

**CALLN HOSTED CALL RECORDING
D-LINK DGS-3100 SERIES
PORT MIRRORING SETUP**

Created by Chris Lane

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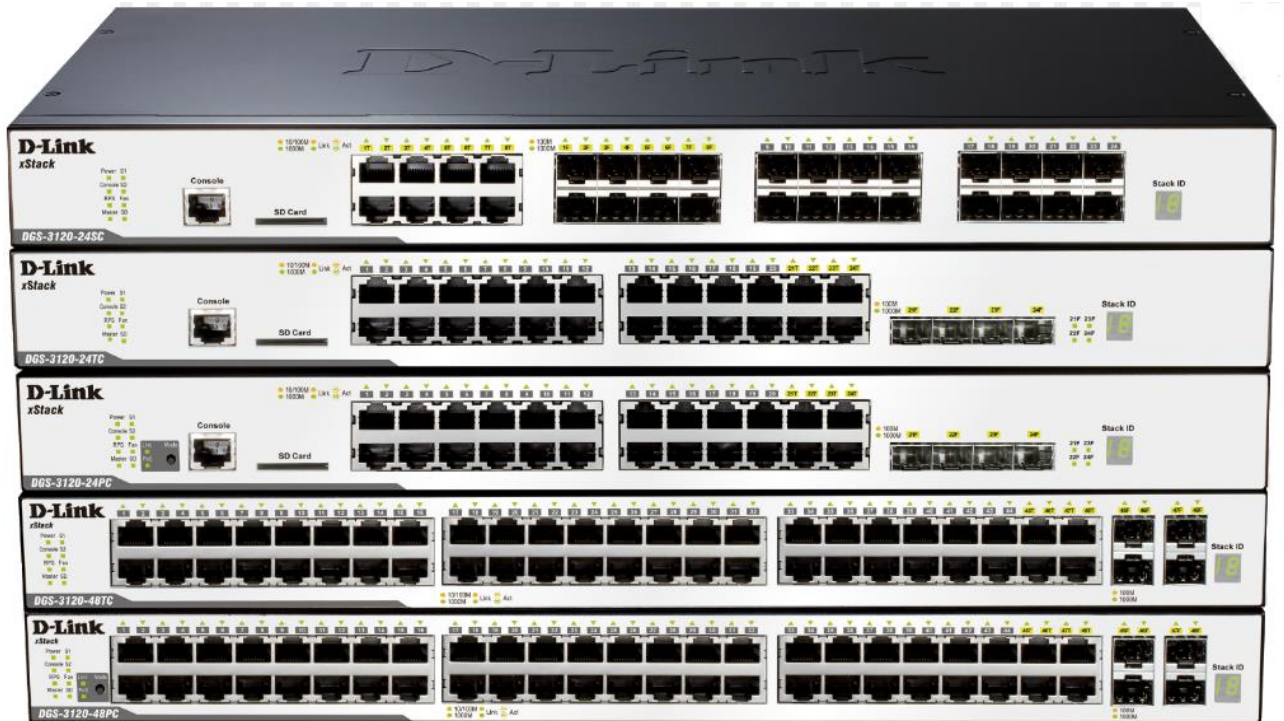
Version 1.0.1

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1. Introduction

This document describes how to configure your D-Link DGS-3100 Series switch to work with CallN.



