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1. Introduction:

This document describes the process for setting up your Mitel Phone system to record calls and perform call analytics using the CallN Call Recording service.

2. Prerequisites

The Mitel environment must the following:

- MSL 10.5.15+ server
- Mitel Border Gateway (MBG) version 8.0+ / Secure Recording Connector (SRC) protocol 1.3
- MiVoice Business (MiVB) 8.0 or greater
- Open Integration Gateway (OIG) 4.1 (protocol Version 1.1) with standard call control
- Appropriate licensing for Recording Taps. A Recording Tap license will be used for each concurrent call that is being recorded.
- Station calls for recording are routed through the SRC\MBG Server.
- Windows Communication Foundation and Window Identity Foundation
- For more details of compatibility please refer to OIG Engineering Guideline.

CallN Monitors using OIG supports the following Mitel call manager platforms:

- MiVoice Business on
 - o 3300 ICP, MXe II and MXe III
 - o 3300 ICP, CX and CX II
 - o 3300 ICP, CXi and CXi II
- MiVoice Business for Industry Standard Servers
- MiVoice Business Virtual

You will also need a computer to load the CallN VoIP Recording Client. This can be a physical or virtual computer and must be running Windows 7 or higher or Windows Server 2012 or higher and .Net 4.8 or higher. The computer must be part of the same domain as the Mitel Environment or in a trusted domain of the Mitel Environment. You will need to have signed up to CallN or have a trial account as you will need a CallN Portal to store calls.

3. How your calls are recorded

The computer needs to have the CallN VoIP Recording Client installed. The CallN client connects to the Mitel Environment by creating an SSL tunnel through to the Mitel SRC Server. This allows for the recording of the call traffic. A similar connection is opened to the OIG Server where TAPI information for calls is collected. The TAPI information contains call data, such as the numbers involved and direction of the call. The TAPI information and the recorded call are then uploaded to your CallN portal where the call will be displayed for playback and reporting.



4. TAPI Configuration

TAPI is part of the OIG setup and is require so that the metadata for the recorded call is passed through to your CallN Portal. This is done by altering the Class of Service (COS) of the handsets to be recorded.

Connect to your Mitel PBX system.

Expand the System Properties folder, then expand the System Feature Settings.

Select Class of Service Options.

10.000 Stell	Class of Service Options on House3300 Class of Service Options Search:	DN to search +	Show form on 19	t Accessible	- Go +
Licenses LANWAN Configuration	Class of Service Options Search:				A second second
LANWAN Configuration					
and an experimental sector and the sector of the	Find a field named: Class Of Service Num	Der Thereber auslus at	[environ	1	
Voice Network	Find a light named. Shase of estimes have	that has a value of.	Search	1	
System Properties				(
System Settings	Change Copy		Print Import	Export	Data Refresh
System Feature Settings	<< < > >>				
System Options Class of Service Options	Class of Service Options				
SIP Device Capabilities 2	Class Of Service Number	Comment			
Class of Restriction Groups	1	Standard User			
System Access Points 🦑	2	Ext Hot Desk			
Feature Access Codes 🥐	3	ACD Agent OWrp			
Independent Account Codes		ACD Sup 0/Wrp			
Default Account Codes 🛹	4				
System Account Codes 🥔	5	Call Fwd Ext			
System Speed Calls	6	Front Desk			
Tenants	7	Hot Desk Phone			
SMDR Options 🥔	В	ACD Agent 5/Wrp			
Traffic Report Options 🥔	9	ACD Sup 5/Wrp			
System Administration	10	ME WACD Mon			
Hardware	11	AWC Ports			
Trunks	12	SIP Extensions			
Users and Devices	13				
User and Device Configuration 4	14				
Attendants	15	auto-answer			
· ACD					
R. Cross Broadcamming					
tel Setup		sion 0.0.1			Page 3 o



Verify each of the Station COS Assignments have "Yes" checked for the following:

- HCI/CTI/TAPI Call Control Allowed
- HCI/CTI/TAPI Monitor Allowed

oreen ber camp for eogged in holdesk oser	🙁 No 🔘 Yes	
Group Call Forward Follow Me Accept	No O Yes	
Group Call Forward Follow Me Allow	No O Yes	
Group Page Accept	🔘 No 🔍 Yes	
Group Page Allow	🔘 No 🔍 Yes	
Group Presence Control	🗇 No 🔍 Yes	
Group Presence Third Party Control	No O Yes	
Handset Volume Adjustment Saved	🔘 No 🔍 Yes	
Handsfree AnswerBack Allowed	🔿 No 🙆 Yes	13
HCI/CTI/TAPI Call Control Allowed	🗇 No 💿 Yes	
HCI/CTI/TAPI Monitor Allowed	🔿 No 🙆 Yes	
Head Set Switch Mute	No O Yes	
Hot Desk External User - Answer Confirmation	🔿 No 💿 Yes	
Hot Desk External User - Display Internal Calling ID	No O Yes	
Hot Desk External User - Permanent Login	No O Yes	
Hot Desk Login Accept	No O Yes	
Hot Desk Remote Logout Enabled	No O Yes	
Hotel Room Monitor Setup Allowed	No O Yes	
Hotel Room Monitoring Allowed	No O Yes	
Hotel/Motel Room Personal Wakeup Call Allowed	No O Yes	
Hotel/Motel Room Remote Wakeup Call Allowed	No O Yes	
Individual Trunk Access	🔿 No 🔍 Yes	
Local Music On Hold source	🔿 No 🔍 Yes	-
		ncel

Save any changes made.

