

**CALLN HOSTED CALL RECORDING
D-LINK DWS/DXS-3200 SERIES
PORT MIRRORING SETUP**

Created by Chris Lane

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1. Introduction

This document describes how to configure your D-Link DWS/DXS-3200 Series switch to work with CallN.



2. Connectivity

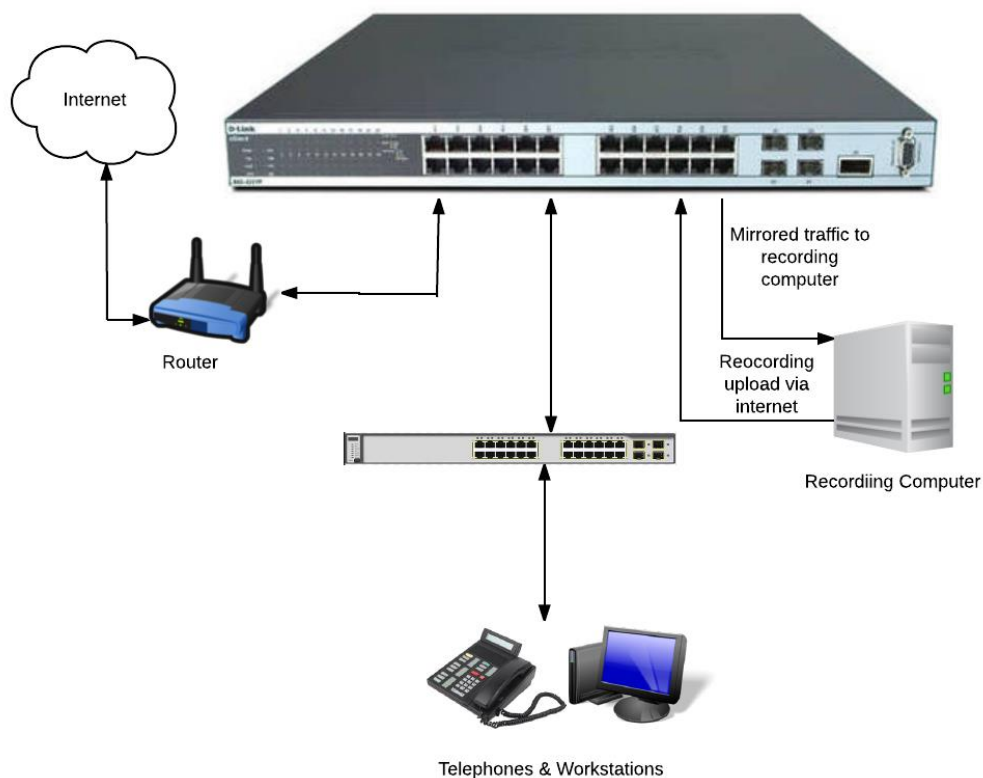
The D-Link DWS/DXS-3200 Series switches need to be setup in a location between the internet connection and the organisations LAN where using an external VOIP provider or between the VOIP source and the LAN. There are a small number of connections made on the D-Link switch to integrate it into an organisations 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.

