

# 使用MediaSense ，配置呼叫记录

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## 简介

本文描述在Cisco Unified通信管理器(CUCM)和MediaSense服务器之间的集成步骤。它也解释包括的步骤对enable (event)在电话的记录和检索记录的呼叫。

## Prerequisites

### Requirements

Cisco 建议您了解以下主题：

- CUCM
- [MediaSense](#)

### Components Used

本文档中的信息基于以下软件版本：

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

The information in this document was created from the devices in a specific lab environment.All of the devices used in this document started with a cleared (default) configuration.If your network is

live, make sure that you understand the potential impact of any command.

## Configure

在安装过程中包括的步骤是：

### 步骤1. CUCM和MediaSense服务器的集成

#### MediaSense配置步骤

1. 运行Mediasense设置向导。
2. 配置CUCM管理GUI的一个应用程序用户。
3. 提及被创建的应用程序用户作为向导的一个AXL用户并且选择CUCM服务器。
4. 选择CUCM终端用户在MediaSense API用户配置方面。这些用户将有权限听记录的呼叫。

#### CUCM配置步骤

5. 创建一个记录配置文件。
6. 创建一个SIP Trunk并且指向它MediaSense服务器。
7. 创建记录配置文件编号的一个路由模式并且指向它MediaSense SIP Trunk。

### 步骤2.在电话的Enable (event)记录

1. 在Phone Configuration页下，请选择选项从在网桥(围嘴)领域和enable (event)为创建的下拉列表它&关联终端用户。
2. 在Directory Number Configuration页下，请选择自动呼叫记录的启用选项从下拉列表为Option字段的记录&关联记录配置文件。
3. 在终端用户页下，请关联电话。

### 步骤3.验证(请检索记录)

1. 登陆对Cisco MediaSense搜索和play页使用终端用户证件。
2. 在最近呼叫部分下您能找到记录的呼叫。

## 详细配置步骤

### 1. CUCM和MediaSense服务器的集成

#### MediaSense配置步骤

#### 步骤1.运行MediaSense设置向导

在您在VMware上后成功安装MediaSense，请通过Web浏览器访问MediaSense IP地址并且点击Cisco MediaSense超链接。此镜像说明MediaSense网页。



## Installed Applications

- Cisco MediaSense
- Cisco MediaSense Search and Play

.o

MediaSense设置向导页在集成出现并且帮助MediaSense与CUCM。单击 **Next** 按钮。此镜像说明MediaSense设置向导页

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 the navigation, it says "Logged in as : admin" with "Log Out" and "About" links. A breadcrumb trail includes "Welcome", "Service Activation", "AXL Service Provider", "Call Control Service Provider", and "Setup Summary". The main heading is "Welcome to MediaSense Setup Wizard". The text below explains that the user has successfully installed the MediaSense platform and provides instructions for completing the primary server configuration. At the bottom right, there are three buttons: "Back", "Next", and "Skip".

下页显示所有服务的状况在MediaSense服务器的，点击**Next**按钮。此镜像说明MediaSense的所有服务的状况。

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

### 步骤2. 配置CUCM管理页面的一个应用程序用户

创建CUCM服务器的一个应用程序用户并且为此用户分配所有角色。添加MediaSense服务器的此用户。此镜像说明CUCM服务器的应用程序用户配置页。



## Application User Configuration

Save Delete Copy Add New

### Application User Information

User ID*	<input type="text" value="axlmediasense"/>	<a href="#">Edit C...</a>
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"><li>Admin-3rd Party API</li><li>Application Client Users</li><li>Standard Audit Users</li><li>Standard CAR Admin Users</li><li>Standard CCM Admin Users</li></ul>	<a href="#">View Details</a> <input type="button" value="Add to Access Co"/> <input type="button" value="Remove from Acc"/>
Roles	<ul style="list-style-type: none"><li>Standard AXL API Access</li><li>Standard Admin Rep Tool Admin</li><li>Standard Audit Log Administration</li><li>Standard CCM Admin Users</li><li>Standard CCM End Users</li></ul>	<a href="#">View Details</a>

步骤3.提及被创建的应用程序用户作为向导的一个AXL用户并且选择CUCM服务器。此镜像说明MediaSense AXL服务提供商页。



- ✓ 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	10.106.122.174
AXL Username	axlmediasense
AXL User Password	•••••