5. Certificate Approval

Approval of the certificate can be done via the SRC/MBG server. Once the SSL connection to the CallN Client is established, a certificate is created and must be approved.

Approving the certificate through the MBG/SRC, log on to the MBG/SRC server web page.

Under **Security**, click **Certificate Management**. Certificate requests waiting for approval appear under the heading **Queued CSRs**.

Click the **Certificate ID** link.

		CALLN
Mitel Setup		
Applications Mitel Border Gateway Remote proxy services	Manage Certificates	
ServiceLink Blades Status	✓ Operation status report Cert ID b9106888-a985-4e45-968d-a1a27a7c7092 was successfully revoked.	
Administration Backup View log files Event viewer System information System wens System users Shutdown or reconfigure Virtualization		CSR, you should establish the individual's identity by some means (by C=CA, ST=ON, O=Mitel Networks, OU=VoIP, CN=Mitel 6000 CA/emailA CN=ServiceLink Account ID: 25427714/emailAddress=admin@mbg8.i s13:01 2014 GMT
Security Remote access Local networks Port forwarding	Certificate ID 2be6f631-ae2d-4cce-a8cd-54124f539d42 Approved Certificates	Subject CN=CallReplay
Web Server Certificate Certificate Management	Certificate ID <u>e7f8e0e8-0c1e-4901-8404-46ca82f10ef2</u>	Subject CN=MBG:mbg8.mytel.local_

After confirming the requester, do one of the following:

- Click **Cancel** to return to the Certificate Management main screen without approving/rejecting the request.
- Click Approve to approve the CSR.
 Note: The approved CSR is listed as a certificate under the heading Approved Certificates. It can take up to two minutes for the approved certificate to appear.
- Click **Reject** to remove the CSR from the list.

	Aitel Standard Linux	
admin@mitel-src1.vpi-co	orp.local	Logout
Applications Secure recording connector	Manage Certificates	Ć
ServiceLink Blades	In this panel, you can manage all Certificate Signing Requ this server's Certificate Authority (CA).	sests (CSRs) in the queue of this server, and any signed certificates issued by
Status Administration View log files		ind use the resulting page. Before you approve a CSR, you should establish the every least), or you will defeat the purpose of this exercise.
Event viewer	The following are the details of your Certificate Authority's	
System information	Issuer: C= Ch/emailar	CA, ST=ON, O=Mitel Networks, OU=VoIP, CN=Mitel 6000 Idress=security@Mitel.com
System monitoring System users Shutdown or reconfigure	Subject: Cf	0=ServiceInk Account ID: 41139573/emailAddress=admin@mitel-src1.vpi- 0=XYZ Corporation
	Not before Apr 24 07:5 Not after Apr 22 07:5	
Security Remote access Local networks Port forvarding Certificate Management Proxy settings	Queued CSRs There are no pending CSRs in the queue at this time. Approved Certificates	
Configuration	Certificate ID	Subject
Clustering	52C57126-4220-11DD 8492-8F7CDD5702F7	CN=VP1CallLogger
Date and time	2C380718-26A6-11DD D69-A23782832929	CN=VPICalLogger-1
Hostnames and addresses	F3C8C0CA-2775-11DD-AF57-9E874A52C299	CN=VPICallLogger-1-1
Domains	E1575272-334F-11DD-B492-8F7CDD5702F7	CN=VPICallLogger-1-SRC1
ICP2	Revoked Certificates	
SNMP		
Review configuration	Certificate ID	Subject
Miscellaneous	CFCB297C-125A-11DD-9A81-E41024219800	CN=tug-local-mitel_src1.vpi_corp.local@192.168.202.19
Support and licensing	98016EFE-125A-11DD-8060-9C54592AC7AE	CN=VPICallLogger-1
Help	BA12892E-2065-11DD-9886-A1AC8EA3332B	CN=VPICallLogger-1
	292B11E2-25D6-11DD-A4F0-FD6D01794791	CN=VPICallLogger-1
	A8032C14-2083-11DD-8947-8F7F9974856A	CN=VPICalLagger-1
	4	<u> </u>

6. Loading the CallN Client

On the recording computer, download the latest CallN client from the CallN web site. (https://calln.com/support/windows-thin-client-downloads/)

Install this onto your computer. You will be prompted to enter you CallN portal domain name, a CallN username and the associated password once installation is complete.





