

**CALLN HOSTED CALL RECORDING
PORT MIRRORING SETUP
HPE OFFICECONNECT 1920 SERIES**

Created by Chris Lane

15 November 2017

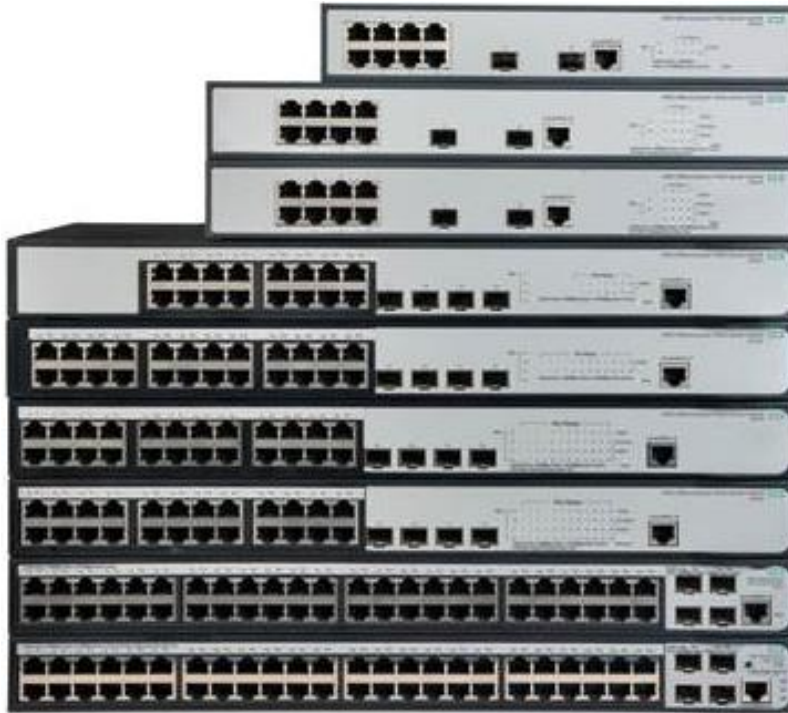
Version 1.0.1

Table of Contents

| | |
|---|----------|
| 1. Introduction | 3 |
| 2. Connectivity..... | 4 |
| 3. Configuration of Port Mirroring | 5 |

1. Introduction

This document describes how to configure your HPE OfficeConnect 1920 series network switch to work with CallN. All switches in the HPE OfficeConnect 1920 series have an identical interface and for the purposes of this guide, are interchangeable.

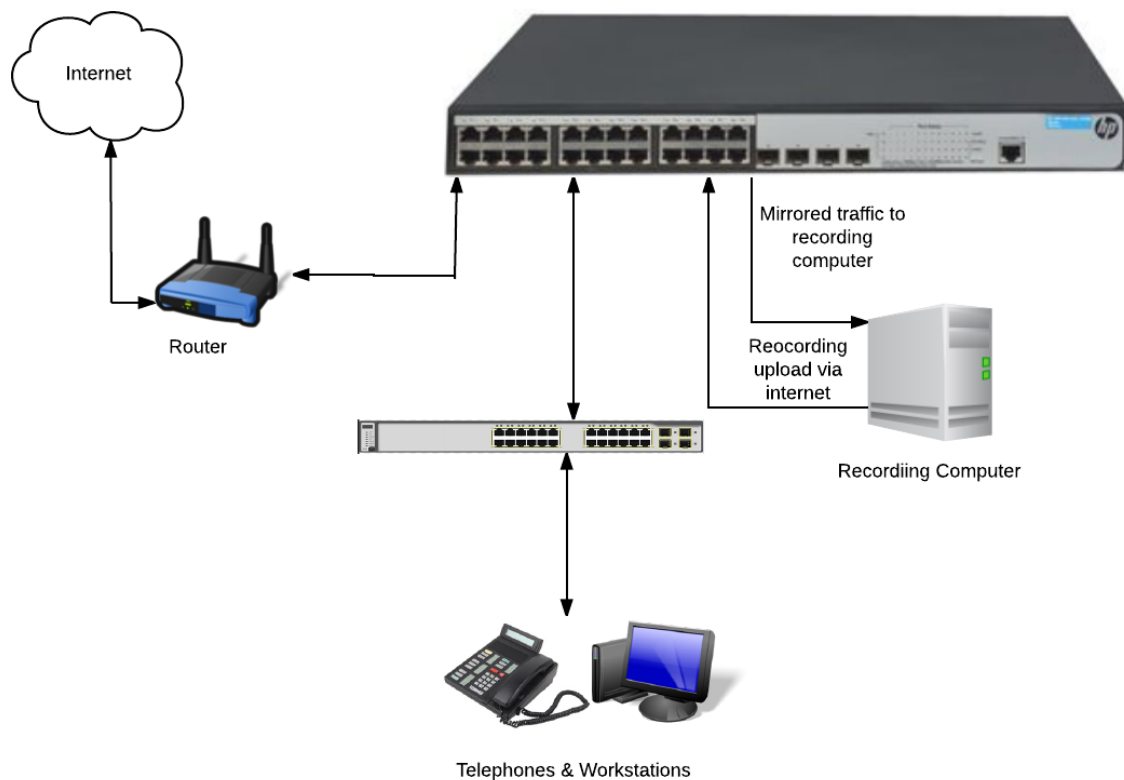


2. Connectivity

To successfully record calls, the HPE 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 HPE switch and phones are connected to the switch as well, or the VOIP traffic is connected to the HPE 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 HPE OfficeConnect 1920 Series of network switch can be configured from a web interface. To do so, enter the IP address of the switch into the address bar of a web browser and press enter. By default, the IP address of the switch is 169.254.xxx.xxx where the last two octaves are determined by the MAC address of the switch. If the switch has a MAC address 08004E000102, the IP address of the switch would be 169.254.1.2.

The default user name is Admin and there is no password.

Once the interface is open, select Device and then Port Mirroring. Select Add to open the configuration window.

You must create a Mirroring Group before configuring ports for the port mirror configuration. Enter a Mirroring Group ID. Leave Type as local as the port mirror will be created on this switch. Press Apply to create the group.

Select Modify Port to enter the page to configure the mirroring group.

Note:

1. Selected Port(s): Configured member port(s).
2. Not Available for Selection: All the member ports of mirroring group on the device except Selected Port(s).

Set Mirroring Group ID to the newly created groups ID.

Set Port Type to Mirror Port and select the port or ports to be used as the source of the port mirror. The source is the port or ports needed to capture all VOIP traffic. Set Stream Orientation to Both. Press Apply. A configuration box will appear.

Select Modify Port again and set the Mirroring Group ID to the newly created groups ID.

Set Port Type to Monitor Port. Select the port on the switch that the recording computer is connected too. All VOIP traffic from the Mirror Port will be copied to this port. Ensure Stream Orientation is still set as Both and select Apply. A configuration box will appear.

Select Devices and then Configuration. Select Save to save the configuration and prevent loss of configuration due to a reboot of the switch or power failure.

If all components are now configured, calls will begin to record.