★ = Required fields

Back Next Skip

所有CUCM服务器显示在可用的呼叫控制服务提供商字段下。此镜像说明MediaSense呼叫控制服务提供商页。





## MediaSense Call Control Service Provider

### Call Control Service Provider Configuration

Available Call Control Service Providers		Selected Call Control Service Providers
<input type="text" value="10.106.122.174"/> <input type="text" value="10.106.122.175"/>	 	<input type="text"/>

移动所需的服务器向所选的呼叫控制服务提供商字段。此镜像说明所选的呼叫控制服务提供商。



✓ 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

设置汇总显示。点击**执行的**按钮完成设置向导。此镜像说明MediaSense设置汇总页。





## 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](http://10.106.122.174) to complete the configuration

步骤4.选择CUCM终端用户在MediaSense API用户配置里。

登陆对**MediaSense管理页面**。此镜像说明MediaSense管理页面

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](mailto:export@cisco.com).



在MediaSense API用户配置选项下请移动必需的终端用户在可用的统一的CM Usersfield下向MediaSense API用户字段。这些用户有权限听记录的呼叫。主要这些用户是管理员、小组联接线或者Supervisor在公司中。此镜像说明MediaSense API用户配置页。

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

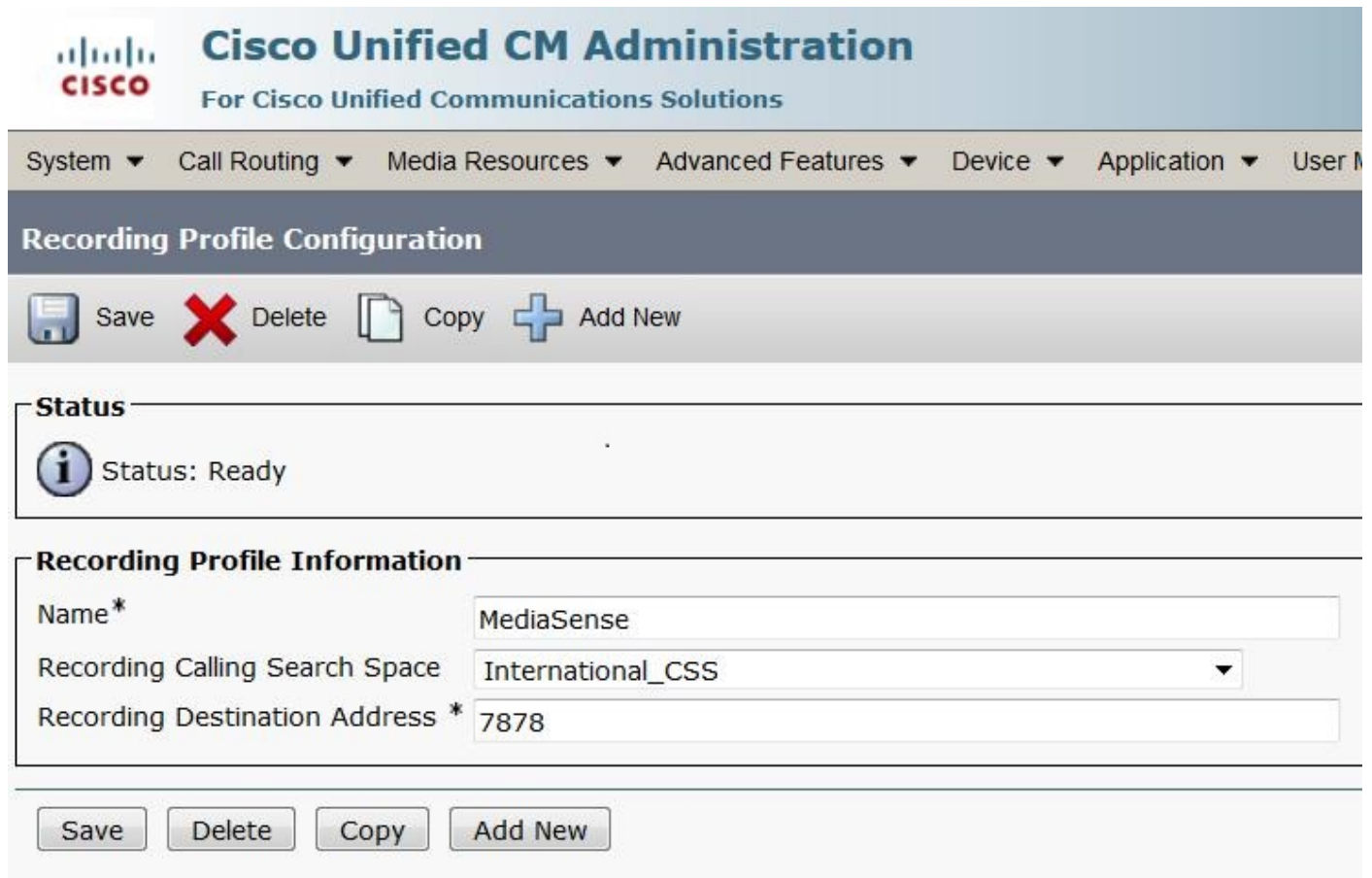
Available Unified CM Users	MediaSense API Users
TEST2 23243324324 test1 324243242 3424324	cisco