Select ok to save the details.

7. Create certificate and bind port

In order to retrieve the TAPI information securely from OIG, you will need to create SSL certificates and binding to specific port.

Open a command shell on the recording computer in Administrative Mode.



Navigate to C:\Program Files (x86)\CallN\VoIP Recording Client.

Run the following command to create the certificates and binding to port 8089

SSLCertsGenerator.exe 8089



CALLN



To remove the certificates and binding to port 8089 run the following command

SSLCertsGenerator.exe remove 8089

8. Create Local Password

From a Web Browser, connect to your MSL Service. From the menus on the left, select Mitel OIG.

🕅 Mitel 🛛	Mitel Standard Linux	admin@audemo-oig.micloud.solutions	Status: Major	<u>-</u>
Applications Mitel OIG	Mitel Open Integration Gatew	vay		
ServiceLink	Overview Application Accounts Sessions	Network Elements Options MiVoice Users		
Blades				
Status	This page displays the list of application accounts. It refres	hes every 30 seconds or click here to refresh now.		
Administration				
Web services				
Backup				
View log files	· / /////			
Event viewer	Application Name Company Name	Active Sessions		
System information	Application Name	▲ Acuve Sessions		
System monitoring				
System users	Devid Johannen Oriki			
Shutdown or reconfigure	Paul Johansen CallN	1 🔂 🗙		
Virtualization				
Security				
Remote access				
Port forwarding				
Syslog	Click here to get the latest available applications list from	n Mitel.		
Web Server				
Certificate Management	Available Applications:	Local Password:		
Configuration Networks E-mail settings	CallN	•••••	Create	

Under the "Create Application Local Password":

- Set "Available Applications" to CallN
- Set a Local Password and click Create.

Take not of the created password as you will need it to configure the CallN Client.

9. Configuring CallN Client

From the system tray, double click the CallN tray icon to open the configuration page. The Tray icon is hidden, select ^ to reveal hidden icons.



Select the Network Tab.

With the Mitel integration, you can only monitor one port. In the Adapters section, change from the default setting of "All" to "Only the selected adapters". Select the local ethernet port of the recording computer as the only monitored adapter.

CallN	/oIP Options	X
Archive General	Netsapiens Keypad Numbers Mitel Network SIP Endpoint Remote Capture Web Proxy Logging Advanced	
Adapter	Change which network adapters will monitor and record calls. All Only the selected adapters :- Ethemet 2 (TAP-Windows Adapter V9) Ethemet (Intel(R) Ethemet Connection (2) I219-LM) unknown	
Packet	Filter Filter network traffic. Can be useful for filtering only calls from one LAN segment. <u>Help</u> Not (greater 10240 or port 445 or port 139 or port 69)	
Advert	 ised Endpoint IP Address When behind a NAT that can't be discovered, provide static IP address Use local machine IP address Automatically detect public IP address via STUN Override with 	
	OK Cancel Apply	

Move to the Mitel Tab.

Input the IP address for the follow:

- MiSSL Tunnel Endpoint IP address. This is the same as the MGB/SRC. The port is not required.
- Mitel SRC IP address. This is the IP address of the MBG/SRC. A port is necessary for this entry, with the default being port 6801. If another port has been configured within the SRC, this will need to be changed to the new value.
- ICP Address is PBX IP address
- OIG Address is the IP address of the Open Integration Gateway
- Event handler URL is <u>https://localhost:8089/EventHandler</u>
- Application Name, Application Password, Company name will show default details. These details are shown on the same interface used to create a Local Password.
- Local Password. This is the password you created in the previous step.

C CALLN

	VoIP Options						×
	Network SI Netsapiens	-	Remote Capture umbers Mitel	Web Proxy	Logging	Advanced	
Im coi Mit 10 Mit 10 Ol	nnect to the SR SSL Tunnel End 0.0.0.100 tel SRC IP addre 0.0.0.100 G Settings e process of cre	change in this C tunnel. It point Ip Add ess / Port eating SSL co	6801 ertificate and bin	pprove again ir ding port will be	n Mitel Boro	ler Gateway.	
	nnecting to OIG P Address		ore details in inst OIG Address	allion guide)	Version		
10).0.0.101		10.0.0.102		1.1		
		1	10.0.0.102				
10	ent handler UR]	10.0.0.102				
10 Ev							
10 Ev htt	ent handler UR	8089/Eventi		word			
10 Ev htt	ent handler UR ps://localhost:{	8089/Eventi	Handler	word			
10 Ev htt Pa	ent handler UR ps://localhost:{ oplication Name	8089/Eventi	Handler Application Pass	word			

Select OK to save the changes.