Deploying SmartTAP™ 360° in Microsoft Azure Marketplace

Version 4.3 and later
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General Notes, Warnings, and Safety Information

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1 Introduction

AudioCodes SmartTAP 360° SIP Recording (SIPRec) solution is available as an Azure cloud-based application in Microsoft Marketplace. It can be deployed as a virtual machine in an Azure subscription and can record calls processed by AudioCodes Session Border Controllers (SBC) that are deployed in Azure or other private or public cloud platforms, or on-premises.

This document describes how to install SmartTAP 360° from Azure Marketplace and how to configure it for SIPRec-based recording of calls. It also describes how to configure the SBC for SIPRec so that it can send the recorded calls to SmartTAP 360°.

Note: This document assumes the following:
- The SBC is installed and connected to the network.
- The SBC is licensed for SIPRec (demo or purchased license).
- You have a Microsoft Azure subscription (account).

1.1 SmartTAP 360° Overview

AudioCodes SmartTAP 360° is an intelligent, compliance-grade, Enterprise recording platform for voice, video and IM interactions. Supported by the AudioCodes voice expertise and tailored for specific organizational needs, SmartTAP 360° can be easily deployed and integrated with Microsoft Skype for Business, Direct Routing for Microsoft Teams, and with any Enterprise PBX, using AudioCodes Session Border Controller (SBC) and Media Gateway. By using SmartTAP 360°, Enterprises can record any call to meet company regulation and compliance demands, as well as capture and index Enterprise voice calls for later-stage Voice.AI analysis.

The default SmartTAP 360° download through Azure Marketplace supports the SIPRec-based recording up to 50 simultaneous Enterprise calls and packed with 4 recording licenses for evaluation. Additional licenses can be purchased through AudioCodes Partners. Professional Customer support is also available at an additional charge.

For more information:
1.2 SBC SIPRec Overview

The SBC can record SIP-based media (call) sessions in accordance with the Session Recording Protocol (SIPRec) standard. This standard describes architectures for deploying session recording solutions and specifies requirements for extensions to SIP that manages delivery of RTP media to a recording device.

The SBC functions as a Session Recording Client (SRC), sending recording sessions to a third-party Session Recording Server (SRS). The SBC records calls between two IP Groups. The type of calls to record can be specified by source and/or destination prefix number or SIP Request-URI, as well as by call initiator (caller). The SBC records calls on a leg interfacing with a specified IP Group. The specified leg is important as it determines the various call media attributes of the recorded RTP (or SRTP), such as coder type. Once a session is established between the call parties, the SBC initiates a SIPRec recording session with the SRS (SmartTAP 360°), by sending it a SIP INVITE message.
Deploying SmartTAP 360° on Azure Marketplace

You can install and deploy SmartTAP 360° as a virtual machine on the Microsoft Azure cloud computing platform, using Microsoft’s Web-based Azure portal. The portal’s Marketplace store provides the SmartTAP 360° product for installation.

To deploy SmartTAP 360° on Azure Marketplace:

1. Open the Azure portal at [https://portal.azure.com/](https://portal.azure.com/), and then log in with your Azure account credentials.
2. Navigate to the Azure Marketplace (*All services > Marketplace*).
3. In the search bar, type the string "AudioCodes" to search for all AudioCodes products that are published on Azure Marketplace.

Figure 2-1: Search Results for "AudioCodes" in Azure Marketplace
4. In the searched results list, click the SmartTAP 360° product; an overview of SmartTAP 360° is displayed:

**Figure 2-2: SmartTAP 360° Product Overview in Azure Marketplace**

![SmartTAP 360° Product Overview in Azure Marketplace](image)

5. Click Create; the installation wizard for deploying a new SmartTAP 360° appears, starting with Step 1 Basics:

**Figure 2-3: Step 1 - Basics**

Create SmartTAP 360° - Enter... □ Basics □ □

- **1 Basics**
  - Configure basic settings
    - Virtual Machine name
      - smrtap-spring
    - Username
    - Password
    - Confirm password
    - Subscription
      - SmartTap
    - Resource group
      - Create new
    - Location
      - (US) West US

6. For Step 1 Basics, do the following:
   a. In the 'Virtual Machine name' field, enter a unique name for the new virtual machine.
   b. In the 'Username' field, enter a username.
   c. In the 'Password' field, enter a password.
   d. In the 'Confirm password' field, re-enter the password.
Note:

- The username and password are the same as the default Administrator user of SmartTAP 360°, which is also used to connect to the Web-based management interface of the deployed SmartTAP 360°.
- Azure imposes some limitations on username and password. For example, it prohibits the use of "Admin" for username and requires the use of strong passwords that meet the following policy:
  √ A minimum of 12 characters
  √ Use of three out of four of the following: lowercase characters, uppercase characters, numbers, and symbols

e. From the 'Subscription' drop-down list, select a proper subscription for your deployment.

f. Under 'Resource group', select an existing Resource Group or click Create new to create a new Resource Group name for your deployment.

g. From the 'Location' drop-down list, select a proper location for your deployment.

