



# Network-based Recording Configuration

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- [CUCM Configuration](#), on page 1
- [Create a Recording Profile](#) , on page 1
- [Configure the SIP Trunk from CUCM to Recording Server](#), on page 2
- [Creating a Recorder Route Group](#), on page 2
- [Add a Route Group to a Route List](#) , on page 3
- [Create a Route Pattern Based on the DN for the Recorder](#), on page 3
- [Configure the Device Phone for Recording](#), on page 3
- [Enable the Device Phone for Recording](#), on page 4
- [Configure the Ingress Gateway for Recording](#), on page 4
- [Configure the Outgoing Trunk from CVP to CUCM](#) , on page 5
- [Gateway Setup for Network-based Recording](#), on page 6

## CUCM Configuration

Network- based recording is configured using Cisco Unified Communications Manager Administration. Network-based recording is controlled by using a recording profile assigned to the line. The recording can be selective or full-time audio-only recording. You can either configure CUBE or phone as the forking device and you can change the forking device during a call.

## Create a Recording Profile

### Procedure

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- Step 1** From **Cisco Unified Communications Manager Administration**, choose **Device > Device Settings > Recording Profile**.
- Step 2** To add a new recording profile, click **Add New**.
- Step 3** In the **Name** field, enter a name to identify the recording profile.
- Step 4** In the **Recording Destination Address** field, enter the directory number (DN) or the URL of the recorder that associates with this recording profile. This field allows any characters except the following characters: double quotation marks (“), back quote (`), and space ( ).

**Step 5** Click **Save**.

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## Configure the SIP Trunk from CUCM to Recording Server

### Procedure

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**Step 1** From **Cisco Unified Communications Manager Administration**, choose **Device > Trunk**.

**Step 2** To add a new SIP trunk, click **Add New**.

**Step 3** In the **Device Name** field, enter a unique identifier for the trunk (which is the IP address of the Recording server).

**Note** For Call Transcript, the IP address should be that of the Call Server.

**Step 4** In the **Description** field, enter a name for the trunk.

**Step 5** From the **SIP Profile** drop-down list, choose **Standard SIP Profile** for this SIP trunk.

**Step 6** In the **Recording Information** section, click **None**.

**Step 7** Click **Save**.

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## Creating a Recorder Route Group

### Procedure

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**Step 1** From **Cisco Unified Communications Manager Administration**, choose **Call Routing > Route/Hunt > Route Group**.

**Step 2** In the **Available Devices** drop-down list, choose a device to add and click **Add to Route Group** to move it to the **Selected Devices** list box. Repeat this step for each device that you want to add to this route group.

**Note** If an SIP trunk is already configured for CVP, **Route Group** does not list that trunk.

**Step 3** In the **Selected Devices** drop-down list, choose the order in which the new device or devices must be accessed in this route group. To change the order of devices, click a device and use the **Up** and **Down** arrows to the right of the list box.

**Step 4** To add the new device or devices, and to update the device order for this route group, click **Save**.

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## Add a Route Group to a Route List

### Procedure

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- Step 1** From **Cisco Unified Communications Manager Administration**, select **Call Routing > Route/Hunt > Route List**.
  - Step 2** Select the route list to which you want to add the route group.  
The **Route List Configuration** page is displayed.
  - Step 3** Click **Add Route Group**.  
The **Route List Details Configuration** page is displayed.
  - Step 4** Select/enter values for the fields.
  - Step 5** Click **Save**.  
A confirmation message is displayed.
  - Step 6** Click **OK**.  
The route list configuration is saved and the route group is added.
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## Create a Route Pattern Based on the DN for the Recorder

### Procedure

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- Step 1** From **Cisco Unified Communications Manager Administration**, choose **Call Routing > Route/Hunt > Route Pattern**.  
The **Find and List Route Patterns** page is displayed.
  - Step 2** Select the route list for which you are adding a route pattern.  
The **Route Pattern Configuration** page is displayed.
  - Step 3** Select/enter values for the fields.
  - Step 4** Click **Save**.  
A confirmation message is displayed.
  - Step 5** Click **OK**.
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## Configure the Device Phone for Recording

### Procedure

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- Step 1** From **Cisco Unified Communications Manager Administration**, choose **Device > Phone**. Click **Find** to list the phones.

