

使用MediaSense配置呼叫錄製

目錄

[簡介](#)

[必要條件](#)

[需求](#)

[採用元件](#)

[設定](#)

[詳細的配置步驟](#)

[1. CUCM和MediaSense伺服器的整合](#)

[2. 在電話上啟用錄製](#)

[驗證](#)

[3. 檢索錄音](#)

[疑難排解](#)

[相關思科支援社群討論](#)

簡介

本文檔介紹Cisco Unified Communications Manager(CUCM)與MediaSense伺服器之間的整合步驟。還介紹了在電話上啟用錄音和檢索錄製的呼叫所涉及的步驟。

必要條件

需求

思科建議您瞭解以下主題：

- CUCM
- MediaSense

採用元件

本檔案中的資訊是根據以下軟體版本：

- CUCM版本10.5.2.10000-5
- MediaSense版本10.0.1.10000-95。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何指令可能造成的影響。

設定

設定過程中涉及的步驟如下：

步驟1. CUCM與MediaSense伺服器的整合

MediaSense配置步驟

1. 運行Mediasense安裝嚮導。
2. 在CUCM管理GUI上配置應用使用者。
3. 在嚮導中以AXL使用者身份提及建立的應用程式使用者，然後選擇CUCM伺服器。
4. 在MediaSense API User Configuration中選擇CUCM End User。這些使用者將有權監聽錄製的呼叫。

CUCM配置步驟

5. 建立錄音配置檔案。
6. 建立SIP中繼並將其指向MediaSense伺服器。
7. 為記錄配置檔案編號建立路由模式，並將其指向MediaSense SIP中繼。

步驟2. 在電話上啟用錄製

1. 在Phone Configuration頁面下，從Built In Bridge(BIB)欄位的下拉選單中選擇On選項，然後啟用該選項並關聯終端使用者。
2. 在「Directory Number Configuration」頁面下，從「Recording Option」欄位的下拉選單中選擇Automatic Call Recording Enabled選項並關聯錄音配置檔案。
3. 在End User (終端使用者) 頁面下，關聯電話。

步驟3. 驗證 (檢索錄音)

1. 使用終端使用者憑證登入到Cisco MediaSense搜尋和播放頁面。
2. 在Recent Call (最近呼叫) 部分下，您可以找到記錄的呼叫。

詳細的配置步驟

1. CUCM和MediaSense伺服器的整合

MediaSense配置步驟

步驟1. 運行MediaSense安裝嚮導

在VMware中成功安裝MediaSense後，通過Web瀏覽器訪問MediaSense IP地址，然後按一下Cisco MediaSense超連結。此圖說明MediaSense網頁。



Installed Applications

- Cisco MediaSense
- Cisco MediaSense Search and Play

MediaSense設定嚮導頁面將會顯示，並有助於將MediaSense與CUCM整合。按一下**Next**按鈕。此圖說明「MediaSense安裝嚮導」頁

The screenshot shows the Cisco MediaSense Administration web interface. At the top left is the Cisco logo and the text 'Cisco MediaSense'. On the right, there is a navigation menu with 'Cisco MediaSense Administration' selected and a 'Go' button. Below this, it says 'Logged in as : admin' with 'Log Out' and 'About' links. A main navigation bar contains 'Welcome', 'Service Activation', 'AXL Service Provider', 'Call Control Service Provider', and 'Setup Summary'. The main content area is titled 'Welcome to MediaSense Setup Wizard' and contains the following text:

You have successfully installed the MediaSense platform on your server by entering the network configuration information, identifying this server as the "first node," and configuring the username and password for the MediaSense platform and application administrators.

To complete the installation on the primary server (first node), you must configure the required parameters and perform other post-installation tasks before you start using the system. This setup Wizard automatically takes you through these tasks and enables you to complete your primary server configuration.

At the bottom right of the page, there are three buttons: 'Back', 'Next', and 'Skip'.

下一頁顯示MediaSense伺服器上所有服務的狀態，按一下**下一步**按鈕。此圖說明MediaSense所有服務的狀態。

Navigation Cisco MediaSense Administration Go

Logged in as : admin Log Out About

✓ Welcome **Service Activation** AXL Service Provider Call Control Service Provider Setup Summary

MediaSense Service Activation

The system automatically begins enabling all MediaSense features services in this step. This process will take some time. If a service is not enabled, an error state is displayed for that service. If the Database Service or the Configuration Service displays an error, you must first correct the error and re-login to restart the initial setup. If any other service displays an error, you can continue with the setup and fix the errors after the setup is completed. Be aware that your system will not be in full service until you fix these issues.

