

**CALLN HOSTED CALL RECORDING
PORT MIRRORING SETUP
DELL POWERCONNECT 2800
SERIES**

Created by Chris Lane

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1. Introduction

This document describes how to configure your DELL PowerConnect 2800 series network switch to work with CallN. All switches in the DELL PowerConnect 2800 series have an identical interface and for the purposes of this guide, are interchangeable.

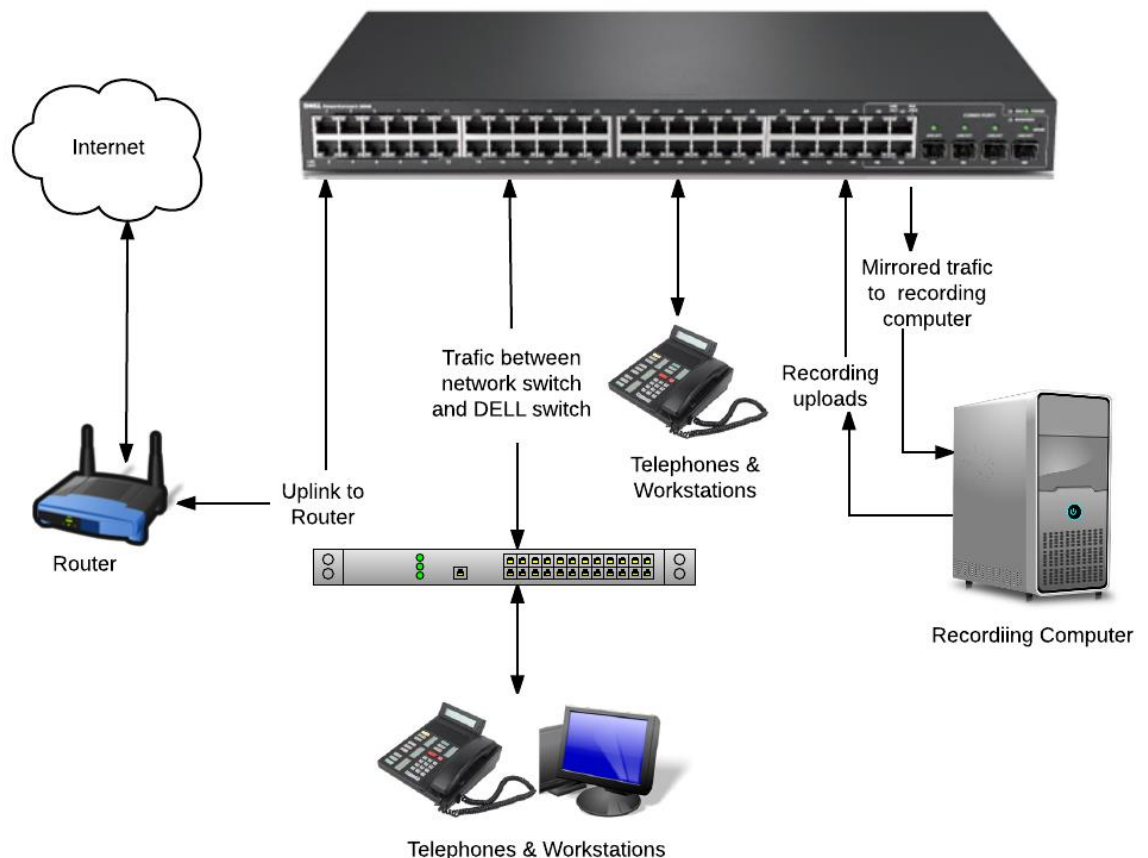


2. Connectivity

To successfully record calls, the DELL switch needs to be placed into the network where it will be able to record all VOIP traffic. This could mean the VOIP traffic is connected directly to the DELL switch and phones are connected to the switch as well, or the VOIP traffic is connected to the DELL switch which is then connected to other switches which phones connect.

The CallN recording computer requires two network connections. One network connection is connected to the destination port of the port mirror configuration. Typically, this will be the last port on your switch, but can be a nominated port at the time of configuring port mirroring.

The second port is a standard connection to the LAN which allows CallN to upload voice recordings to the CallN portal.

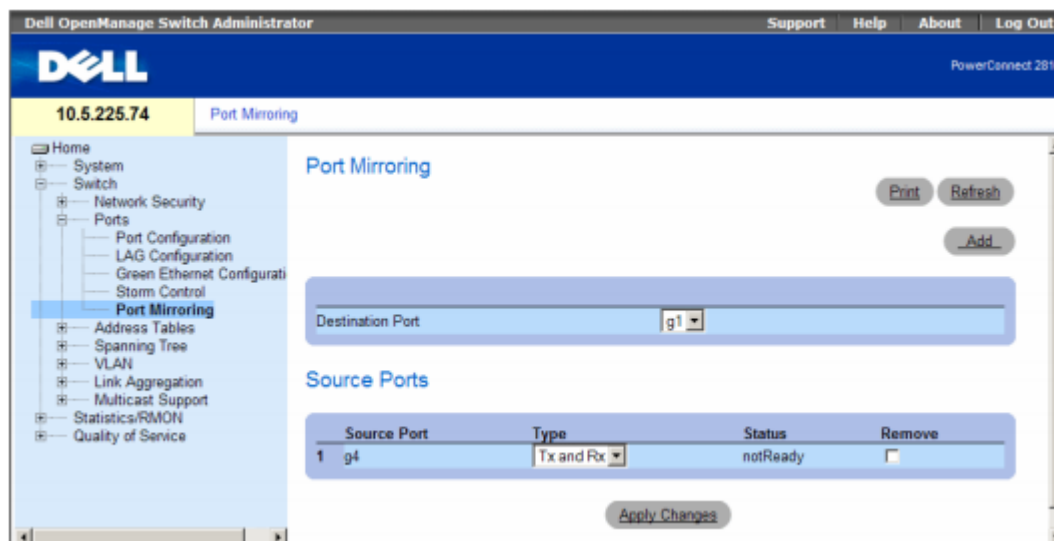


3. Configuration of Port Mirroring

The DELL PowerConnect 2800 Series of network switch has an Unmanaged Mode, a Managed Mode and a Secure Mode. By default, a new switch will be in Unmanaged Mode. In this mode there is no web interface to configure the switch. The switch must be in Management Mode to configure. To change the switch to Managed Mode, press the Mode button for up to 7 seconds.

Connect a computer to switch and put the computer into the same subnet as the switch. By default, the switch IP Address is 192.168.2.1 with a subnet mask of 255.255.255.0. Enter in the username and password when prompted. The default username is Admin and has no password.

Once the interface is open, expand the Switch menu on the left, and then expand the Ports menu. From the list select Port Mirroring.



Select Add to open the "Add Source Port" page.

Set the Destination Port from the drop down list. This is the port the Recording Computer will listen to traffic on and record calls. Ports are listed with a preceding 'g'. For example, port 1 will show as g1.

Set Source Port from the drop down list. This is the port on the switch that leads back to a PBX or internet connection but it needs to be a port that will see all VOIP traffic.

Set Type to "Tx and Rx" from the drop down list. By setting it to "Tx and Rx" the switch will copy all received and sent traffic to the destination port. If it is not set to this, only one party of call will be recorded.

Press Apply Changes.

NOTE:

- Source ports and destination port cannot be a LAG member.
- A source port cannot be a destination port and a destination port cannot be a source port.
- A destination port is not a VLAN member.
- GVRP is not enabled on the destination port.
- Only one destination port can be defined.

Port mirroring is now configured. New calls will now be recorded and uploaded to your CallN portal.