## CUCM配置步骤

### 步骤5. 创建一个记录配置文件

1. 登陆对CUCM管理页面
2. 连接对**设备>设备设置>记录配置文件**
3. 添加一个新的记录配置文件

此镜像说明记录配置文件配置页。



The screenshot displays the Cisco Unified CM Administration web interface. At the top, the Cisco logo and the text "Cisco Unified CM Administration For Cisco Unified Communications Solutions" are visible. Below this is a navigation menu with items: System, Call Routing, Media Resources, Advanced Features, Device, Application, and User M. The main heading is "Recording Profile Configuration". Below the heading is a toolbar with icons for Save, Delete (marked with a red X), Copy, and Add New. The "Status" section shows an information icon and the text "Status: Ready". The "Recording Profile Information" section contains three input fields: "Name\*" with the value "MediaSense", "Recording Calling Search Space" with a dropdown menu showing "International\_CSS", and "Recording Destination Address\*" with the value "7878". At the bottom, there are four buttons: Save, Delete, Copy, and Add New.

### 步骤6. 创建一个SIP Trunk并且指向它MediaSense服务器

1. 在CUCM管理页面下请连接对**设备> Trunk**
2. 添加一个新的SIP Trunk

此镜像说明SIP中继线配置页。



**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

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 ▾ <a href="#">View Details</a>
DTMF Signaling Method*	No Preference ▾

Normalization Script

步骤7.创建记录配置文件编号的一个路由模式并且指向它MediaSense SIP Trunk

1. 在CUCM管理页面下，请连接对**呼叫路由>路由/搜索>路由模式**
2. 添加一个新的路由模式并且关联MediaSense SIP Trunk

此镜像说明路由模式配置页。



# 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. Enable (event)在电话的记录

第 1 步：在Phone Configuration页下，请选择选项从在网桥(围嘴)领域和enable (event)为创建的下拉列表它&关联终端用户。此镜像说明Phone Configuration页。

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

Step 2.在Directory Number Configuration页下，请选择自动呼叫记录的启用选项从下拉列表为Option字段的记录&关联记录配置文件。

此镜像说明Directory Number Configuration页。

The screenshot shows the Cisco Unified CM Administration interface. The breadcrumb navigation is: System > Call Routing > Media Resources > Advanced Features > Device > Application > User Management > Directory Number Configuration. The toolbar includes: Save, Delete, Reset, Apply Config, and Add New. The configuration table is as follows:

Configuration Item	Value
Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default
Call Pickup Group Audio Alert Setting(Phone Active)	Use System Default
<b>Recording Option*</b>	Automatic Call Recording Enabled
<b>Recording Profile</b>	MediaSense
Recording Media Source*	Phone Preferred

第 3 步：在终端用户页下，请关联电话

1. 在CM管理页面下，请连接对用户管理>终端用户
2. 选择一个适当的终端用户并且关联电话。

此镜像说明最终用户配置页。



The screenshot displays the Cisco Unified CM Administration web interface. At the top, the navigation menu includes 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, a status message indicates 'Update successful'. The 'User Information' section contains 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 visible. 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 is highlighted with a red box, and a 'Line Appearance Association for Presence' button is visible below it.