2. Connectivity

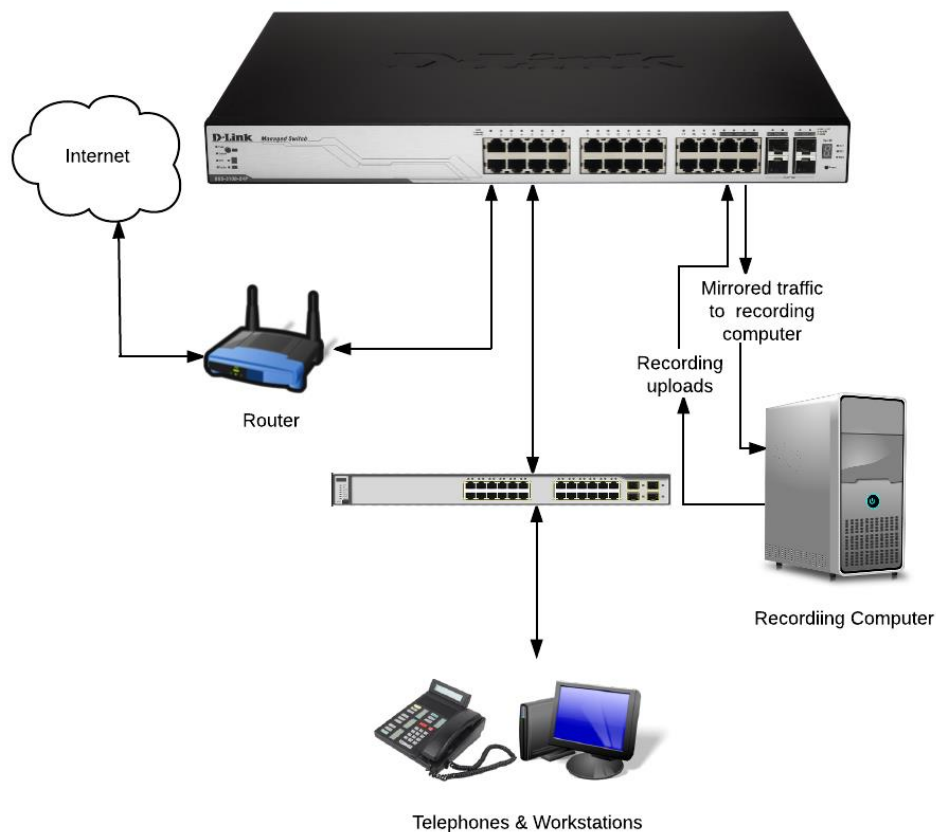
The D-Link DSG-3100 Series switches need to be setup in a location between the internet connection and the organisations LAN where using an external VOIP provider or between the VIOP source and the LAN. There are a small number of connections made on the D-Link switch to integrate it into an organisations network so that CallIN can record calls.

The internet or VOIP source must be connected to the D-Link switch to allow the recording computer to upload call recordings to the CallIN Portal. To do this, disconnect the LAN cable from the network switch that runs to the internet router or VOIP source, and connect the cable to a vacant port on the D-Link Switch. This port will become the source port for the mirror setup.

Connect a LAN cable between the Recording Computer and a vacant port on the D-Link switch. This allows the Recording Computer to see the calls for recording. This port is the destination port for the port mirror. It should be noted that the destination port will be read only, meaning that it only listens to the network traffic and never sends data to the network. For this reason, you will need a second network connection from the D-Link switch to the Recording Computer to allow call recordings to be uploaded to the CallIN Portal.

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

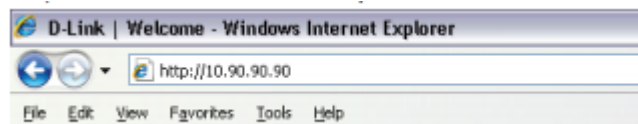
Once the next step of configuring Port Mirroring has been completed, all network traffic on source port of the D-Link switch will also be seen on destination port of the D-Link switch allowing for the recording of calls.