Do not use the **BROWSER** back, stop or reload buttons during service activation. Interrupting the process causes corruption that will require re-starting the entire installation process.

Service Names	Status
Cisco MediaSense Database Service	Enabled
Cisco MediaSense Configuration Service	Enabled
Cisco MediaSense API Service	Enabled
Cisco MediaSense Media Service	Enabled
Cisco MediaSense Call Control Service	Enabled
Cisco MediaSense Storage Management Agent	Enabled

Note: Wait until all the services are successfully enabled and then click Next.

Back Next Skip

步驟2. 在CUCM Administration頁面上配置應用程式用戶

在CUCM伺服器上建立應用程式使用者並為其分配所有角色。在MediaSense伺服器中新增此使用者。此圖說明CUCM伺服器的Application User Configuration頁。



Application User Configuration

Save Delete Copy Add New

Application User Information

User ID*	<input type="text" value="axlmediasense"/>	<input type="button" value="Edit C"/>
Password	<input type="password" value="....."/>	
Confirm Password	<input type="password" value="....."/>	
Digest Credentials	<input type="text"/>	
Confirm Digest Credentials	<input type="text"/>	
BLF Presence Group*	<input type="text" value="Standard Presence group"/>	
<input type="checkbox"/> Accept Presence Subscription		

Permissions Information

Groups	<ul style="list-style-type: none">Admin-3rd Party APIApplication Client UsersStandard Audit UsersStandard CAR Admin UsersStandard CCM Admin Users	<input type="button" value="Add to Access Co"/> <input type="button" value="Remove from Acc"/>
Roles	<ul style="list-style-type: none">Standard AXL API AccessStandard Admin Rep Tool AdminStandard Audit Log AdministrationStandard CCM Admin UsersStandard CCM End Users	View Details View Details

步驟3。在嚮導中以AXL使用者身份提及建立的應用程式使用者，然後選擇CUCM伺服器。此圖說明「MediaSense AXL服務提供程式」頁。



- ✓ Welcome
- ✓ Service Activation
- AXL Service Provider**
- Call Control Service Provider
- Setup Summary

MediaSense AXL Service Provider

In this step, you configure the Unified CM AXL Service Provider for MediaSense. Click Next after you review the information. The information is validated and saved to the database when you click Next.

AXL Service Provider Configuration

✱ AXL Service Provider	<input type="text" value="10.106.122.174"/>
✱ AXL Username	<input type="text" value="axlmediasense"/>
✱ AXL User Password	<input type="password" value="•••••"/>

✱ = Required fields

所有CUCM伺服器都顯示在Available Call Control Service Providers欄位下。此圖說明MediaSense呼叫控制服務提供程式頁。



MediaSense Call Control Service Provider

Call Control Service Provider Configuration

Available Call Control Service Providers		Selected Call Control Service Providers
<div style="border: 1px solid gray; padding: 5px;">10.106.122.174 10.106.122.175</div>	▶ ▶	<div style="border: 1px solid gray; height: 80px;"></div>

將所需的伺服器移動到所選呼叫控制服務提供商欄位。此圖說明所選的呼叫控制服務提供商。



✓ Welcome ✓ Service Activation ✓ AXL Service Provider **Call Control Service Provider** Setup Summary

MediaSense Call Control Service Provider

Call Control Service Provider Configuration

Available Call Control Service Providers	Selected Call Control Service Providers
<div style="border: 1px solid #ccc; height: 80px;"></div>	10.106.122.174 10.106.122.175

Back Next Skip

將顯示「設定摘要」。按一下Done按鈕完成安裝嚮導。此圖說明「MediaSense設定摘要」頁。



✓ Welcome ✓ Service Activation ✓ AXL Service Provider ✓ Call Control Service Provider **Setup Summary**

MediaSense Setup Summary

You have now completed the post-installation setup for your primary server.

You have successfully configured the following services:

- Cisco MediaSense Storage Management Agent
- Cisco MediaSense Call Control Service
- Cisco MediaSense Database Service
- Cisco MediaSense API Service
- Call Control Service Provider Configuration
- Cisco MediaSense Media Service
- Cisco MediaSense Configuration Service

To continue with your configuration, you click "Done" to go directly to MediaSense Administration.

If you have not configured the SIP trunk, Route Group, Route List, and Recording Profile in Unified CM, click the Unified CM Administration 10.106.122.174 to complete the configuration

步驟4.在MediaSense API User Configuration中選擇CUCM End User。

登入到**MediaSense Administration**頁。此圖說明MediaSense管理頁面

Navigation Cisco MediaSense Administration Go

Logged in as : admin Log Out About

Warning: This hardware configuration is not supported by MediaSense. Only a very limited number of resources will be available. This installation may only be used for demo or lab purposes.