在设置在配置上以后，对此电话的所有呼叫将得到订户。

## Verify

### 3. 检索记录

检索记录，访问MediaSense IP地址和点击Cisco MediaSense搜索和作用超链接。

步骤1. Cisco MediaSense搜索和作用的洛金使用终端用户证件

此镜像在打开在Web浏览器的MediaSense IP地址以后说明第一页。



## Installed Applications

- Cisco MediaSense
- Cisco MediaSense Search and Play

此镜像说明MediaSense搜索登录页和play页。

# MediaSense



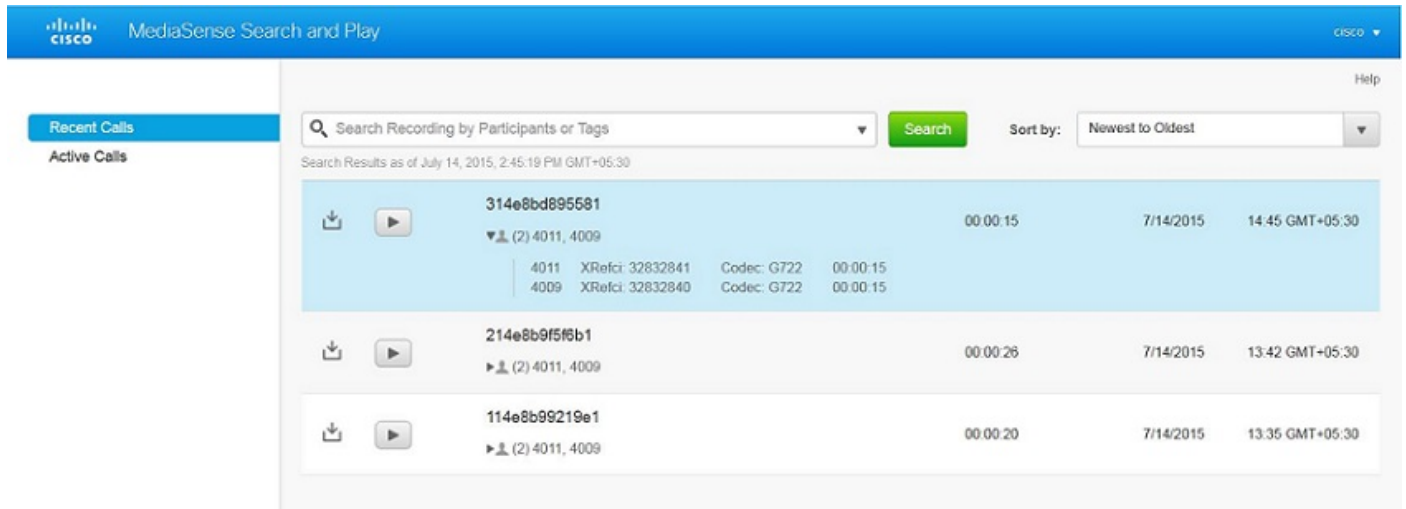
Sign In



步骤2. 点击**最近呼叫**选项查找记录的呼叫

点击**播放**按钮监听记录。呼叫的时期，期限、已连接的呼叫两个呼叫当事人编码和呼叫标识符也显示。

此镜像说明**最近呼叫**选项。



The screenshot displays the Cisco MediaSense Search and Play interface. The top navigation bar includes the Cisco logo and the text "MediaSense Search and Play". On the left, there are tabs for "Recent Calls" and "Active Calls". The main area features a search bar with the placeholder 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 indicates "Search Results as of July 14, 2015, 2:45:19 PM GMT+05:30". The results are presented in a table with three rows, each representing a recording. Each row includes a download icon, a play button, a recording ID, a list of participants, a duration, a date, and a time. The first row is highlighted in light blue.

Recording ID	Participants	Duration	Date	Time
314e8bd895581	(2) 4011, 4009	00:00:15	7/14/2015	14:45 GMT+05:30
214e8b9f5f6b1	(2) 4011, 4009	00:00:26	7/14/2015	13:42 GMT+05:30
114e8b99219e1	(2) 4011, 4009	00:00:20	7/14/2015	13:35 GMT+05:30

## Troubleshoot

目前没有针对此配置故障排除信息。