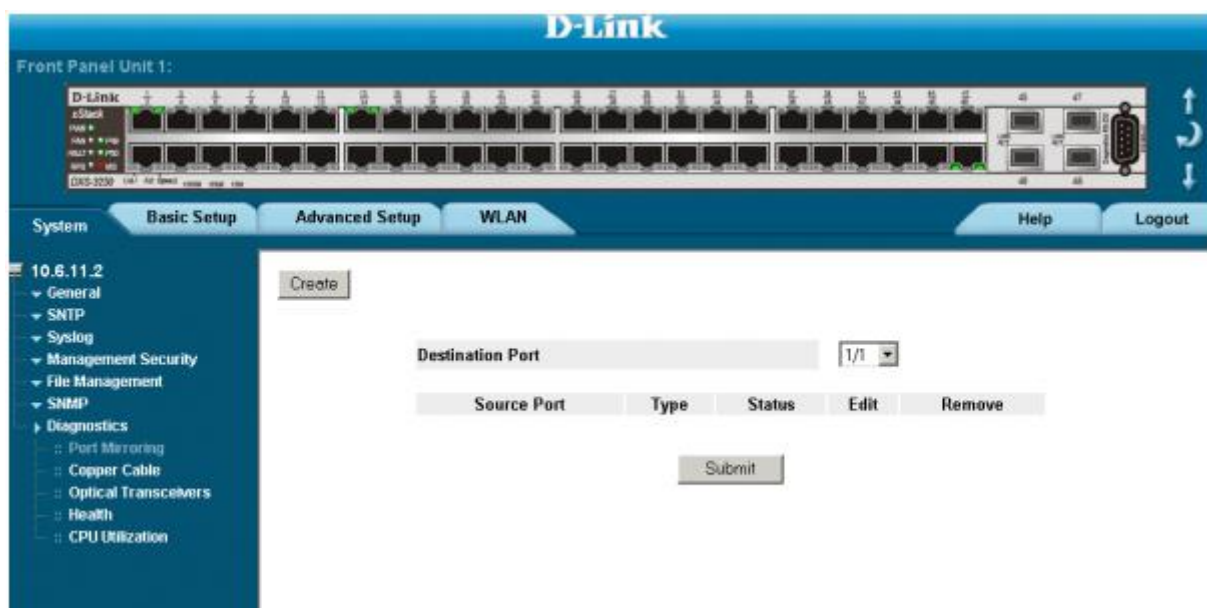
To connect to the D-Link switch connect a computer to the D-Link switch using an Ethernet cable. The computers IP Address will need to be changed to the same IP range as the D-Link switch. Enter the IP address of the D-Link switch into the address bar of a web browser and hit enter.

A prompt for a username and password appears. The username is Admin. Leave the password blank. Press OK.



The image shows the D-Link login screen. At the top, there is a blue header with the "D-Link" logo. Below the header, the main content area is white. In the center, there is a grey box with the text "Type in Username and Password, then click OK". Below this text, there are two input fields: "Username" and "Password". Below the input fields, there is an "OK" button.

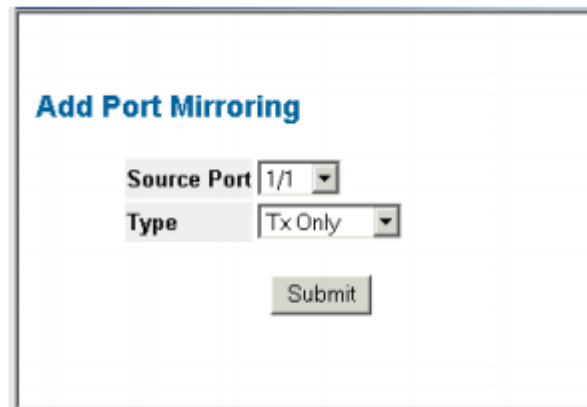
From the menu on the left, select System, Then Diagnostics and finally Port Mirroring.



The image shows the D-Link configuration screen for Port Mirroring. At the top, there is a blue header with the "D-Link" logo. Below the header, there is a navigation menu on the left with the following items: System, Basic Setup, Advanced Setup, WLAN, Help, and Logout. The "System" menu is expanded, showing the following sub-items: 10.6.11.2, General, SNMP, Syslog, Management Security, File Management, SNMP, Diagnostics, Port Mirroring, Copper Cable, Optical Transceivers, Health, and CPU Utilization. The "Port Mirroring" sub-item is selected. The main content area is white and contains a "Create" button, a "Destination Port" dropdown menu (set to 1/1), a table with columns "Source Port", "Type", "Status", "Edit", and "Remove", and a "Submit" button.

Set the Destination Port to the port that the recording computer will be connected.

Select Create to open a window to configure a port mirror.



Add Port Mirroring

Source Port 1/1

Type Tx Only

Submit

Set the Source Port to the VOIP source. This could be a connection from the internet router, PBX or another location. The object is to mirror all VOIP traffic to the destination port.

Set Type to Both. This ensures that all traffic is mirrored to the destination port. If this is set to "Only Tx" or "Only Rx", the full conversation of a call will not be recorded.

Select Submit to create the port mirror.

This process can be repeated if more than one source port is required to capture all VOIP data. Once all source ports required to capture all VOIP traffic have been created to mirror traffic, call recordings will start to upload to the Calln Portal.