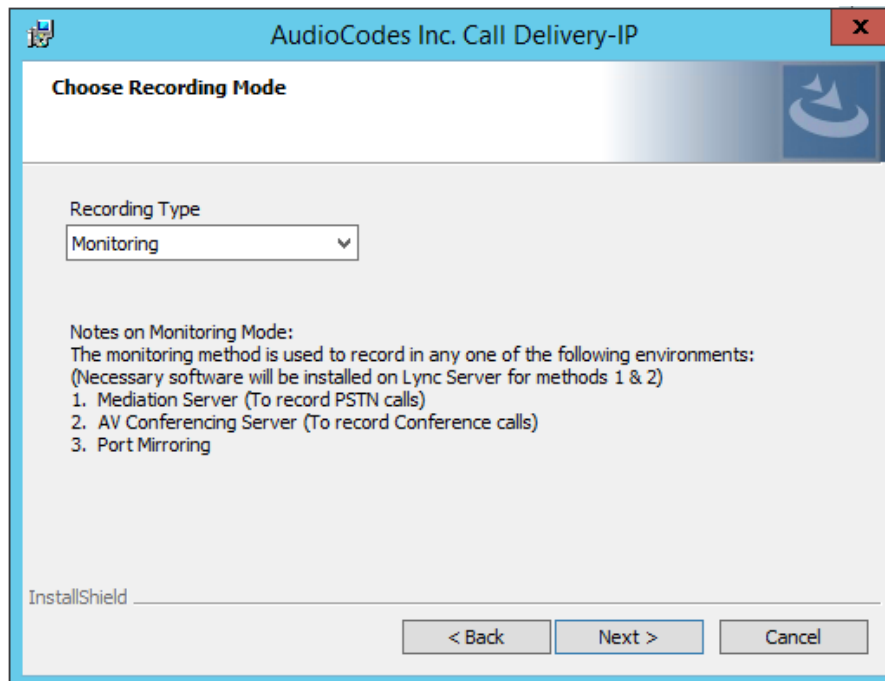
Monitoring

This section describes how to configure the location for capturing monitored recording:

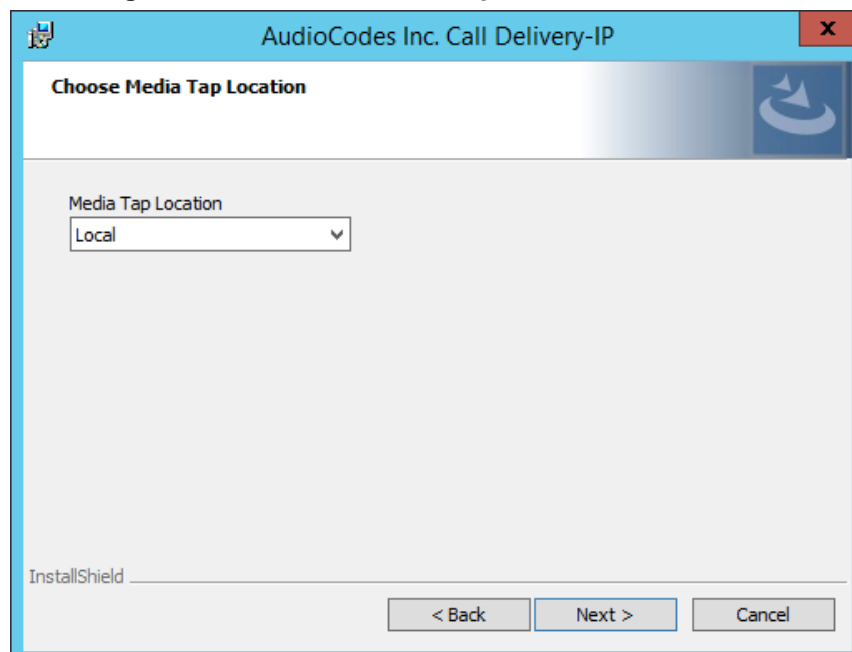
- **Local** is typically used with Port Mirroring in a Skype for Business environment.
- **Remote** is typically used when Media Delivery is installed on Mediation or AV Conferencing server to capture SRTP.

➤ To capture monitored recordings locally:

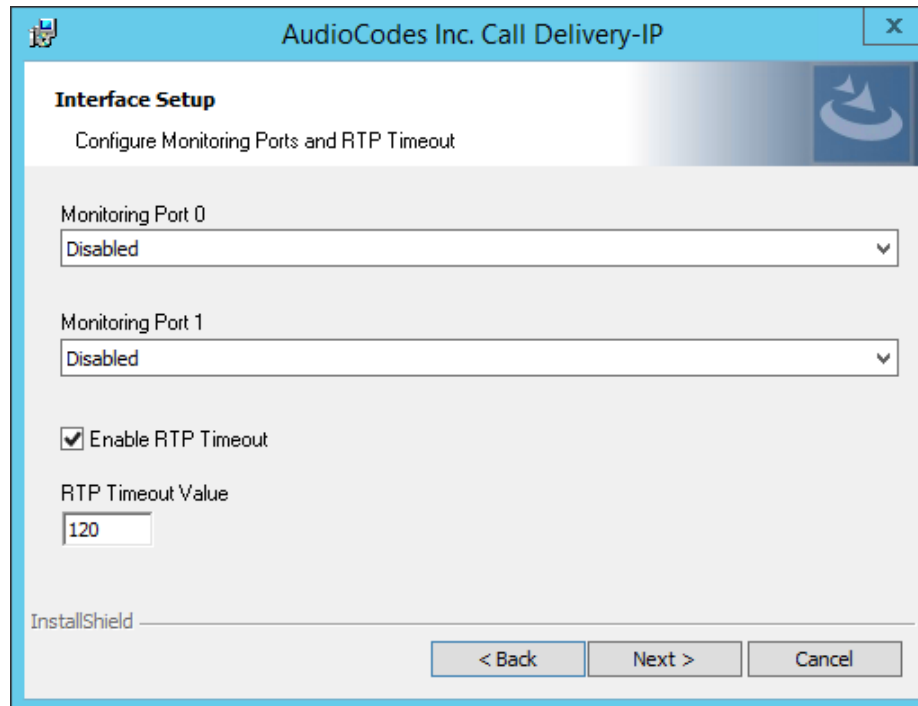
1. From the Recording Type drop-down list, select **Monitoring**.

Figure 8-35: Choose Recording Mode

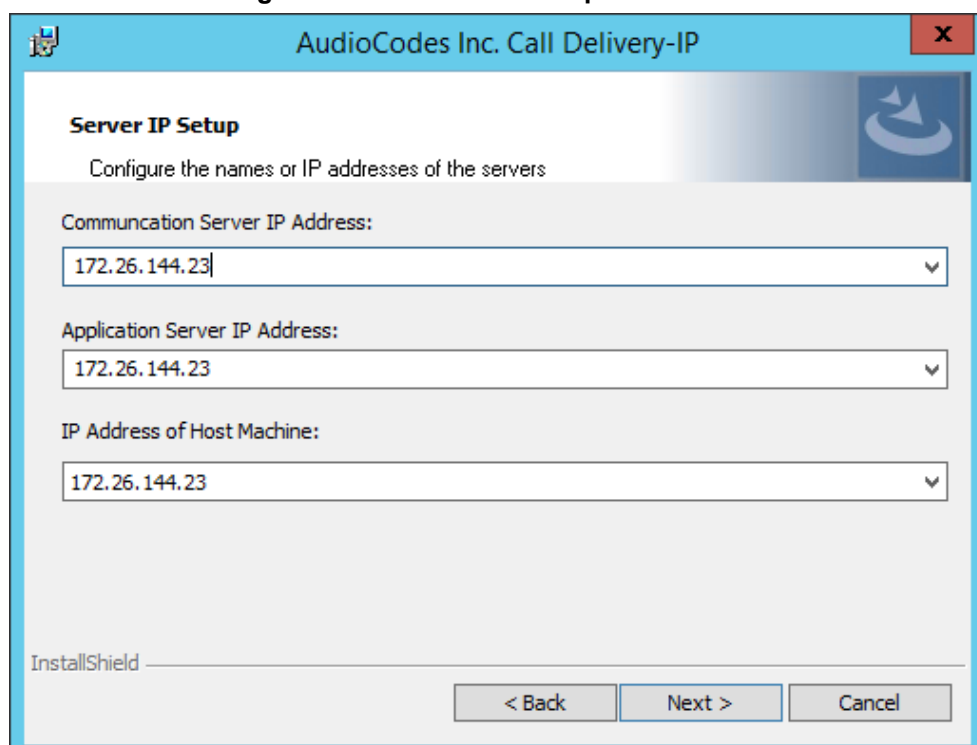
2. From the Media Tap Location drop-down list, select **Local**.

Figure 8-36: Choose Media Tap Location

3. Select the appropriate interfaces from the dropdown menu in the Interface Setup screen.

Figure 8-37: Interface Setup

In case of distributed or remote branch deployment, enter the IP address of the Application Server (AS), Communication Server (CS), and IP address of the Host Machine. In case of all-in-one deployment, use the drop down list and choose the SmartTAP IP address.

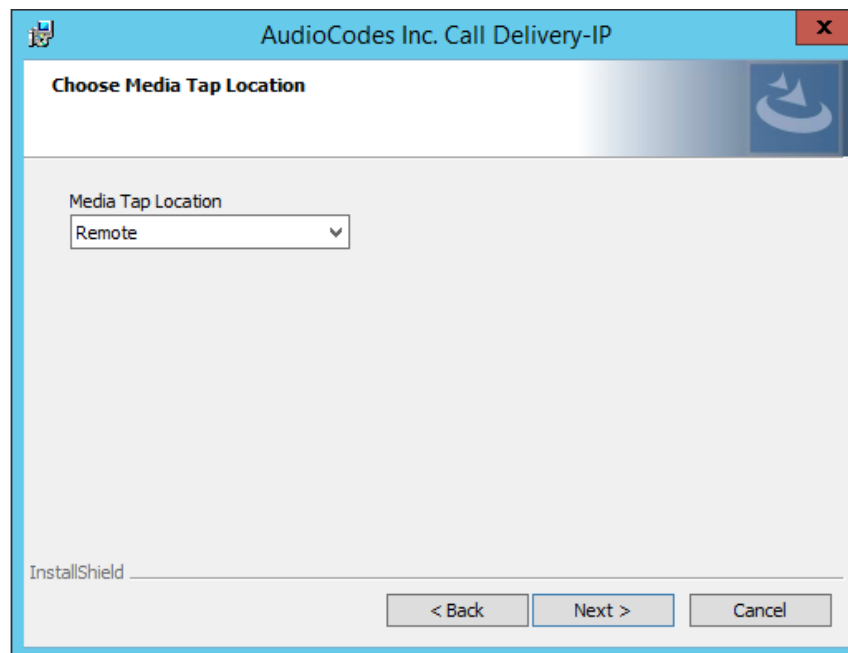
Figure 8-38: Server IP Setup

4. Click **Next** on the Server IP Setup.
5. Click **Next** on the Setup Type screen.
6. Click **Install** on the install screen.
7. Click **Finish** to finish.

➤ **To capture monitored recordings remotely:**

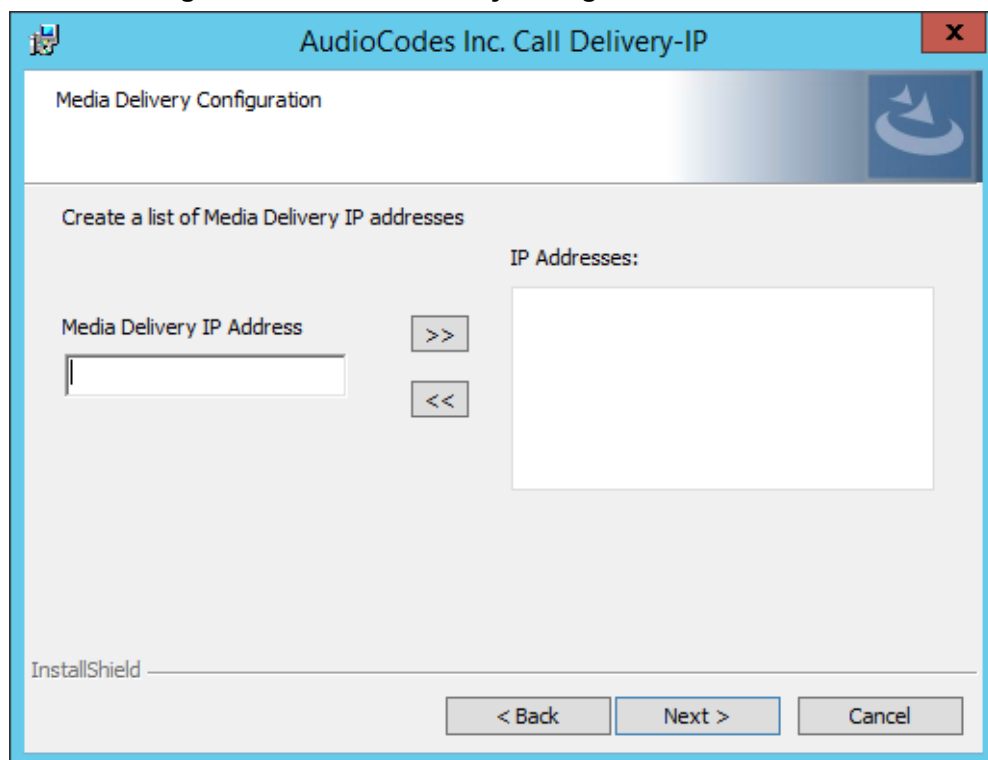
1. From the Media Tap Location drop-down list, select **Remote**.

Figure 8-39: Choose Media Tap Location



2. Specify the IP Address of the Media Delivery Host machine and click >> to add it to the IP Address list.
3. Repeat for each Host machine where Media Delivery is installed.

Figure 8-40: Media Delivery Configuration



In case of distributed or remote branch deployment, type in the real IP address of the Application Server (AS), Communication Server (CS), and IP address of the Host Machine (don't type in 127.0.0.1). In case of all-in-one deployment use the AS, CS, and the Host machine parameters drop down list and choose the SmartTAP IP address.

Figure 8-41: Server IP Setup

AudioCodes Inc. Call Delivery-IP

Server IP Setup
Configure the names or IP addresses of the servers

Communcation Server IP Address:
172.26.144.23

Application Server IP Address:
172.26.144.23

IP Address of Host Machine:
172.26.144.23

InstallShield

< Back Next > Cancel

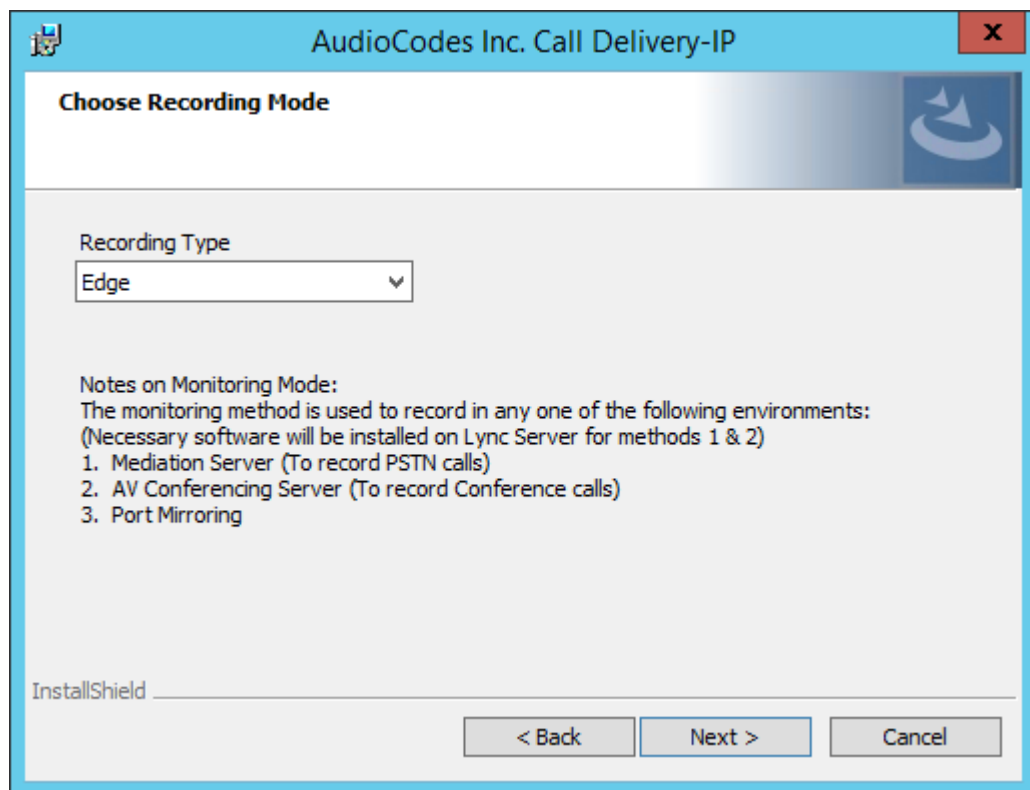
4. Click **Next** on the Server IP Setup.
5. Click **Next** on the Setup Type screen.
6. Click **Install** on the install screen.
7. Click **Finish**.

Edge

The Media Delivery component is installed on each Edge server in the Pool. Use the Edge solution to record any call scenario in a Microsoft LYNC environment.

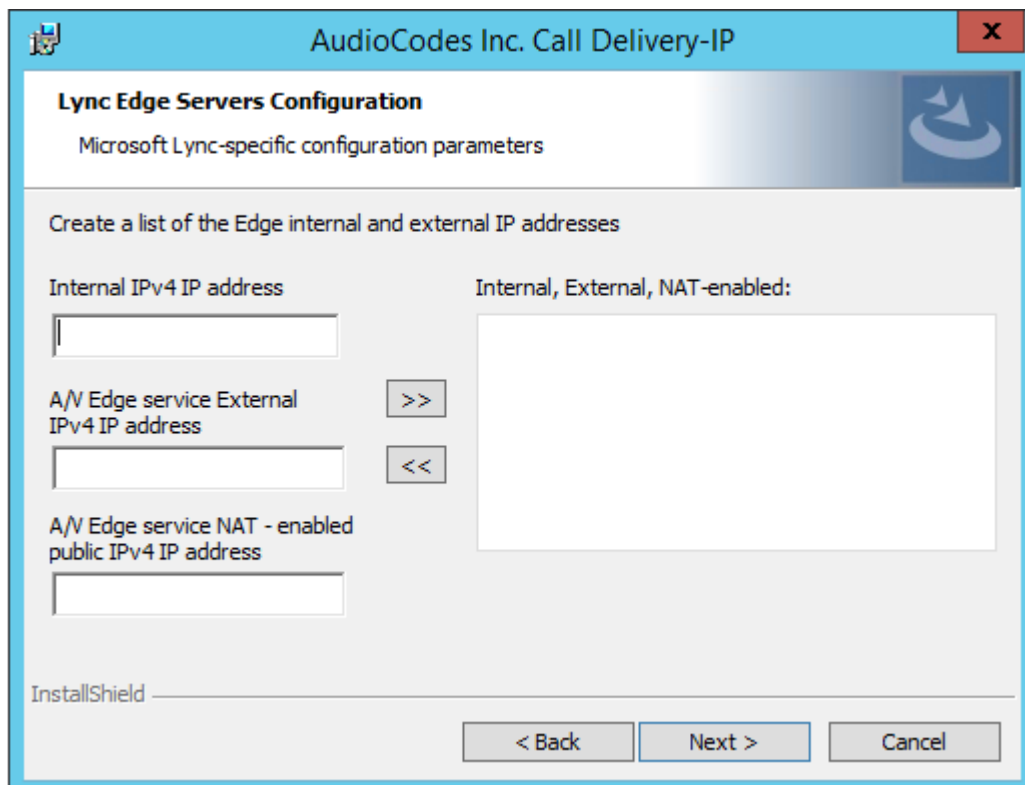
- To install the Edge server:

Figure 8-42: Choose Recording Mode



1. Click **Next** to select Record Type “Edge”.

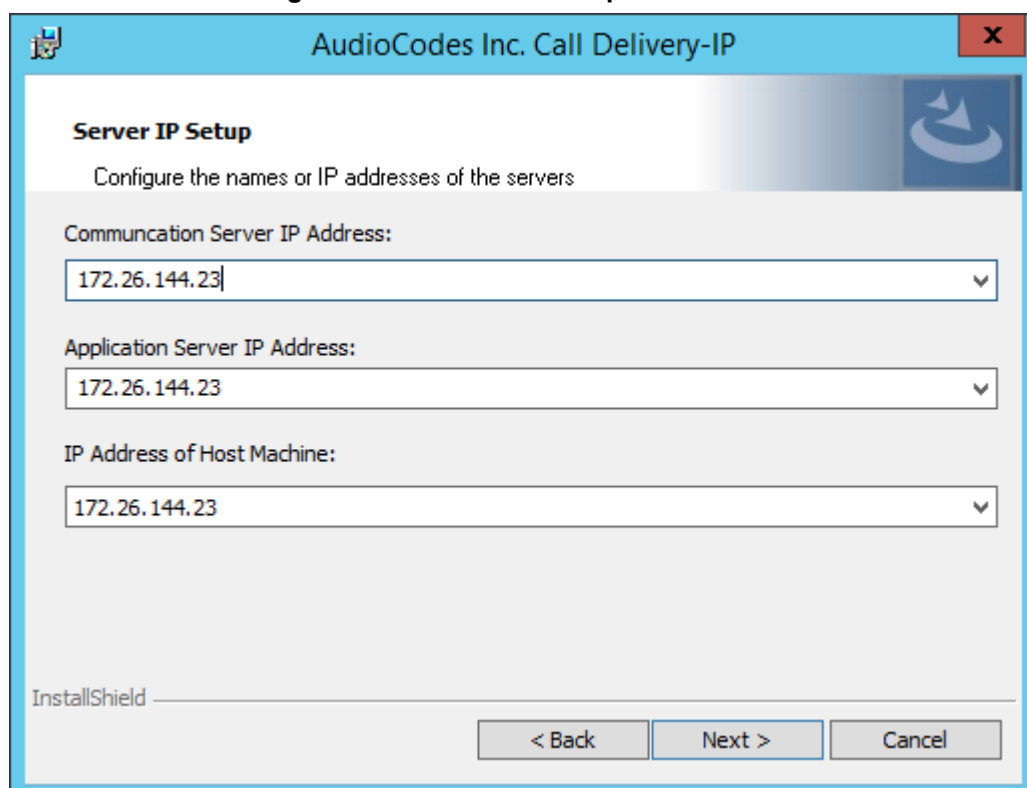
Figure 8-43: Lync Edge Servers Configuration



2. Specify the Internal, External & NAT IP then click the >> to add to list.
3. Repeat for each Edge server in the pool.

In case of distributed or remote branch deployment, type in the real IP address of the Application Server (AS), Communication Server (CS), and IP address of the Host Machine (don't type in 127.0.0.1). In case of all-in-one deployment use the AS, CS, and the Host machine parameters drop down list to choose the SmartTAP IP address.

Figure 8-44: Server IP Setup



4. Click **Next** on the Server IP Setup.
5. Click **Next** on the Setup Type screen
6. Click **Install** on the install screen
7. Click **Finish**.

Firewall Exceptions

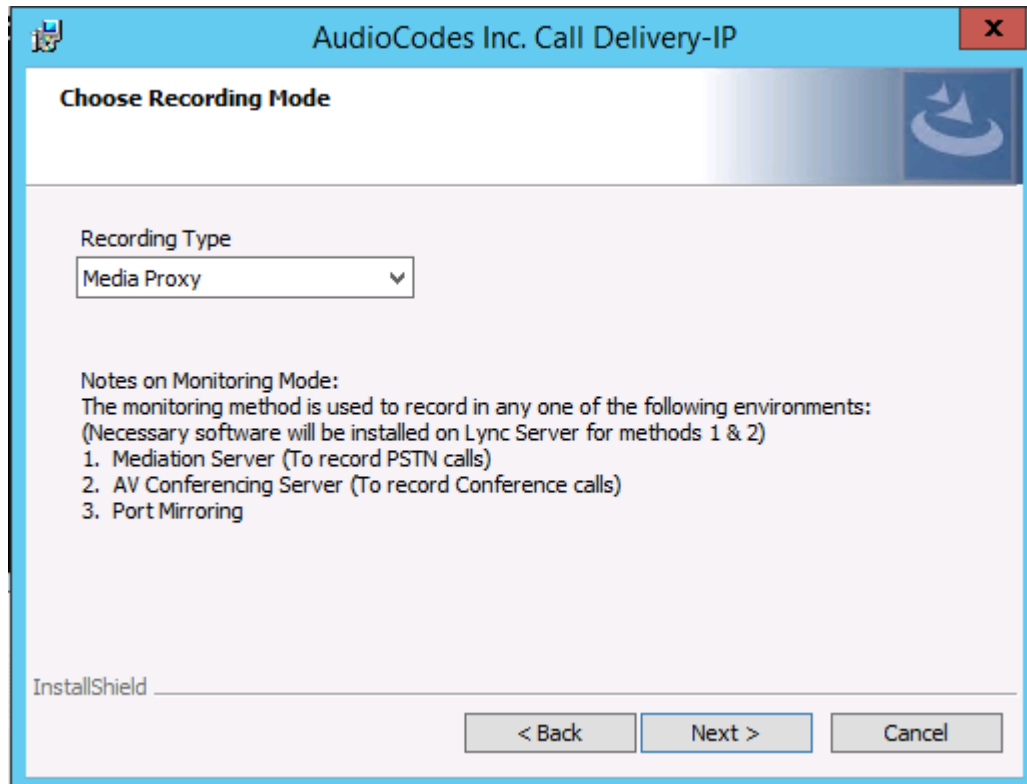
Firewall exceptions are REQUIRED for this solution to work. Please refer to Chapter [Firewall Configuration](#) on page 43 [Firewall Configuration](#) on page 43 for the required exceptions.

Configuring Media Proxy for Call Delivery-IP

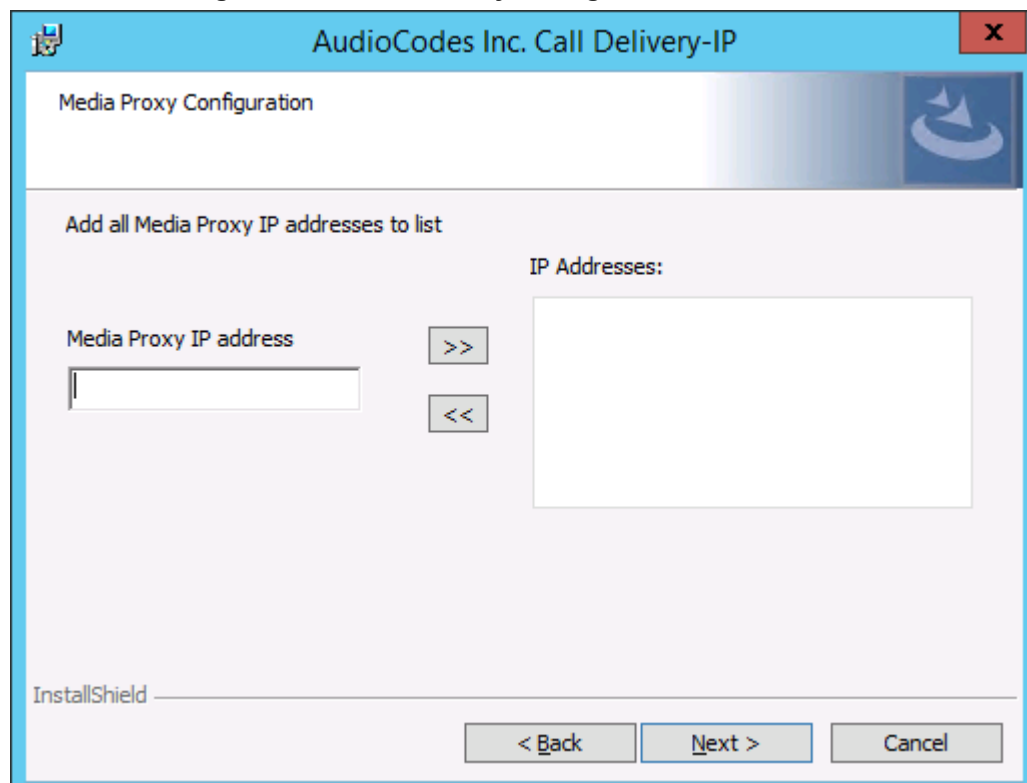
The SmartTAP Media Proxy is a stand-alone server designed to relay the SRTP “Voice” to the final destination providing SmartTAP with a centralized point to capture the audio. The SmartTAP Skype for Business plugin on the FE / SBA will pin the media through the proxy so SmartTAP has a central point to capture the SRTP for Internal, PSTN, and Conference calls.

➤ To configure Media Proxy for Call Delivery-IP:

1. Select the Media Proxy recording type.

Figure 8-45: Choose Recording Mode – Media Proxy

2. Specify the IP Address of the Media Proxy server.
3. Specify the Media proxy port to use (default 10123).

Figure 8-46: Media Proxy Configuration

You can combine the Media proxy model that records Internal, PSTN and Conference calls with the Edge recording model, which will record (Remote, Federated and Mobile calls). If you intend to use the Edge model in conjunction with the Media proxy, provide the Edge details in the following screen and install the Media Delivery software on the Edge server:

1. Provide the Internal & External Edge IP.
2. Add the NAT IP if configured.

Figure 8-47: Lync Edge Servers Configuration

AudioCodes Inc. Call Delivery-IP

Lync Edge Servers Configuration
Microsoft Lync-specific configuration parameters

Create a list of the Edge internal and external IP addresses

Internal IPv4 IP address

A/V Edge service External IPv4 IP address

A/V Edge service NAT - enabled public IPv4 IP address

Internal, External, NAT-enabled:

InstallShield

< Back Next > Cancel

3. Specify the real IP addresses of the SmartTAP Communication Server and Application Server.
4. Select the NIC interface of the local server.

Figure 8-48: Server IP Setup

AudioCodes Inc. Call Delivery-IP

Server IP Setup

Configure the names or IP addresses of the servers

Communication Server IP Address:
172.26.144.23

Application Server IP Address:
172.26.144.23

IP Address of Host Machine:
172.26.144.23

InstallShield

< Back Next > Cancel

5. Select Complete setup type, and then click **Next** to continue.
6. Click **Install** to complete installation.

Configuring Call Delivery for Skype for Business

The Voip.cfg file located in the target path of the Call Delivery, will automatically be configured during the SmartTAP software installation. Remember to restart the service if any changes are made manually to the voip.cfg file.

Default Path: \AUDIOCODES\SmartTAP\CD-IP\Config\Voip.cfg



Do not make changes to the Voip.cfg unless the IP address assigned to the FE/SBA or the SmartTAP server has changed.

Figure 8-49: Description of the Skype for Business Specific Changes

Field	Default	Description
MICROSOFT=[...]	N/A	The MICROSOFT field defines the CD configuration specific to Skype for Business recording. The # must be removed from every line starting with MICROSOFT line and the matching] at the end of the definition
SWSERVERPORT	TCP, 9090	
CC	ON	

Field	Default	Description
PLUGINLIST	blank	Add list of Front End Server IP Addresses in the pool separated by “,” connecting to this Call Delivery service. Each server in pool should be listed.
SWSERVER	blank	Set to SmartTAP server IP where Call Delivery resides
RECORDINGTYPE	0	0 = Mediation, Conference server or Port Monitoring 3 = Use with Edge 4 = Use the Media Proxy and Edge (Optional)
MEDIAPROXYURL	blank	IP Address:Port of Media Proxy server (Port default 10123)

Voip.cfg changes in bold below:

```
MICROSOFT =
[
  SWSERVERPORT=TCP,9090
  CC=ON
  PLUGINLIST=Front End / SBA IP:9901
  SWSERVER=SmartTAP Server IP
  RECORDINGTYPE=#    # 0 - monitoring(default), 3 - EdgeProxy (used on the Edge
server), 4 - MediaProxy
  MEDIAPROXYURL=http://IP:10123 # required if RECORDINGTYPE=4 (MediaProxy)
```

Installing Media Proxy Server for Skype for Business

The Media Proxy (MP) is used specifically in Microsoft Skype for Business environment as a voice media proxy. The SmartTAP Skype for Business plugin on the FE will redirect the targeted SRTP “voice” only to the MP and the MP will send the voice on to the original destination. A copy of the SRTP “voice” call that is traversing the MP is sent to the SmartTAP server for long-term storage.

