CALLN HOSTED CALL RECORDING
CISCO ESW2 SERIES
PORT MIRRORING SETUP

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1. Introduction

This document describes how to configure your CISCO ESW2 Series switch to work with CallN.

2. Connectivity

The CISCO ESW2 Series switches need to be setup in a location where it can capture VIOP traffic, such as 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 CISCO switch to integrate it into an organisations network so that CallN can record calls.

The internet or VOIP source must be connected to the CISCO switch to allow the recording computer to record calls for the CallN 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 CISCO 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 CISCO 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 to provide internet connectivity from the CISCO switch to the Recording Computer, which will allow call recordings to be uploaded to the CallN Portal.

Finally, connect a LAN cable from the network switch to a vacant port of the CISCO 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 CISCO switch will also be seen on destination port of the CISCO switch allowing for the recording of calls.
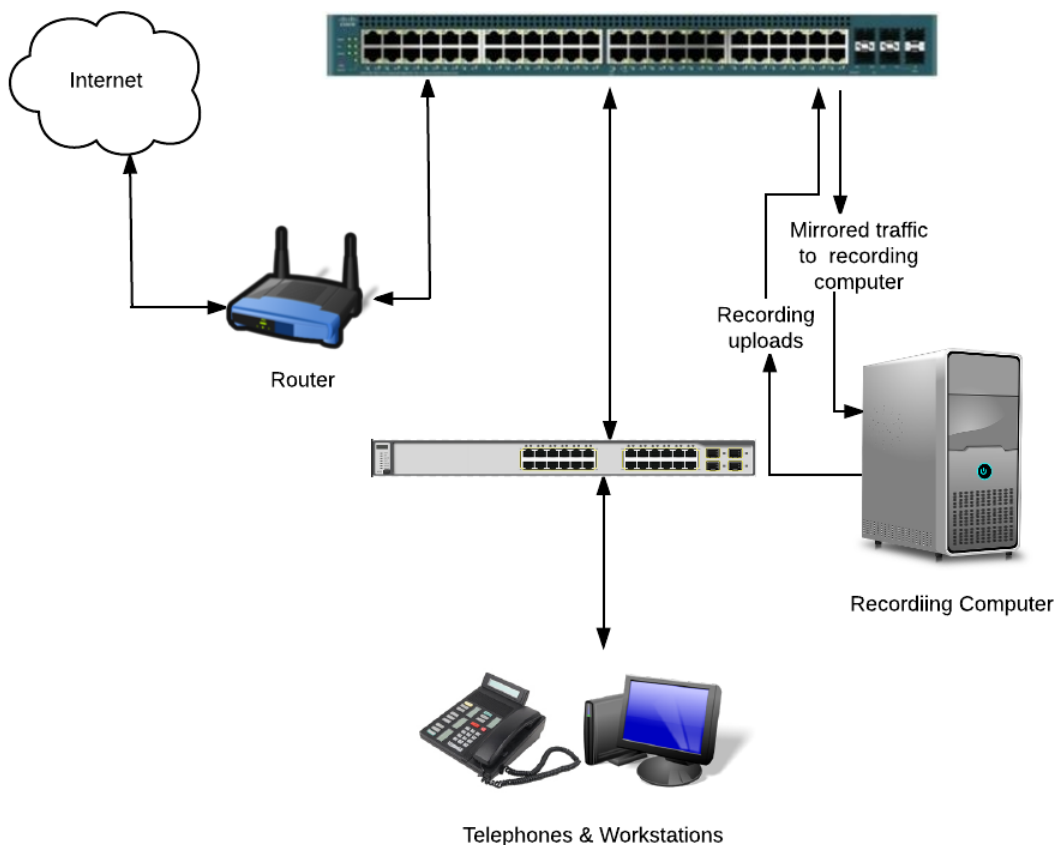
3. Configuration of Port Mirroring

The configuration of the CISCO switch for port mirroring can be done through the use of a Web Browser. As mentioned, the source port is the VOIP source or the interent connection. The other alternative is to mirror the VLAN that contains all of the IP phones.