7. Click OK; Step 2 Virtual Machine Settings appears:

8. For Step 2 Virtual Machine Settings, define the virtual machine:

   a. Choose the virtual machine size, by clicking Change size. SmartTAP 360° supports the following sizes:
      - DS2_v2, 2 vCPUs, 7-GB RAM: Low-profile SmartTAP 360° for up to 50 concurrent recordings
      - F4s_v2, 4 vCPUs, 8-GB RAM: Middle-profile SmartTAP 360° for up to 150 concurrent recordings
   b. If you have Azure Hybrid Benefits, for 'Use existing Windows license', click Yes.
   c. If you want to enable Azure monitoring (e.g., system snapshot) for your virtual machine, for 'Boot diagnostics', click On.
9. Click **OK**; Step 3 **Network Settings** appears:

**Figure 2-5: Step 3 - Network Settings**

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<tr>
<th>Create SmartTAP 360° - Enter...</th>
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<tr>
<td><strong>5</strong> Buy</td>
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</tr>
</tbody>
</table>

10. **Step 3 Network Settings**, do the following:
   a. Configure the virtual machine’s Public IP Address. You can create a new Public IP Address or select an existing one.
   b. Configure the DNS prefix for the Public IP Address.
   c. Configure the virtual network where the new virtual machine will be deployed. You can create a new virtual network or select an existing one.
   d. Configure the subnet for the network interface. You can create a new subnet (for new virtual network) or select an existing one.
   e. If you want to access SmartTAP 360° management interface from the WAN (external network), for the ‘HTTPS’, click **Yes**.
   f. If you want to connect to SmartTAP 360° from the WAN (external network), for ‘RDP’, click **Yes**.

11. Click **OK**, and then review your deployment settings.
2.1 Initial Access to Deployed SmartTAP 360°

By default, SmartTAP 360° is configured for HTTPS and uses a default self-signed certificate for private HTTPS access to its Web-based management interface. Therefore, when initially accessing the SmartTAP 360° management interface, your browser may display the following message:

Figure 2-6: Browser Message Displayed upon Initial SmartTAP 360° Access

![Browser Message Displayed upon Initial SmartTAP 360° Access]

To accept the certificate and access the management interface, click **Proceed to ...** (depends on your browser). Log in to SmartTAP 360° with your credentials that you provided in the previous section.

**Note:** For generating and loading an HTTPS certificate, refer to the *SmartTAP Administrator's Guide*. (HTTPS is already enabled on SmartTAP 360°; you only need to generate a certificate.)
2.2 Deleting Deployed SmartTAP 360°

If you need to delete the deployed SmartTAP 360° (for whatever reason), simply delete the corresponding Resource Group in the Azure portal.
3 SmartTAP 360° Licenses

SmartTAP 360° provides you with a free evaluation license for recording up to four concurrent calls. For recording more calls, you can purchase additional licenses through AudioCodes Partners. Professional customer support is also available at an additional charge.
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4 Configuring SIPRec on SmartTAP 360°

By default, SmartTAP 360° provides a pre-defined user, called "Demo" that you can use for call recording (SIPRec). All you need to do is to change the telephone number associated with the call that you want to record. In addition, SmartTAP 360° also provides a recorded call of the "Demo" user for you to listen to and explore the features of the SmartTAP 360° recording playback feature.

**Note:** By default, SmartTAP 360° stores call recordings to the virtual machine's OS disk in the folder C:/media. To change this storage location, refer to the SmartTAP 360 Administrator's Guide.

➢ **To use the Demo user for recording your calls:**

1. Log in to the SmartTAP 360° Web-based interface.

   ![Figure 4-1: Logging in to SmartTAP 360°](image)

2. Open the View/Modify Users page (Users tab > User Management folder > View/Modify Users).
3. Click the **Modify** button corresponding to the "Demo User".