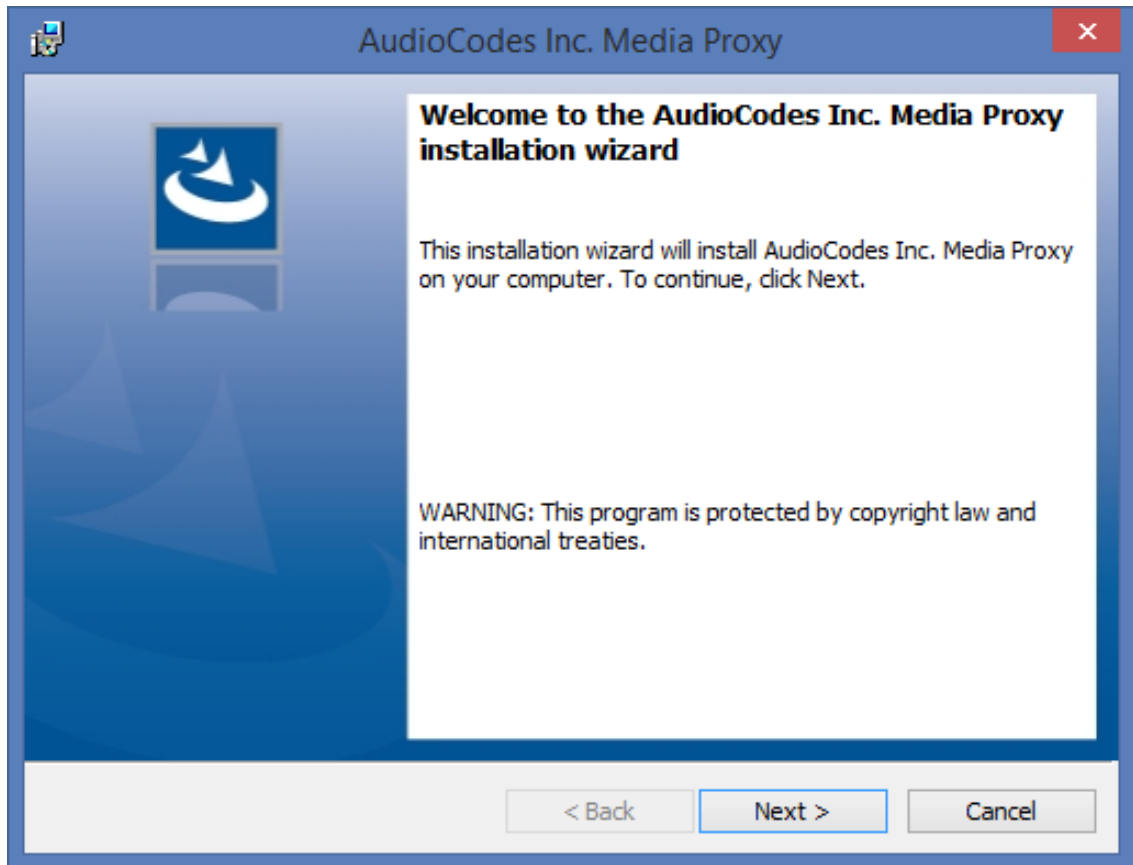


- It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. Refer to Chapter [Firewall Configuration](#) on page 43.
- Before proceeding, ensure that you have noted the installation requirements (see [Before Installing Microsoft Skype for Business Components](#) on page 54)

➤ To install the Media Proxy:

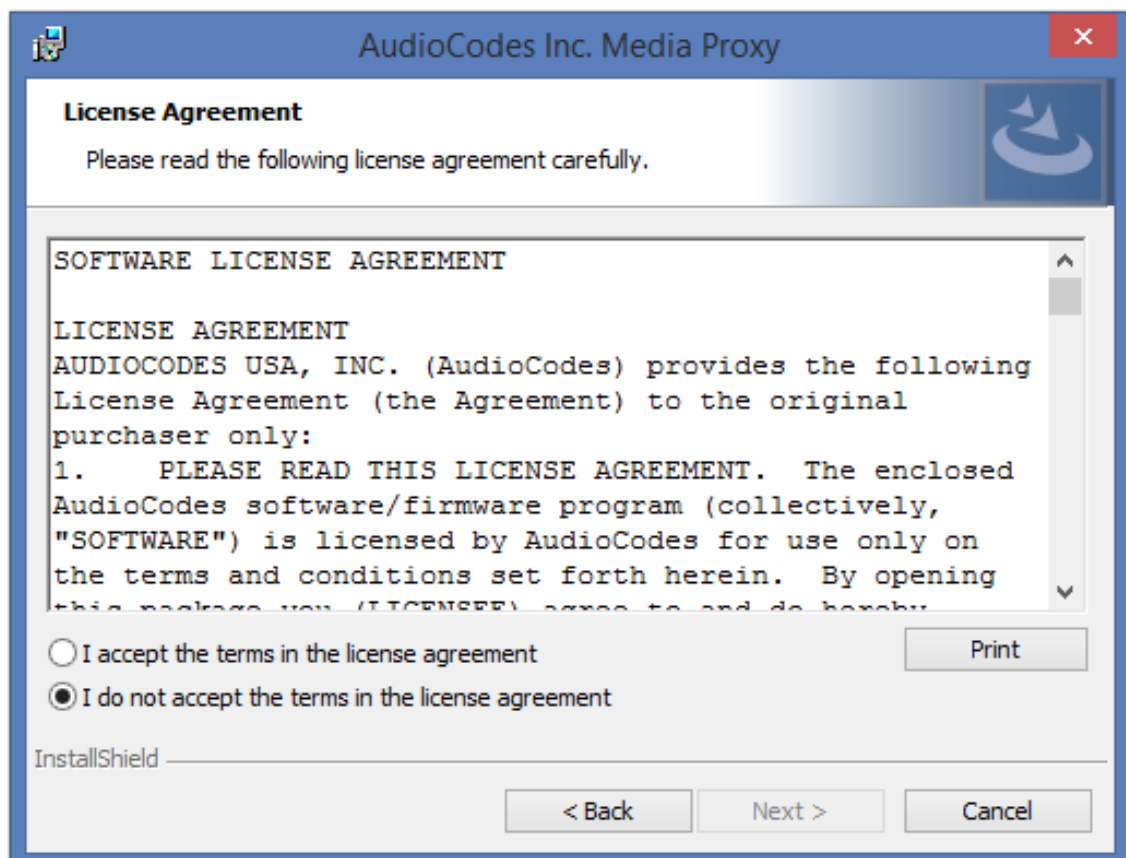
1. When the Media Proxy installation wizard starts, click **Next** to install.

Figure 8-50: Media Proxy Welcome



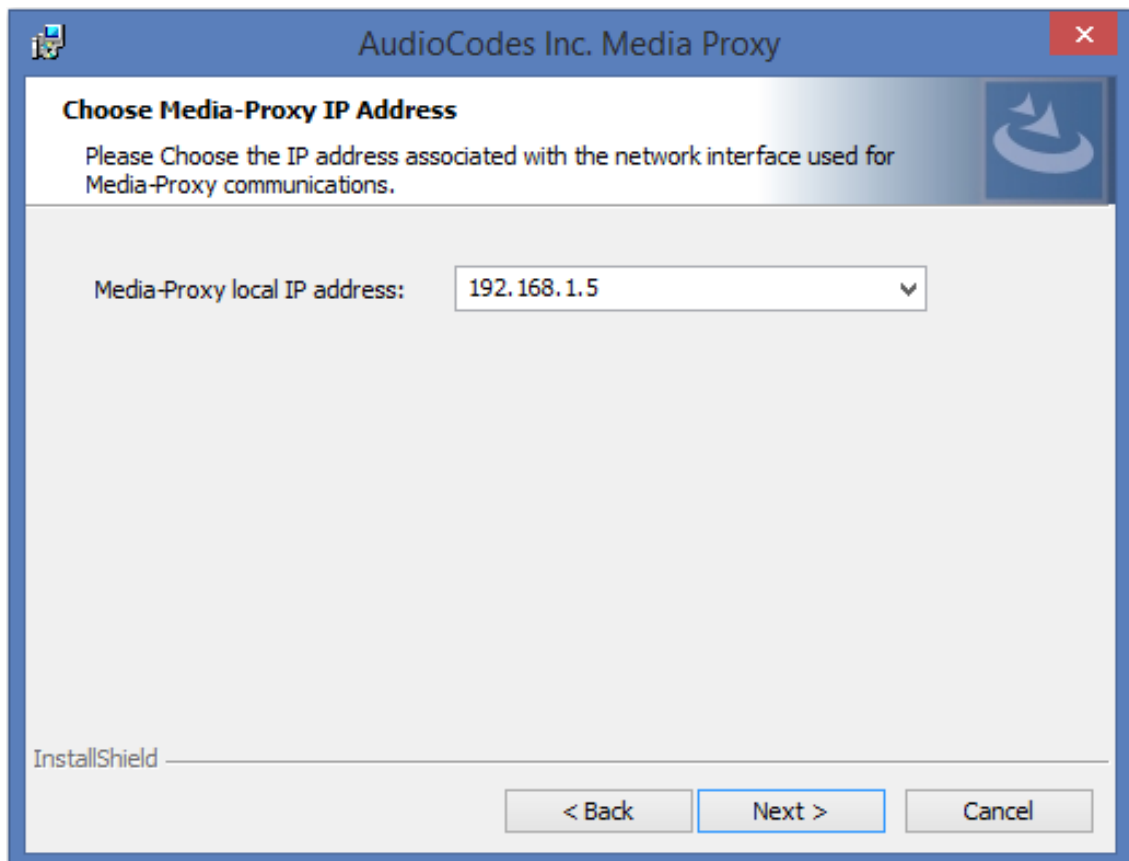
If you are installing from a Suite, the following screen may not be displayed.

Figure 8-51: License Agreement

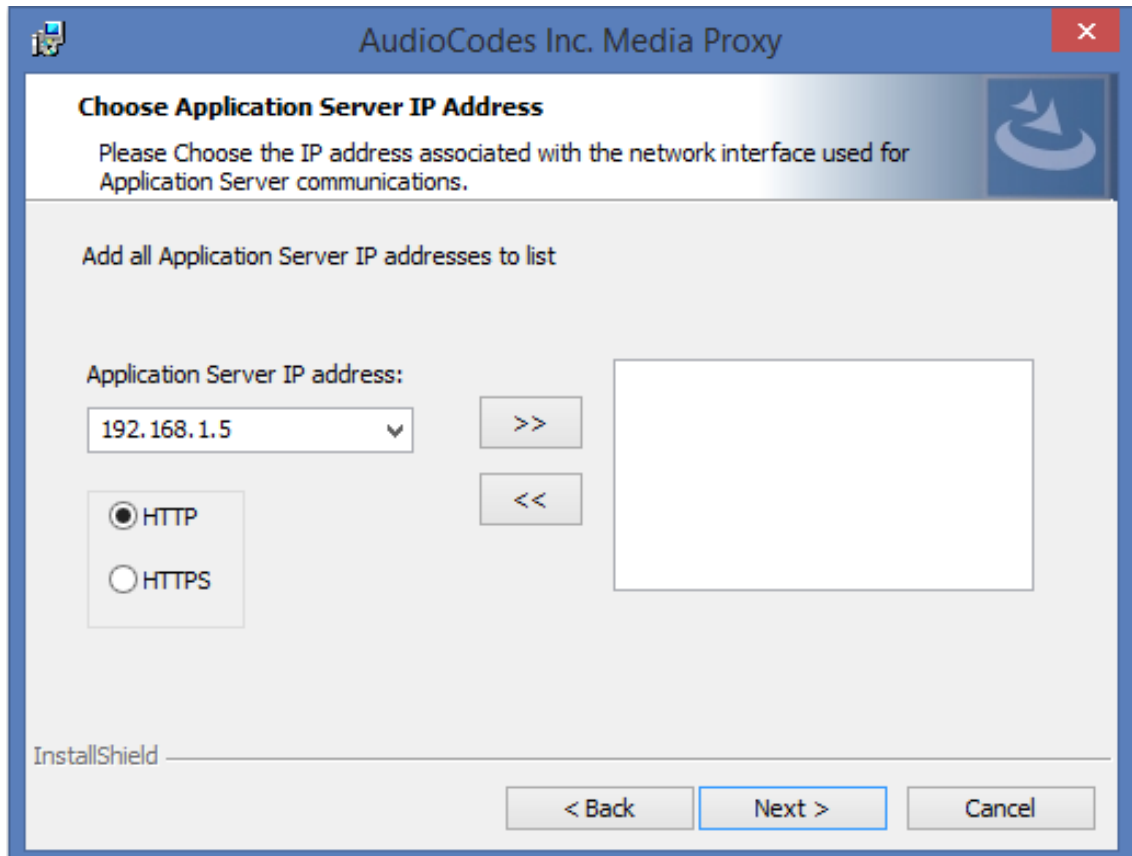


2. Select the “I accept the terms in the license agreement” radio button and click Next.

Figure 8-52: Choose Media Proxy IP Address

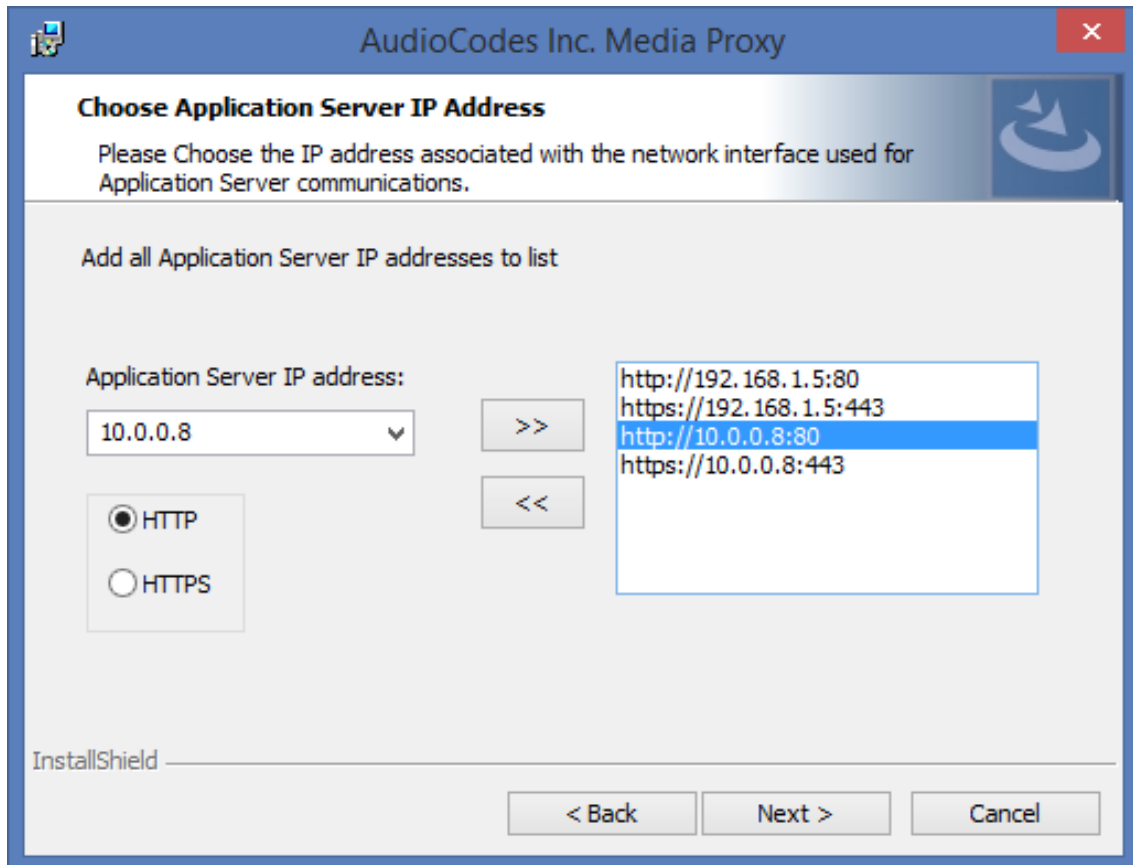


3. Enter the external Media-Proxy local IP address i.e. do not enter the IP address of the local host, and click Next.

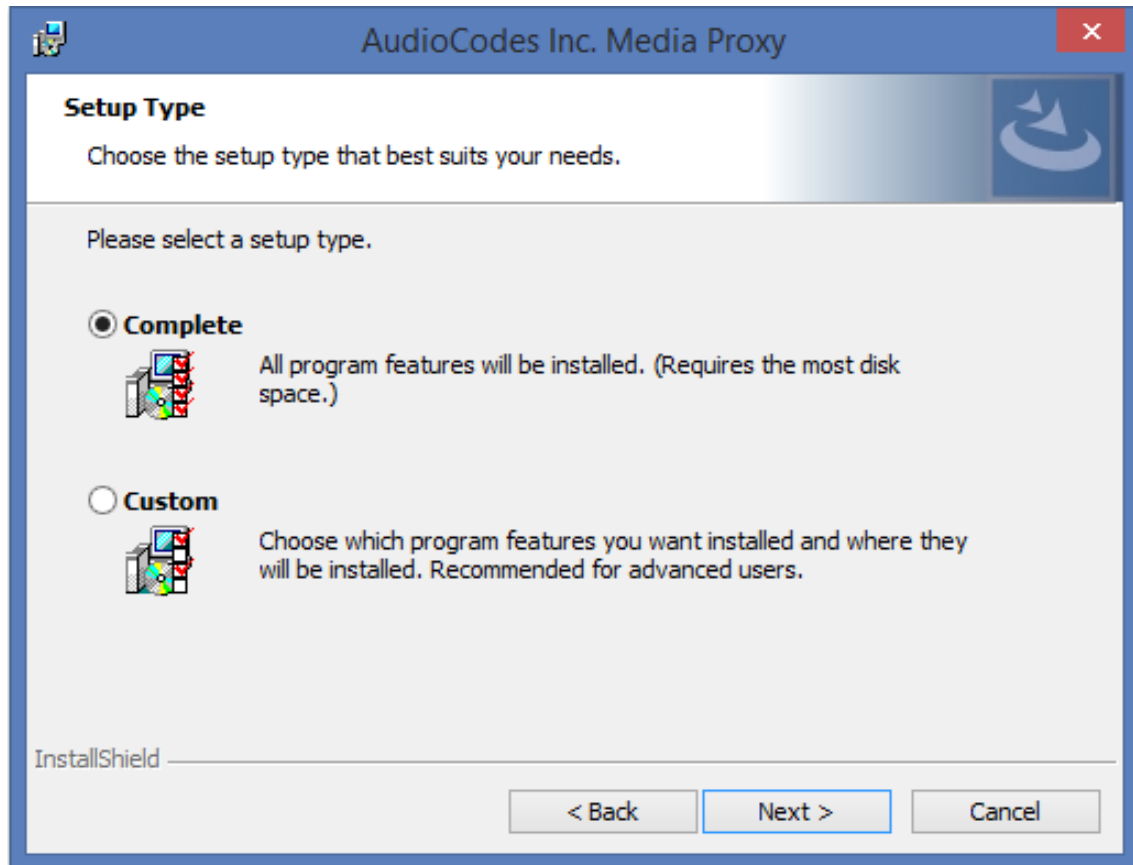
Figure 8-53: Choose Application Server IP Address

4. Configure the external Application Server IP address . Click >> to add the IP address to the list of Application Servers. Use the << button to remove an entry from the list. Click the entry that you wish to remove. At least one entry should be configured. Click Next to proceed.

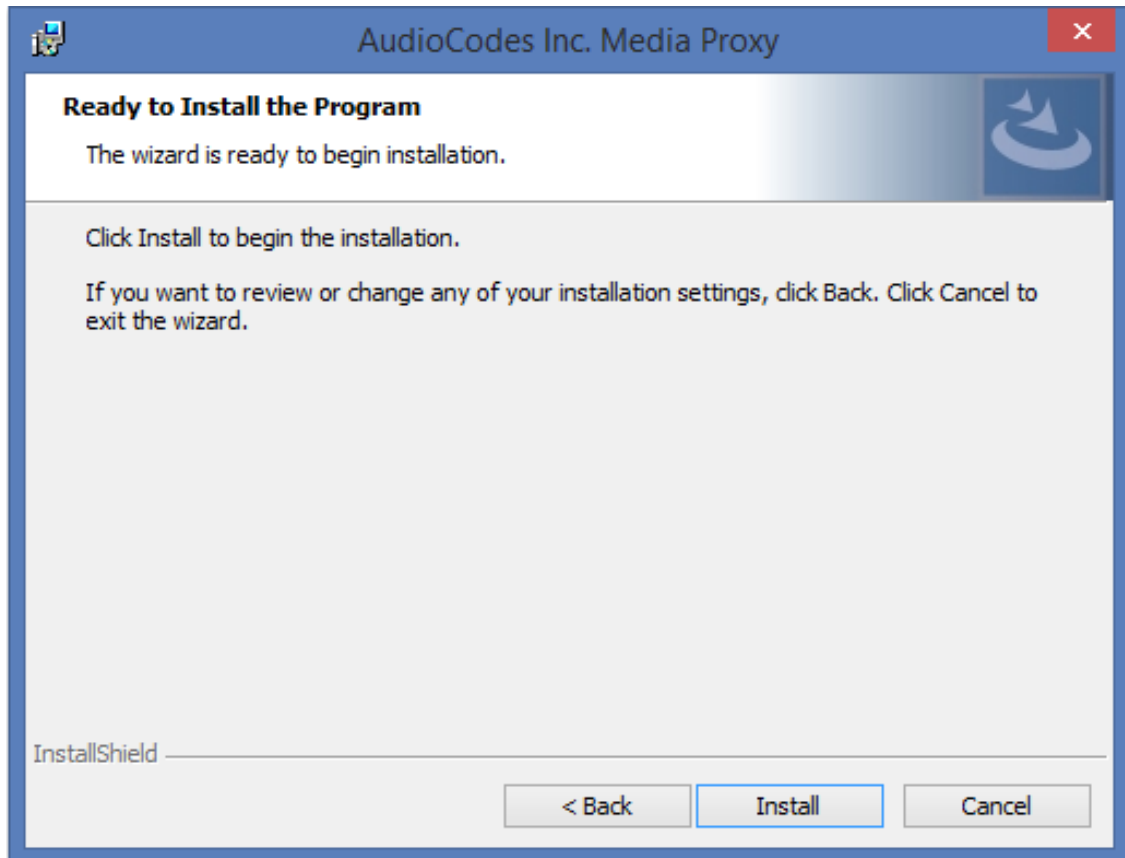
An example configuration is shown in the figure below:

Figure 8-54: Choose Application Server IP Address

5. When you have completed the configuration, click Next to proceed.
If you are performing an upgrade, the following screen may not be displayed.

Figure 8-55: Media Proxy Setup Type

6. Choose one of the following setup types and click Next:
 - Complete: Install to the default location: C:\Program Files\AudioCodes\SmartTAP\MP
 - Custom: Change the destination location.

Figure 8-56: Media Proxy Install

7. Click **Install**.

Editing Media Proxy Server Parameters

This section describes how to edit MP parameters after installation has been performed.

➤ To edit MP parameters:

1. Edit the System.config file at Program Files\AudioCodes\SmartTAP\MP\Config\.
2. If there is more than one interface in this machine, the Media Proxy server will use this interface.

```
<System
key: localIpAddress = "<local IP address>"

/>
```

Where "<local IP address>" refers to the IP address of the IP interface when the installed machine has multiple IP interfaces.

3. Add option asList = "< Application Server Web Address>" to specify the list of Application servers for the Media Server.

```
<System
key: asList = "http://172.26.144.23:80, http://172.26.144.24:80"/>
<System
key: asList = "https://172.26.144.23:443, https://172.26.144.24:443"/>
```

Where < list of Application Server IP Web addresses> contains a comma separated list of the Application servers for the Media Proxy server in the SmartTAP Active/Active Configuration.

4. (Optional) Modify the following Beep tone parameters (see table below for details):

```
<System beepEnabled="true" beepDurationMs="1000" voiceGain="1"
beepGaindBm="15"intervalDurationSeconds="15"/>
```

5. Restart Media Proxy Service.

Table 8-1: Beep Tone Parameters

Parameter	Description	Default
beepDurationMs	Beep duration in milliseconds, valid range [1-30000].	1000
voiceGain	0 – voice is removed, 1 – voice is added to tone as is, valid range [0-1].	1
beepGaindBm	Beep gain in -dBm units. range [3-31] (-3dBm to -31dBm), 3-Loudest, 31-Quietest	15
intervalDurationSeconds	Interval between each beep.	15

Installing Media Delivery Server for Skype for Business

The Media Delivery is used specifically in Microsoft Skype for Business environment. The SmartTAP CD-IP will instruct the MD running on the Skype for Business Mediation, Conference or Edge server to capture a copy of the SRTP “voice” call that is traversing the Skype for Business server and send the copied SRTP “voice” to the SmartTAP server for long-term storage.



- The Media Delivery is only required for deployments that involve Microsoft Skype for Business when utilizing the Edge, Mediation or Conference server to capture the SRTP.
- It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. Refer to Chapter [Firewall Configuration](#) on page 43.

➤ To Install Media Delivery (Skype for Business only):

1. Run the Install.bat from the SmartTAP “Suite\” folder.
2. Select the Distributed software Custom Setup type.
3. Click AudioCodes Inc. Media Delivery Server.
4. Click Install to continue.
5. Select Recording Type Monitoring or Edge.
6. Select Monitoring when utilizing the Mediation or Conference server.
 - Specify the physical NIC interfaces to monitor. In a NIC teaming environment do not select the virtual NIC.
7. Select Edge when utilizing the Edge server.
 - Specify the Edge Internal & External NIC interface to monitor. Select the physical NIC interfaces.
8. Select Complete, click Next to continue.
9. Click **Install** to continue.
10. Click **Finish** to continue.

11. Installer will automatically install AcProcDump.
12. Click **Finish** to complete installation.

Installing Announcement Server

The Announcement Server (AN) is used specifically in the Microsoft Skype for Business environment as a call recording announcement service to let PSTN callers know their call will be recorded.

The SmartTAP Skype for Business plugin on the FE will redirect the inbound PSTN calls to the targeted to be recorded users to the AN to play the announcement. Once the announcement is played, the call will be redirected to the original destination.

If you need to setup a group of Announcement Servers for redundancy or scalability, make sure to execute the following steps on each Announcement Server.



Before proceeding, ensure that you have noted the installation requirements (see [Before Installing Microsoft Skype for Business Components](#) on page 54).

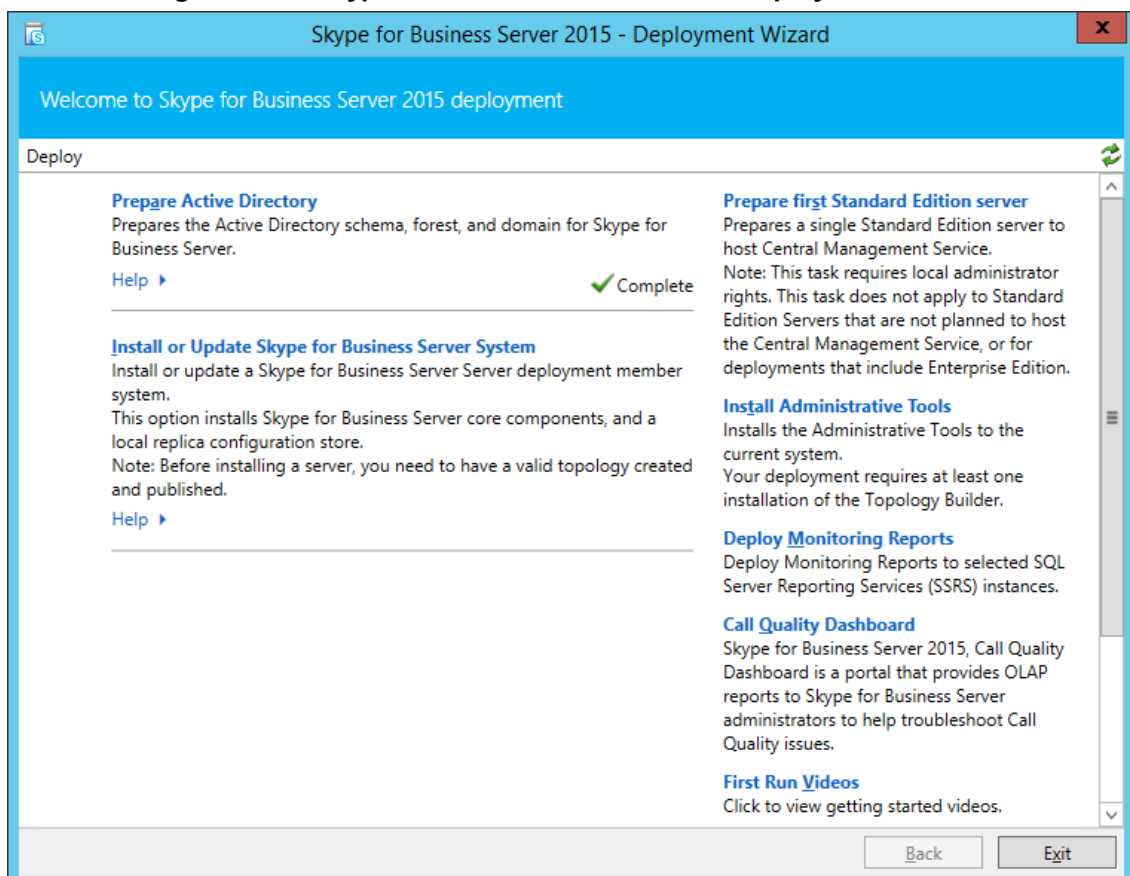
Announcement Server Preinstall of Core Components and Local Replica Configuration Store

This section describes the installation of the Core components & Local Replica Configuration store using the Deployment wizard as a prerequisite for installation of the Announcement Server.

➤ To install the Deployment wizard:

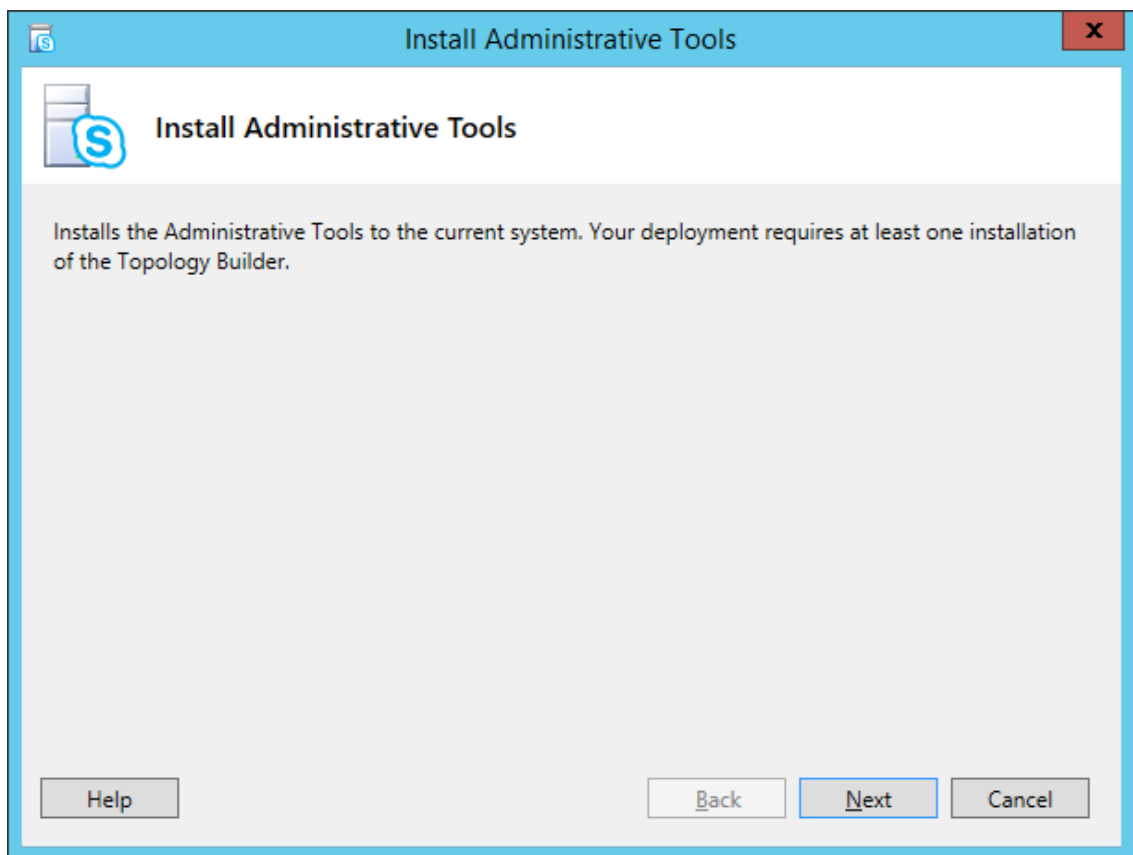
1. Start the Skype for Business Server 2015 Deployment Wizard.