Administration

- Unified CM Configuration
- Cisco Finesse Configuration
- MediaSense API User Configuration
- Prune Policy Configuration
- Incoming Call Configuration
- Media File Management

System

Help

Cisco MediaSense Administration

System Version: 10.0.1.10000-95
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A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/storg.html>.
If you require further assistance please contact us by sending email to export@cisco.com.



在MediaSense API User Configuration頁籤下，將Available Unified CM使用者欄位下的所需終端使用者移動到MediaSense API Users欄位。這些使用者有權監聽錄製的呼叫。這些使用者大多是公司的管理員、團隊領導或主管。此圖說明MediaSense API User Configuration頁。

Navigation Cisco MediaSense Administration Go

Logged in as : admin Log Out About

Warning: This hardware configuration is not supported by MediaSense. Only a very limited number of resources will be available. This installation may only be used for demo or lab purposes.

Administration

- Unified CM Configuration
- Cisco Finesse Configuration
- MediaSense API User Configuration
- Prune Policy Configuration
- Incoming Call Configuration
- Media File Management

System

Help

MediaSense API User Configuration

Save Reset Back to User List

Search for Available Unified CM Users

Search

Manage MediaSense Users

Available Unified CM Users	MediaSense API Users
TEST2 23243324324 test1 324243242 3424324	cisco

CUCM配置步驟

步驟5. 建立錄製配置檔案

1. 登入到CUCM管理頁面
2. 導航到**Device > Device Settings > Recording Profile**
3. 新增新的錄製配置檔案

此圖說明「錄音配置檔案配置」頁。

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User M

Recording Profile Configuration

Save Delete Copy Add New

Status

Status: Ready

Recording Profile Information

Name*

Recording Calling Search Space

Recording Destination Address *

步驟6. 建立SIP中繼並將其指向MediaSense伺服器

1. 在CUCM Administration (CUCM管理) 頁面下，導航至**Device > Trunk**
2. 新增新的SIP中繼

此圖說明SIP Trunk Configuration頁面。

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Trunk Configuration

Save Delete Reset Add New

Device Information

Product:	SIP Trunk
Device Protocol:	SIP
Trunk Service Type	None(Default)
Device Name*	MediaSenseTrunk
Description	MediaSenseTrunk
Device Pool*	Default ▾
Common Device Configuration	< None > ▾
Call Classification*	Use System Default ▾

SIP Information

Destination Address is an SRV

	Destination Address	Destination Address IPv6	Destination
1*	10.106.122.178		5060

MTP Preferred Originating Codec*	711ulaw ▾
BLF Presence Group*	Standard Presence group ▾
SIP Trunk Security Profile*	Non Secure SIP Trunk Profile ▾
Rerouting Calling Search Space	< None > ▾
Out-Of-Dialog Refer Calling Search Space	< None > ▾
SUBSCRIBE Calling Search Space	< None > ▾
SIP Profile*	Standard SIP Profile ▾ View Details
DTMF Signaling Method*	No Preference ▾

Normalization Script

步驟7.為記錄配置檔案編號建立路由模式並將其指向MediaSense SIP中繼

1. 在CUCM Administration (CUCM管理) 頁面下，導航至Call Routing > Route/Hunt > Route Pattern

2. 新增新的路由模式並關聯MediaSense SIP中繼

此圖說明「路由模式配置」頁。



Cisco Unified CM Administration

For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾

Route Pattern Configuration

Save Delete Copy Add New

Route Pattern*	7878
Route Partition	< None >
Description	
Numbering Plan	-- Not Selected --
Route Filter	< None >
MLPP Precedence*	Default
<input type="checkbox"/> Apply Call Blocking Percentage	
Resource Priority Namespace Network Domain	< None >
Route Class*	Default
Gateway/Route List*	MediaSenseTrunk
Route Option	<input checked="" type="radio"/> Route this pattern <input type="radio"/> Block this pattern No Error

2. 在電話上啟用錄製

步驟1. 在Phone Configuration頁面下，從Built In Bridge(BIB)欄位的下拉選單中選擇On選項，然後啟用該選項並關聯終端使用者。此圖說明「電話配置」頁。

