



CALLN HOSTED CALL RECORDING
TP-LINK TL-SG2216/TL-SG2424/
TL-SG2424P/TL-SG2452
PORT MIRRORING SETUP

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1. Introduction

This document describes how to configure your TP-Link TL-SG2216/TL-SG2424/TL-SG2424P/TL-SG2452 switch to work with CallN. This guide will reference the TL-SG2424 model but configuration is the same for all listed models of switch.



2. Connectivity

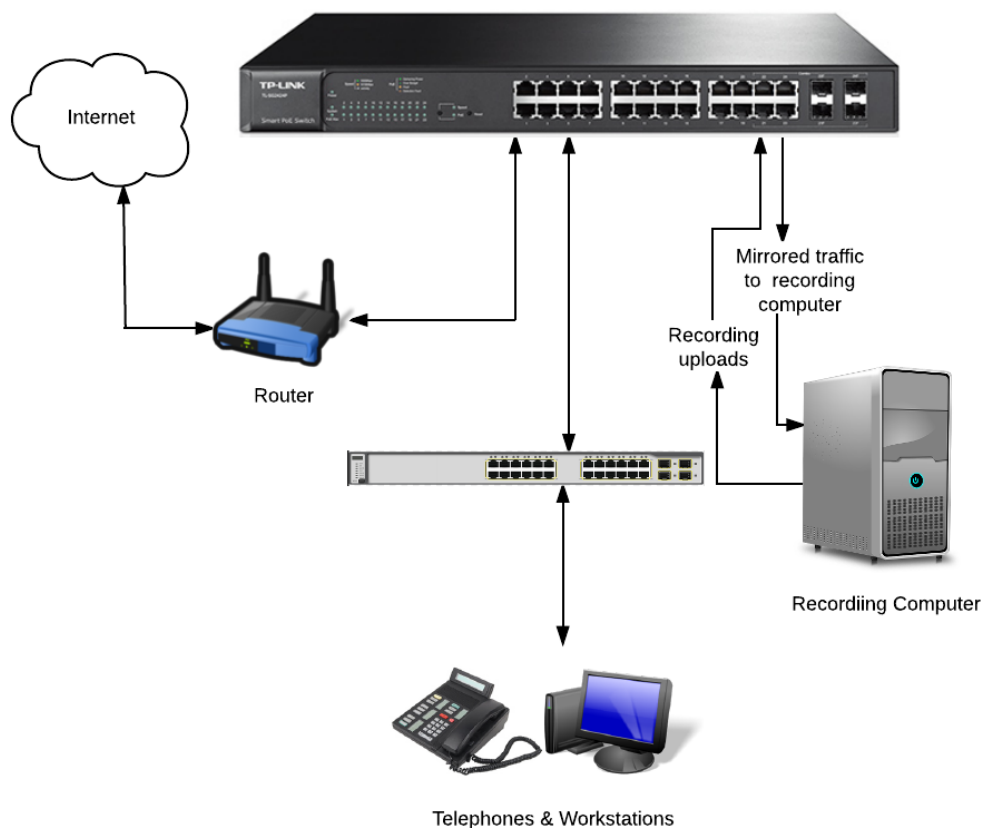
The TP-Link TL-SG2424 switch needs to be setup in a location between the internet connection and the organisations LAN where using an external VOIP provider or between the VIOP source and the LAN. There are a small number of connections made on the TP-Link switch to integrate it into an organisations network so that CallIN can record calls.

The internet or VOIP source must be connected to the TP-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 TP-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 TP-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 TP-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 TP-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 TP-Link switch will also be seen on destination port of the TP-Link switch allowing for the recording of calls.



3. Configuration of Port Mirroring

The configuration of the TP-Link switch for port mirroring can be done through the use of a Web Browser, or a command line interface. 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 TP-Link switch configuration, connect a computer to the TP-Link switch using an Ethernet cable. The computers IP Address will need to be changed to the same IP range as the TP-Link switch. The TP-Link Switch has a default IP Address of 192.168.0.1 and sub-net mask 255.255.255.0. Enter the switches IP address into the address bar of a web browser. Ensure Pop-Up blockers are disabled on the browser.



When prompted for logon details enter the user name and password. By default, the user name is admin and the password is admin. Press Login to open the configuration screen and menu.



Choose Switching from the menu on the left, then select Port and finally select Port Mirror. A configuration window displays the four available port mirroring groups and what is configured for each group.

Mirror Group List				
Group	Mirroring	Mode	Mirrored Port	Operation
1	0	Ingress	---	Edit
		Egress	---	
2	0	Ingress	---	Edit
		Egress	---	
3	0	Ingress	---	Edit
		Egress	---	
4	0	Ingress	---	Edit
		Egress	---	

[Help](#)

Select Edit for the group that you want to setup as the port mirror group for CallIN Call Recording. A window opens for the configuration of the port mirror group.

Mirror Group

Number:

Mirroring Port

Mirroring Port:

Mirrored Port

Select	Port	Ingress	Egress	LAG
<input type="checkbox"/>		<input type="text" value="Disable"/>	<input type="text" value="Disable"/>	
<input type="checkbox"/>	1	Disable	Disable	---
<input type="checkbox"/>	2	Disable	Disable	---
<input type="checkbox"/>	3	Disable	Disable	---
<input type="checkbox"/>	4	Disable	Disable	---
<input type="checkbox"/>	5	Disable	Disable	---
<input type="checkbox"/>	6	Disable	Disable	---
<input type="checkbox"/>	7	Disable	Disable	---
<input type="checkbox"/>	8	Disable	Disable	---
<input type="checkbox"/>	9	Disable	Disable	---
<input type="checkbox"/>	10	Disable	Disable	---
<input type="checkbox"/>	11	Disable	Disable	---
<input type="checkbox"/>	12	Disable	Disable	---

Set Mirroring Port to the port the Recording Computer is connected. This port is the destination port of the mirror group.

Under Mirrored Port select the port that the internet or VOIP source is connected. This is the source port of the port mirror group.

Enable both Ingress and Egress for the source port. This will pass all IP traffic to the destination port so calls can be recorded.

Select Apply to apply the changes to the switch. You must now save the configuration by selecting Save Config from the menu on the left. If the configuration is not saved, all port mirroring configuration will be lost if the switch is rebooted or loses power.

Once port mirroring has been configured and saved, calls will start to record to the CallIN portal.