Figure 8-57: Skype for Business Server 2015 – Deploy



2. Select **Install Administrative Tools** and click **Next**.

Figure 8-58: Install Administrative Tools

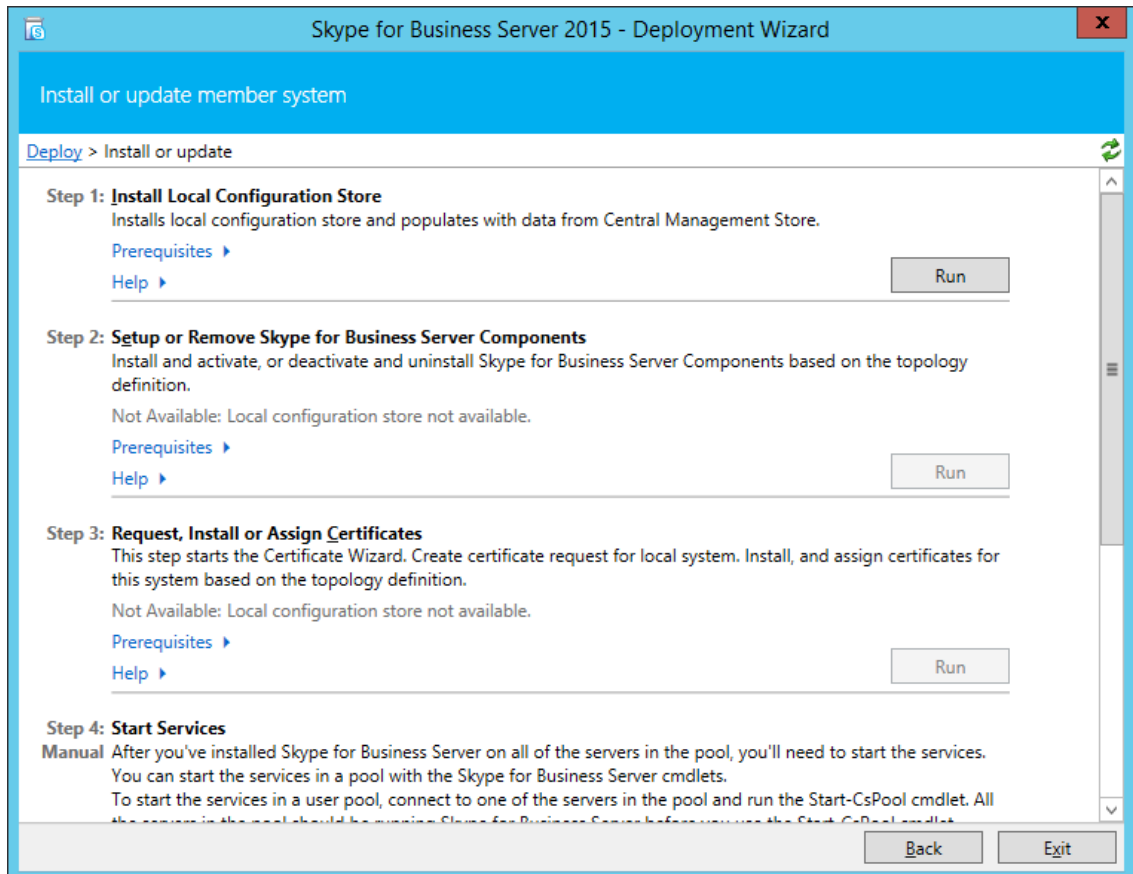


When completed, the following is displayed:

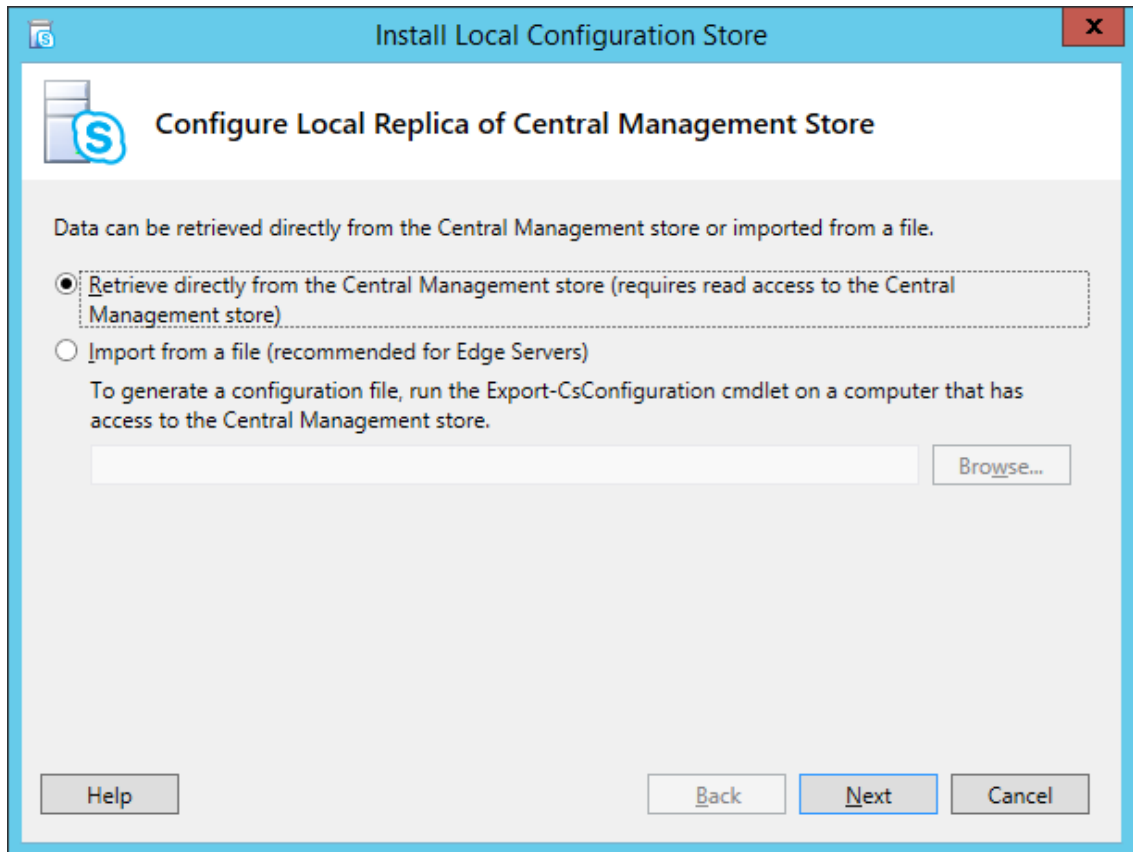
Figure 8-59: Install Status

Install Administrative Tools ✓
Installs the Administrative Tools to the current system.
Your deployment requires at least one installation of the Topology Builder.

3. Click **Next** to continue.

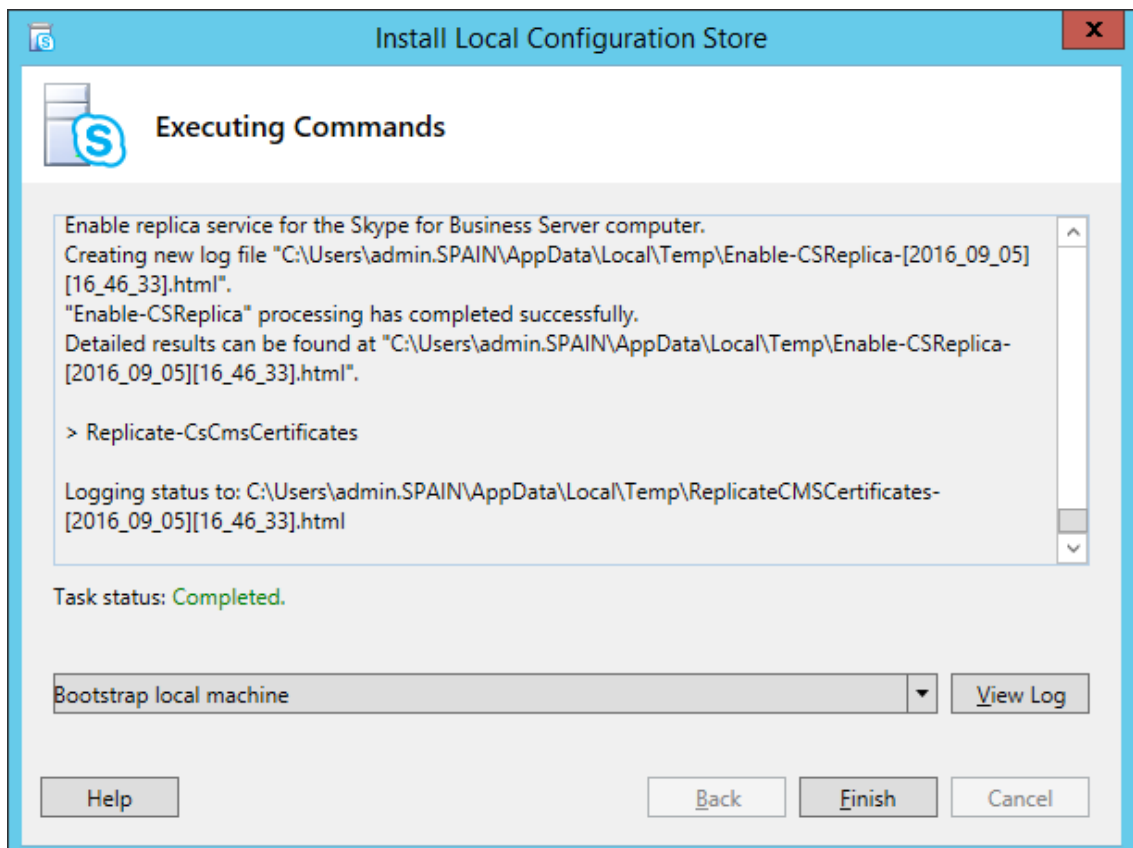
Figure 8-60: Install Local Configuration Store

4. Choose option **Step 1: Install Local Configuration Store** and click **Run**.
Installs core components & local replica configuration store.

Figure 8-61: Configure Local Replica of Central Management Store

5. Click **Next** to continue.

Once completed, a screen similar to the following is displayed:

Figure 8-62: Executing Commands

6. Click **Finish**.

Announcement Server Software Installation Procedure

This section describes the installation of the Announcement server.

Announcement Server Software Installation with Wizard

This section describes the installation of the Announcement server using the wizard.

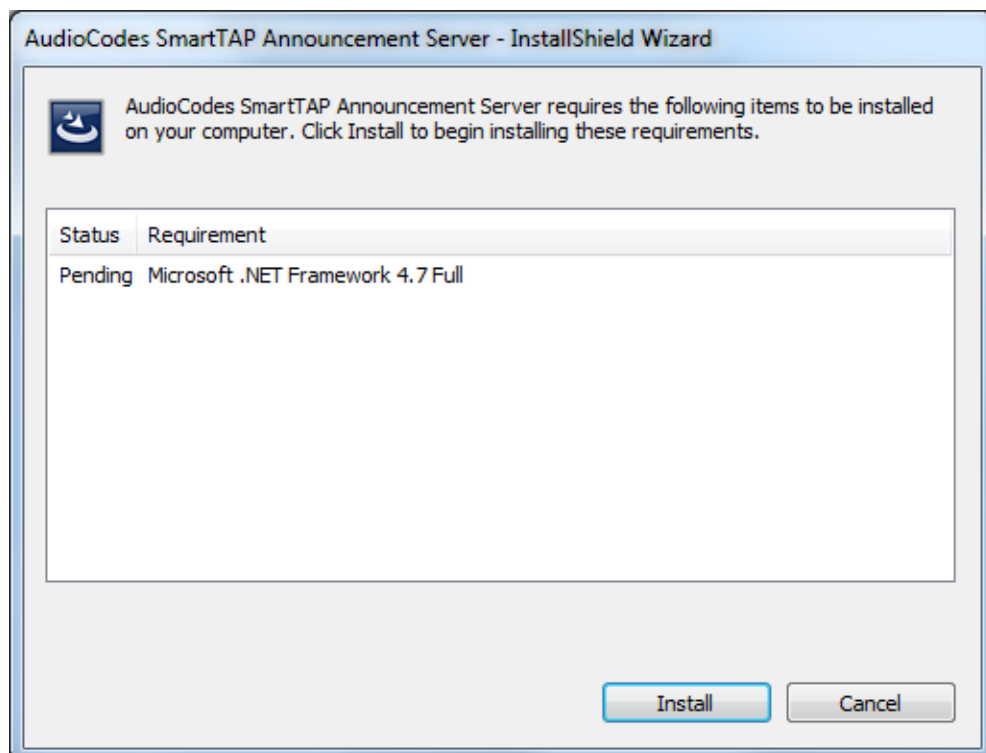
➤ **To install the announcement server using the wizard:**

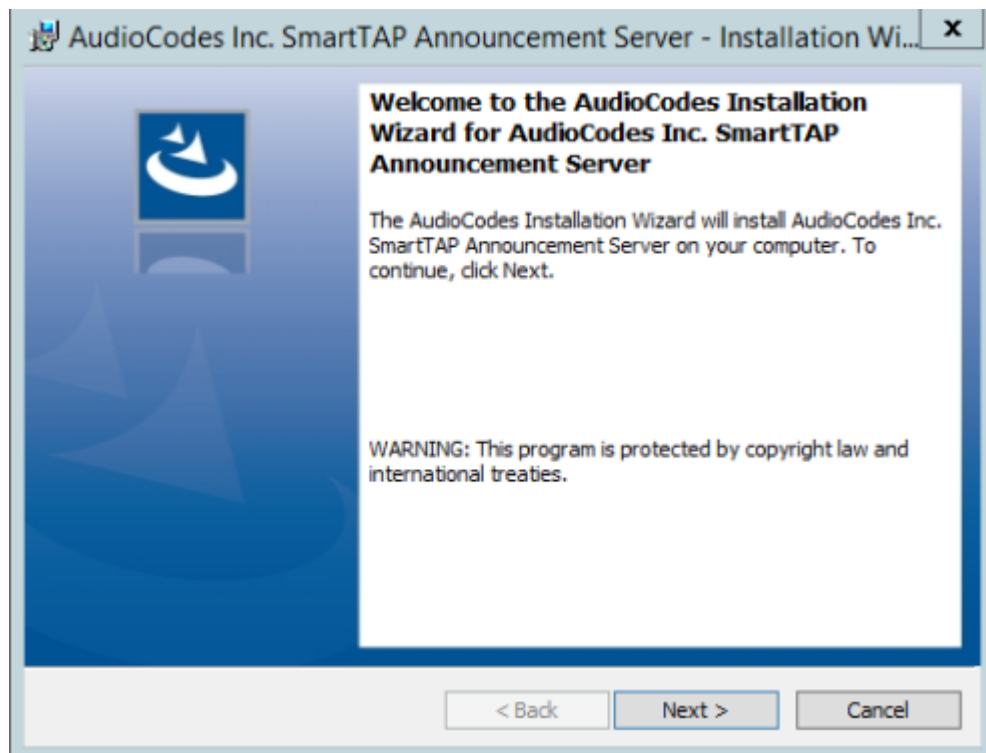
1. Launch the Installation wizard.

Figure 8-63: Announcement Server Installation Wizard

The following screen may appear if the .NET Framework 4.7 is not installed.

2. Click **Install** to continue.

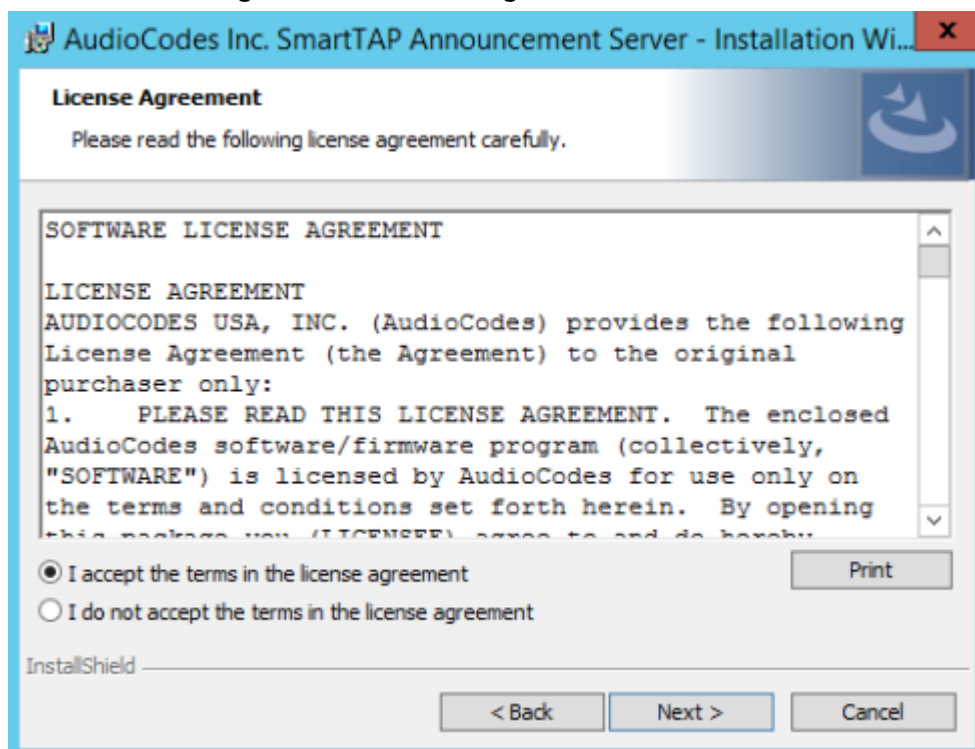




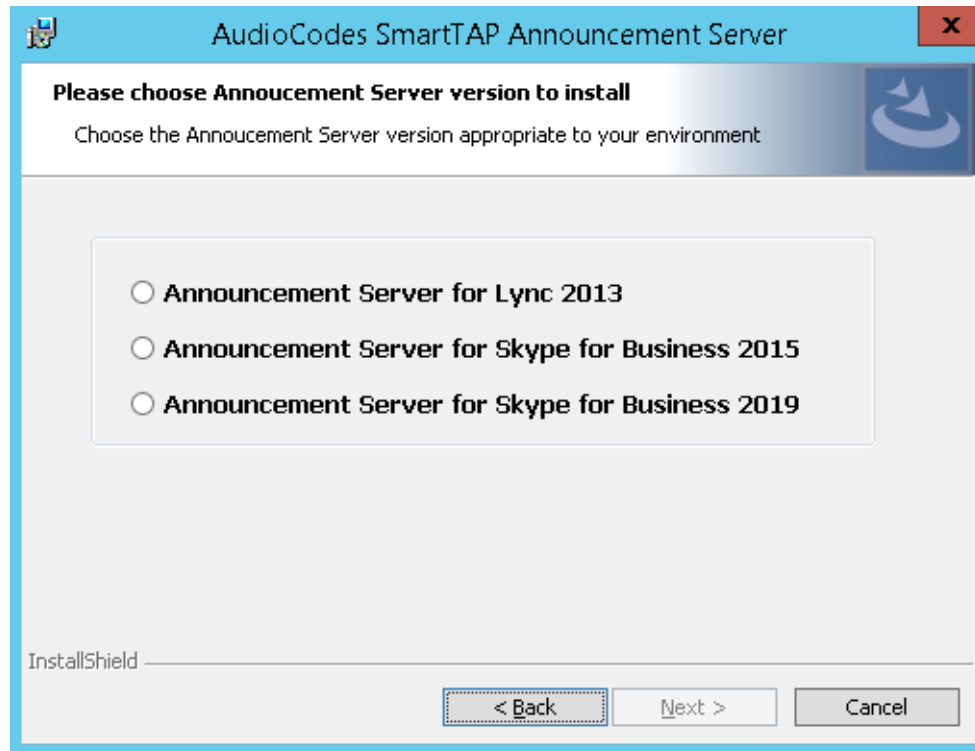
3. Click **Next**.

If you are installing from a Suite, then the following screen may not be displayed.

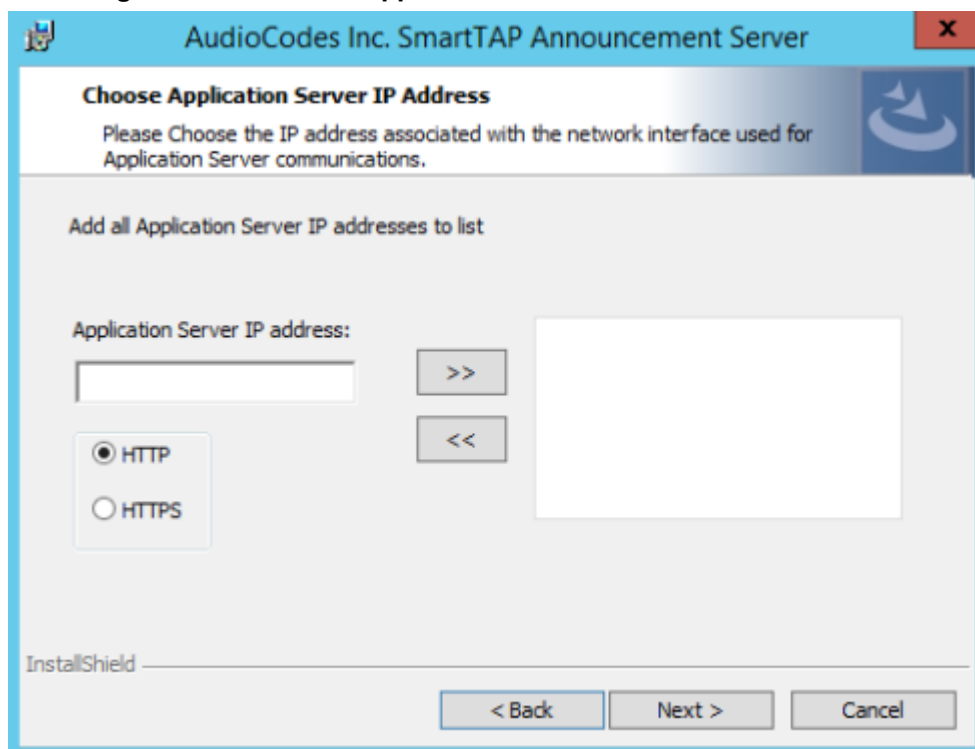
Figure 8-64: License Agreement



4. Click **Next** to agree to the license.

Figure 8-65: Announcement Server

5. Select the type of Announcement server and click **Next**:
- Announcement Server for Lync 2013
 - Announcement Server for Skype for Business 2015
 - Announcement Server for Skype for Business 2019

Figure 8-66: Choose Application Server IP Address

6. Configure external Application Server IP address and select either the HTTP or HTTPS protocol. Click >> to add the IP address to the list of Application Servers. Use the << button to remove an entry from the list. Click on the entry that you wish to move. At least one entry should be configured.

An example configuration is shown in the figure below.

Figure 8-67: Application Server IP Address

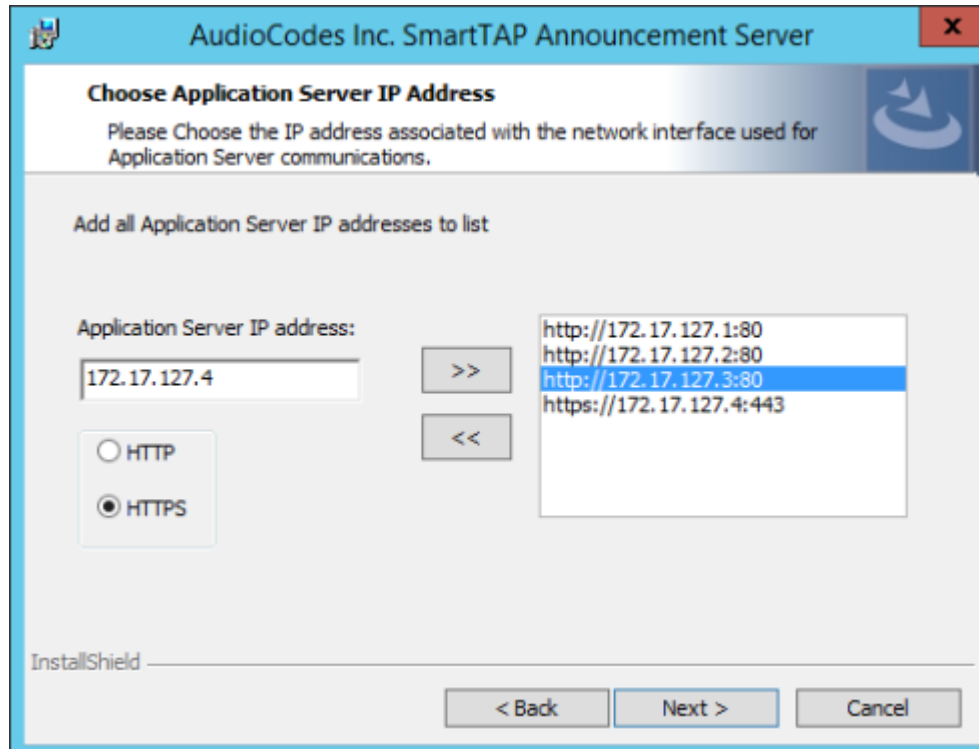
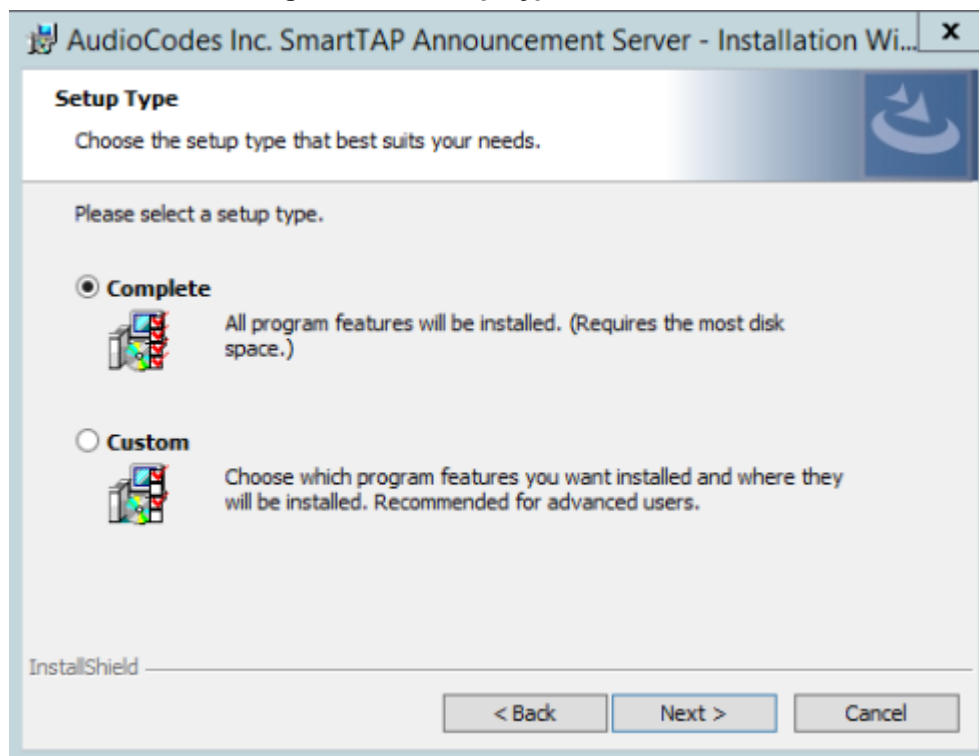


Figure 8-68: Setup Type



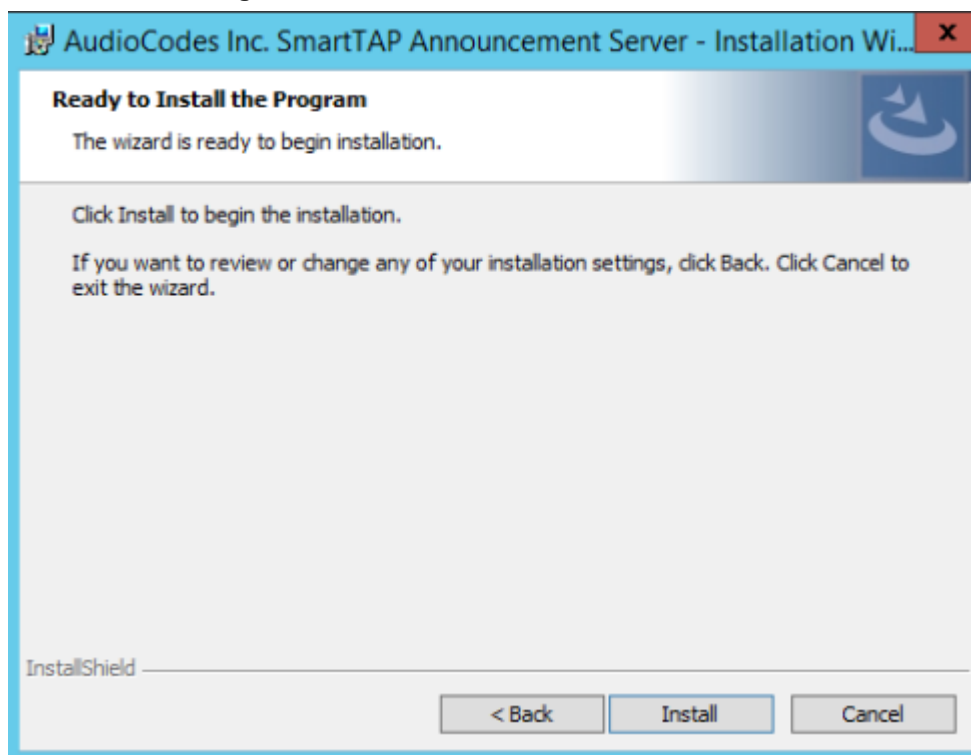
7. Choose the Setup Type and click **Next**:
 - Complete: Install to the default location: C:\Program Files\AudioCodes\SmartTAP\ANN

- Custom: Change the destination location.



If you are performing an upgrade, this screen may not be displayed.

Figure 8-69: Install Commences



8. Click **Install** to commence the installation process.



- Do not install on the SmartTAP server.
- The Announcement Service will not start automatically. It needs to be started manually after configuring the Announcement Services (see below).

Announcement Server-Post Installation Procedures

This section describes the procedures required following the installation of the Announcement server.

Step 1-Activate Announcement Services

This section describes how to configure Announcement Services.

➤ To activate announcement services:

1. Start the PowerShell console as an Administrator user with the following permissions:
 - The user must be a member of RTCUniversalServerAdmins for creating the trusted-application.
 - In addition, for creating a certificate to use by AN service, the account must be a local administrator and have rights to the specified certification authority.



The CA is sometimes configured to not allow creating certificates online, and in that case, the activation will always fail regardless of the account. In this case it is required to create and assign a certificate using the Skype for Business deployment wizard and re-run the activation script. The activation script will detect an installed certificate and continue execution.

2. Change the working folder to the PowerShell folder in the Announcement Server installation folder: SmartTAP\AN\PowerShell\.
3. Run the .\Activate.ps1 command.
4. Enter port 12171 when prompted.
5. Save the AnnouncementsApp application endpoint name. It should be logged in the PowerShell command line window as shown in red color below:
6. "...AnnouncementsApp application endpoint name sip:NAME@domain.com..."
7. Save the NAME string and use it in the "Steps to add Announcement Servers to DNS" section.
8. Start AudioCodes Announcement Service.

Step 2-Add Announcement Servers to DNS

➤ To Add Announcement Servers to DNS

- Add DNS 'A' record to the appropriate zone on the configured DNS server per Announcement server against the AnnouncementApp name that was saved in "Steps to activate Announcement Services" section (NAME, example: AnnouncementsApp-pool-2013-1, AnnouncementsApp-pool-2015-1).

Step 3-Configuring Announcement Server (Skype for Business)

➤ To configure the Announcement Server:

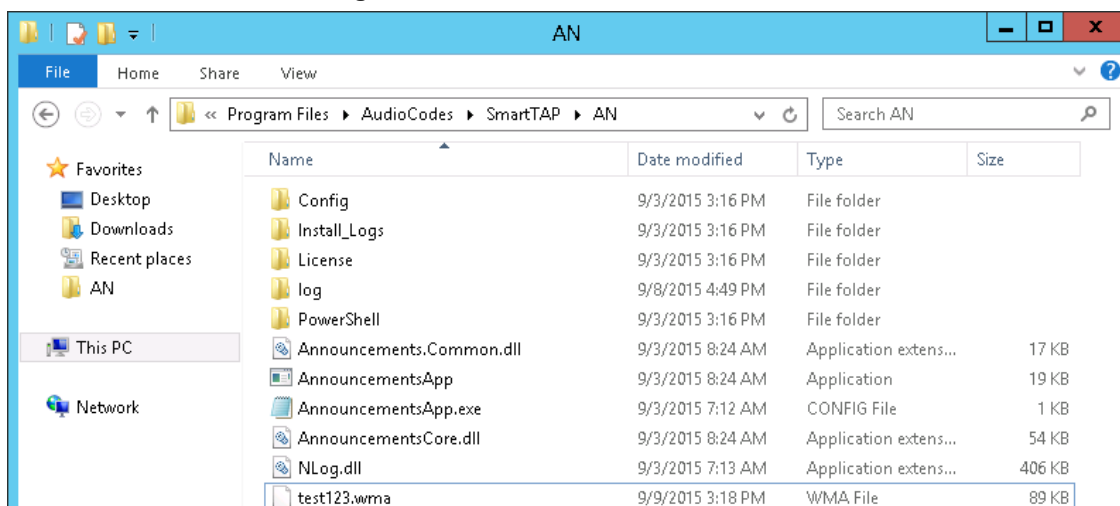
1. Configure a simple announcement.
2. Create a WMA audio file. You can use the Windows Sound Recorder.

Figure 8-70: Sound Recorder



Example: "Thank you for calling Company A, your call may be recorded for quality assurance".

1. When done, click Stop Recording and it will prompt for the new file destination.
2. Save it and copy this file to the AN server. Location: Program Files\AudioCodes\SmartTAP\AN\.

Figure 8-71: AN Server

3. Edit the System.config file at Program Files\AudioCodes\SmartTAP\AN\Config\.
4. Add option `inCallPlayPrompt="true"` and `inCallPlayPromptFilePath="filename.wma"`.

```
<System
InCallPlayPrompt="true"
inCallPlayPromptFilePath="filename.wma"
/>
```

5. Add option `'normalizeNumbers="true"'` when normalization of called numbers for the Announcement Server is required.

```
<System
normalizeNumbers ="true"
/>
```

6. Add option `asList ="< Application Server Web address>"` to specify the Web address of the Application server (AS) for the Announcement server.

```
<System
key: asList ="<Application Server IP address>"
/>
```

7. Restart AN Service.

Step 4-Adding Support for Skype for Business Plugin Components for SmartTAP Announcement Server

This procedure describes how to add support for Skype for Business Plugin Components for SmartTAP Announcement server. This procedure should be applied for each each Skype for Business plugin component.

➤ To add support for plugins:

1. Edit the file "LyncPlugin.exe.config".
2. Change `<add key="EnableAnnouncements" value="false"></add>` to `"true"`.
3. If you want to record the Announcement log of the call, enable the following:
 - `<add key="RecordAnnouncements" value="false"></add>` change to `"true"`

4. Save and close the configuration file.
5. Restart the plugin service.

Consent to Record Calls

SmartTAP supports interactive voice response (IVR) announcements requesting consent from the call party to record the conversation of the call. If the call party does not consent, the conversation is not recorded. Below is an example of a call consent prompt:

“This call may be recorded for quality assurance purposes. Press one to accept or press zero to continue without recording.”

By default, call consent is disabled. You can enable call consent by following the procedure below:

➤ To enable Call Consent:

1. Open the System.config file located under Program Files\AudioCodes\SmartTAP\AN\Config\.
2. Add option enableIvr="true" and playIVRToExternalCallingParty="true"

```
<System enableIvr="true" playIVRToExternalCallingParty="true"
/>
```

3. Restart the AN Service.

Enabling Consent to Record Calls Demo

➤ To enable playing the demo IVR to External Calling Party:

1. To enable playing the demo IVR to External Calling Party, add the following:
On each Announcement Server, uncomment and edit the System.config file at Program Files\AudioCodes\SmartTAP\AN\Config\ to have:

```
<System
enableIvr="true"
playIVRToExternalCallingParty="true"
/>
```

2. Restart AN Service.

➤ To enable playing the demo IVR to External Answering Party:

1. To enable playing the demo IVR to External Answering Party, add the following:
On each Announcement Server, uncomment and edit the System.config file at Program Files\AudioCodes\SmartTAP\AN\Config\ to have:

```
<System
enableIvr="true"
playIVRToExternalAnsweringParty="true"
AnnouncementRecipients="BothParties"
/>
```

2. Restart AN Service.
3. On each FE running SmartTAP Plug-in, open the LyncPlugIn.exe.config and modify the AnnouncementCallType parameter to OutboundExternal as shown below:

```
<add key="AnnouncementCallType" value="OutboundExternal"></add>
```


4. Restart Plug-in Service

➤ To enable playing the demo IVR to External Calling and Answering Parties:

1. To enable playing the demo IVR to External Calling and Answering Parties add the following:
On each Announcement Server uncomment and edit the System.config file at Program Files\AudioCodes\SmartTAP\AN\Config\ with the following:

```
<System
enableIvr="true"
playIVRToExternalCallingParty="true"
playIVRToExternalAnsweringParty="true"
AnnouncementRecipients="BothParties"
/>
```

2. Restart AN Service.
3. On each FE running SmartTAP Plug-in, open the LyncPlugIn.exe.config and modify the AnnouncementCallType parameter to AllExternal as shown below:

```
<add key="AnnouncementCallType" value="AllExternal"></add>
```


4. Restart Plug-in Service

The table below describes all the parameters that can be configured in the System.config file.

