

**CALLN HOSTED CALL RECORDING
D-LINK DGS-1100-08/16/24
PORT MIRRORING SETUP**

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1. Introduction

This document describes how to configure your D-Link DGS-1100-08, D-Link DGS-1100-16 or D-Link DGS-1100-24 switch to work with CallN.



2. Connectivity

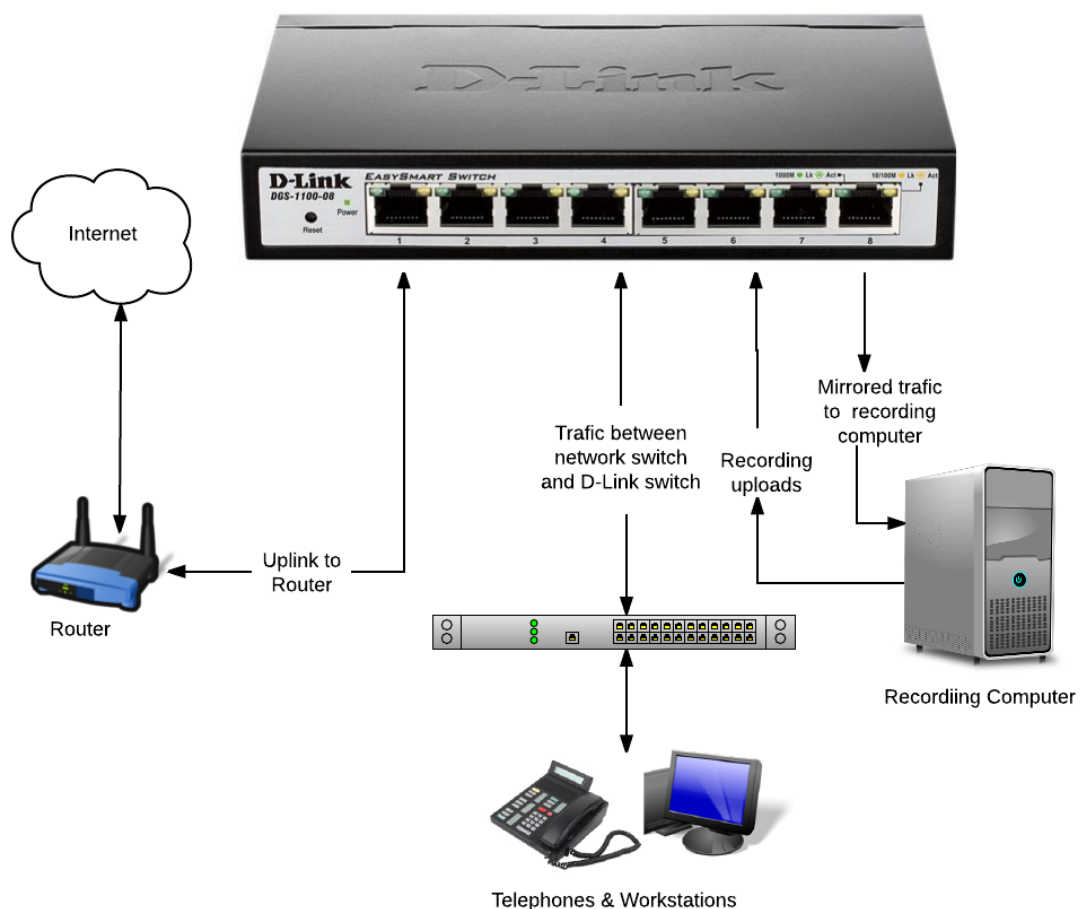
The D-Link DSG-1100-08, D-Link DSG-1100-16 and D-Link DSG-1100-24 share a common programming interface. Any reference in this guide to a particular switch is also referring to the other switches as well unless specified otherwise. The D-Link switch needs to be setup in a location between the internet connection and the organisations LAN. There are four connections made on the D-Link switch to integrate it into an organisations network so that CallN can record calls.

The internet must be connected to the D-Link switch to allow the recording computer to upload call recordings to the CallN Portal. To do this, disconnect the LAN cable from the network switch that runs to the internet router, and connect the cable to port 1 on the D-Link Switch.