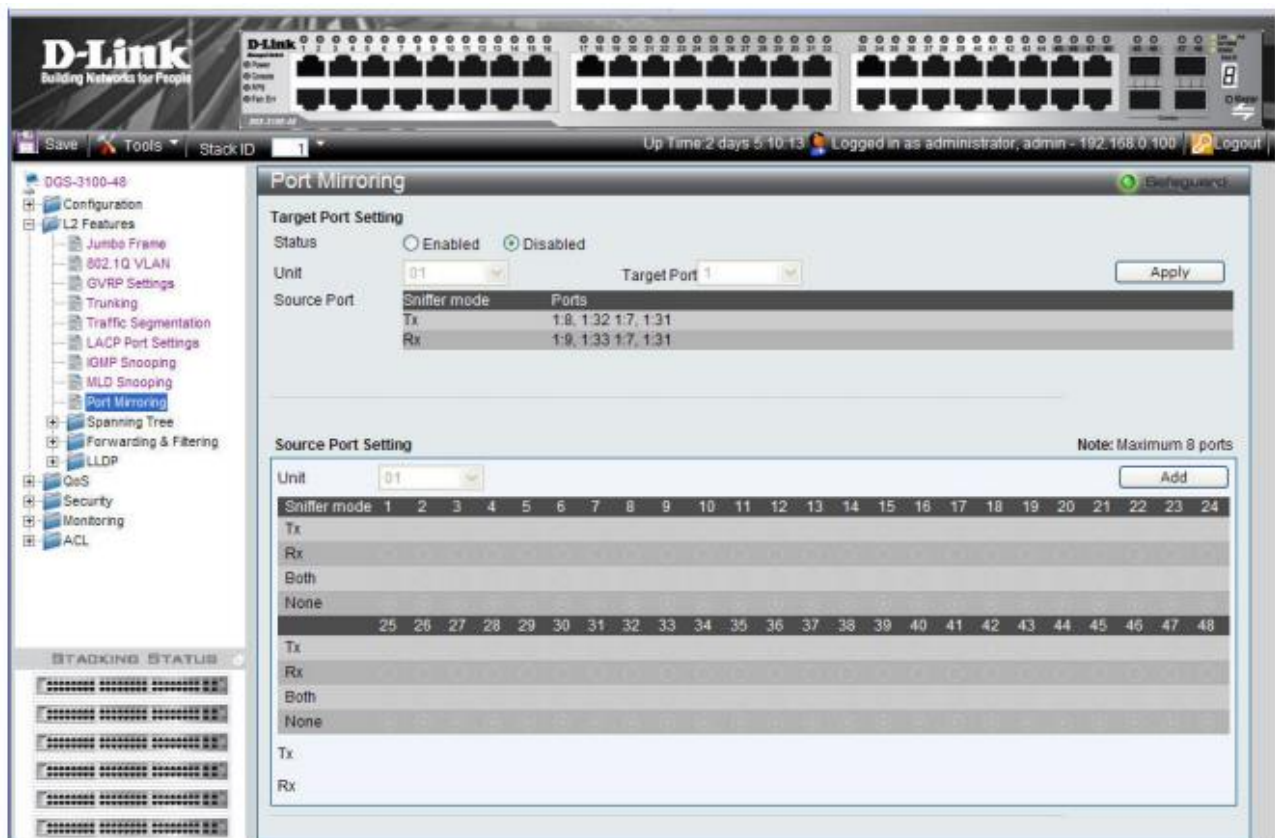
3. Configuration of Port Mirroring

The configuration of the D-Link switch for port mirroring can be done through the use of a Web Browser, a command line interface or loading the D-Link Network Assistant. For the purpose of this manual, the Web Browser method is used, but the process is similar no matter which method is used.

To connect to the D-Link switch connect a computer to the D-Link switch using an Ethernet cable. The computers IP Address will need to be changed to the same IP range as the D-Link switch. The D-Link Switch has a default IP Address of 10.90.90.90. Ensure Pop-Up blockers are disabled on the browser.



On the left hand side, once logged in to the D-Link Switch will appear a menu. Expand the tree for L2 Features and select Port Mirroring.



Set Status to Enabled.

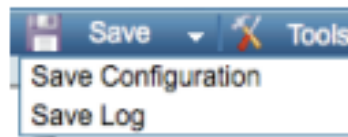
The Target Port is the destination port of the mirror. This should be the port the Recording Computer is connected. Select the port from the drop down list. Click Apply to save.

Under Source Port Settings, choose the port that is connected to the VOIP source or Internet router.

Set this port to Both by clicking in the correct row beneath the port number. This tells the D-Link switch to mirror all inbound and outbound packets from the source port to the destination port. Call Recording will not work correctly if the port is not set to Both. Select Add to activate monitoring on the port.

If the switch is a POE switch, as an alternative to using the port the VOIP source or Internet router is connected, you can set the source as each port a phone is connected. Again, set the port to Tx/Rx to capture all traffic. This will capture the traffic across multiple ports to the one destination port.

Once the port mirroring has been setup, save the configuration by selecting Save on the tool bar and choosing Save Configuration from the drop down menu.



Calls should be able to be recorded and placed in your CallN Portal. Place calls from handsets to external locations such as a mobile phone, as well as called from an external source in to a handset. Check the CallN Portal to play back the calls and confirm it is working correctly.