Table 8-2: System.config File

Parameter	Description
appEndpointDiscoveryName	Defines the value of Skype for Business trusted application endpoint that will be used by this application. The default value is "AnnouncementsApp".
userAgent	Defines the Application User agent. The default value is " AnnouncementsApp".
inviteDest	If the value is not empty the application will call to this destination and will ignore from the destination the is in To header of incoming invite. The default value is "".
bufferSize	Defines buffer size of transferring data between calls. The default value is "60".
supervisedTransferHeaderName	Defines the header name of supervised transfer invite that should be returned by FE to the App. The default value is "X-Announcements-Supervised-Transfer".
supervisedTransferHeaderValue	Defines the header value of supervised transfer invite that should be returned by FE to the App. The default value is "\$1MsplApp".

Parameter	Description
outCallPassThroughHeaderNames	Defines the headers to pass from in call to out call. The default value is "Ms-Exchange-Command;HISTORY-INFO" e.g., "headerNameA;headerNameB;headerNameC".
inCallPlayPrompt	Defines playing announcements to in call before call is accepted. Possible values: <ul style="list-style-type: none"> ■ True ■ False (default)
inCallPlayPromptFilePath	Defines the file path of in call announcements. The default value is "".
outCallPlayPrompt	Defines playing announcements to out call after call accepted. Possible values: <ul style="list-style-type: none"> ■ True ■ False (default)
outCallPlayPromptFilePath	Defines the file path of out call announcements. The default value is "".
diagnosticsHeaderName	Defines the diagnostics header name. The default value is X-Announcements-DIAGNOSTICS.
maxEndpointDiscoveryMiliSeconds	Defines the maximum time in milliseconds to wait for first application endpoint discovery. The application exits if no endpoints are discovered by this time. The default value is 30000.
maxPlayPromptsMiliSeconds	Defines the maximum time in milliseconds to play prompts. The default value is 1800000.
nlogNetworkLayout	Defines the Nlog network layout. The default value is: <pre> \${longdate} \${level} \${message} \${exception:format=Message}\${newline} </pre>
referredByAddedParamName	This parameter name is added to the SIP 'Referred-By' header. The default value is " X-Announcements".
referredByAddedParamValue	This parameter value is added to the SIP 'Referred-By' header. The default value is " AnnouncementsApp".
transferType	Defines the Transfer Type. Valid Values: <ul style="list-style-type: none"> ■ Attended - Perform attended transfers. ■ Unattended - Performs unattended transfers.

Parameter	Description
AnnouncementRecipients	<p>This parameter determines how the Announcement server plays the prompt.</p> <p>Valid Values:</p> <ul style="list-style-type: none"> ■ CallingParty - announcement played only to calling party. ■ BothParties - announcement played to calling party and called party as well.
webServiceBaseUrl	Describes the listening URL of the Announcement server's Web service Rest API.
enableMoh	<p>Sets true to enable Music on Hold.</p> <p>Possible values:</p> <ul style="list-style-type: none"> ■ True (default) ■ False
mohFileName	Defines the Music on Hold file name. The file must be located at the project directory tree inside the MusicOnHold directory. The default value is "music-default.wma".
enableIvr	<p>If this parameter is set to "true", the IVR will be played instead of an Announcement for an incoming call.</p> <p>Possible values:</p> <ul style="list-style-type: none"> ■ True ■ False (default)
playIVRToExternalCallingParty	<p>If this parameter is set to "true", the IVR will be played to a calling external user.</p> <p>Possible values:</p> <ul style="list-style-type: none"> ■ True (default) ■ False
playIVRToExternalAnsweringParty	<p>If this parameter is set to "true", the IVR will be played to an answering external user.</p> <p>Possible values:</p> <ul style="list-style-type: none"> ■ True ■ False (default) <div>  In order to play the announcement to an answering party, the AnnouncementRecipients parameter has to be set to "BothParties". </div>
ivrResultParamName	Defines the parameter name that will be added in the referred-By header. The default value is "X-AnnIvrResult".

Parameter	Description
ivrCleanerSec	Clean stale calls IVR container every period of time in seconds. The default value is 1800.
impersonateInCall	If true, in call will be impersonated, the meaning is that the P-Asserted header of 200OK the value will be not of Announcement but of original destination user. Possible values: <ul style="list-style-type: none"> ■ True ■ False (default)
uaReceiveReferRegex	A regular expression (case insensitive). If UserAgent matches then REFER is sent to this device. This parameter provides a solution for an issue with Polycom VVX500 phone where ANN should send the SIP REFER to the phone when rerouting the call to the original destination. Default Value: "PolycomVVX-VVX_500"
asList	Application Server comma-separated list. ANN sends alarms to the AS in the list. For example http://10.21.8.120:80 , https://10.21.80.170:443 Default Value: ""
restClientTimeoutMilliseconds	Alarms timeout in milliseconds. Default Value: 5000
normalizeNumbers	This parameter should be set to true when normalization of called numbers in the Announcement server is required. ANN will normalize the called number before rerouting the call to the original destination. Possible values: <ul style="list-style-type: none"> ■ True ■ False (default)
managedDeviceHeartbeatIntervalMs	Interval in ms between each heartbeat request to AS. valid range [1000 minimum value] Default Value: 30000
disableAlarms	Determines whether to enable the alarms mechanism. Default Value: false

Parameter	Description
uaDontReceiveReferRegex	<p>A regular expression (case insensitive). If the value of the UserAgent header matches the expression, then the SIP REFER is not sent to this device when rerouting the call to the original destination. This solves the problem for Skype for Business clients answering with “488 Not Acceptable Here” on reception of SIP INVITE with replaces from the mobile clients.</p> <p>Default Value: "ucwa"</p>
noAttendedTransferSupportRegex	<p>A regular expression (case insensitive). When one of the devices in the call to ANN doesn't support the Attended transfer, ANN will execute the UnAttended transfer. Mobile clients (Skype for Business) and voicemail don't support Attended transfers.</p> <p>Default Value: "ucwa"</p>
redirectIfReferNotSupported	<p>When the caller doesn't support REFER, ANN may redirect the caller without playing ANN (true) or disconnect the call (false),</p> <p>When in “BothParties” mode, redirect the caller if both sides don't support the REFER (true), or disconnect the calls (false).</p> <p>Possible values:</p> <ul style="list-style-type: none"> ■ True (default) – AN redirects the caller ■ False – ANN disconnects the call
voicemailRegex	<p>A regular expression (case insensitive). This parameter is used to identify voicemail as a participant of the call routed through the ANN according to 'user-agent' and 'server' headers.</p> <p>Default Value: "Exchange"</p>
dontPlayAnnRegex	<p>A regular expression (case insensitive). This parameter is used to identify conference as a participant of the call routed through the ANN according to 'user-agent' and 'server' headers.</p> <p>Default Value: "AV-MCU"</p>
isPlayAnnIfAnsweredByVoicemail	<p>The announcement is not played to the caller when the call is routed through ANN and answered by the voicemail.</p> <p>Possible values:</p> <ul style="list-style-type: none"> ■ True ■ False (default)

Installing SmartTap Monitoring Service

SmartTap Monitoring Service (STMonitoringSvc) is designed to test SmartTAP recording functionality using AudioCodes HealthMonitor (HM) and Microsoft UCMA. It generates a test call between two trusted application endpoints and updates the results to the Health Monitor. The Health Monitor then validates the recording metadata and the call media and sends an alarm or email to SmartTAP if required. For more information on the Health Monitor, refer to the Administrator Guide.



The CA is sometimes configured to not allow creation of certificates online, and in this case, the activation will always fail regardless of the account. Users are then required to create and assign a certificate using the Skype for Business deployment wizard and re-run the activation script. The activation script will detect an installed certificate and continue execution.

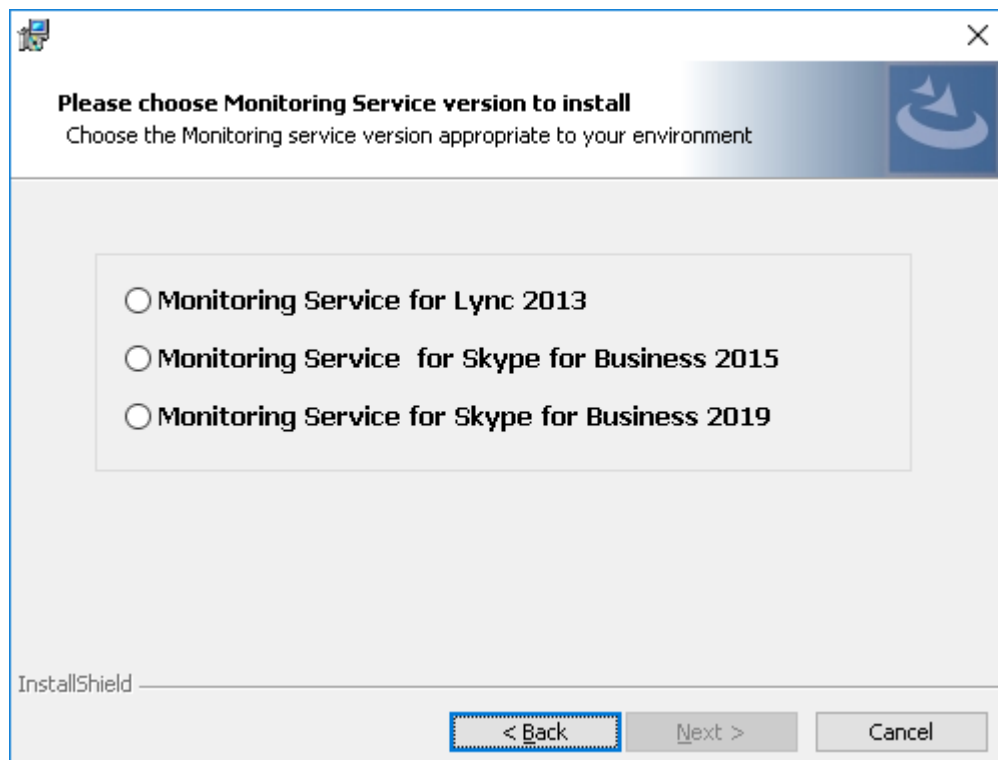


One additional Target and Recorder license is required for the test endpoints.

➤ **To install the SmartTAP Monitoring service:**

1. "SmartTap Monitoring Service" can be installed using SmartTAP Installation Suite or dedicated installer inside Suite folder (Suite\Monitoring Service\SmartTapMonitoringService Setup.exe).
2. Choose **Accept** and continue with **Next**.

Figure 8-72: Monitoring Service Skype for Business Platform



3. Select the Lync/Skype for Business platform that you wish to install.
4. Specify the machine's IP address where the Health Monitor is installed.
It is possible to choose from the drop-down menu or write manually.



If the Health monitor is configured to localhost, enter the Health Monitor IP address.

5. Choose complete for installation on a default drive or custom to change it.
6. Click **Next**.
The installation folder is found at the following path:
<rootDrive>:\Program Files\AUDIOCODES\Tools\SmartTapMonitoringService
7. Proceed to [Activating the SmartTAP Monitoring Service](#) below.

Activating the SmartTAP Monitoring Service

This section describes how to activate the SmartTap Monitoring Service.

➤ To activate SmartTap Monitoring Service service:

1. Start the PowerShell console as an Administrator user with the following permissions:
 - The user must be a member of RTCUniversalServerAdmins for creating the trusted-application.
 - In addition, for creating a certificate to be used by SmartTapMonitoringService, the account must be a local administrator with rights to the specified Certification Authority.
2. Change the working folder to the PowerShell folder in the SmartTapMonitoringService installation folder.
3. Run the .\Activate.ps1 command.
4. Enter custom port when prompted (ex. 10145).
5. Save the SmartTapMonitoringService application endpoint names – caller and agent. They should be logged in the PowerShell command line window as below:

“...application endpoint name sip:SmartTapTestCallGeneratorAgent@domain...”

“...application endpoint name sip:SmartTapTestCallGeneratorCaller@domain...”

6. Save the Trusted application name (example):

“Creating SmartTapTestCallGenerator trusted application on
SmartTapTestCallGenerator-pool-2015-1”

7. Add DNS ‘A’ record of the Trusted application name saved in the previous step to the appropriate zone on the configured DNS server.

example: SmartTapTestCallGenerator-pool-2015-1.

8. Start the service.
9. Proceed to [Configuring the SmartTAP Monitoring Service](#) below

Configuring the SmartTAP Monitoring Service

The configuration file is found in <STMonitoringSvc root>\Config\System.config. The SmartTAP Monitoring service retrieves its configuration from the HealthMonitor (REST), therefore the Health Monitor’s IP address is required. If this IP address was not configured in installation, it can be configured as follows:

```
<System
healthMonitoringRestServerBaseUrl="http://localhost:10101/"
/>
```

All the configuration default values are remarked in the System.config, for example:

key: restClientKeepAliveInterval

Default Value: 30

Description: Time in seconds for Rest client to send keep alive message.

key: callerMediaFilePath

Default Value: "Music\callerMusic.wma"

Description: caller media file path.

key: agentMediaFilePath

Default Value: "Music\agentMusic.wma"

Description: agent media file path.

In addition, these parameters can be added to the 'System' section if they need to be overwritten:

```
<System
```

```
callerMediaFilePath ="Music\OtherCallerFile.wma"
agentMediaFilePath ="Music\OtherAgentFile.wma"
restClientKeepAliveInterval="40"
/>
```

UcmaMonitoringConfig section Example

```
<UcmaMonitoringConfig>
```

```
<IsActivationMode>true</IsActivationMode>
<Endpoints/>
<ActionTimes>15:30,15:40</ActionTimes>
<KeepAliveTimeoutSec>60</KeepAliveTimeoutSec> -> NEW Field.
```

```
</UcmaMonitoringConfig>
```


In case the caller is created by the above script sip:S-martTapTestCallGeneratorCaller@anw365.lab , and the Agent is sip:S-martTapTestCallGeneratorAgent@anw365.lab , the test call scenario is a Basic call where the Caller calls the Agent and the Agent answers automatically. Both parties play 'caller-MediaFilePath\'\'agentMediaFilePath' media files accordingly, with default values of 'Music\callerMusic.wma' and 'Music\agentMusic.wma'.

STMonitoringSvc informs the Health Monitor when the call is has ended, and the Health Monitor validates that the call has been recorded.

In case the call was not recorded or recorded with silent media, the Health Monitor sends an alarm to the ApplicationServer and will send a notification by email to the list of recipients configured in <smtpProperties> section.

- The above users must be targeted users in the SmartTAP system (one additional target and recorder license should be available for this purpose).
- Also Call Retention policy for one day is required in order to not overload the Database.

ActionTimes

ActionTimes configures the time of the day to generate the test call (generated daily).

```
<ActionTimes>15:30, 15:40, 15:50</ActionTimes>
```

Keep Alive Timeout (Seconds)

If you already have installed the Health Monitor , add the <KeepAliveTimeoutSec> field under the <UcmaMonitoringConfig> section as is shown in the example below. This is for the purpose of maintaining communication between the STMonitoringSvc and the Health Monitor. The KeepAliveTimeoutSec field configures the time in seconds that the Health Monitor must receive a keep alive message from STMonitoringSvc. If this time is exceeded, the Health Monitor sends a Communication Down alarm.

```
<KeepAliveTimeoutSec>60</KeepAliveTimeoutSec>
```

9 Integration Configuration

SmartTAP supports several telephony integration options. Go to the appropriate integration to configure Call Delivery for your environment:

- Microsoft Skype for Business - See Section [Microsoft Skype for Business Deployment](#) on page 52
- SIPRec – See [SIP Recording \(SIPRec\)](#) on page 129
- Voip Mirror Port (SIP, H.323, Avaya, Cisco, etc.) – see [VoIP Port Mirroring](#) below
- Analog Trunk, Station & Radio – see [Analog Trunk / Radio](#) on page 120

Installing OVOC Agent

This section describes how to setup the OVOC Agent on the SmartTAP Application server. The agents retrieve alarms and statuses from the SmartTAP components and forward them to the OVOC server platform.



Ensure that the Microsoft SNMP Service is disabled on the SmartTAP Application server machine as the SNMP connection must be reserved for OVOC.

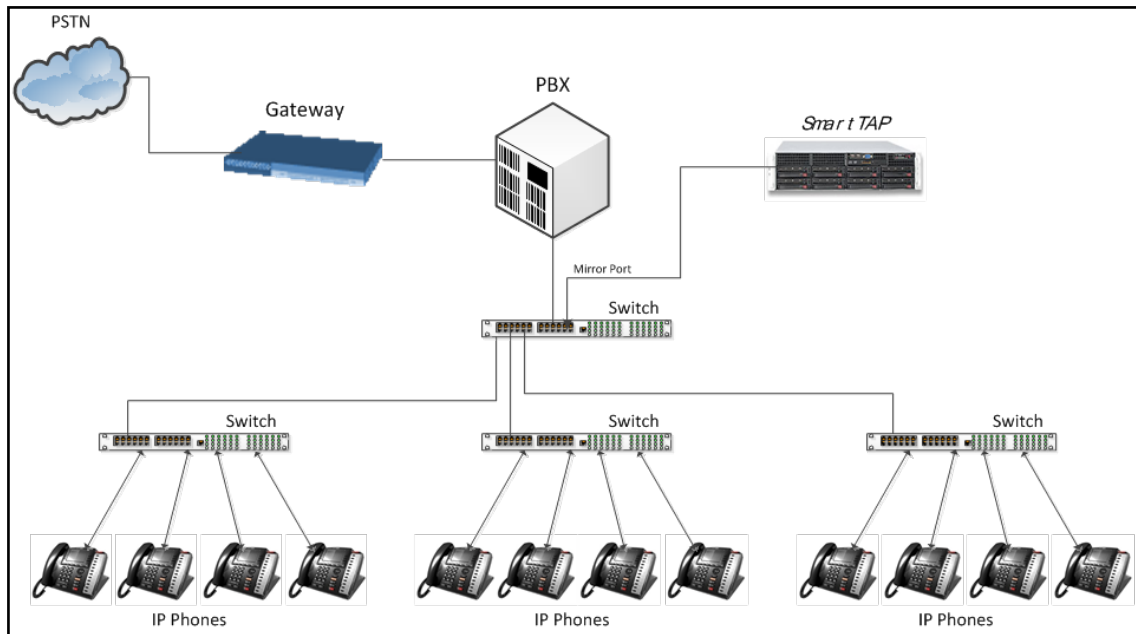
- **Main Agent installation:**
 - a. Copy SmartTAP\OVOC folder to the SmartTAP server running the Application Server.
 - b. Open cmd shell from OVOC folder.
 - c. Run \mainAgentInstaller.bat with 'administrator' privileges.
- **Client Agent installation:**
 - a. Copy SmartTAP\OVOC folder to the SmartTAP server running the Application Server.
 - b. Open cmd from OVOC folder.
 - c. Run \clientAgentInstaller.bat with 'administrator' privileges.

VoIP Port Mirroring

The SmartTAP software supports many different IP PBX station side-tapping configurations using a mirror port or network tap appliance to receive the unencrypted Signaling and RTP.

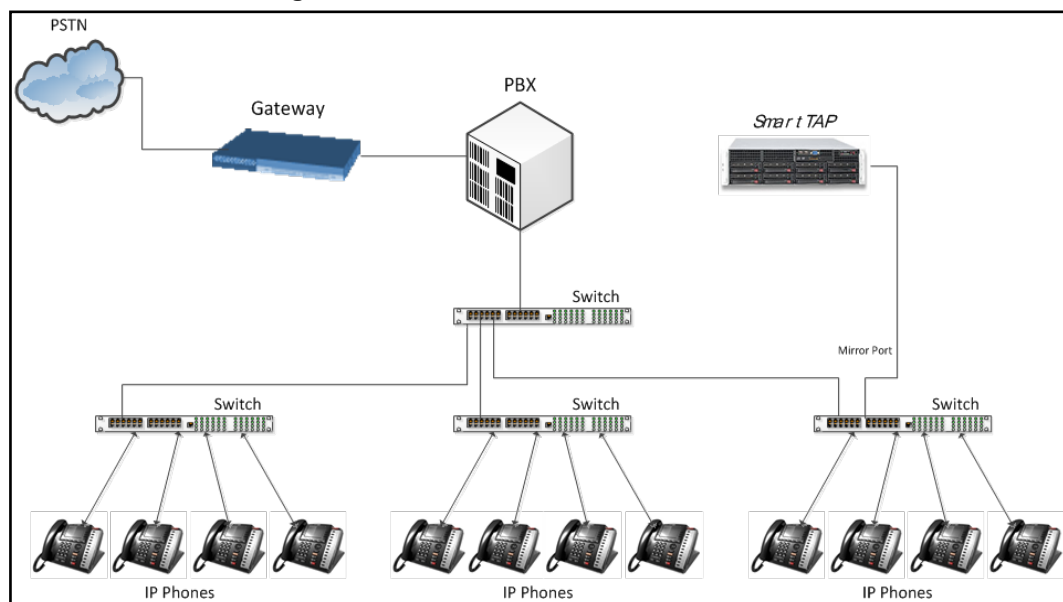
Inbound / Outbound

This is the easiest configuration as seen in the following image because you can mirror the traffic at the highest-level switch before the PBX. Tapping between the PBX and the phone is crucial to determining the call Initiator and Recipient.

Figure 9-1: Inbound/Outbound

Station to Station

To record station-to-station calls, it is important to understand that once the call is established between two endpoints that reside on the same switch, the RTP "Voice" will travel directly between them. The recorder will miss the RTP, if you tap at the highest-level switch as in the diagram above. To avoid missing the RTP, mirror the traffic from the lower level switch with endpoints connected that need to be recorded.

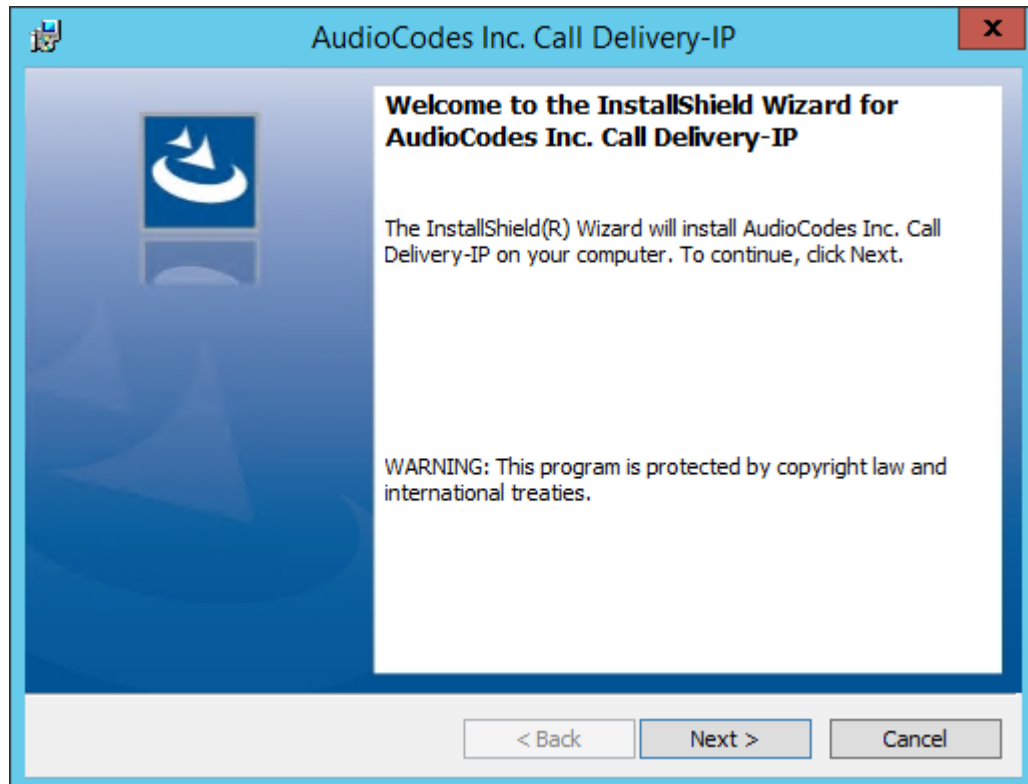
Figure 9-2: Station to Station

Call Delivery Install for VoIP (Port Mirror)

This section describes how to install Call Delivery Install for VoIP (Port Mirror).

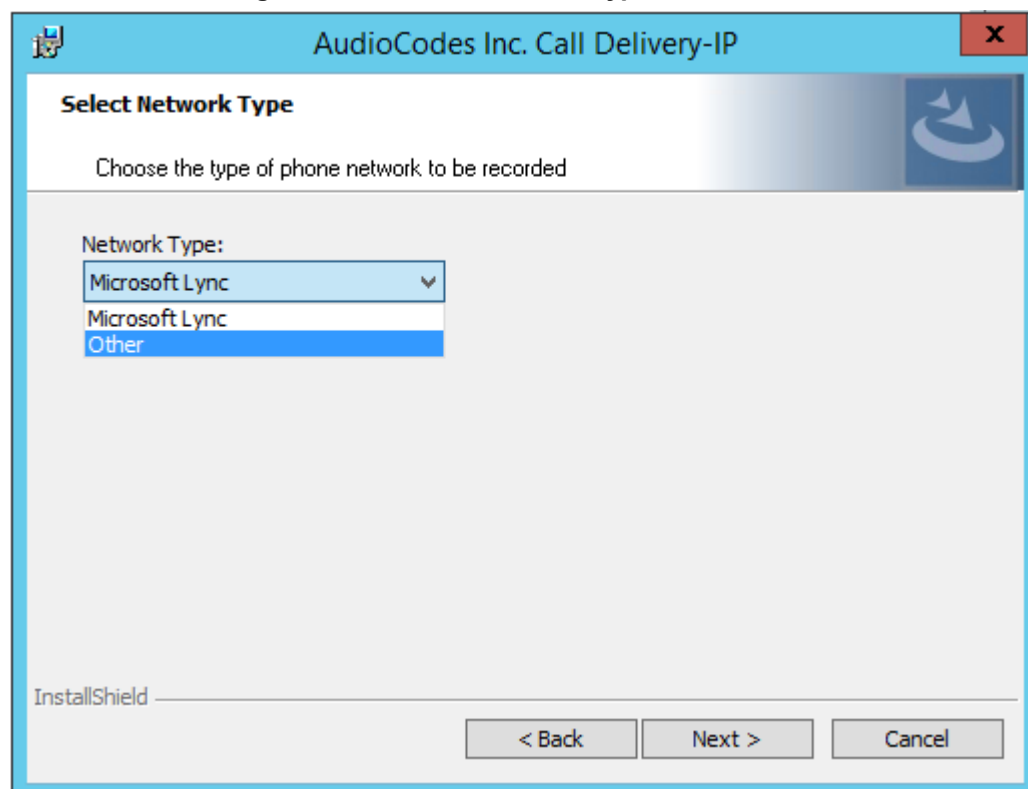
➤ To install Call Delivery Install for VoIP (Port Mirror)

1. Click **Next** to continue.

Figure 9-3: Call Delivery IP

Assuming you are NOT setting up for a Skype for Business installation, select "Other" when prompted for the network type.

2. Click **Next** on the Server IP Setup.

Figure 9-4: Select Network Type

Assuming the Call Delivery Service is on the same machine as the Application and Communication service leave the default below settings.

3. Click **Next** on the Server IP Setup.

Figure 9-5: Server IP Setup

AudioCodes Inc. Call Delivery-IP

Server IP Setup

Configure the names or IP addresses of the servers

Communication Server IP Address:

172.26.144.23

Application Server IP Address:

172.26.144.23

IP Address of Host Machine:

172.26.144.23

InstallShield

< Back Next > Cancel

SmartTAP passive IP integration supports monitoring up to 8 NIC interfaces. In a typical server, there are a minimum of two NIC interfaces. NIC 1 is used to connect the SmartTAP server to the LAN for user access. The 2nd NIC is connected to the mirror port on the switch to receive the signaling and RTP.

From the Monitoring Port 0 drop down list, select the appropriate NIC interface that is connected to the mirror port on the switch. Monitoring Port 1 is used in the event a 3rd NIC is required to connect to a different mirror port on a 2nd switch.

4. Select the appropriate Monitoring Port 0/1 interfaces from the dropdown menu in the Interface Setup screen

Figure 9-6: Interface Setup

AudioCodes Inc. Call Delivery-IP

Interface Setup
Configure Monitoring Ports and RTP Timeout

Monitoring Port 0
Disabled

Monitoring Port 1
Disabled

☒ Enable RTP Timeout

RTP Timeout Value
120

InstallShield

< Back Next > Cancel

5. Click **Next** on the Setup Type screen.
6. Click **Install** on the install screen.
7. Click **Finish** to finish.

Additional Configuration

This section describes additional configuration for VoIP Port mirroring.

➤ To perform additional configuration:

1. Configure VoIP.cfg file to match IP PBX.
2. Configure mirror port on switch to mirror traffic to SmartTAP server.
3. Configure SmartWORKS Control Panel.

The following files located in the target path of the Call Delivery are the most common files that are required for the IP environment.

Default Path: \AudioCodes\SmartTAP\CD-IP\Config\Voip.cfg

Table 9-1: Description of the Avaya H.323 Specific Changes

Field	Default	Description
Avaya_H323=[...]	N/A	Changes specific to Avaya H.323 recording. Uncomment section by removing hashes (#) at the beginning of each line
H225CS	1720,TCP	H.323 Call Control port
H225RAS	1719,UDP	H.323 RAS port
SERVERIPS	N/A	IP address of Avaya PBX

VoIP.cfg changes for recording Avaya H.323 (unencrypted) are shown below:

```
#Avaya_H323 =
#[ H225CS=1720,TCP
# H225RAS=1719,UDP
# SERVERIPS=
# DCH=ON
# DCHFILTER=OFF
# CC=ON
# SUBTYPE=CM]
```

Table 9-2: Description of the SIP Recording Specific Changes

Field	Default	Description
SIP=[...]	N/A	Changes specific to SIP recording. Uncomment section by removing hashes (#) at the beginning of each line.
SERVERIPS	N/A	IP address of PBX, or list of IP addresses of PBXs (separated by comma).
TRANSPORT	UDP,5060	SIP signaling.
ADD_ TRANSPORTS	(optional field)	Additional transports such as (TCP,5060) when SIP uses TCP for signaling in addition to UDP.

Voip.cfg changes for recording SIP (unencrypted) are shown below:

```
SIP =
[
  SERVERIPS=192.168.70.6,10.250.0.5,192.168.70.5
  TRANSPORT=UDP,5060
  ADD_TRANSPORTS=TCP,5060
  CC=ON ]
]
```

Setting Up Monitoring Interfaces

This section describes how to manually setup the monitoring interfaces.



SmartControl is no longer available for CD-IP.

➤ To setup the monitoring interfaces:

1. Run the System Profile Tool, C:\Program Files\AudioCodes\SmartTAP\tools\system_profile.exe.

This tool generates a report file called report.txt. This file contains a list of network interfaces. Choose the interfaces you wish to monitor and then extract the respective GUIDs and interface names from the data provided in the report.

2. Open the C:\Program Files\AudioCodes\SmartTAP\tools\report.txt file and extract the GUIDs and interface names for those interfaces that you wish to monitor (example values are indicated in red in the extract below):

```
Fri Mar 31 13:19:31 2017: Details of network interfaces.
Fri Mar 31 13:19:31 2017: 0x0000000e:
Fri Mar 31 13:19:31 2017: Link encap:Ethernet
Fri Mar 31 13:19:31 2017: HWaddr 02:00:4c:4f:4f:50
```

```

Fri Mar 31 13:19:31 2017: name:\DEVICE\TCPIP_{65E31628-075A-4DEB-A09E-
C4041EC5F750}
Fri Mar 31 13:19:31 2017: MTU:1500 Speed:1215.75 Mbps
Fri Mar 31 13:19:31 2017: Admin status:UP Oper status:OPERATIONAL
Fri Mar 31 13:19:31 2017: RX packets:0 dropped:0 errors:0 unknown:0
Fri Mar 31 13:19:31 2017: TX packets:0 dropped:0 errors:0 txqueuelen:0
Fri Mar 31 13:19:31 2017: Descr: "Microsoft KM-TEST Loopback Adapter"

```

3. Edit the C:\Program Files (x86)\AudioCodes\SmartTAP\CD-IP\config\calldeliveryconfig.xml file:

- a. Add the extracted GUID and interface name:

```

<monitoringInterfaces>
  <interface enabled="1" guid="{65E31628-075A-4DEB-A09E-C4041EC5F750}"
adapterName="Microsoft KM-TEST Loopback Adapter" />
</monitoringInterfaces>

```

- b. Set "enabled" to 1 for all those interfaces that you wish to monitor.