19	Malicious Call Identification	User Hold MOH Audio Source	< None >
20	Meet Me Conference	Network Hold MOH Audio Source	< None >
21	Mobility	Location*	Hub_None
22	New Call	AAR Group	< None >
23	Other Pickup	User Locale	< None >
24	Quality Reporting Tool	Network Locale	< None >
25	Redial	Built In Bridge*	On
26	Remove Last Participant	Privacy*	Default
27	Transfer	Device Mobility Mode*	Default
28	Video Mode	Owner	<input checked="" type="radio"/> User <input type="radio"/> Anonymous (Public/Shared Space)
29	Queue Status	Owner User ID*	test1
30	Privacy	Phone Personalization*	Default
31	None	Services Provisioning*	Default
		Phone Load Name	SCCP42.942VPN04
		Single Button Barge	Default
		Join Across Lines	Default

步驟2.在「Directory Number Configuration」頁面下，從「Recording Option」欄位的下拉選單中選擇「Automatic Call Recording」選項，然後關聯錄音配置檔案。

此圖說明「電話號碼配置」頁。



The screenshot shows the Cisco Unified CM Administration interface. At the top, there is a navigation menu with items: System, Call Routing, Media Resources, Advanced Features, Device, Application, and User Man. Below this is the 'Directory Number Configuration' section. A toolbar contains icons for Save, Delete, Reset, Apply Config, and Add New. The main configuration area is a table with the following rows:

Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default
Call Pickup Group Audio Alert Setting(Phone Active)	Use System Default
Recording Option*	Automatic Call Recording Enabled
Recording Profile	MediaSense
Recording Media Source*	Phone Preferred

步驟3.在End User頁面下，關聯電話

1. 在CM管理頁面下，導航至 **使用者管理>終端使用者**
2. 選擇合適的終端使用者並關聯電話。

此圖說明「終端使用者配置」頁。

The screenshot displays the Cisco Unified CM Administration web interface. At the top, the Cisco logo and 'Cisco Unified CM Administration' title are visible, along with a navigation menu including System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, Bulk Administration, and Help. The 'End User Configuration' section is highlighted with a red box and contains 'Save', 'Delete', and 'Add New' buttons. Below this is a 'Status' message: 'Update successful'. The 'User Information' section includes fields for User Status (Enabled Local User), User ID* (test1), Password, Confirm Password, Self-Service User ID (8851), PIN, Confirm PIN, Last name* (test1), and Middle name. Two 'Edit Credential' buttons are present. The 'Device Information' section is also highlighted with a red box and includes 'Controlled Devices' (SEP1C17D341FD21), 'Available Profiles', and 'CTI Controlled Device Profiles'. A 'Device Association' button and a 'Line Appearance Association for Presence' button are also highlighted with red boxes.

在配置上方設定後，將記錄對此電話的所有呼叫。

驗證

3. 檢索錄音

要檢索錄製，請訪問MediaSense IP地址並點選Cisco MediaSense搜尋和播放超連結。

步驟1. 使用終端使用者憑證登入Cisco MediaSense搜尋和播放

此圖說明在Web瀏覽器中開啟MediaSense IP地址後的第一頁。



Installed Applications

- Cisco MediaSense
- Cisco MediaSense Search and Play

此圖說明MediaSense「搜尋和播放」頁的「登入」頁。

The login page for MediaSense, featuring a blue background. At the top, the word "MediaSense" is written in white. Below it, there is a login form with a text input field containing "cisco", a password field with five dots, a language dropdown menu set to "English (United States)", and a green "Sign In" button. The Cisco logo is visible in the bottom right corner.

MediaSense

cisco

.....

English (United States) ▼

Sign In

CISCO

步驟2.按一下Recent Calls頁籤查詢錄製的呼叫

按一下**播放**按鈕收聽錄音。還顯示呼叫的時間、持續時間、呼叫連線的編解碼器以及呼叫雙方呼叫的呼叫識別符號。

此圖說明Recent Calls頁籤。

The screenshot shows the Cisco MediaSense Search and Play interface. The top navigation bar is blue with the Cisco logo and the text 'MediaSense Search and Play'. On the left, there is a sidebar with 'Recent Calls' and 'Active Calls' tabs. The main content area has a search bar with the text 'Search Recording by Participants or Tags', a green 'Search' button, and a 'Sort by:' dropdown menu set to 'Newest to Oldest'. Below the search bar, it says 'Search Results as of July 14, 2015, 2:45:19 PM GMT+05:30'. There are three call records listed:

Call ID	Duration	Date	Time Zone
314e8bd895581	00:00:15	7/14/2015	14:45 GMT+05:30
214e8b9f5f6b1	00:00:26	7/14/2015	13:42 GMT+05:30
114e8b99219e1	00:00:20	7/14/2015	13:35 GMT+05:30

The first record is expanded to show details:

Participant	XRefId	Codec	Duration
4011	32832841	Codec: G722	00:00:15
4009	32832840	Codec: G722	00:00:15

疑難排解

目前尚無適用於此組態的具體疑難排解資訊。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。