4. In the 'TelUri' field, enter the telephone number that will be participating in the calls that you want to record.
5. Click Submit to save your settings.

Figure 4-3: Changing Telephone Number of Demo User
To listen to the demo recorded call of the Demo user, follow the below procedure.

- **To play the recorded call of Demo user:**

1. Click the **Calls** tab.
2. In the 'From' and 'To' fields, delete the date.
3. Click **Search**.
4. In the right pane, select the Demo User call ("User, Demo"), and then click the play button to listen to the recording.

![Figure 4-4: Playing Recorded Call of Demo User](image)

**Figure 4-4: Playing Recorded Call of Demo User**
5 Configuring SIPRec on SBC

This section describes SIPRec configuration on AudioCodes SBC.

Note: This section includes only main SBC configuration for SIPRec -- configuring the SRS entity (i.e., SmartTAP 360°) and configuring SIPRec rules. For configuration not covered in this document (e.g., entities of the recorded parties and routing rules), please refer to the User’s Manual of the relevant SBC product, which can be downloaded from https://www.audiocodes.com/library/technical-documents.

SIPRec functionality is a licensed feature. Therefore, prior to configuring the SBC for SIPRec, make sure that its License Key contains the SIPRec license feature.

➢ To verify SIPRec license on SBC:
1. Access the SBC’s Web interface.
2. Open the License Key page (Setup menu > Administration tab > License folder > License Key).
3. Verify that the License Key includes the “SIPRec Sessions” license and that it displays the correct number of licensed SIPRec sessions, as shown in the example below:

Figure 5-1: Verifying SIPRec License
5.1 Configuring the SRS (SmartTAP 360°)

In the SIPRec environment, SmartTAP 360° serves as the Session Recording Server (SRS). This is where the SBC sends the SIPRec messages (call recordings). The following procedure describes how to configure the SRS.

➢ To configure the SRS (SmartTAP 360°):

1. Configure the address of the SRS. This is represented by the SBC as a Proxy Set configuration entity.
   a. Open the Proxy Sets table (Setup menu > Signaling & Media tab > Core Entities folder > Proxy Sets).
   b. Click New, and then configure a Proxy Set as shown below:

   ![Figure 5-2: Configuring the SRS Proxy Set](image)

   c. Click Apply; the dialog box closes and the new Proxy Set is added to the table.

   d. Open the Proxy Address table, by clicking the Proxy Address link located at the bottom of the table.

   e. Click New, and then configure the address of the SRS (i.e., SmartTAP 360°), as shown below:

   ![Figure 5-3: Configuring the SRS Proxy Set Address](image)

   f. Click Apply.
2. Configure the SRS entity. This is represented by the SBC as an *IP Group* configuration entity. The address of the IP Group is determined by the Proxy Set that you configured above.

   a. Open the IP Groups table (Setup menu > Signaling & Media tab > Core Entities folder > IP Groups).
   
   b. Click **New**, and then configure an IP Group, as shown below (assigning the Proxy Set that you configured previously):

   ```{figure}
   ![Figure 5-4: Configuring the SRS IP Group]
   
   c. Click **Apply**.
5.2 Configuring SIPRec Rules

Once you have configured all your network entities (i.e., SmartTAP 360° SRS and the call parties to record), you can configure a SIPRec rule, which defines the following:

- **IP Groups whose calls you want to record:**
  - 'Recorded IP Group' defines the SBC leg interfacing with the IP Group that you want to record
  - 'Peer IP Group' defines the other IP Group(s) with which the 'Recorded IP Group' is making or receiving calls

- **Calling party that you want to record ('Caller'):**
  - **Recorded Party** records only calls made by the 'Recorded IP Group'
  - **Peer Party** records only calls made by the 'Peer IP Group'
  - **Both** records calls made by both parties

- **SRS (i.e., SmartTAP 360°) to where the SBC sends the recorded packets**

The procedure below describes how to configure a SIPRec rule to record all calls made or received by the IP Group entity called "BranchNY-Users", and send the recordings to the SRS (SmartTAP 360°).

To configure a SIPRec rule:

1. Open the SIP Recording Rules table (Setup menu > Signaling & Media tab > SIP Recording folder > SIP Recording Rules).
2. Click New, configure a rule as shown below:

   ![Figure 5-5: Configuring a SIPRec Rule](image)

3. Click Apply.
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