Analog Trunk / Radio

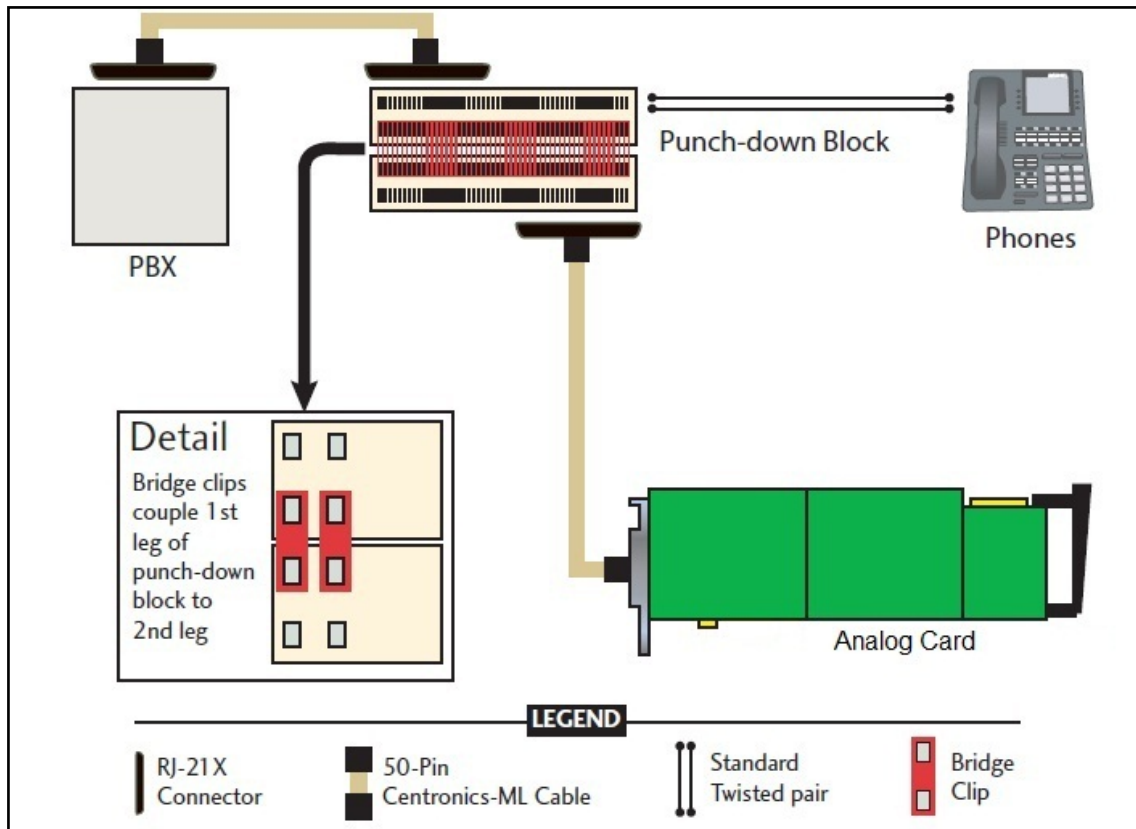
The SmartTAP software supports analog loop start phone line trunk or station side and VOX activity based recording. The SmartWORKS LD card is designed for high impedance tapping.

Loop Start Trunk / Station

The battery voltage of the analog line may be different between Trunk and Station side. Adjusting SmartTAP to match the environment is easily achieved and discussed in the next chapter.

The 24-channel card is a Hi-Impedance tap card designed to passively tap the phone line. In the event of a card or server hardware failure, there will be no impact to normal operation of the phone or analog line.

The figure below represents a typical passive tap implementation using a 66 block. The maximum distance tested from PBX to Analog phone while tapping is 2200'.

Figure 9-7: Passive Tap Implementation

The image in Figure 1 represents the female connector on the Analog board. The pin-out follows industry standard wiring. The image in Figure 2 is typical color coded wiring used in 25 pair telco grade CAT 3 or higher cables.

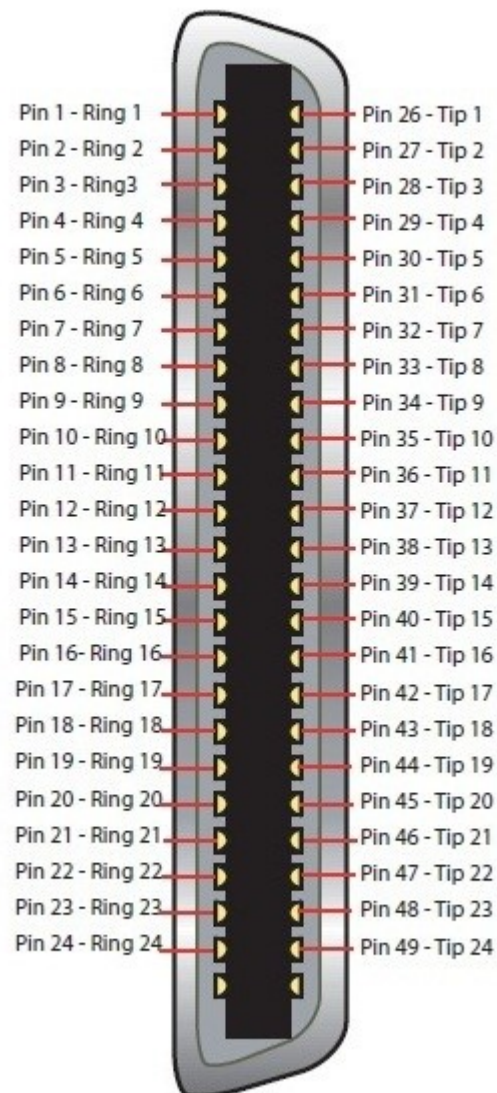
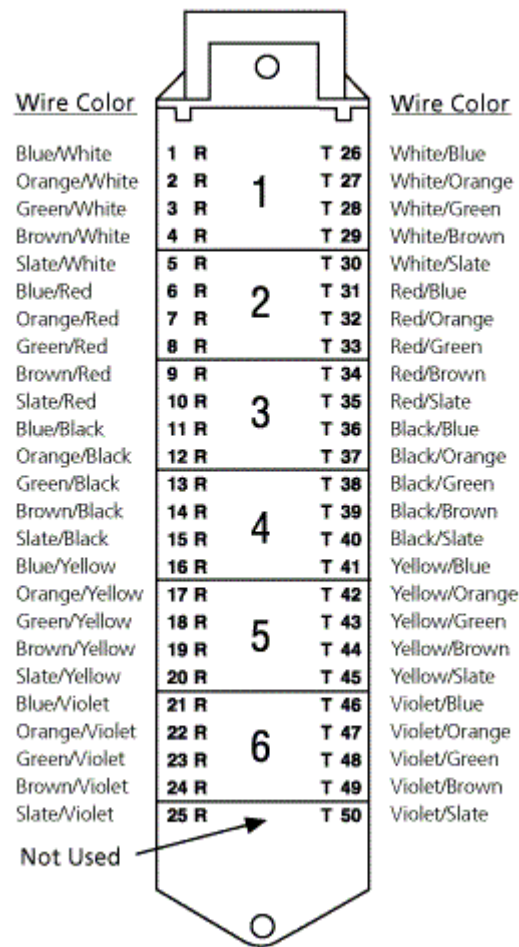
Figure 9-8: Female Connector**On Board RJ21x Female Connector**

Figure 9-9: Color Coding Pairing**25-Pair Color Coding - Pairing Diagram****Call Delivery Install for Analog Recording (Passive Tap)**

The Call Delivery Install for Analog Recording is executed when an LD card is detected on the server. The LD card records Analog phones.

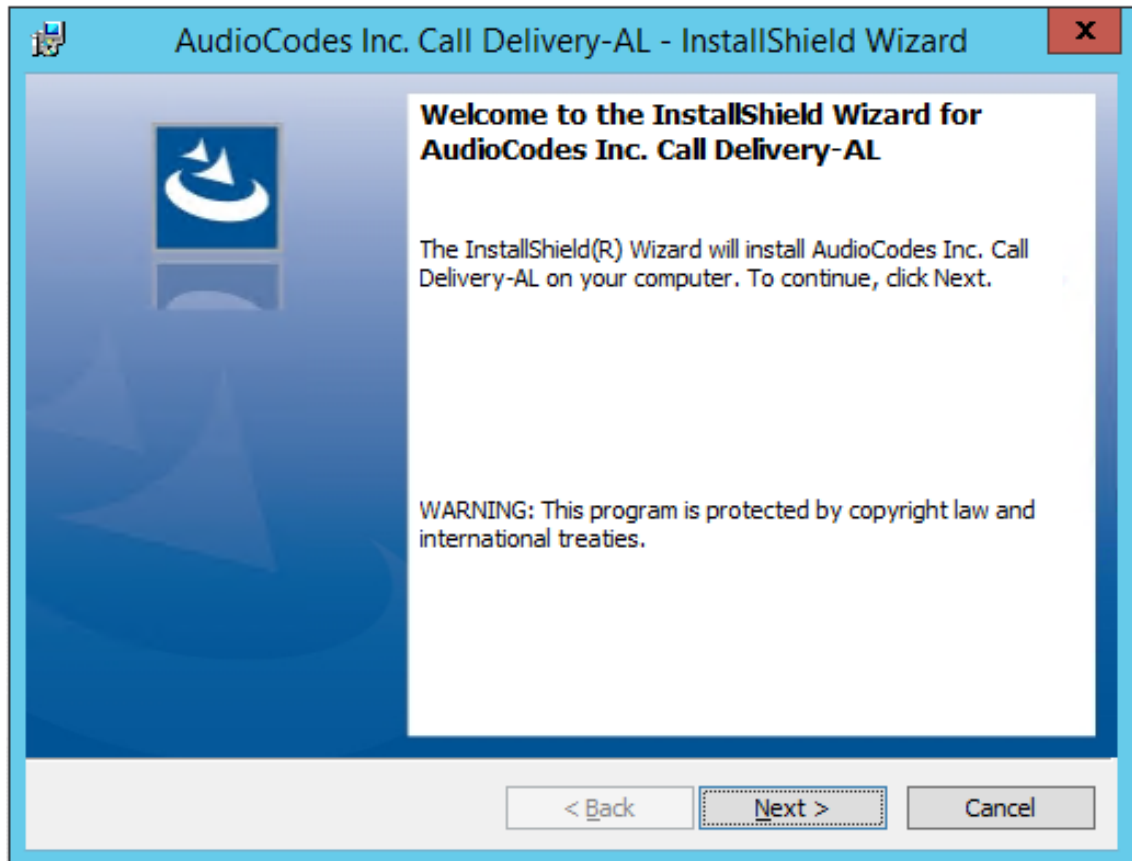


The screens shown in the procedure below are specific to the installation when a LD card is detected on the server.

➤ **To install Call Delivery for Analog Recording (Passive Tap):**

1. Click **Next** to continue on the Wizard for Call Delivery LD screen.

Figure 9-10: Call Delivery LD



In case of distributed or remote branch deployment, type in the real IP address of the Application Server (AS), Communication Server (CS), and the Local IP address machine (don't type in 127.0.0.1). In case of all-in-one deployment use the AS, CS, and the Local IP address parameters drop down list to choose the SmartTAP IP address.

2. Click **Next** on the Server IP Setup.

Figure 9-11: Server IP Setup

AudioCodes Inc. Call Delivery-AL

Server IP Setup
Configure the names or IP addresses of the servers

Communication Server Name or IP Address:
172.26.144.23

Application Server Name or IP Address:
172.26.144.23

Local (non-monitoring) IP Address:
172.26.144.23

InstallShield

< Back Next > Cancel

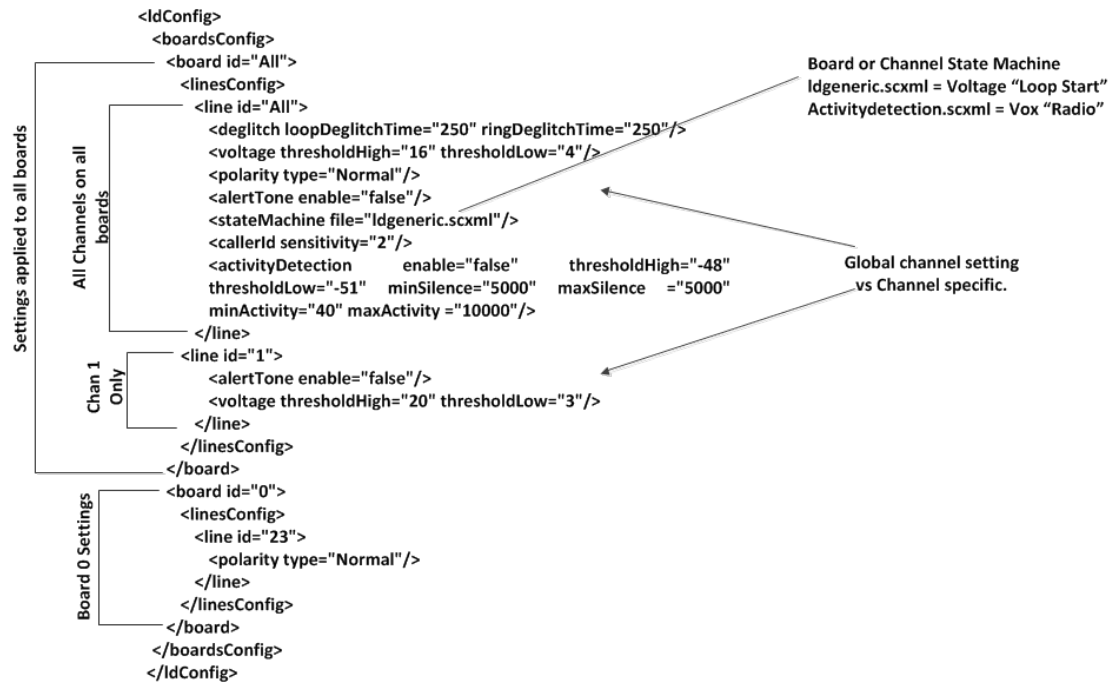
3. Click **Next** on the Setup Type screen.
4. Click **Install** on the install screen.
5. Click **Finish** to finish.

Additional Configuration

The LD.xml file located in the target path of the Call Delivery is the most common file that needs to be configured for the analog environment. There is only one LD.xml file for all Analog cards. Using XML, you can specify in the LD.xml specific board and channel configurations. For example, board 0, channels 0-7 are voltage trigger based recording and 8-16 are VOX based recording.

Default Path: \AUDIOCODES\SmartTAP\CD-AL\Config\

- LD.xml – Configuration file
- LD.xsd – Contains parameter definition and valid values.

Figure 9-12: LD.xml Basic Structure Diagram

Most Common Values that may need to be adjusted per board or channel.

Figure 9-13: Most Common Values to be Adjusted per Board or Channel

Element Name	Attribute Name	Description	Default
deglitch	loopDeglitchTime	Min = 10ms, Max = 2550ms. Ignore Voltage signal bounce on line during hang-up to avoid false call records. Recommend 500ms minimum.	250ms
	ringDeglitchTime	Min = 10ms, Max = 2550ms. Ignore ringing signal bounce on line on incoming call. Avoid false start of recording.	250ms
voltage	thresholdHigh	Min = -60vdc, Max = 60vdc. On Hook voltage must be greater than thresholdHigh.	16vdc
	thresholdLow	Min = -60vdc, Max = 60vdc. Off Hook voltage must be greater than thresholdLow and below thresholdHigh.	4vdc
Polarity	type	Normal, will cosmetically change line polarity to positive. Reversed, will cosmetically change line polarity to negative.	normal
alertTone	enable	True = Audible tone will be played on line for both callers to hear to indicate call is being recorded.	false

Element Name	Attribute Name	Description	Default
stateMachine	file	ldgeneric.scxml = User for analog loop start lines activitydetection.scxml = Used for Vox or radio lines	ldgeneric.scxml
CallerID	sensitivity	Min = 2, Max = 128	2
activityDetection	enable		
	thresholdLow	Min = -60, Max = 0dBm, Must be less than thresholdHigh by 3dBm.	-51dBm
	thresholdHigh	Min = -60, Max = 0dBm, Must be greater than thresholdHigh by 3dBm.	-48dBm
	minActivity	Min = 40ms, Max = 2000, Used to trigger recording.	40ms
	maxActivity	Min = 40ms, Max = 20000	10000ms
	minSilence	Min = 500, Max = 20000	5000ms
	maxSilence	Min = 500, Max = 20000	5000ms
boardID		0 – 31	All
lineID		0 – 23, 24 channels per board	All

Activity Detection

The Activity detector measures input signal energy in 20 ms samples. The energy measurement is then converted to average power and the result is compared against two programmable thresholds:

- The silence threshold thresholdLow
- The activity threshold thresholdHigh

Whenever the detector is in the silence state and the measured input signal energy remains above thresholdHigh for the minActivity duration, the detector changes to the activity state.

Whenever the detector is in the activity state and the measured input signal energy remains below thresholdLow for the minSilence duration, the detector changes to the silence state.

Figure 9-14: Activity Detection

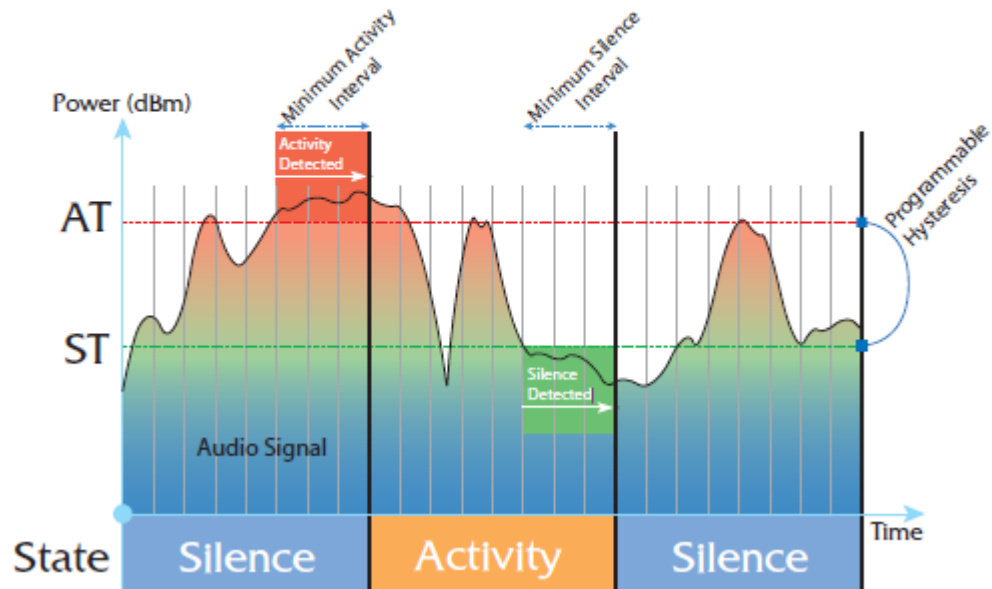
Activity Detection

Legend:

AT - Activity Threshold (dBm)

ST - Silence Threshold (dBm)

Hysteresis - Difference between AT and ST (dB)



SmartCONTROL

Use the applet in the Windows control panel to configure the Analog card using the Board tab. The only setting that requires configuration is TDM Encoding:

- U-LAW = North America
- A-LAW = Europe, APAC, etc...

Figure 9-15: Board Tab

The screenshot shows the 'Board Tab' in the AudioCodes USA Inc SmartWORKS application. The window has a title bar with the application name and standard window controls. Below the title bar are tabs for 'System', 'Board', 'CPM', 'Parameters', and 'Digital Network', with 'Board' currently selected. The main area is titled 'Select Board' and contains a 'Board Number' field set to '0', with 'PCI Bus No: 2' and 'PCI Slot No: 0' displayed to its right. Below this is a section titled 'Information For Board 0' containing a table of board details:

Board Type	SmartTAP LD2409 PCIe		
Total Channels	24		
Serial Number	21VW9		
DateCode	1024		
Firmware Version	05.05.00	Build	1034
OEM Info	AudioCodes USA, Inc.		
Copyright	Copyright © 2007 AudioCodes USA, Inc. All Rights Reserved.		

Below the table are three configuration sections:

- TDM Encoding:** Radio buttons for ☒ μ -law and ☐ A-law.
- Board Switch ID:** A text field containing '00'.
- CT Bus Type:** Radio buttons for ☒ H.100 and ☐ MVIP.
- CT Mode:** Radio buttons for ☐ Master, ☐ Slave, ☒ Master A, and ☐ MasterB.

A 'Defaults' button is located to the right of the CT Mode section. At the bottom of the window are 'Apply', 'OK', and 'Cancel' buttons.

SIP Recording (SIPRec)

IETF Charter

The Session Recording Protocol (SIPREC) working group is chartered to define a SIP-based protocol for controlling a session (media) recorder.

<https://datatracker.ietf.org/doc/draft-ietf-siprec-protocol/>

The scope of the activity includes:

- Recorder Control
- Session metadata content and format
- Security mechanisms, including transport and media encryption
- Privacy concerns, including end-user notification
- Negotiation of recording media streams

What is SIPRec?

The Session Recording Protocol is used for establishing an active recording session and reporting of the metadata of the communication session.

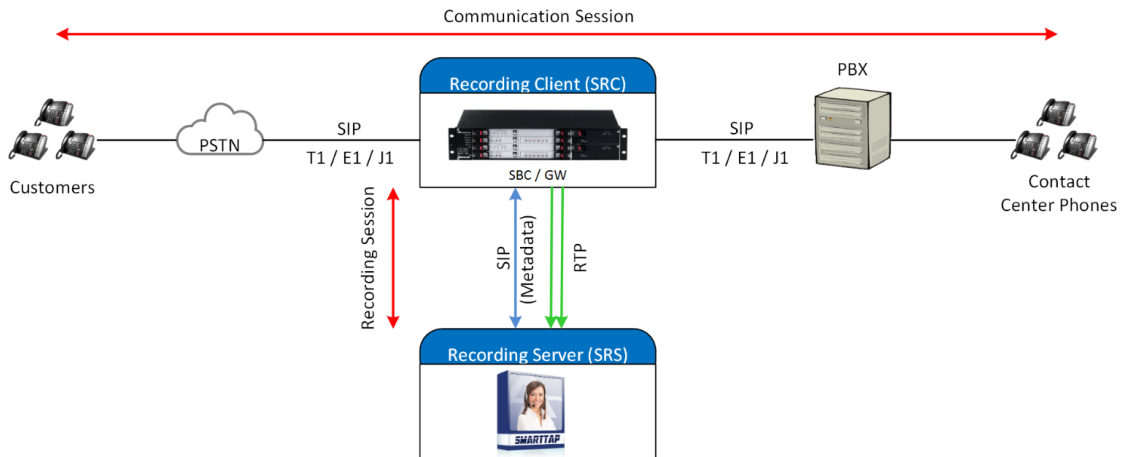
Session Recording Server (SRS)

A Session Recording Server (SRS) is a SIP User Agent (UA) that acts as the sink of the recorded media. An SRS is a logical function that typically archives media for extended durations of time and provides interfaces for search and retrieval of the archived media.

Session Recording Client (SRC)

A Session Recording Client (SRC) is a SIP User Agent (UA) that acts as the source of the recorded media, sending it to the Session Recording Server. In practice, a Session Recording Client could be a personal device (such as a SIP phone), a SIP Media Gateway (MG), a Session Border Controller (SBC), Media Server, or an Application Server. The Session Recording Client is also the source of the recorded session metadata.

Figure 9-16: Session Recording Client



➤ To configure SIPRec:

1. Ensure the Gateway / SBC (SRC) is properly configured to send call data to SmartTAP (SRS).
2. Configure Call Delivery to receive from SRC.

Configuring Gateway and SBC for SIP Recording

You must configure the AudioCodes E-SBC for inter working between the SBC and the SIP Recording Server. The configuration inter-works between the following entities:

- Skype for Business Server environment
- SIP Trunking environment
- SIP Recording server

For configuring Load Balancing between multiple SmartTAP servers, see [Configuring Load Balancing on the SBC Device](#) below

For configuring alternative routing, see [Configuring Alternative Routing on the SBC](#) on page 132



- For implementing the SBC SIP Recording configuration, the AudioCodes E-SBC must be installed with an appropriate License Key. For more information, contact your AudioCodes sales representative.
- For detailed information on configuring the SBC for SIP Recording, refer to the appropriate device User's Manual.

Configuring Load Balancing on the SBC Device

This step describes how to configure the SBC for load balancing. This configuration is required when SmartTAP is deployed on multiple servers to balance the load.

➤ **To configure Gateway & SBC for SIP Recording:**

1. Open the Proxy Sets table (**Setup** menu > **Signaling & Media** tab > **Core Entities** folder>**Proxy Sets**).
2. Add all the CD-SIPREC servers to the SRS's Proxy Set under 'CORE ENTITIES > Proxy Sets > [Index####] > Proxy Address'.



This step is only necessary when there is more than one SmartTAP server deployed.

Figure 9-17: Proxy Set

Proxy Sets (7)

INDEX	NAME	SRD	SBC IPv4 SIP INTERFACE	PROXY KEEP-ALIVE TIME [SEC]	REDUNDANCY MODE	PROXY HOT SWAP
0	Proxy_SRS	SR1 (#1)	SIPInterface_0	60		Disable

#0[Proxy_SRS] # [SR1]

GENERAL

- Name: Proxy_SRS
- SBC IPv4 SIP Interface: # [SIPInterface_0]
- TLS Context Name: # [-]

REDUNDANCY

- Redundancy Mode: Disable
- Proxy Hot Swap: Disable
- Proxy Load Balancing Method: Round Robin
- Min. Active Servers for Load: 1

KEEP ALIVE

- Proxy Keep-Alive: Disable
- Proxy Keep-Alive Time [sec]: 60
- Keep-Alive Failure Responses: 1
- Success Detection Retries: 10
- Failure Detection Retransmissions: -1

ADVANCED

- Classification Input: IP Address only
- DNS Resolve Method: IP Address only

PROXY ADDRESS

PROXY ADDRESS	TYPE
<SR501_IP_ADDR>-5068	UDP
<SR502_IP_ADDR>-5068	UDP
<SR503_IP_ADDR>-5068	UDP

Figure 9-18: Proxy Set IP Addresses

Proxy Sets [0] > Proxy Address (3)

INDEX	PROXY ADDRESS	TRANSPORT TYPE
0	<SR501_IP_ADDR>-5068	UDP
1	<SR502_IP_ADDR>-5068	UDP
2	<SR503_IP_ADDR>-5068	UDP

#2

GENERAL

- Proxy Address: <SR503_IP_ADDR>-5068
- Transport Type: UDP
- Proxy Priority: 0
- Proxy Random Weight: 0

3. After adding the SIPREC servers to the list, edit the Proxy Set's configuration under **Core Entities > Proxy Sets > [Index####] > Edit** and set 'Proxy Load Balancing Method' to 'Round Robin'.

Figure 9-19: Proxy Load Balancing Method

The screenshot shows the 'Proxy Sets' configuration window for 'Proxy_SRS'. The 'GENERAL' tab is active, showing fields for Index (0), Name (Proxy_SRS), SBC IPv4 SIP Interface (#0 [SIPInterface_0]), and TLS Context Name. The 'REDUNDANCY' tab shows Redundancy Mode, Proxy Hot Swap (Disable), Proxy Load Balancing Method (Round Robin), and Min. Active Servers for Load Balancing (1). The 'KEEP ALIVE' tab shows Proxy Keep-Alive (Disable), Proxy Keep-Alive Time (60), Keep-Alive Failure Responses, and Success Detection Retries (1). The 'ADVANCED' tab shows Classification Input (IP Address only) and DNS Resolve Method. At the bottom, there are 'Cancel' and 'APPLY' buttons.

Configuring Alternative Routing on the SBC

This step describes how to configure an alternative reason (reject messages). The RELEASE CAUSE should match the reason configured in CD-SIPREC config file (see [CD-SIPREC Configuration](#) on page 152). This configuration is required when SmartTAP is deployed on multiple servers as a load.

➤ To configure alternative routing:

1. Open the Alternative Reasons page (**Setup** tab > **SBC** folder > **Routing** > **Alternative Reasons**).

Figure 9-20: Alternative Routing Reasons

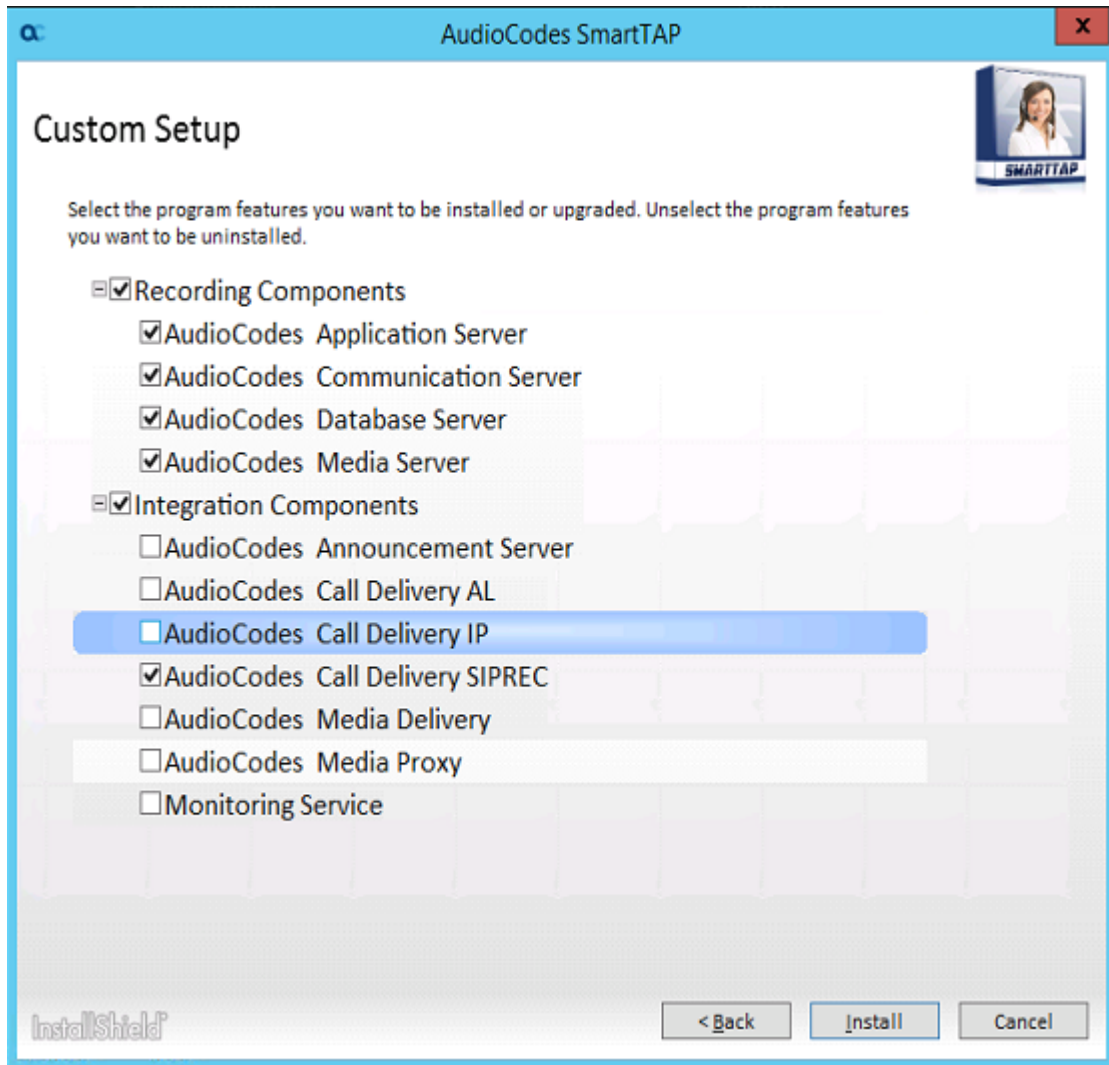
The screenshot shows the 'Alternative Routing Reasons' configuration page. On the left is a 'TOPOLOGY VIEW' sidebar with a tree structure including CORE ENTITIES, CODERS & PROFILES, SBC, Classification, Routing, Manipulation, SIP DEFINITIONS, MESSAGE MANIPULATION, MEDIA, INTRUSION DETECTION, and SIP RECORDING. The main area shows a table of 'Alternative Routing Reasons (2)'. The table has columns for INDEX and RELEASE CAUSE. Row 0 has INDEX 0 and RELEASE CAUSE 486 Busy. Row 1 has INDEX 1 and RELEASE CAUSE 4xx. Below the table, the configuration for Index 0 is shown, including a 'GENERAL' tab with a 'Release Cause' field set to 486 Busy. There are 'New', 'Edit', and 'Delete' buttons at the top of the table.

Installing SmartTAP for SIP Recording

For installing SmartTAP for SIP Recording \

➤ To install SmartTAP recording:

1. Launch install.bat from the "Suite" folder with "administrator" privileges.
2. Select the check boxes for the components as shown in the figure below.

Figure 9-21: Install SIP Recording

3. Click **Install** and then choose the default configuration.
4. Proceed to [Configuring Call Delivery for SIP Recording](#) below.



It is highly recommended to configure the Firewall with the required ports to ensure proper communication prior to the software installation. Refer to [Chapter Firewall Configuration](#) on page 43..

Configuring Call Delivery for SIP Recording

During the software installation, configure the CD with the necessary information to connect to the SRC. Configure the Local SIPRec listener IP Address and Port on the SmartTAP server that will be used to receive from the SRC as in the following image. In case of distributed or remote branch deployment, type in the real IP address of the Application Server (AS), Communication Server (CS), and the local IP (don't type in 127.0.0.1). The Local IP and The SIPREC listener IP should be of the server the CD-SIPREC component is running on. In case of all-in-one deployment use the drop down list and choose the SmartTAP IP address.