- Step 2** Click **Find**.  
Choose the trunk profile that you want to view.
- Step 3** From the **Association Information** area, click the link associated with your phone.
- Step 4** From the **Recording Option** drop-down list, choose one of the following options:
- **Call Recording Disabled**—The calls that the agent makes on this line appearance are not recorded.
  - **Automatic Call Recording Enabled**—The calls that the agent makes on this line appearance are automatically recorded.
  - **Application Invoked Call Recording Enabled**—The calls that the agent makes on this line appearance are recorded if an application invokes calling recording.
  - **Device Invoked Call Recording Enabled**—This option supports the external call control feature. If the policies on the policy server dictate that a chaperone must monitor and record calls, choose this option.
- Step 5** From the **Recording Profile** drop-down list, choose an existing recording profile.
- Step 6** Set the **Recording Media Source** preference (either Phone Preferred or Gateway Preferred) when enabling recording on the line appearance of the device.
- Step 7** Click **Save**.
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## Enable the Device Phone for Recording

### Procedure

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- Step 1** To enable phone-based recording, choose **Device > Phone** from **Cisco Unified Communications Manager Administration**.
- Step 2** From the **Built In Bridge** drop-down list, choose **On**.
- Step 3** If the recorder does not support codecs (for example, G.722, ILIBC), enable Cisco Unified CM to ignore the preference if audio codecs.
- a) Choose **System > Service Parameters**.
  - b) From the **Server** drop-down list, choose the server.
  - c) From the **Server** drop-down list, choose the service that contains the **Accept Audio Codec Preferences in Received Offer** parameter.
  - d) From the **Accept Audio Codec Preferences in Received Offer** drop-down list, choose **Off**.
  - e) Click **Save**.
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## Configure the Ingress Gateway for Recording

### Procedure

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- Step 1** From **Cisco Unified Communications Manager Administration**, choose **Device > Trunk**.

- Step 2** In the **Device Name** field, enter the IP address of the Ingress Gateway.
- Step 3** From the **Device Pool** drop-down list, choose **Default**.
- Step 4** From the **Call Classification** drop-down list, choose **Use System Default**.
- Step 5** From the **Location** drop-down list, choose **Hub\_None**.  
The locations feature does not track the bandwidth that this device consumes.
- Step 6** From the **AAR Group** drop-down list, choose **None**.
- Step 7** From the **Tunneled Protocol** drop-down list, choose **None**.
- Step 8** From the **QSIG Variant** drop-down list, choose **No Changes..**
- Step 9** From the **ASN.1 ROSE OID Encoding** drop-down list, choose **No Changes**.
- Step 10** From the **Packet Capture Mode** drop-down list, choose **None**.
- Step 11** In the Recording Information area, click the **This trunk connects to a recording-enabled gateways** radio button.
- Step 12** Click **Save**.
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## Configure the Outgoing Trunk from CVP to CUCM

### Procedure

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- Step 1** To create a new SIP profile for recording, choose **Device > Device Settings > SIP Profile** from **Cisco Unified Communications Manager Administration**.
- Step 2** To add a new SIP profile, click **Add New**.
- Step 3** In the **Name** field, enter a name to identify the SIP profile.
- Step 4** In the **Default MTP Telephony Event Payload Type** field, enter the default value, 101.
- Step 5** From the **Early Offer for G.Clear Calls** drop-down list, choose **Disabled** to disable Early Offer for G.Clear Calls.
- Step 6** From the **User-Agent and Server header information** drop-down list, choose **Send Unified CM Version Information as User-Agent Header**.
- Step 7** From the **Version in User-Agent and Server Headers** drop-down list, choose **Major and Minor**.
- Step 8** From the **Dial String Interpretation** drop-down list, choose **Phone number**.
- Step 9** From the **Confidential Access Level Headers** drop-down list, choose **Disabled**.
- Step 10** From the **SDP Session-level Bandwidth Modifier for Early Offer and Re-invites** drop-down list, choose **TIAS and AS**.
- Step 11** From the **Accept Audio Codec Preferences in Received Offer** drop-down list, choose **Default**.
- Step 12** Click **Save**.
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# Gateway Setup for Network-based Recording

To set up the gateway for network-based recording, use the following Telnet command in CLI Enable mode:

```
uc wsapi
  message-exchange max-failures 100
  response-timeout 300
  source-address <IP address of gateway>
  probing interval negative 20
  probing interval keepalive 255

provider xmf
  remote-url 1 http://<IP address of CUCM>:8090/ucm_xml
```



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**Note**

- When using ISR G2 for network-based recording, ensure that the VXML Voice Gateway functionality is not enabled on the same gateway.
  - In case of multiple subscribers, specify the URL for each subscriber and select the **Run on All Active CM Nodes** check box in CUCM SIP trunk.
  - For more information, please refer the section **Network-Based Recording** in **Cisco Unified Border Element Configuration Guide** at <https://www.cisco.com/c/en/us/support/unified-communications/unified-border-element/products-installation-and-configuration-guides-list.html>.
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