Connect a LAN cable between the Recording Computer and destination port of the mirror on the D-Link switch. This allows the Recording Computer to see the calls for recording. A second connection from the Recording Computer to any available port on the D-Link switch, allows for the Recording computer to upload the call recording files to the CallN portal.

Finally, connect a LAN cable from the network switch to any available port of the D-Link switch. This will give the LAN access to the internet.

Once the next step of configuring Port Mirroring has been completed, all network traffic on port 1 of the D-Link switch will also be seen on Destination Port of the mirror on the D-Link switch allowing for the recording of calls.

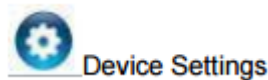


3. Configuration of Port Mirroring

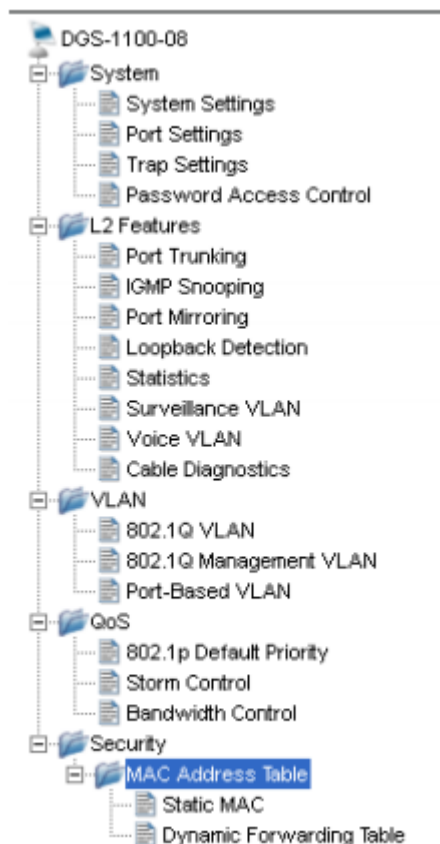
To configure the D-Link switch for port mirroring, load the application from CD included with the D-Link switch. Once installed, open the "Smart Console Utility" found in the D-Link folder on the start menu. It will automatically scan for the D-Link switch and display the switch when found. If the switch is not detected, or is showing with the default IP Address of 10.90.90.90 and sub-net mask 255.0.0.0, then you will need to change your computer to the same sub-net as the switch to connect successfully.

A web browser can also be used to access the switch configuration. The computer will need to be in the same sub-net as the D-Link Switch for this to occur. The D-Link switch has a default IP Address of 10.90.90.90 and sub-net mask 255.0.0.0. When prompted for a password, the default password is "admin".

Once in the same subnet, you can highlight the switch, and click the "Device Settings" icon.



A new menu will appear on the left side of the window. Click on "L2 Features" and expand it so you can see its sub-menus. Now click on "Port Mirroring".



Port Mirroring needs to be configured to capture all telephony traffic. If the internet router is connected to port 1 of your D-Link DSG-1100-08, then we would want to mirror the traffic from port 1, the source port, to the port the Recording computer is connected, which is the destination port.



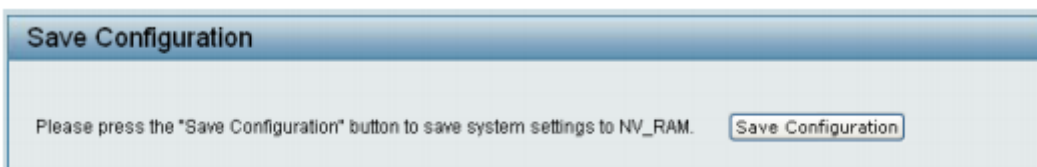
Set “Port Mirroring” to Enabled.

Set “Target Port” the port the Recording Computer is connected. The Target Port is the destination port of the mirror.

Set “Sniffer Mode” to Both. This allows for both sent and received packets on the source port to be copied to the destination port, and allow CallN to capture the speech path of both parties on the call.

Check the box for the port number that the internet router is connected in the “Source Port Selection” area. This enables the port to copy its network traffic to the destination port.

Click on Save for the menu bar across the top of the configuration utility, and then select “Save Configuration”. Acknowledge you want to save the configuration by clicking the “Save Configuration” button that appears.



Once the configuration has been saved, the Recording Computer will start recording calls and uploading them to your CallN portal. Place a number of test call to and from external sources to test.