Figure 9-22: Server IP Setup

AudioCodes Inc. Call Delivery-SIPREC

Server IP Setup
Configure the names or IP addresses of the servers

Communication Server Name or IP Address:
172.26.144.23

Application Server Name or IP Address:
172.26.144.23

Local IP Address:
172.26.144.23

Local UDP Port:
5069

Local SIPREC listener IP Address:
172.26.144.23

Local SIPREC listener UDP Port:
5068

InstallShield

< Back Next > Cancel

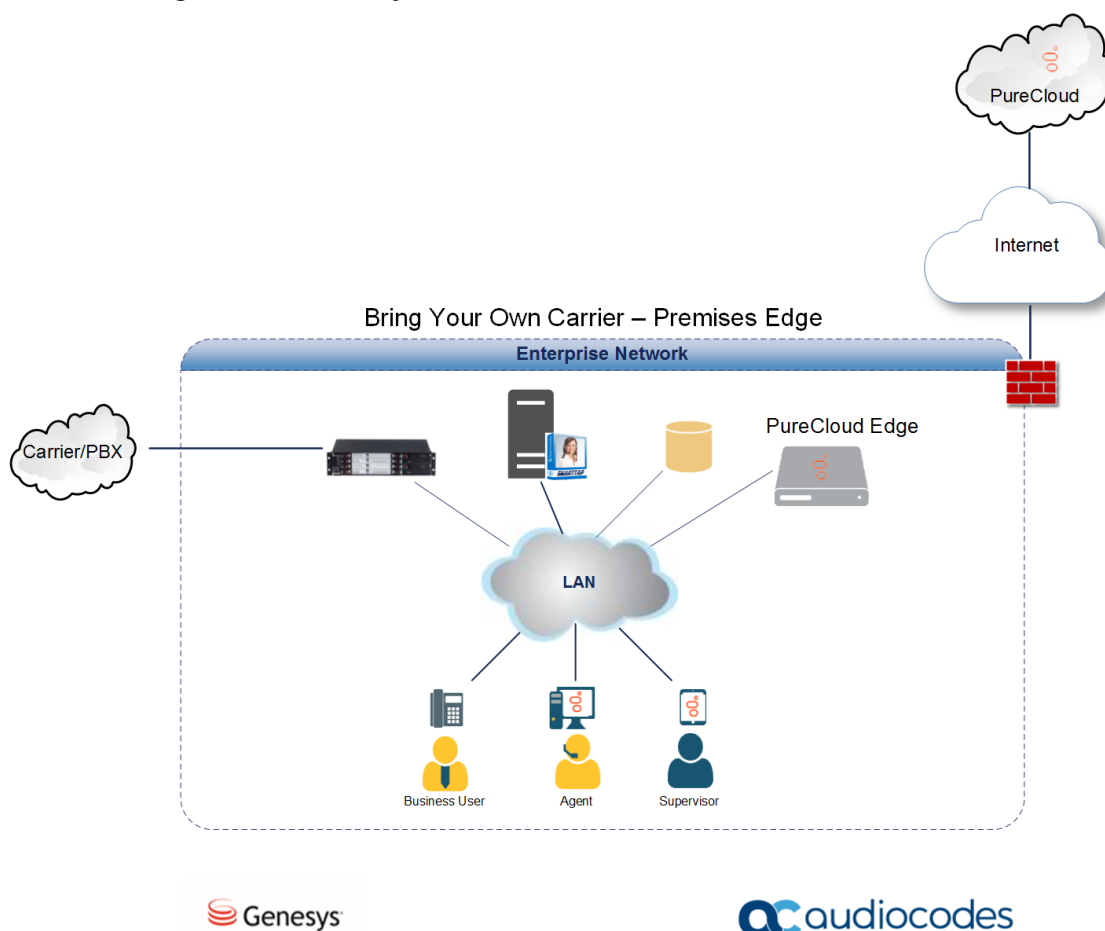
Assuming the default parameters are insufficient, additional configuration options are available in the following configuration files.

Table 9-3: SIP Recording – Additional Configuration Files

Configuration File	Purpose
CdSipRecConfig.xml	Set the IP & Port to receive the SIPRec data. Typically the SmartTAP server
Calldeliveryconfig.xml	<ul style="list-style-type: none"> Set the IP of the SmartTAP Application server. The default value is 127.0.0.1 assuming the AS and CD are on the same server. Configure the Regular Expressions to match the specific needs of each customer network. Refer to Target Attributes for more information.

Recording Genesys PureCloud Contact Center Calls Locally

SmartTAP can record PureCloud Contact Center calls and save them on the SmartTAP server or on a local storage device. The following diagram illustrates the solution architecture.

Figure 9-23: Genesys PureCloud Contact Center Calls

This solution requires termination of the PSTN calls on-premises and requires a Bring Your Own Carrier (BYOC) Premises telephony connection. The BYOC Premises makes it possible to use a premises-based trunk and requires the installation of a PureCloud Edge server. AudioCodes SBC provides the connectivity between a service provider's network and the PureCloud Edge server and integrates with SmartTAP to record these calls. SmartTAP records the Contact Center calls while persisting and presenting the associated call's "interaction id" as part of the recording meta-data in the SysCall ID field.

- The SBC device must be configured to ensure seamless integration of the call recordings mechanism (see [Configuring Message Manipulation Rules Genesys PureCloud Contact Center Calls](#) below)
- The SmartTAP device can be added to the PureCloud Contact Center (see [Adding SmartTAP to the Genesys PureCloud Contact Center User Interface](#) on page 137)

Configuring Message Manipulation Rules Genesys PureCloud Contact Center Calls

This section describes the configuration of message manipulation rules on the SBC device for supporting the Genesys PureCloud Contact Center solution. These message manipulation rules are for SIP messages recorded and saved by the SmartTAPRecording server.



Ensure that you have configured the device for SIP Recording (see [Configuring Gateway and SBC for SIP Recording](#) on page 130) and have configured all other relevant SIP entities, including IP Groups for PureCloud and the SmartTAP server. For further assistance, contact AudioCodes support.

➤ **To configure message manipulation rules on the SBC:**

1. Open the Message Manipulations table (**Setup** tab > **Signaling & Media** folder > **Message Manipulations**).
2. Configure Message manipulation rules as shown in the following table:

Table 9-4: Message Manipulation Rules

Configure the following rules (Manipulation Set IDs are examples only):

- Index 0: Verifies the inbound request from the PureCloud IP Group to determine whether SBC call leg should be recorded. If true, stores header.x-inin-cnv in var.session.0".
- Index 1: Verifies the Var.Session.0 value from Index 0, inserts in Header.x-audc-call-id and sends to the SmartTAP Call Recording server IP Group.

Index	Manipulation Name	Manipulation Set ID	Message Type	Condition	Action Subject	Action Type	Action Value	Row Role
0	Store x-header in var.session	11	Any	Header.header.x-inin-cnv.-contentexists And Header header.x-inin-cnv.-content != "	Var.Session.0	2 (Modify)	Header.x-inin-cnv	0 (Use Current Condition)
1	Send x-header to SIPRec	12	Invite.Request	Var.Session.0 != "	Header.x-audc-call-id	0 (Add)	Var.Session.0	0 (Use Current Condition)

3. Open the IP Group page (**Setup** tab > **Signaling and Media** folder > **IP Groups**).
4. Add an IP Group for PureCloud.
5. Set **Inbound Manipulation Set** to 11.

MESSAGE MANIPULATION

Inbound Message Manipulation Set

11

6. Add and IP Group for the SmartTAP Server.
7. Set **Outbound Message Manipulation Set** to 12.

MESSAGE MANIPULATION	
Inbound Message Manipulation Set	-1
Outbound Message Manipulation Set	12

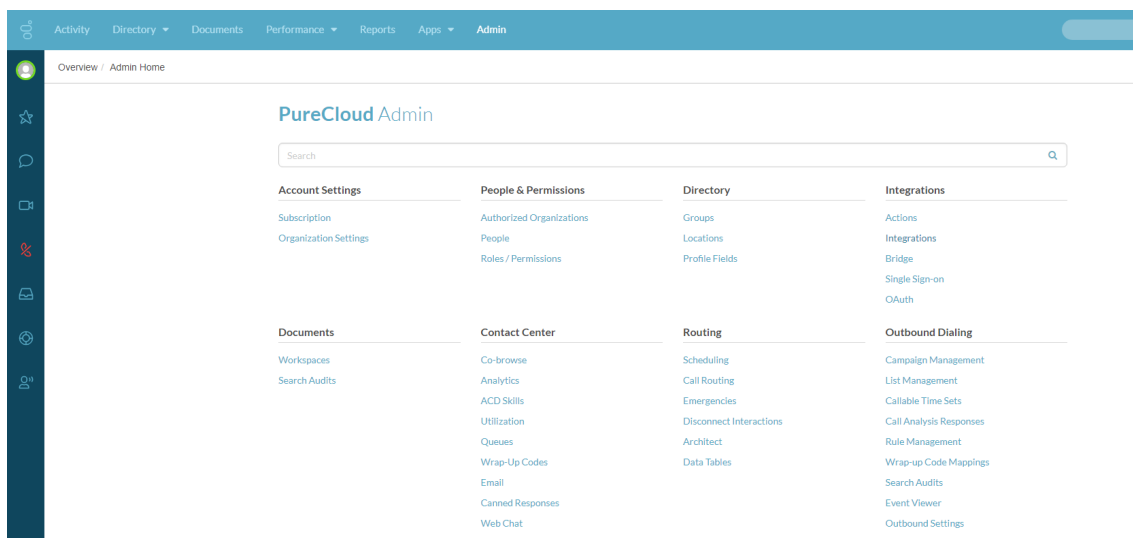
Adding SmartTAP to the Genesys PureCloud Contact Center User Interface

This section describes how to add the SmartTAP application to the PureCloud Contact Center user interface.

➤ To add SmartTAP to Genesys PureCloud :

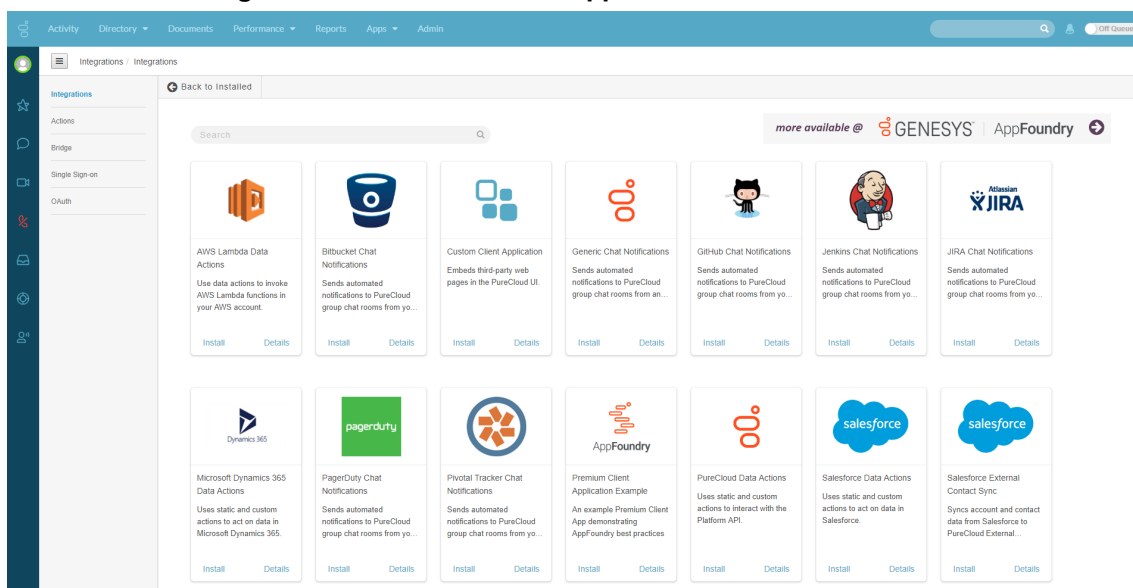
1. Open the PureCloud Admin interface.

Figure 9-24: Genesys PureCloud Admin

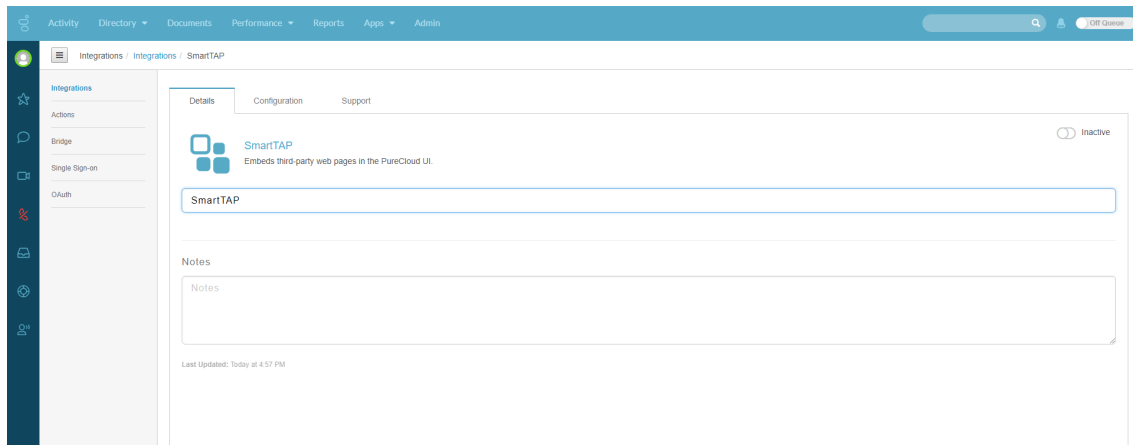


2. From the Integrations menu, choose **Integrations**, select to add an integration and choose to install on the **Custom Client Application** tile.

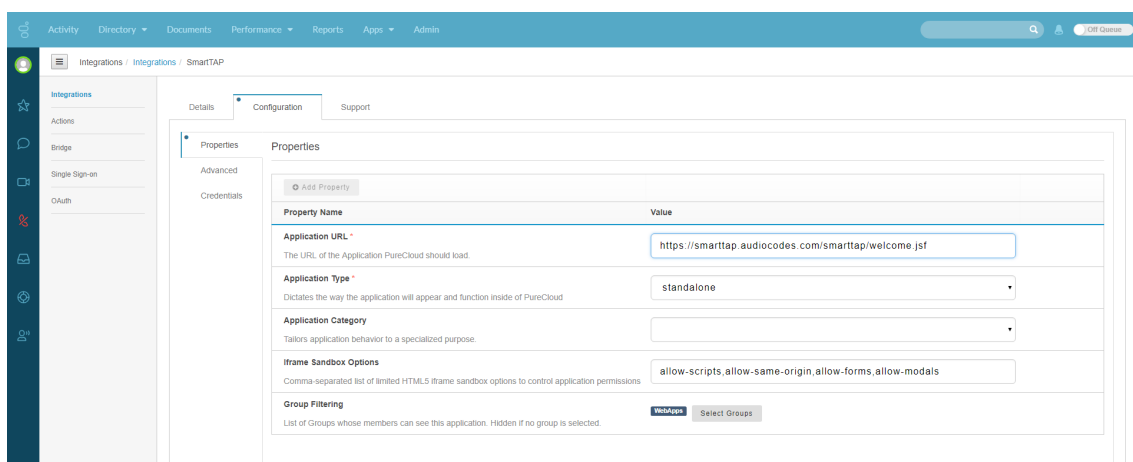
Figure 9-25: Custom Client Application Tile



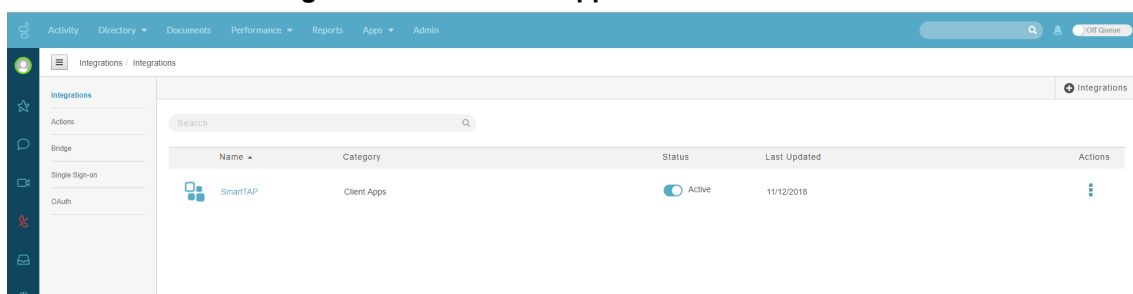
3. In the Integrations menu, name the application **SmartTAP**.

Figure 9-26: Application Name

4. Under the **Configuration** tab enter the SmartTAP URL in the Application URL field:



4. Save and Activate the application.

Figure 9-27: Save the Application

5. To open the SmartTAP Web, from the Toolbar choose **Apps**.

Figure 9-28: SmartTAP Opened from Genesys PureCloud

The screenshot displays the SmartTAP interface within the Genesys PureCloud environment. The interface is divided into several sections:

- Top Navigation Bar:** Includes tabs for Activity, Directory, Documents, Performance, Reports, Apps, and Admin. A search bar and a 'Call Queue' button are also present.
- Left Sidebar:** Contains navigation options: System, Users, Status, Calls, and Messages. The 'Calls' tab is currently selected.
- Call List Table:** A table showing a list of calls. The columns are: User/Device, Started, Duration, Direction, Release Cause, Media Type, and SysCall ID. The table shows several incoming calls from 'Aharonov, Ofer'.
- Call Details Section:** Below the table, there is a section for a specific call. It shows the call log for 'Aharonov, Ofer' on 11/21/18 at 3:57:03 PM. The call status is 'READY'.
- Call Playback Interface:** A timeline and audio waveform are displayed, allowing for playback of the call. The timeline shows a duration of 00:00:00 to 00:00:00.

10 Additional Configuration Options

This chapter describes the following additional configuration options:

- [Configuring Digital Signatures](#) below
- [Configuring LDAP](#) on the next page
- [Configuring SSO](#) on the next page
- [Configuring HTTP/S](#) on the next page

Configuring Digital Signatures

Configuring Digital Signature is a two-stage process:

- Setup in the SmartTAP Web interface – Refer to SmartTAP User's Guide
- Setup at the Client PC (each client PC)

Configuring the SmartTAP Web interface

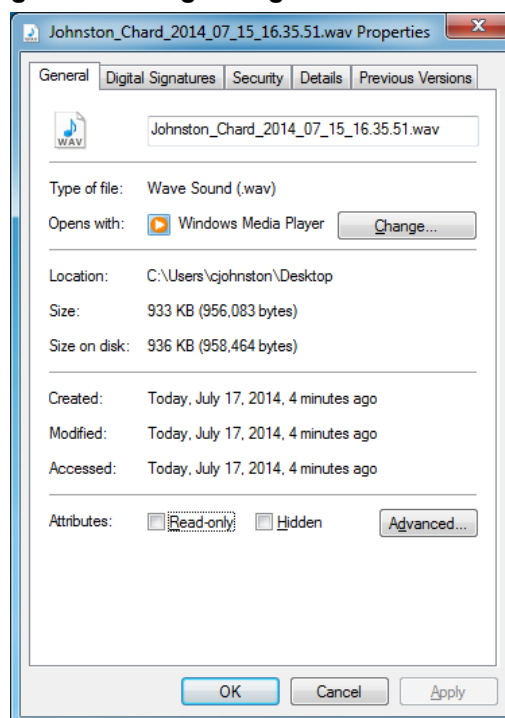
Please refer to the Certificate and Digital Signature sections within Chapter 3 in the SmartTAP User Guide.

Steps to Configure the PC Client

➤ **To configure the PC client:**

1. Open SmartTAP installer root folder and navigate to Tools\DigitalSignaturesPropertySheet\
2. Right-click the install.bat file and select Run as administrator.
3. Once installed, the Digital Signatures tab is displayed in the file properties of the downloaded audio recording.
4. Click the Digital Signatures tab to view the certificate and verify it is from a trusted source.

Figure 10-1: Digital Signatures





You may need to reboot the PC to complete the installation.

Configuring LDAP

The SmartTAP LDAP feature allows you to use your Windows Active Directory users and groups in SmartTAP, and map them into users, groups and security groups in SmartTAP. The users and groups are not imported. SmartTAP represents is the real time view of what is in Active Directory. For example, if something changes on the AD, such as the user name, that change is reflected almost instantly in SmartTAP.

Refer to the SmartTAP User's Guide for LDAP configuration details.

Pre-Requisites

- Create or provide a user account with read-only access to Active Directory. Should be part of read-only domain controller group]
- The password for this service account should be set to “never expire”

Configuring SSO

Single Sign-on (SSO) simplifies the login process for domain administrators. The administrator logs into their machine using domain credentials. The user then attempts to access the Application Server's web service via a web browser such as IE, Chrome or Firefox. Without SSO, the administrator is directed to a login form where Username and Password are entered and sent to SmartTAP to authenticate. With SSO enabled, the administrator is authenticated in the background through Active Directory using the same domain credentials that were used to log into the machine. This bypasses the login page and immediately opens the Welcome page.



The SmartTAP server must be added to the Domain. For information on configuring SSO, refer to the SmartTAP Administrators Manual.

Configuring HTTP/S

This section describes how to configure HTTP/S.

Disabling HTTP Communications on Application Server (Optional)

This section describes how to disable non-encrypted HTTP communication on SmartTAP Application Server. This ensures that all communications with the Application Server are encrypted. This can be done automatically or manually. If you are implementing SSL (HTTPS), then this action ensures that all incoming traffic to the Application Server is over HTTPS.



Configuring SmartTAP Application Server for HTTPS does not automatically disable the HTTP (non-encrypted) interface. While the SmartTAP management Web page would be available over HTTPS, SmartTAP components would continue to communicate with SmartTAP Application Server over HTTP. To convert the entire application to encrypted communications (over SSL), after disabling HTTP in Application Server as described below, SmartTAP components must be configured as described in Section [Configuring SmartTAP Components for HTTPS](#) on the next page (Configuring SmartTAP Components for HTTPS).

Automatic Disabling of HTTP

This section describes the automatic procedure. This method requires a mandatory username and password to access Wildfly management console.

➤ Do the following:

1. Go to the Application Server Install directory.
2. Locate the PowerShell directory. For example C:\Program Files\AUDIOCODES\SmartTap\AS\PowerShell.
3. Run the DisableHttp.ps1 script (located in the “Tools” folder of SmartTAP installation) with the following parameters:
 - [Mandatory] managementIP – IP address of HTTP Management interface (Application Server IP)
 - Management user credentials:
 - ◆ [Mandatory] username
 - ◆ [Mandatory] password – input prompt will be displayed as a part of the current run
 - [Optional] jbossCliPath – Full path to jboss-cli.bat (Command Line Interface)

For example:

```
DisableHttp.ps1 -managementIP 192.168.1.100 -username username -jbossCliPath
C:\Program Files\AUDIOCODES\SmartTap\AS\Bin\jboss-cli.bat
```

4. Restart the requested service.

Manual Disabling of HTTP

You can perform the manual procedure using one of the following interfaces:

- Edit domain.xml (restart the server after editing and saving file).
- Wildfly Web console.
- jboss-cli.bat

➤ Do the following:

1. In urn:jboss:domain:undertow:1.2, comment out the listener element:

Remove http-listener

2. Under urn:jboss:domain:messaging:2.0 subsystem:
 - Change element http-connector attribute Value socket-binding from “http” to “https”
 - Change http-connector-throughput socket-binding from “http” to “https”
 - Change http-acceptor http-listener from “default” to “default-ssl”
 - Change http-acceptor-throughput http-listener from “default” to “default-ssl”

3. Under subsystem urn:jboss:domain:remoting:2.0 change http-remoting-connector connector-ref from "default" to "default-ssl".
4. Restart the requested service.

Configuring SmartTAP Components for HTTPS

This section describes how to configure HTTPS on SmartTAP components. . CA Root Certificate/s used to sign the Application Server certificate must be installed on each machine where SmartTAP components are installed. SmartTAP supports HTTPS/TLS 1.2.



For generating and loading certificates, refer to Section 'Generating and Loading Certificates' in the SmartTAP Administrators Guide.

Communication Server with HTTPS

This section describes how to configure the Communication server.

➤ Do the following:

1. On every host where CS is installed, check file "<CS_installation_Dir>\server-\ngp\data\mbeans\managedDeviceProperties.properties" and note that the entry "HOST=..." contains a value which is present in the SAN part of the AS certificate. If it is not, change it accordingly.
2. Find the entry "port=-1" and change it to "port=443".
3. Change the entry "scheme=http" to "scheme=https".
4. Restart the CS service for the changes to take effect.

Call Delivery with HTTPS

This section describes how to configure the Call Delivery server.

➤ Do the following:

1. Edit the following file: "...\\AudioCodes\\SmartTAP\\CD-IP\\Config\\calldeliveryconfig.xml"
2. Use an FQDN in the certificate SAN field in the Call Delivery configuration file calldeliveryconfig.xml (and make sure that DNS resolution is working correctly for this FQDN).

An example of calldeliveryconfig.xml HTTPS settings is shown below:

```
<applicationServer>
  <recorder ip="smarttap.company.com" port="443">
    <protocols>
      <protocol>https</protocol>
    </protocols>
  </recorder>
</applicationServer>
```

3. Edit the following file: "...\\AudioCodes\\SmartTAP\\CD-IP\\Config\\persistence.xml"
4. Use a FQDN in the certificate SAN field in the Call Delivery configuration file persistence.xml (and make sure that DNS resolution is working correctly for this FQDN).

```
url="https://smarttap.company.com:443"
```

Where "smarttap.company.com" is the FQDN of the SmartTAP AS

5. Restart the service to apply changes.

Using an entry not present in the SAN section of the certificate will lead to a communications failure between the Plugin and Application Server (AS):

An error occurred while sending the request.

---> System.Net.WebException: The underlying connection was closed: Could not establish trust relationship for the SSL/TLS secure channel.

---> System.Security.Authentication.AuthenticationException: The remote certificate is invalid according to the validation procedure.

Media-Proxy with HTTPS

This section describes how to configure the Media Proxy server.

➤ Do the following:

1. Edit file System.config in "..\MP\Config" and change asList attribute's value in the following section of the Media Proxy Service file:

```
<System asList="http://AS_FQDN:80"/>
```

2. Modify to the following

```
<System asList="https://AS_FQDN:443"/>
```

3. Make sure AS_FQDN is included in the certificate SAN field and is resolvable by DNS.
4. Restart the service to apply changes.

Announcement Server with HTTPS

This section describes how to configure the Announcement server.

➤ Do the following:

1. Manually edit asList attribute's value in "..\AS\Config" and change the following section of the Announcement Service System.config file:

```
<System asList="http://ASIP:80"/>
```

2. Change to the following:

```
<System asList="https://AS_FQDN:443"/>
```

3. Make sure AS_FQDN is included in the certificate SAN field and is resolvable by DNS.
4. Restart the service to apply changes.

Media Server and Remote Transfer Service with HTTPS

This section describes how to configure the Media Server and Remote Transfer Service.

➤ **Do the following:**

A single configuration file applies to both the Media Server Service and the Remote Transfer Service.

1. Edit the config file: MS\server\bin\mediaserverconfig.xml.
2. Find the following section in the configuration file:

```
<applicationServer>
  <recorder ip="127.0.0.1" port="80">
    <protocols>
      <protocol>http</protocol>
    </protocols>
  </recorder>
</applicationServer>
```

3. Make the highlighted changes:

```
<applicationServer>
  <recorder ip="AS_FQDN" port="443">
    <protocols>
      <protocol>https</protocol>
    </protocols>
  </recorder>
</applicationServer>
```

4. Make sure AS_FQDN is present in the certificate SAN field and is resolvable by DNS.
5. Edit the following file: "...MS\server\bin\persistence.xml
6. Use a FQDN present in the certificate SAN field in Media Server configuration file persistence.xml (and make sure DNS resolution is working correctly for this FQDN).

```
url="https://smarttap.company.com:443"
```

Where "smarttap.company.com" is the FQDN of the SmartTAP AS

7. Save the configuration file and restart the Media Server Service and the Remote Transfer Service.

Health Monitor with HTTPS

This section describes how to configure the Health Monitor.

➤ **Do the following:**

1. Edit the file Tools\HealthMonitor\Config\RecordingHealthMonitor.config
2. Find this section in the configuration file:

```
<RestApi>
  <Address>http://[ address which is present in the SAN </Address>
  <Username></Username>
  <SecurityToken></SecurityToken>
</RestApi>
```

3. Make the highlighted changes:

```
<RestApi>
  <Address>https://smarttap.company.com</Address>
  <Username></Username>
  <SecurityToken></SecurityToken>
</RestApi>
```

Where "smarttap.company.com" is the FQDN of the SmartTAP AS

Media Delivery with HTTPS

1. Edit the following file: "...\\AudioCodes\\SmartTAP\\MD\\Configpersistence.xml
2. Use a FQDN present in the certificate SAN field in Media Delivery configuration file persistence.xml (and make sure that DNS resolution is working correctly for this FQDN. Media Delivery may be connected to multiple SmartTAP servers, so each of these connections must be edited in the file.

```
<?xml version="1.0" encoding="UTF-8" standalone="no" ?>
<callDeliveryPersist xmlns="http://www.audiocodes.com/calldelivery">
  <managedDevices>
    <managedDevice id="12"
url="https://smarttap.company.com:443"></managedDevice>
    <managedDevice id="18"
url="https://smarttap2.company.com:443"></managedDevice>
  </managedDevices>
  <version>1</version>
</callDeliveryPersist>
```

3. Restart the service to apply changes.

Configuring Syslog Server Connection

This section describes how to setup the connection with a syslog server.

Skype for Business Plug-in

This section describes how to setup the syslog server connection between the Skype for Business Front End and a syslog server. This procedure must be setup on every Front End machine in the managed pool.

➤ To setup connection:

1. Obtain the machine ip that runs the system viewer , EX: 172.17.127.XXX.
2. In the front-end machine, edit the C:\\Program Files\\AudioCodes\\SmartTAP\\Lync Plug-in\\LyncPlugIn.exe.config

Add / Edit required syslog appender. Example : Log and Error logs are defined in the <log4net debug="true"> section (this section does not include a MAC address)

```
<appender name="RemoteSyslogAppender"
type="log4net.Appender.RemoteSyslogAppender">
  <facility value="Local7" />
  <layout type="log4net.Layout.PatternLayout" value="LPI: %d{dd MMM yyyy}
```

```

HH:mm:ss,fff } %-5p %m\r\n" />
    <remoteAddress value="172.17.127.XXX " />
    <RemotePort value="514" />
</appender>
<appender name="RemoteSyslogAppenderError"
type="log4net.Appender.RemoteSyslogAppender">
    <facility value="user" />
    <layout type="log4net.Layout.PatternLayout" value="LPI: %d{dd MMM yyyy
HH:mm:ss,fff } %-5p %m\r\n" />
    <param name="Threshold" value="ERROR" />
    <remoteAddress value="172.17.127.XXX " />
</appender>

```

3. On the front-end machine, edit the C:\Program Files\AudioCodes\SmartTAP\Lync Plug-in\LyncPlugIn.exe.config

Edit the <root> section

Add

```

<appender-ref ref="RemoteSyslogAppender"></appender-ref>
<appender-ref ref="RemoteSyslogAppenderError"></appender-ref>

```

4. Save the file and restart the Plug-in.

Location-Based Targeting in SmartTAP

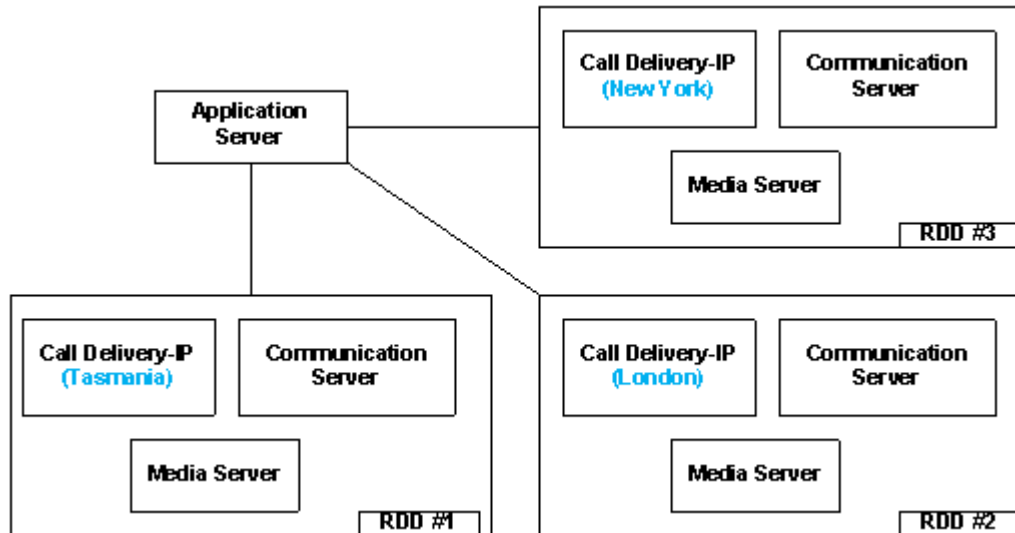
This section describes how to assign targets to specific Call Delivery components by assigning a location attribute to each instance of the Call Delivery server and then mapping targets to those locations.

By assigning targets to specific Call Delivery components, the physical location of the recording can be controlled. In addition, the loads on each Call Delivery can be minimized. By default, when no location attributes are set, Call Delivery tracks all targets. In systems with large numbers of targets, this can affect the performance of SmartTAP.

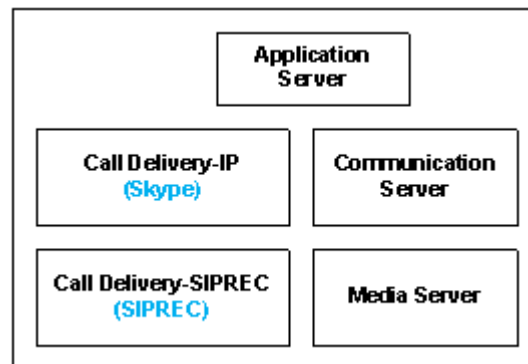
Assign a Location Attribute to each Call Delivery Component

Each Call Delivery instance must be manually assigned a value, which is generally referred to as a location attribute, although it does not technically have to refer to a location. The location attribute should be something meaningful within the system topology, which is often a location.

In the first example below, there are three Remote Data Delivery (RDD) installations, all managed by a central Application server. Each Call Delivery in the RDD is assigned a location attribute: "Tasmania", "London", and "New York".

Figure 10-2: Location Attribute for each Call Delivery Component

In the second example below, there are two different Call Delivery components installed on the same server. Their “location attribute” references the intended functionality rather than a physical location. In this case, One Call Delivery handles “Skype” targets and the other handles “SIPREC” targets.

Figure 10-3: Skype and SIPREC Targets

In the case of SmartTAP systems configured in the active/active mode, where Call Delivery components are organized into pairs for redundancy, both components in the pair must share the same location attribute value.