To configure the CISCO switch connect a computer to the CISCO switch using an Ethernet cable. The computers IP Address will need to be changed to the same IP range as the CISCO switch. The CISCO Switch has a default IP Address of 192.168.1.254. Once the computer has been place in the IP Address range of the switch, enter the IP Address of the CISCO switch into the address bar of the Web Browser.
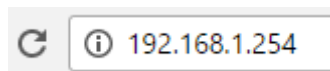
Enter the login details when prompted. The default username is cisco and the default password is cisco.
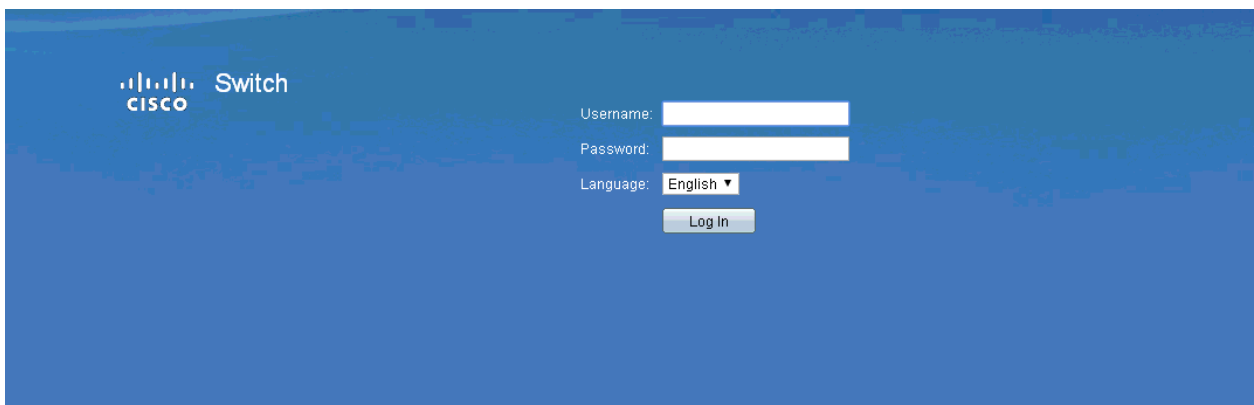
On the left hand side, once logged in to the CISCO Switch will appear a menu. Expand the tree for Admin. Select Diagnostics and then Port and VLAN Mirroring.
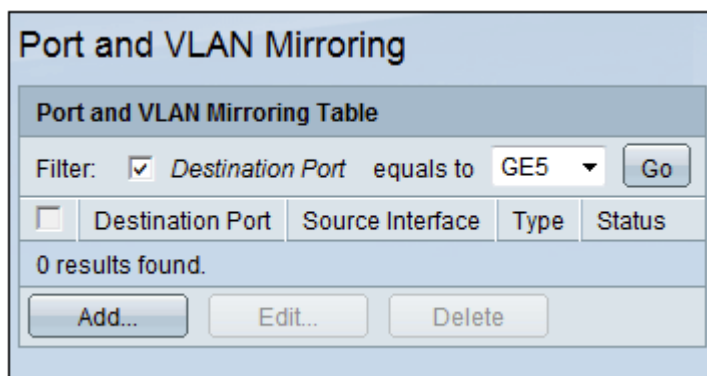
Select which port will be the Destination port of the mirror. This is a port connected to the Recording Computer that will pass the VOIP traffic to the CallN Client so calls can be recorded. Only one mirror destination port is supported on the switch.

Click Add to enter the mirror setup.

Enter the parrameters of the mirror:
- Source Interface – The port or VLAN from which the traffic will be copied to the destination port. This needs to be set to a single port or multiple ports, that will allow for the capture of all VOIP traffic.

- Type – This must be set to Tx and Rx. This tells the switch to mirror both sent and received packets from the source to the destination.

Click Apply to add the configuration to the current running configuration. If done correctly. The Status of the mirror will show as Active. If there is a problem, the Status will show as Not Ready.

You must save or burn the mirror configuration to the switch or the mirror configuration will be lost if the switch is rebooted or in the event the switch looses power.

From the Administration menu, select File Management and then Copy/Save Configuration. Select to Save the file as the Startup Configuration file. Click Apply to save the new Startup Configuration file.