The location attribute must be set manually for each Call Delivery instance. This value is not displayed in the SmartTAP GUI.

➤ **Do the following:**

1. Stop the Call Delivery service(s) in the service manager.
2. Open the calldeliveryconfig.xml file for editing. By default, the configuration file is located in “C:\Program Files (x86)\AudioCodes\SmartTAP\CD-xx\config\calldeliveryconfig.xml”, where xx represents which type of Call Delivery was installed.

Within this file is an XML element called <targeting>:

```
<targeting>
  <attributes>
  </attributes>
  <targetConversions>
    <converter format="\2" regex="(sips?:)?([^\@]*)(@.*)?"
    type="SIP_URI"></converter>
```

```

    <converter format="\1" regex="(d+)" type="TRUNK_ID"></converter>
    <converter format="\5" regex="(tel:)?(\+?)(d+)(;ext=)(d+)"
type="EXTENSION"></converter>
    <converter format="\2" regex="^(+?)(d+)"
type="EXTENSION"></converter>
    <converter regex="(tel:)?(\+?)(d+)(;ext=)(d+)" type="TEL_URI">
    <target format="\3" />
    <target format="\5" />
    <target format="\3\4\5" />
    </converter>
    <converter format="\3" regex="^(tel:)?(\+?)(d+)$"
type="TEL_URI"></converter>
  </targetConversions>
</targeting>

```

If no location attribute has been set, then you will see that the `<attributes>` element is empty, as shown above. The `<targetConversions>` element is not relevant for the purposes of setting a location attribute.

Add a new entry in the `<attributes>` element as shown. From the first example, the first RDD has a location attribute with the value of “Tasmania”, so that is what is shown in the example.

```

<targeting>
  <attributes>
    <attribute name="Location">
      <value>Tasmania</value>
    </attribute>
  </attributes>

```

The attribute name should be set as “Location”. This is a convention that makes it easier to understand what is being configured and how to troubleshoot it. The attribute name can have any value, though it must be at least one character long.

Call Delivery can support multiple `<attribute>` elements under the `<attributes>` element and multiple `<value>` elements under each `<attribute>`. However, the use cases for doing so are extremely rare.

The entries for the attribute name and `<value>` are case-sensitive, so it is important to make a note of exactly how they were entered into the configuration file. These values will be needed again in a later step.

Once the location attribute is set up, save the configuration file and use the Service Manager to start up the Call Delivery component. Remember to do this for each Call Delivery within the SmartTAP system.



Multiple Call Delivery components can use the same location attribute value. This means that targets that match this value will be tracked by multiple Call Delivery components. This is another example of a rare use case.

Create a Location Attribute in the SmartTAP GUI

To assign a location to each target, a new attribute must be created. Attributes are a way to assign meta-data to each targeted user or device. In this case, we are creating an attribute that Call Delivery will specifically look at in order to match its location attribute with the targets’.

➤ **To create a Location Attribute for a user:**

1. Click Users > User Management > Add User Attribute

Figure 10-4: Add User Attribute

2. For the “Attribute Name” enter “Location”. If you decided to use a different attribute name in the Call Delivery configuration file, then enter that name here instead. You must enter the value exactly as it appears in the Call Delivery configuration file.
3. Enter a useful description under “Attribute Description”. This field does not need to match any specific value.
4. Leave the “Network Mapping” checkbox unchecked.
5. Click **Submit** to add the new user attribute.



If there are devices targeted in addition to (or instead of) users, then create the same attribute under Users > Device Management > Add Device Attribute. User attributes and Device attributes do not conflict with each other, therefore they can use the same “Attribute Name”.

Assign a Location to Each User/Device in the SmartTAP GUI

The last step is to assign a location to each user and/or device that is targeted for recording. The idea is to associate each target with a specific Call Delivery.

Below is an example of adding a new user and setting its location attribute at the same time. To add a user, click on “User” -> “User Management” -> “Add User”. Following the first example, by setting the “location” field to “Tasmania” as shown below, this new user will only be tracked by RDD #1. RDD #2 and RDD #3 will disregard this user because its location attribute doesn’t match what was configured in the Call Delivery configuration file.

Figure 10-5: Add User

Add User

First Name: John Last Name: Smith

Email: John.Smith@acme.com Login Id: jsmith

Id / Alias: jsmith Extension: 5555

Location: Tasmania TelNo: 18005551234

UserName: JohnS Retention Policy: Default

Recording Profile: Full Time Legal Hold: OFF

Security Profiles

- administrator
- agent
- supervisor

Groups

- Default

Submit Cancel

➤ **To update the location attribute for existing users:**

1. Click **Users > User Management > View/Modify Users**.
2. Click the “pencil” icon in the “Modify” column for the user you wish to edit. Enter the location attribute value in the “Location” field similar to the screen above.



The procedures for setting up Devices and for setting up Users are identical.

When SmartTAP is configured to map its users and their attributes from the Active Directory, the SmartTAP location attribute can be mapped to the LDAP attribute that holds the appropriate location information through the SmartTAP LDAP Configuration page.

Figure 10-6: SmartTAP LDAP Configuration page

Once the location attribute has been set/changed and submitted, each Call Delivery component is updated with the new targeting information. For those Call Delivery components that have a location attribute set, they will ignore any target that does not precisely match their location attribute.

Verify the Target List in Each Call Delivery

Optionally, it is possible to check to make sure that each Call Delivery component has been updated with the intended target list.

Open the file call TargetList.xml. By default, the file is located in “C:\Program Files (x86)\AudioCodes\SmartTAP\CD-xx\TargetList.xml”, where xx represents which type of installed Call Delivery instance. Be sure not to edit or save this file.

The following is an example of the contents of the file:

```
<?xml version="1.0" encoding="UTF-8" standalone="no" ?>
<targeting>
  <version>2</version>
  <targets>
    <target caselD="105" mediaType="15" targetIndex="531"
type="CALLSTRING"
value="johns"></target>
  </targets>
</targeting>
```

In this example, John Smith is targeted by his user name, which was configured to be “JohnS”. This value is found in the TargetList.xml file, as shown in red, if the user’s location attribute matches the equivalent entry in the Call Delivery configuration file. Target attributes are not case-sensitive so the value appears as lowercase “johns” in the TargetList.xml file. You may need to wait up to one minute for the file to be updated after setting the location attribute in the SmartTAP GUI.

If the expected target is not present in this file, double-check the location attribute value in the Call Delivery configuration file and in the SmartTAP Web interface. Both the attribute name and its value are case-sensitive. The user or device may also fail to appear in the list if it is not targeted for other reasons, such as a lack of licenses or missing targeting attributes.

CD-SIPREC Configuration

The CdSipRecConfig.xml configuration file is displayed as follows:

```
<SipRecStack>
<Listen IP="127.0.0.1" UDP="5068" />
```



```

<!--> NoLicenseRejectMsg - Reject message in case no licenses are available <-->
<!--> NotTargetedRejectMsg - Reject message for untargeted calls (200Ok with a=inactive)
<-->
<SRS ExtSysCallIdHeader="x-audc-call-id" NoLicenseRejectMsg="486"
NotTargetedRejectMsg="200"/>
</SipRecStack>

```

■ CD-SIPREC Behavior:

- Available Licenses will be checked for incoming call:
 - ◆ CD-SIPREC will reject the call with the configured 'NoLicenseRejectMsg' status code or with the default '486 Busy Here' if the configured code is not valid.
- Regarding calls without any targeted participant, the call will be rejected with 'NormalRejectMsg' OR with 200OK(a=inactive) if the code is not valid, in which case CD will keep the call and record a possible transfer to a targeted user.
- In case None of the CDs have an available license, the call will be rejected by all CDs and multiple alarms will be sent to ST.



'NotTargetedRejectMsg' should be configured to a different reject message than the one configured in the SBC ('Alternative Reason') Note the following regarding the SBC configuration:

- The SBC should support Load Balancing between a group of SRSs (Session Recording Servers)
- A 'rule' to refer a call to another SRS (in the list) can be configured, it is the 'Alternative Reason' I mentioned, in our case it is a custom reject message and should match the one configured in 'NoLicenseRejectMsg'.

- CD-SIPREC supports parsing of external custom headers that are found in the SDP and use them as the call's SysCallId.

- ExtSysCallIdHeader – Configurable external header that will be parsed and used as SysCallId (Original call ID), SBC configuration is also required.

Example

```

INVITE sip:[field1]@[remote_ip]:[remote_port] SIP/2.0
Via: SIP/2.0/[transport] [local_ip]:[local_port];branch=[branch]
From: sipp <sip:[field0]@[local_ip]:[local_port]>;tag=[call_number]
To: sut <sip:[field1]@[remote_ip]:[remote_port]>
Call-ID: [call_id]
CSeq: 1 INVITE
Contact: sip:sipp@[local_ip]:[local_port]
Max-Forwards: 70
Subject: Performance Test
Content-Type: multipart/mixed; boundary=unique-boundary-1
Content-Length: [len]
x-audc-call-id: 545362a9-4cb3-4a55-85b8-b33ca83a6517

```



The x-audc-call-id header will be parsed and the 545362a9-4cb3-4a55-85b8-b33ca83a6517 value will be the sysCallId that is displayed in the User Interface.

11 Backup and Restore

This chapter describes the backup and restore procedures

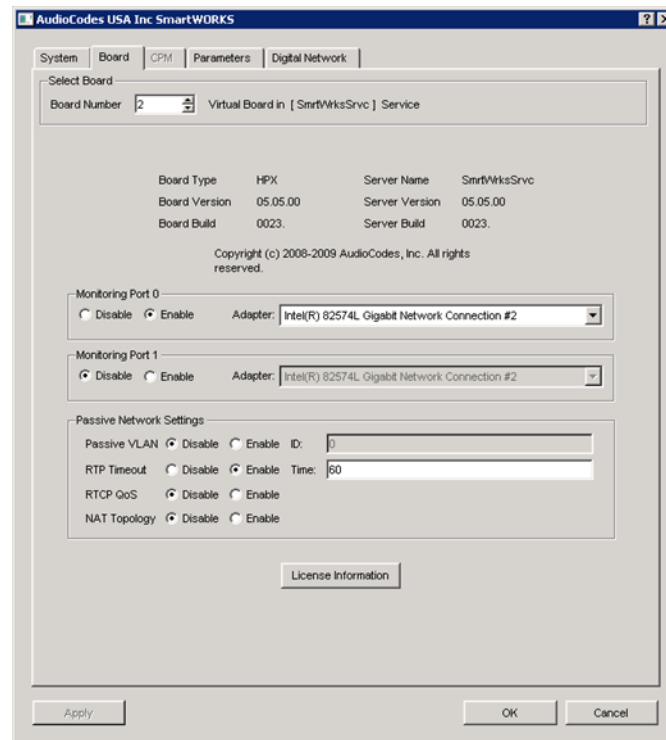
Prerequisites

This section describes actions that you need to perform before running backup and restore procedures.

1. Go to the control panel and run SmartCONTROL.
2. Make note of the configuration of the Board tab, take screen shots if necessary.



Figure 11-1: Board Tab Configuration



3. Run services.msc (Start->Run->type "services.msc" enter), and stop all SmartTAP services.
 - AudioCodes AS (SmartTAP Server)
 - AudioCodes CS (SmartTAP Server)
 - AudioCodes MS (SmartTAP Server)
 - AudioCodes MS-TR (SmartTAP Server)
 - AudioCodes CD-XX (SmartTAP Server)
 - AudioCodes MD (Skype for Business Edge, Mediation or Conference Server)
 - AudioCodes AN (SmartTAP AN Server)
 - AudioCodes MP (SmartTAP MP Server)
 - AudioCodes Skype for Business plug-In (Skype for Business FE or SBA)
 - MySQL (SmartTAP Server)
 - SmartWORKS Service (SmartTAP, Edge, Mediation or Conference Server)

Backup

This section describes how backup the following components from the command prompt:

- Call Delivery Service (see [Call Delivery Service](#) below)
- Media Service (see [Media Service](#) below)
- Media Delivery Service: Installed on Skype for Business Edge, Mediation or Conference Server (see [Media Delivery Service: Installed on Skype for Business Edge, Mediation or Conference Server](#) on the next page)
- Communication Service (see [Communication Service](#) on the next page)
- Application Service (see [Application Service](#) on the next page)
- Database (see [Section Database](#) on page 157)
- SmartTAP Skype for Business Plug-in (FE, SBS, SBA) (see [SmartTAP Skype for Business Plug-in \(FE, SBS, SBA\)](#) on page 157)
- SmartTAP Announcement Server (see [SmartTAP Announcement Server](#) on page 45)
- SmartTAP Media Proxy (see [SmartTAP Media Proxy](#) on page 157)

Call Delivery Service

Table 11-1: Backup - Call Delivery Service

Configuration	Path	...\AudioCodes\SmartTAP\CD-XX\
	Instructions	Copy ...\AudioCodes\SmartTAP\CD-XX\Config to \$backup_dir\CD-XX\
Logs	Path	...\AudioCodes\SmartTAP\CD-XX\
	Instructions	Copy ...\AudioCodes\SmartTAP\CD-XX\Logs to \$backup_dir\CD-XX\



Replace XX with IP, DS or AL depending upon the type of CallDelivery service installed. The SmartTAP server must be added to the Domain.

Media Service

Table 11-2: Backup - Media Service

Configuration	Path	...\AudioCodes\SmartTAP\MS\Server\
	Instructions	Copy ...\AudioCodes\SmartTAP\MS\Server\bin\ac-hmp20.ini to \$backup_dir\MS\Server\bin\
Logs	Path	...\AudioCodes\SmartTAP\MS \
	Instructions	Copy ...\AudioCodes\SmartTAP\MS\Log to \$backup_dir\MS\

Media Delivery Service: Installed on Skype for Business Edge, Mediation or Conference Server

Table 11-3: Backup - Media Delivery Service

Configuration	Path	...\AudioCodes\SmartTAP\MD\Config\
	Instructions	Copy ...\\AudioCodes\SmartTAP\MD\Config\ to \$backup_dir\MD\
Logs	Path	...\AudioCodes\SmartTAP\MD \
	Instructions	Copy ...\\AudioCodes\SmartTAP\MD\Logs to \$backup_dir\MD\

Communication Service

Table 11-4: Backup - Communication Service

Configuration	Path	...\AudioCodes\SmartTAP\CS\bin\
	Instructions	Copy ...\\AudioCodes\SmartTAP\CS\bin\service.bat to \$backup_dir\CS\bin\
Logs	Path	...\AudioCodes\SmartTAP\CS \Server\NGP\
	Instructions	Copy ...\\AudioCodes\SmartTAP\CS\Server\NGP\Log to \$backup_dir\CS\Server\NGP\

Application Service

Table 11-5: Backup - Application Service

Configuration	Path	...\AudioCodes\SmartTAP\AS\bin\
	Instructions	Copy ...\\AudioCodes\SmartTAP\AS\bin\service.bat to \$backup_dir\AS\bin\
Logs	Path	...\AudioCodes\SmartTAP\AS\standalone\
	Instructions	Copy ...\\AudioCodes\SmartTAP\AS\standalone\log to \$backup_dir\AS\standalone\

Database

Table 11-6: Backup - Database

Configuration	Path	...\MySql\MySql Server 5.6\
	Instructions	Stop SmartTAP AS & MySQL service Copy ...\\MySql\MySql Server 5.6\data directory to \$backup_dir\MySql_PF\MySql Server 5.6\
	Path	C:\ProgramData\MySQL\
	Instructions	Copy C:\ProgramData\MySQL\MySQL Server 5.6 directory to \$backup_dir\MySQL_PD\ Start MySQL & SmartTAP AS service

SmartTAP Skype for Business Plug-in (FE, SBS, SBA)

Table 11-7: SmartTAP Skype for Business Plug-in (FE, SBS, SBA)

Configuration	Path	...\AudioCodes\SmartTAP\SmartTAP Lync Client\
	Instructions	Copy ...\\AudioCodes\SmartTAP\SmartTAP Lync Client\SmartTapLyncSvc.exe.config to \$backup_dir\SmartTap Lync Client\FE#
Logs	Path	...\AudioCodes\SmartTAP\SmartTAP Lync Client\
	Instructions	Copy ...\\AudioCodes\SmartTAP\SmartTAP Lync Client\Logs to \$backup_dir\SmartTap Lync Client\



Replace # in instructions above to the actual ID # of the FE server. Repeat above instructions for each FE in Pool.

SmartTAP Announcement Server

Table 11-8: Backup - SmartTAP Announcement Server

Configuration	Path	...\AudioCodes\SmartTAP\AN\Config
	Instructions	Copy Config folder to \$backup_dir\AN\
Logs	Path	...\AudioCodes\SmartTAP\AN\Logs
	Instructions	Copy Log folder to \$backup_dir\AN\

SmartTAP Media Proxy

Table 11-9: Backup - SmartTAP Media Proxy

Configuration	Path	...\AudioCodes\SmartTAP\MP\Config
	Instructions	Copy Config folder to \$backup_dir\AN\

Logs	Path	...\AudioCodes\SmartTAP\MP\Logs
	Instructions	Copy Log folder to \$backup_dir\AN\

Media


Copy the directory structure and media files from the path defined in the SmartTAP Web interface (See example screen below). Make sure you retain the same directory structure when backing up media to the backup location. We recommend that you save the screen capture of the recording location to retain your Media file settings.

Figure 11-2: Add Recording Location

System Profile Tool

The System Profile Tool provides a convenient method to capture all the log files for the SmartTAP services on a specific server.

Table 11-10: System Profile Tool

Configuration	Path	...\AUDIOCODES\Tools\
	Instructions	<ul style="list-style-type: none"> ■ Go to the command prompt ■ Run SystemProfile.exe ■ The system_profile.exe tool will automatically run and capture the results to the SystemProfile.zip file in the same folder <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;">  Before you run a test, you must go to the folder of the SmartTAP service and set the appropriate log level </div>

Restore

This section describes how to restore the SmartTAP components.

➤ **To restore the SmartTAP components:**

1. Install SmartTAP on the new server.
2. Run services.msc (**Start > Run >** type “services.msc” enter), and stop all SmartTAP services.



You MUST restore to the same version of SmartTAP that was backed up (with the same major and minor versions).

This section describes how to restore the following components:

- Call Delivery Service (see [Call Delivery Service](#) on page 155)
- Media Service (see [Media Service](#) on page 155)
- Media Delivery Service (see [Media Delivery Service](#) on the next page)
- Database (see [Database](#) on page 157)
- SmartTAP Skype for Business Plug-in (FE, SBS, SBA) (see [SmartTAP Skype for Business Plug-in \(FE, SBS, SBA\)](#) on page 157
- Announcement Server (see [Announcement Server \(AN\)](#) on page 50)
- Media Proxy (see [Media Proxy](#) on page 161)
- Media (see [Media](#) on page 161)

Call Delivery Service

Table 11-11:Restore – Call Delivery Service

Configuration	Path	...\AudioCodes\SmartTAP\CD-XX\
	Instructions	Rename ...\AUDIOCODES\SmartTAP\CD-XX\Config to Config.orig Copy \$backup_dir\CD_XX\Config to ...\\AUDIOCODES\SmartTAP\CD-XX\



Replace XX with IP, DS or AL depending upon the type of CallDelivery service installed.

Media Service

Table 11-12:Restore – Media Service

Configuration	Path	...\AudioCodes\SmartTAP\MS\Server\bin\
	Instructions	Rename ...\AUDIOCODES\SmartTAP\MS\Server\bin\ac-hmp20.ini to ac-hmp20_orig.ini Copy \$backup_dir\MS\Server\bin\ac-hmp20.ini to ...\\AUDIOCODES\SmartTAP\MS\Server\bin\

Media Delivery Service

Table 11-13:Restore – Media Delivery Service

Configuration	Path	...\AudioCodes\SmartTAP\MD\
	Instructions	Rename ...\\AudioCodes\SmartTAP\MD\Config\ folder to \Config.orig Copy \$backup_dir\MD\Config to ...\\AudioCodes\SmartTAP\MD\

Database

Table 11-14:Restore – Database

Configuration	Path	...\MySQL\MySQL Server 5.6\
	Instructions	Stop SmartTAP AS service Stop MySQL service Rename ...\\MySQL\MySQL Server 5.6\data directory to data.orig Copy \$backup_dir\MySQL\MySQL Server 5.6\data directory to ...\\MySQL\MySQL Server 5.6\
	Path	C:\ProgramData\MySQL\
	Instructions	Rename C:\ProgramData\MySQL\MySQL Server 5.6 directory to MySQL Server 5.6.orig Copy \$backup_dir\MySQL_PD\MySQL Server 5.6 directory to C:\ProgramData\MySQL\ Start MySQL service Start SmartTAP AS service

SmartTAP Skype for Business Plug-in (FE, SBS, SBA)

This step is only required if the FE, SBS or SBA was rebuilt

Table 11-15:Restore – SmartTAP Skype for Business Plug-in (FE, SBS, SBA)

Configuration	Path	...\AudioCodes\SmartTAP\Lync Plug-in\
	Instructions	Copy \$backup_dir\Lync Plug-in\\FE#\LyncPlugIn.exe.config to ...\\AudioCodes\SmartTAP\Lync Plug-in\



Replace # in instructions above to the actual ID # of the FE server. Repeat above instructions for each FE in Pool.

Announcement Server

Table 11-16:Restore – Announcement Server

Configuration	Path	...\AudioCodes\SmartTAP\AN\
	Instructions	Rename ...\\AudioCodes\SmartTAP\AN\Config\ folder to \Config.orig Copy \$backup_dir\AN\Config to ...\\AudioCodes\SmartTAP\AN\

Media Proxy

Table 11-17:Restore – Media Proxy

Configuration	Path	...\AudioCodes\SmartTAP\MP\
	Instructions	Rename ...\\AudioCodes\SmartTAP\MP\Config\ folder to \Config.orig Copy \$backup_dir\MP\Config to ...\\AudioCodes\SmartTAP\MP\

Media

This section describes how to restore media.

➤ To restore media:

1. Copy the directory structure and media files from the path defined in the SmartTAP Web interface (See example screen below).

Make sure you retain the same directory structure when backing up media to the backup location. We recommend that you save the screen capture of the recording location to retain your Media file settings.

Figure 11-3: Add Recording Location

The screenshot shows a web-based dialog box titled "Add Recording Location". It contains the following fields and values:

- Location Name:** Prime Media Storage
- Description:** Storage location for media recordings
- Scheme:** file (with a dropdown arrow)
- Host:** (empty field)
- Path:** I:/media/yyyy/MMMMM/dd/HHmmss

At the bottom right of the dialog are two buttons: "Submit" (with a green checkmark icon) and "Cancel" (with a red X icon).

2. Reboot the SmartTAP machine
3. Check SmartTAP board info using SmartCONTROL, compared with saved board info screen shots if necessary

4. System should be restored and functioning. Verify you can play old calls and that the system can record new calls.

12 Troubleshooting

This chapter is for technical personnel who are responsible for the installation and maintenance of the SmartTAP product.

The AudioCodes support team may refer to the sections in the troubleshooting chapter of this document when assisting customers to resolve technical issues pertaining to the SmartTAP product.

This chapter provides the most common troubleshooting information and procedures; however, does not preclude the need for the customer to contact the AudioCodes support group for further assistance.

How To Validate Port Mirror for Recording Skype for Business Calls

- This section provides a procedure to verify that a proposed or existing SPAN/RSPAN/Mirrored port location (also referred to as the tapping location) meets the SmartTAP recording requirements for Skype for Business.
- The document is not intended as a tutorial. It is assumed that the personnel involved in this activity will be able to examine a basic SIP call flow, to configure SPAN/RSPAN Mirroring on the switches/routers, and to administer the Skype for Business servers.

Prerequisites

The following tools and Administrative privileges are required to perform the procedure in this document:

- Wireshark or IP sniffer tool on SmartTAP server or Testing PC
- Access to Skype for Business server to enable and collect logs
- Access to IP Switch/Router to configure port SPAN/MIRROR
- Ability to place test calls

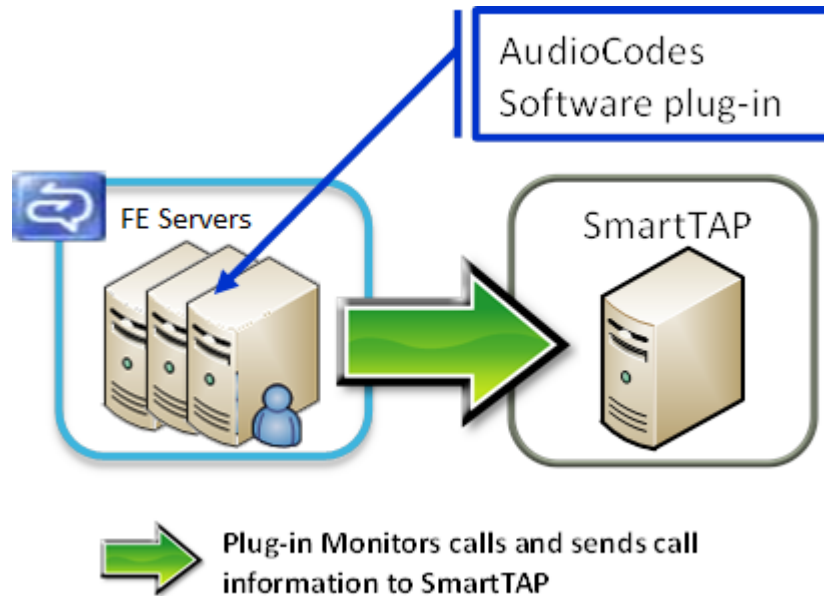
Introduction: SmartTAP Recording Concepts

The SmartTAP recorder relies on a Microsoft Certified Skype for Business plugin to process the call signaling and on the availability of the MEDIA for the call at the recording NIC interface(s).

The Skype for Business plugin resides on the Front End Server(s) and provides the call details to the SmartTAP recorder which records the MEDIA for the call through the recording NIC interface.

SmartTAP Processing of Skype for Business Signaling

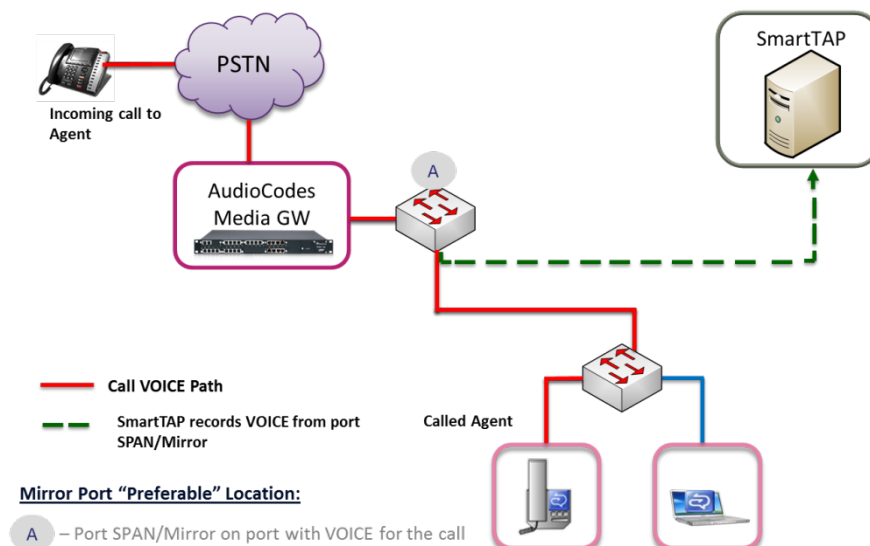
The SmartTAP Skype for Business recorder requires the installation of a plugin for every Skype for Business server that is involved in call forwarding/routing decisions. Typically, these are the (FES) Front End Servers; however, could also be a (SBS) Small Business Server, or a (SBA) Survivable Branch Appliance. The SmartTAP plugin is responsible for collecting the call information (signaling) and sending it to the SmartTAP recorder as shown in the figure below.

Figure 12-1: AudioCodes Software Plugin

Whether the SmartTAP Skype for Business plugin is installed, the Skype for Business Administrator has access to logging facilities that enables the logging of SIP signaling and saving these logs to a text file. This log file contains the Skype for Business call information and the MEDIA information that correlates with the call information that the plugin sends to the SmartTAP recorder.

SmartTAP Media Processing

The SmartTAP recorder uses the call information received through the plugin to locate the MEDIA associated with the call to record. The MEDIA to record **MUST** appear at the recording NIC interface (or interfaces if 2 recording NICs). The recording NIC interface is connected to the switch/router interface that forwards the mirrored data.

Figure 12-2: SmartTAP Media Processing

Procedure

This procedure includes a step-by-step sequence to guide the user from the setup of Skype for Business and network environment, gathering of data, and finally to the analysis of the data collected.

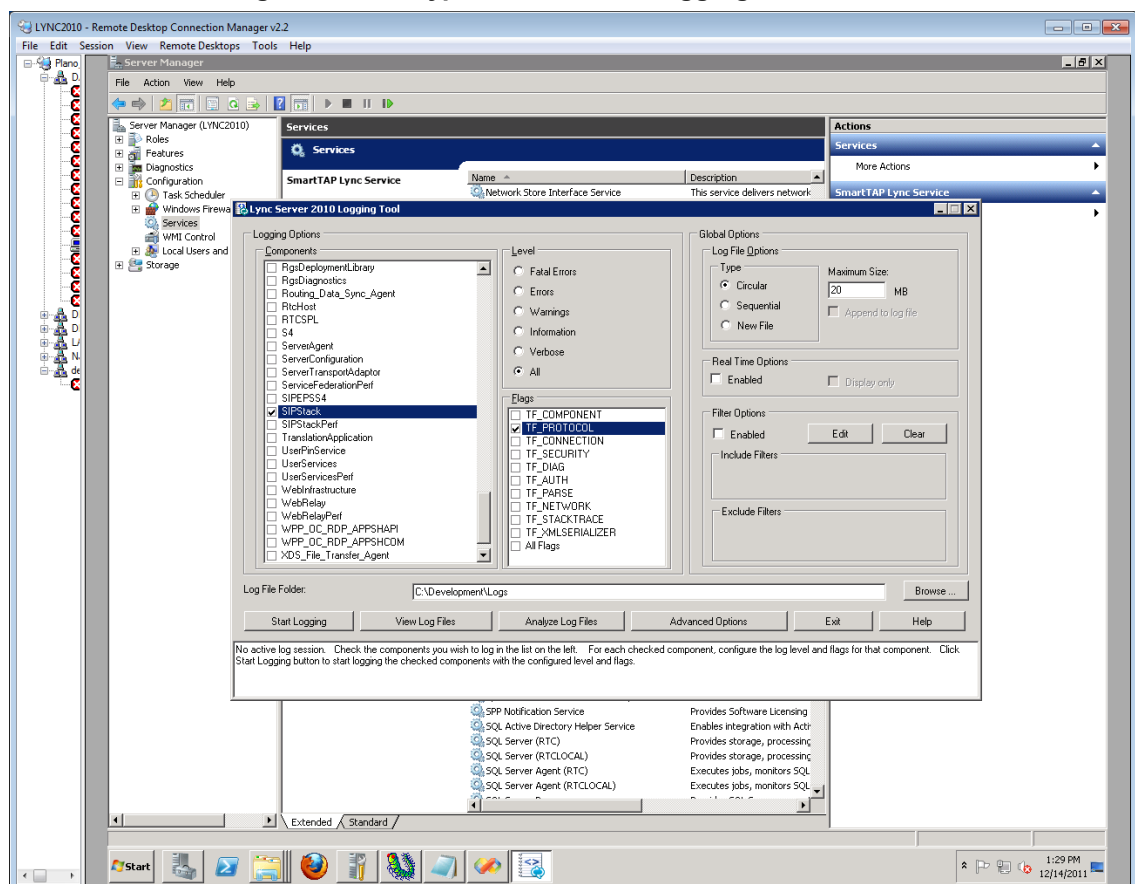
Setup Skype for Business Logging

This section describes how to setup Skype for Business Logging.

➤ To setup Skype for Business Logging:

1. Log in to the server (FES, SBS, or SBA) as user with Administrative privileges.
2. Open the Lync Server Logging Tool:
 - Start > All Programs > Microsoft Lync Server 2010 > Lync Server Logging Tool
3. In the Components list, select **SIPStack only**.
4. In the Flags list, select **TF_PROTOCOL only**.
5. In the Level, select **All**.

Figure 12-3: Skype for Business Logging



Setup Sniffer

This section describes how to setup the sniffer.

➤ To setup the sniffer:

1. Log into the test PC (or SmartTAP Server).
2. Start the sniffer software (Wireshark).
3. Select the recording NIC interface to monitor.

Capture a Test Call

This section describes how to capture a test call.

➤ **To capture a test call:**

1. On the Skype for Business server click “Start Logging” button.
2. On the test PC click “Start” to start capturing traffic.
3. Place a Skype for Business test call.
4. On the Skype for Business server click “Stop Logging” button.
5. Click “Analyze” and “Browse” to save the log file.
6. On the test PC click “Stop” to stop capturing traffic.
7. Save the capture (File -> Save As...).

Analysis

To verify that the MEDIA for the test call is present on the sniffer log, you must first find the signaling for the test call in the Skype for Business log. Once you have found the test call signaling, you must extract the MEDIA information for the call and then examine the sniffer log and see if in fact there was traffic present on the recorded IP and PORT.

Locate Test Call in Skype for Business Log

A strategy to find the test call quickly is to search the log backwards for the string “INVITE sip” which corresponds to the initial SIP message associated with the call as shown in the extract below.

```
TL_INFO(TF_PROTOCOL) [0]08B8.11C4::12/13/2011-22:14:16.164.0000bab2
(SIPStack,SIPAdminLog::TraceProtocolRecord:SIPAdminLog.cpp(125))$$begin_record
```

```
Trace-Correlation-Id: 1066643171
```

```
Instance-Id: 000010F8
```

```
Direction: outgoing
```

```
Peer: 10.133.11.71:1081
```

```
Message-Type: request
```

```
Start-Line: INVITEsip:10.133.11.71:1081;transport=tls;ms-opaque=f265f30ed4;ms-
received-cid=FB00;grid SIP/2.0
```

```
From: <sip:ocs_client3@planolab.audiocodes.com>;tag=79882da9cf;epid=518fe1de1d
```

```
To: <sip:ocs_client2@planolab.audiocodes.com>;epid=ad43a533af;tag=e63e42b63f
```

```
CSeq: 3 INVITE
```

```
Call-ID: 3c5eed8dfdc748729bd72ad2c64bf510
```

... (removed text here)

o=- 0 0 IN IP4 10.133.11.73

s=session

c=IN IP4 10.133.11.73

b=CT:99980

t=0 0

m=audio 1462 RTP/SAVP 114 9 112 111 0 8 116 115 4 97 13 118 101

a=ice-ufrag:E385

a=ice-pwd:x7t5lzxDgQExybbhBdRG1H0F

a=candidate:1 1 UDP 2130706431 10.133.11.73 1462 typ host

a=candidate:1 2 UDP 2130705918 10.133.11.73 1463 typ host

a=crypto:2AES_CM_128_HMAC_SHA1_80
inline:94jUIdYJL2x94mTvmABNbD1cjkywrN77mP4JQ1T|2^31|1:1

a=remote-candidates:1 10.133.11.71 26064 2 10.133.11.71 26065

... (removed text here)

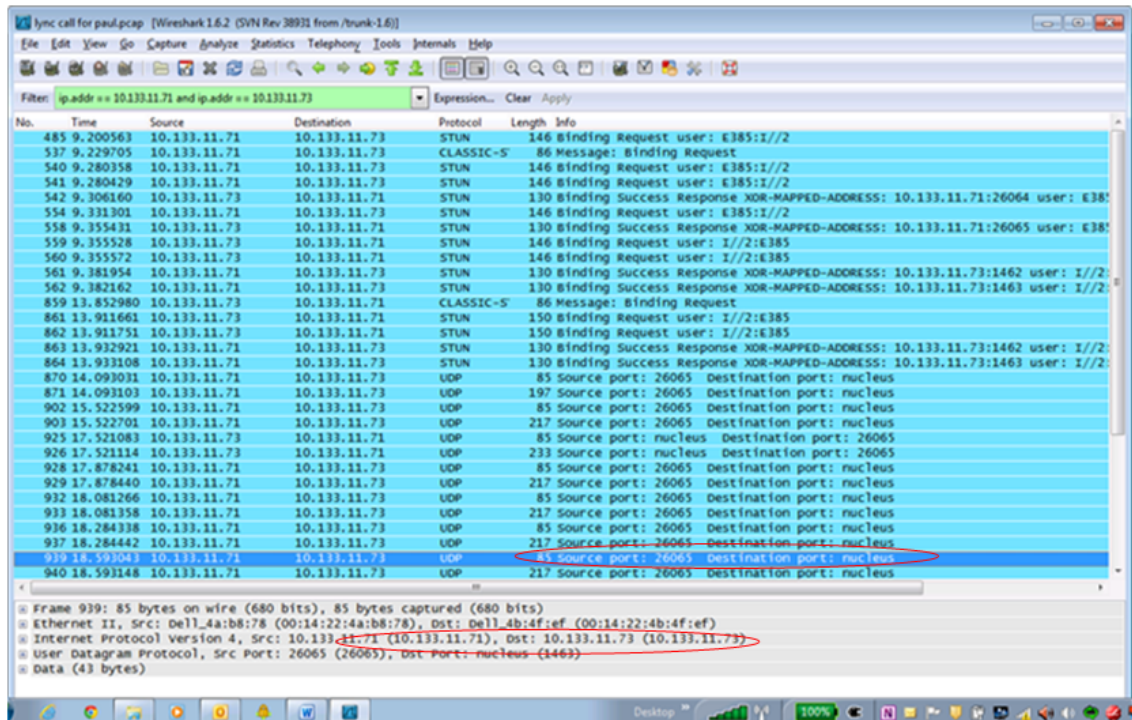


It is possible that the media information shown in the INVITE message (above) is modified in a later message exchange. If this is the case, further analysis is required.

Compare Call Information with Sniffer Trace

Open the captured sniffer file and search for data to/from the media ports identified in the Skype for Business log.

Figure 12-4: Sniffer Trace



Determine if SmartTAP Records the Call

If there is a correlation between the call information gathered from the Skype for Business protocol log and the sniffer data collected for the recording NIC interface (or switch port forwarding the mirrored traffic), the call meets the SmartTAP recording requirements for Skype for Business.

Troubleshooting Skype for Business Plugin Installation

This section describes the troubleshooting options when the Skype for Business installation plugin fails.

Enable the Browser Service

The Enable the Browser Service service automatically stops if your registry settings are not configured to maintain the browse list.

➤ To verify your settings:

1. Navigate to Start > Run
2. Type regedit and click Enter
3. Navigate to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Browser\Parameters

The MaintainServerList value should be set to Yes or Auto

- If this Value is set to No the computer browser service will not start.

Use “net view” to Verify

Normally you do NOT have to enable “net view” service to run the install; however, sometimes it makes a difference. The reason why entering user credentials sometimes does not work is that the Front End can't see the domain in order to authenticate the user.

A simple test is to run “net view” from the command line. If the command returns a list of servers like is shown in the example below, the install should work. If not, then this indicates that there is a problem with the machine (because it can’t currently see the domain).

```
C:\Users\Administrator.QALABEE>net view
Server Name      Remark
-----
\\BE
\\EDGE
\\FE1
\\OCS-CLIENT3
\\OCSCIENT1
\\QA-USER2
\\SMARTTAP
The command completed successfully.
```

Troubleshoot Skype for Business Recording

This section describes troubleshooting for Skype for Business Recording.

No Records for the Calls

When there are no records for calls, verify the following:

- Make sure the firewall is open for in traffic on port 9901, for out traffic to 9090 on the plugin machine. Also, open for in traffic on port 9090 and out traffic to port 9901 on SmartTAP machine.
- If there are messages in the Skype for Business plugin logs stating “no SIP messages are seen”, check for errors and exception in the log files.
- If the Skype for Business plugin failed to register to the Front End, recheck with the customer if the pool name that was provided during Skype for Business plugin installation is correct.
- When the Skype for Business plugin is installed on SBA machine, plugin fails to register to FE until the SBA synchronizes with the main FE. It may take 30 minutes or more. It might need to restart the Skype for Business plugin to trigger registration again.

Calls with No Audio

Run Wireshark to capture the tapping interface and make a call. Make sure there are UDP packets in Wireshark and if decoded as RTP they appear as RTP instead of RTP unknown version.

Enabling Promiscuous Mode on VMWare ESXi

- Using the vSphere client, promiscuous mode needs to be enabled in the following locations:
- Configuration -> Networking->Properties (on the applicable vSwitch) ->
 - In the Ports tab, vSwitch Configuration, click edit > Policy Exceptions -> Promiscuous Mode > Change to Accept
 - In the Ports tab, VM Network (applicable network name), click edit > Security > Promiscuous Mode > Change to Accept

13 Known Issues

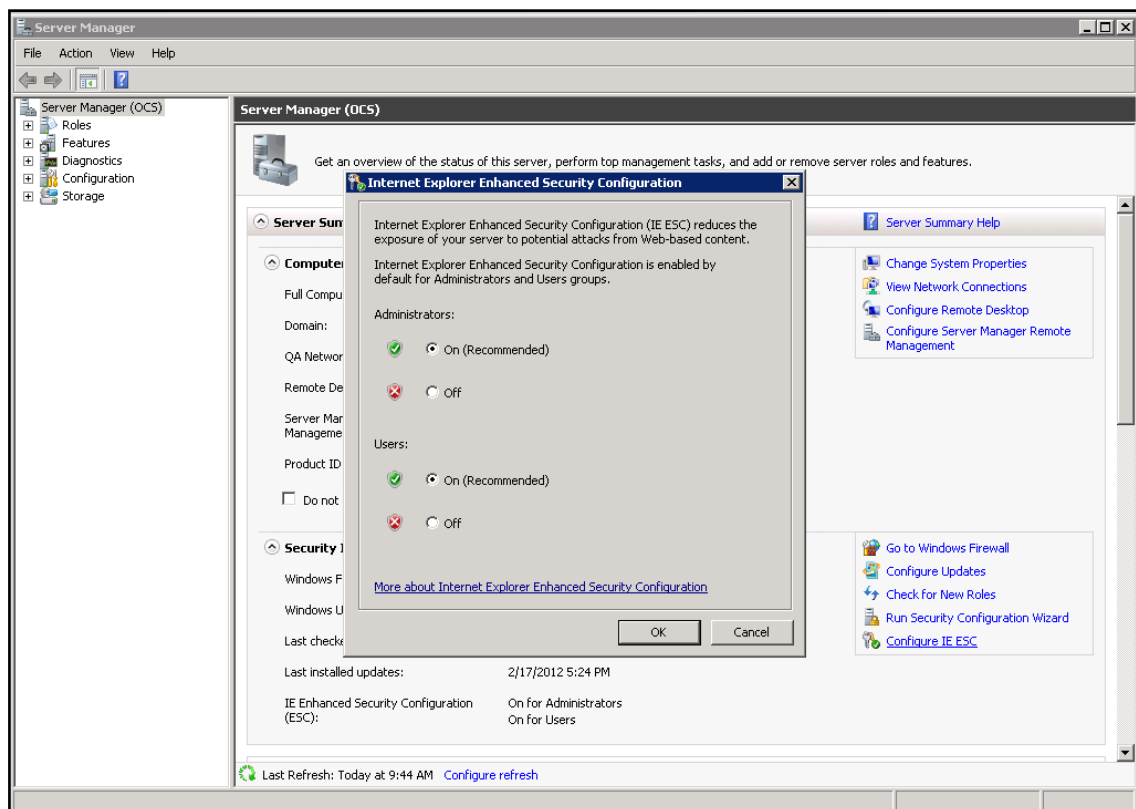
This chapter describes known issues.

Internet Explorer Security Messages and SmartTAP not Running on Server

Sometimes when configuring SmartTAP on its machine, IE pops-up security messages and/or avoids SmartTAP running in the browser. It might help to go to Server Manager, click Configure IE ECS and turn off enhanced security at least for administrators.

- Disable IE ESC by selecting Off or On as shown in the figure below:

Figure 13-1: Enhanced Security Configuration



14 Configure Microsoft SNMP Service

The SmartTAP system optionally uses the Microsoft SNMP agent for configuration and alarms. All Windows servers that are part of a SmartTAP installation can have the SNMP feature enabled and configured. This service must be configured on the following servers:

- SmartTAP Communication Server Installation
- SmartTAP Media Server Installation
- SmartTAP Call Delivery Server Installation

The service must be configured for the SmartTAP Storage Server Installation if different from the SmartTAP server for storage statistics and on the servers in branches for system health presentation.



- SNMP Trap Service must be disabled on SmartTAP servers running the Application Server component.
- For each SmartTAP software component, it is only necessary to setup the SNMP service once per server.
- For Call Delivery Server Installation, additional manual configuration is required (see Section [Installing the Call Delivery Service](#) on page 20 [Installing the Call Delivery Service](#) on page 20).

You can install Microsoft SNMP Agent using one of the following methods:

- Automatic
- Manual

Automatic SNMP Setup

Starting from SmartTAP Version 2.2, there is an automated installer for setting up SNMP on a system. If a system does not have SNMP services installed, this is a simple and easy way to setup SNMP without performing the manual procedure described in Section [Configure Microsoft SNMP Service](#) above.

By default, the installer is located within the install package as is not installed to the local drive with the SmartTAP installer.

➤ Do the following:

1. In your SmartTAP distribution directory, locate the following file in either of the following locations:
 - .\Program Files\AUDIOCODES\SmartTap\Install\EnableSNMPOnServer.bat
 - .\installation suite\tools\EnableSNMPOnServer.bat
2. Right-click and choose "Run as administrator".

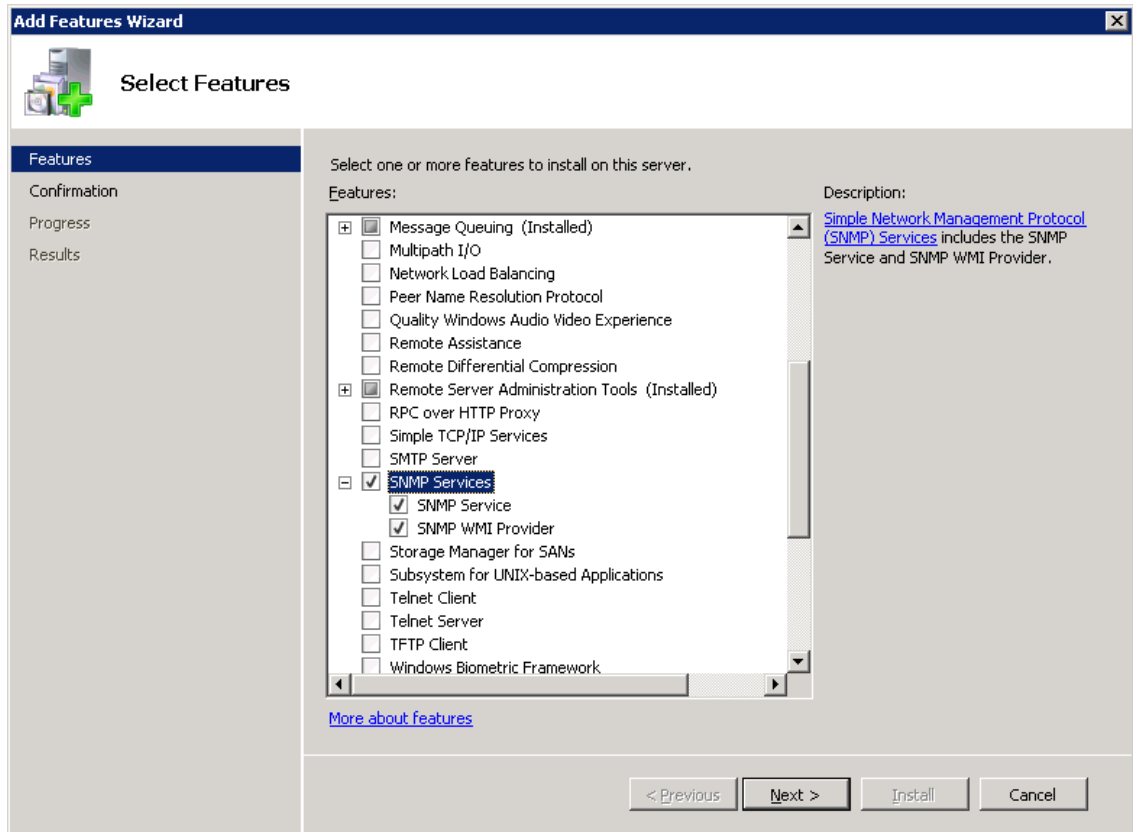
Manual SNMP Setup

The procedure below describes how to install the SNMP Server feature.

➤ Do the following:

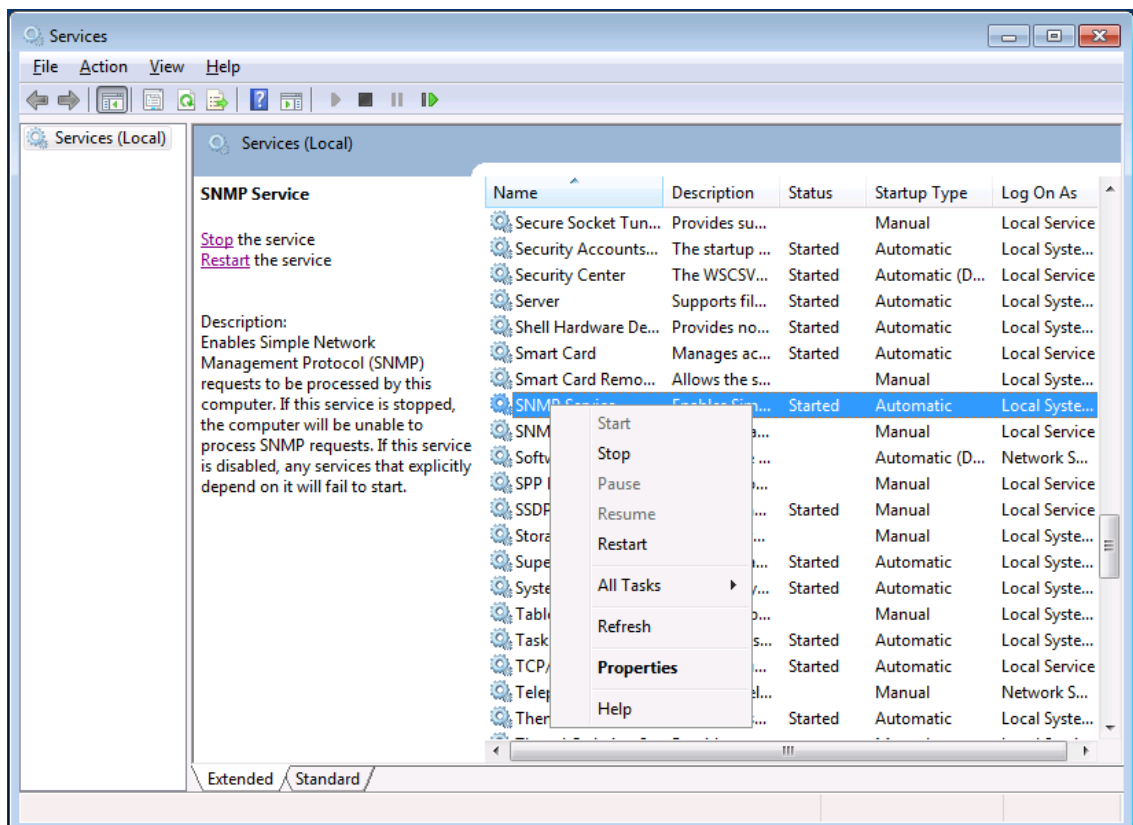
1. Open Turn on Windows features on or off (Control Panel > Programs and Features > Turn on Windows features on or off).
2. Click **Features**, and click **Add Features**.
3. Select **SNMP Services**.

Figure 14-1: Add Features Wizard

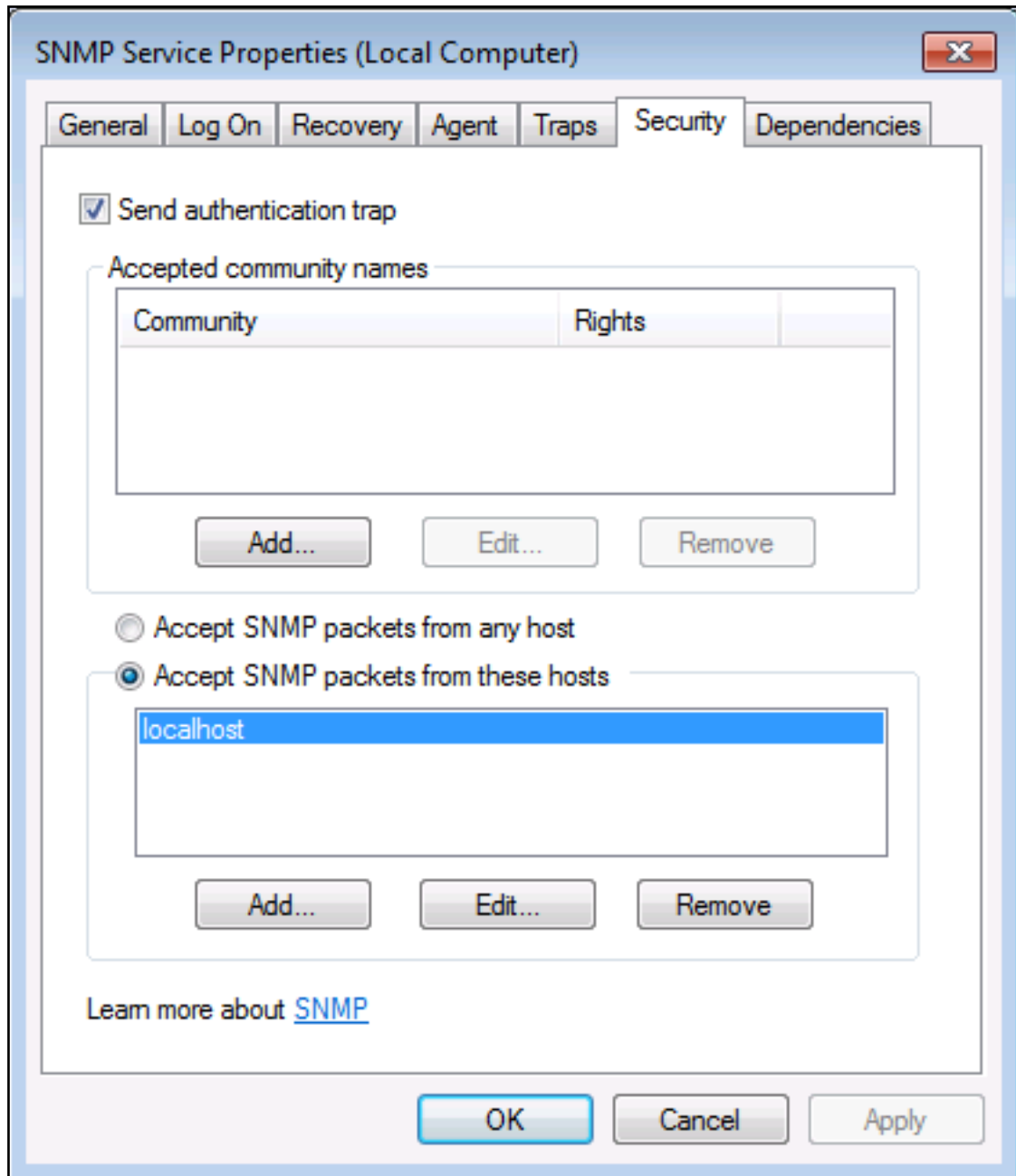


4. Open Services (**Start > Run... > services.msc**).
5. Right click over the SNMP Service listing.

Figure 14-2: SNMP Service



6. Select **Properties > Security**; the following screen appears:

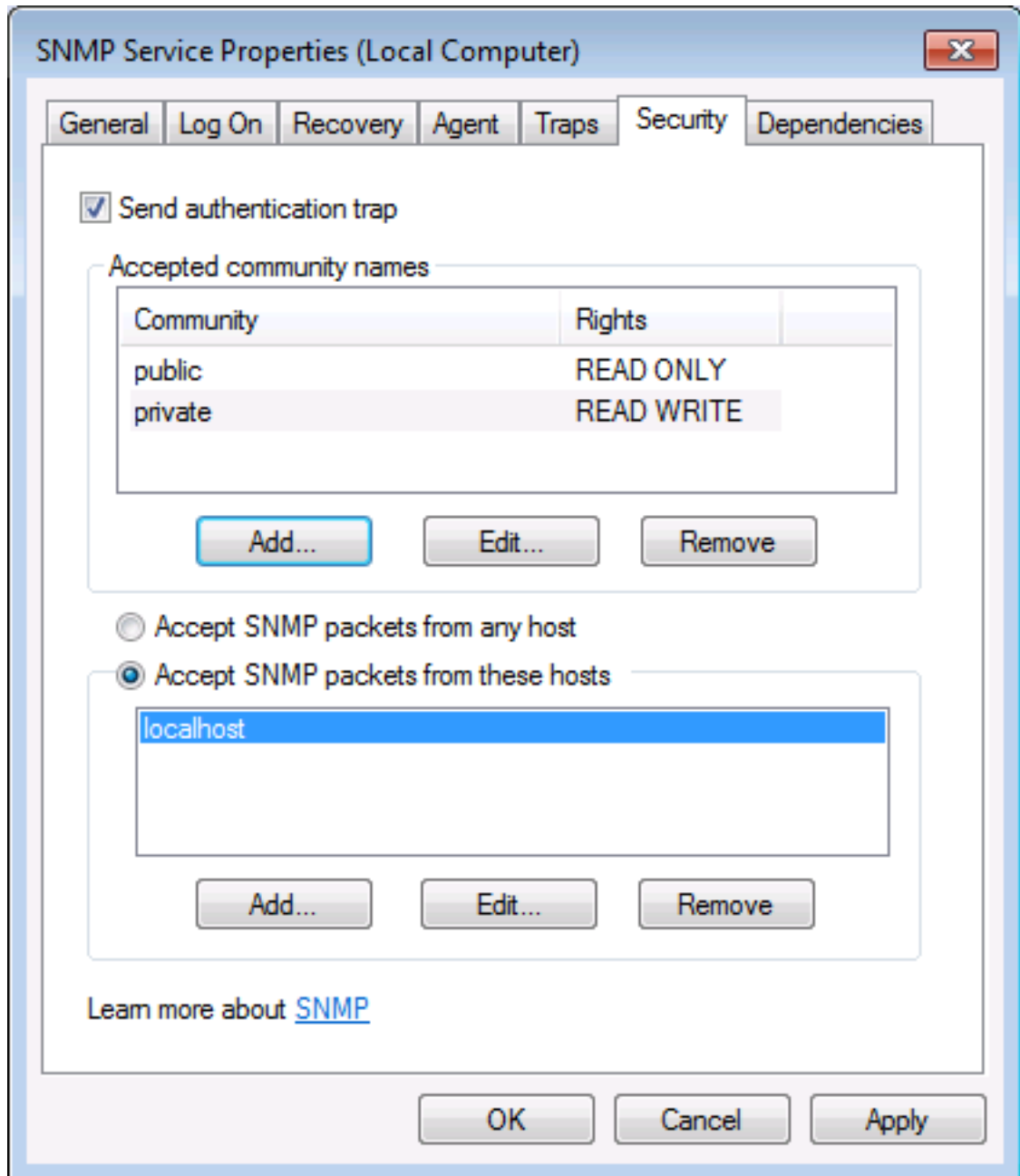
Figure 14-3: SNMP Service Properties

7. In the Accepted community names window, add the following;
 - public Community with READ ONLY rights
 - private Community with READ WRITE rights

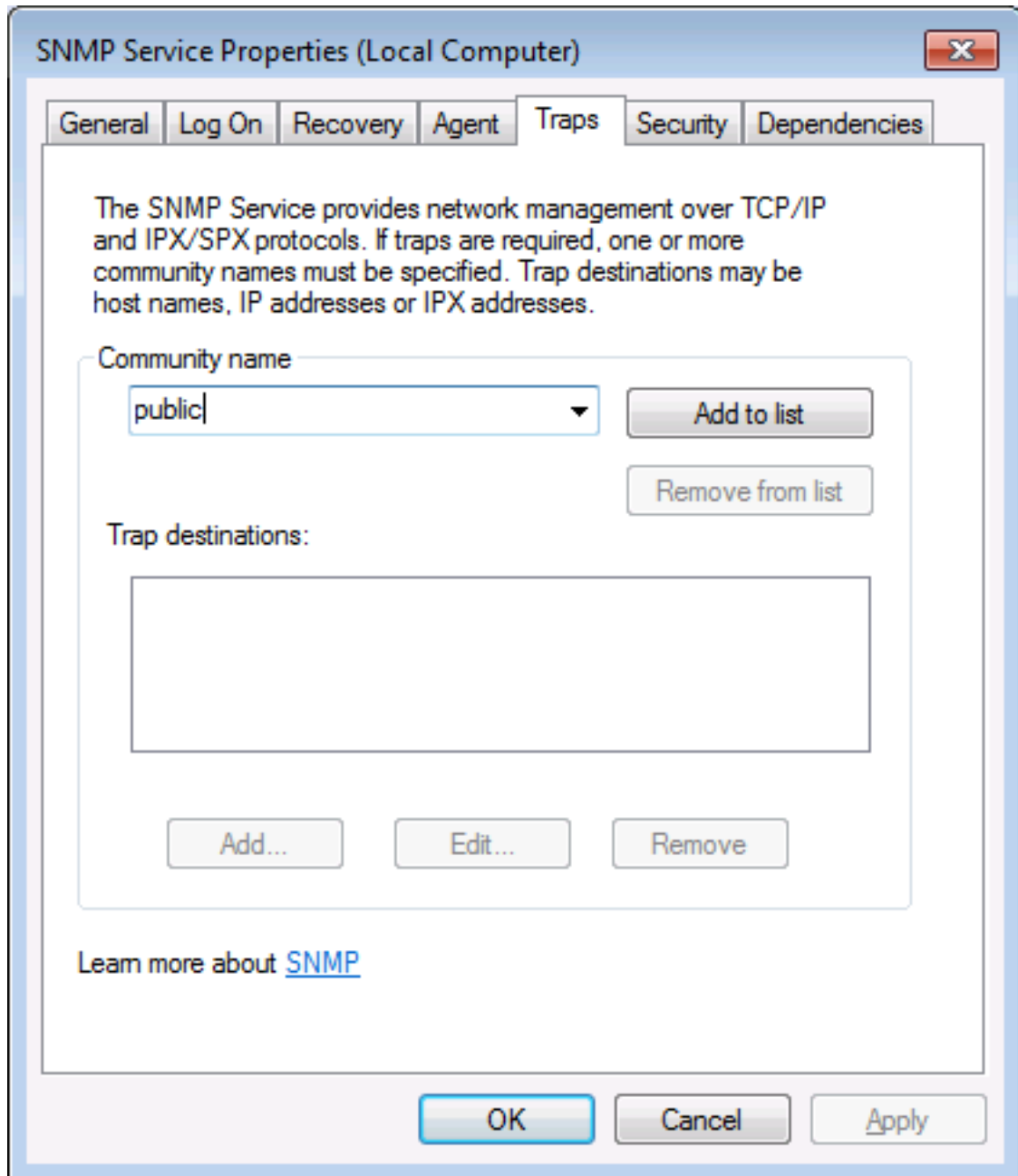


The community names must be in lower case.

Figure 14-4: SNMP Service Properties - Security

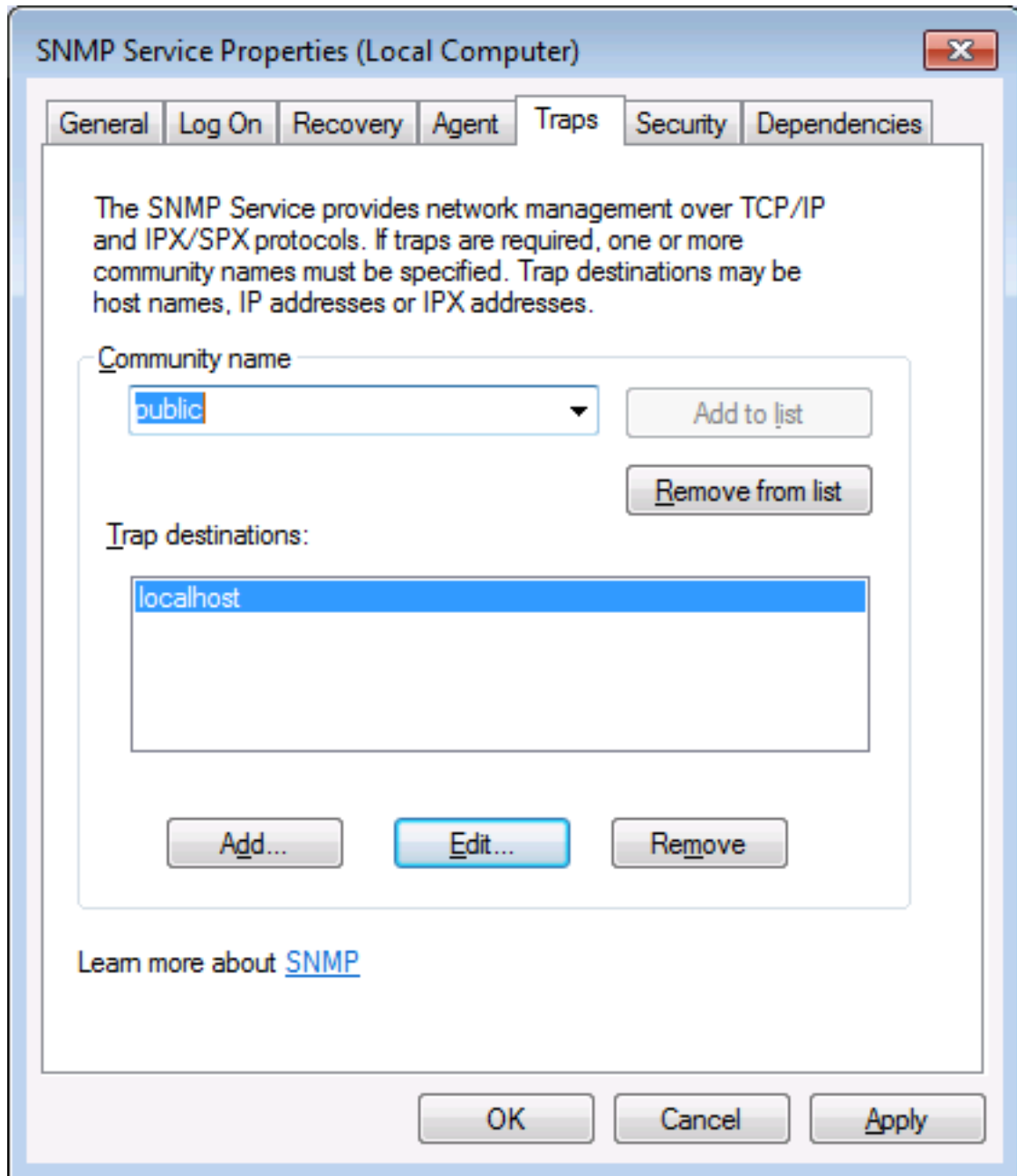


8. In the Accept SNMP packets from these hosts window, click Add... to add the following:
 - If this is a standalone SmartTAP server, leave localhost as the only entry
 - If this is for a SmartTAP installation that involves more than one server, add the IP address of the Application Server (AS) instead
9. Click **Apply**.
10. Select the **Traps** tab.
11. From the 'Community name' drop-down list, select **public**.
12. Click **Add to list**.

Figure 14-5: SNMP Service Properties - Traps

13. Click Add... to add Trap destinations as follows:

- If this is a standalone server enter localhost
- If this is for a SmartTAP installation that involves more than one server add the IP address of the Application Server (AS) instead

Figure 14-6: SNMP Service Properties – Traps – Add Trap Destinations

14. Click **OK**.

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