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## Introduction

This document describes the integration steps between the Cisco Unified Communications Manager (CUCM) and the MediaSense servers. It also explains the steps involved to enable the recording on a phone and to retrieve the recorded calls.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- CUCM
- MediaSense

### Components Used

The information in this document is based on these software versions:

- CUCM Version 10.5.2.10000-5
- MediaSense Version 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

The steps involved in the process of setting up are:

## Step 1. Integration of the CUCM and the MediaSense servers

### MediaSense Configuration steps

1. Run the Mediasense Setup Wizard.
2. Configure an Application User on the CUCM administration GUI.
3. Mention the created Application User as an AXL user in the wizard and select the CUCM server.
4. Choose the CUCM End User in MediaSense API User Configuration. These users will have the permission to listen to the recorded calls.

### CUCM Configuration steps

5. Create a Recording Profile.
6. Create a SIP Trunk and point it to the MediaSense server.
7. Create a Route Pattern for the Recording Profile number and point it to the MediaSense SIP Trunk.

## Step 2. Enable recording on the phone

1. Under the Phone Configuration page, select the **On** option from the drop-down list for the Built In Bridge (BIB) field and enable it & associate the End User.
2. Under the Directory Number Configuration page, select the **Automatic Call Recording Enabled** option from the drop-down list for the Recording Option field & associate the recording profile.
3. Under the End User page, associate the phone.

## Step 3. Verification (Retrieve the recordings)

1. Login to the Cisco MediaSense Search and Play page using the End User credentials.
2. Under the Recent Call section you can find the recorded calls.

## Detailed Configuration Steps

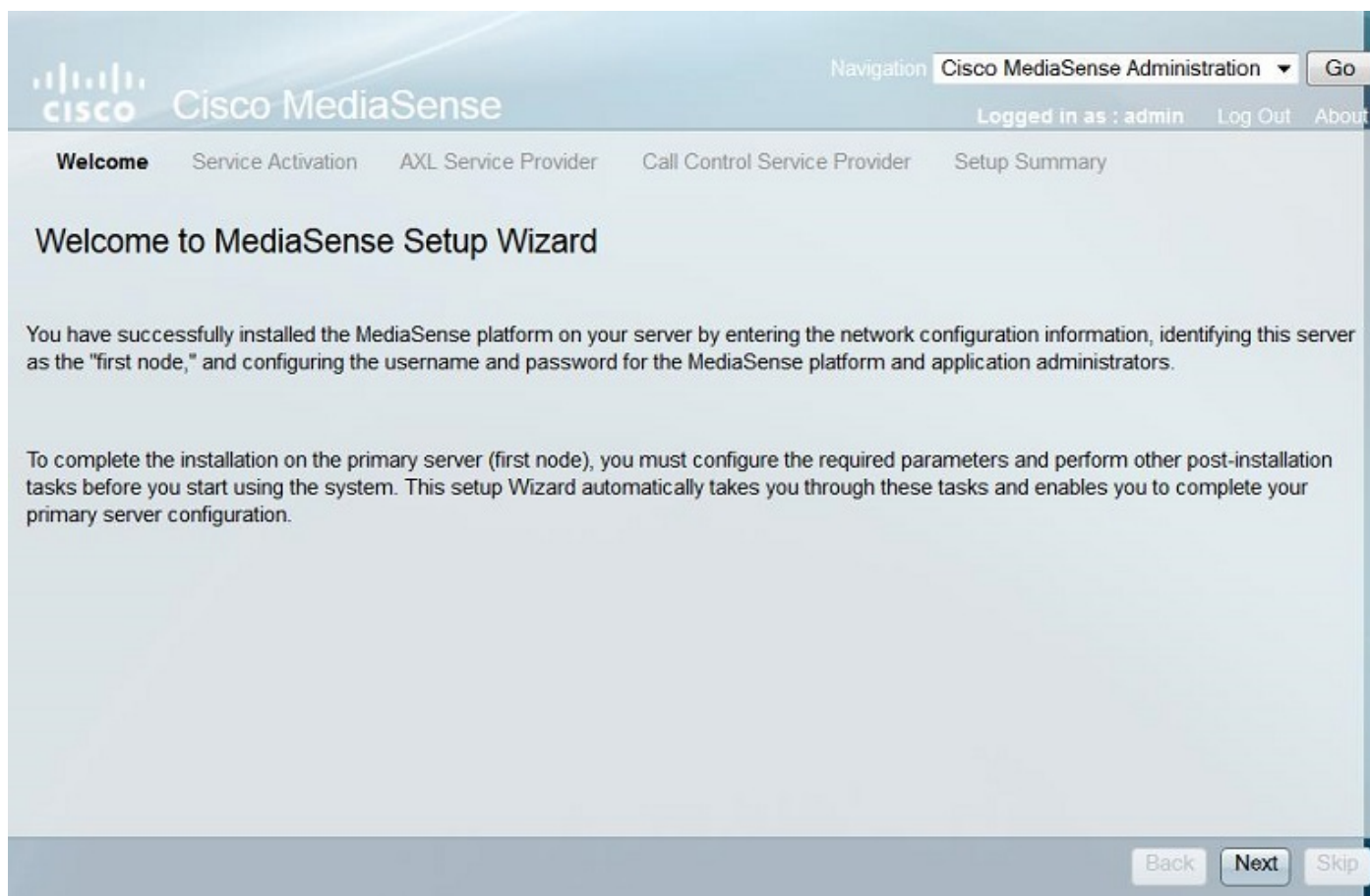
### 1. Integration of the CUCM and the MediaSense servers

#### MediaSense Configuration steps

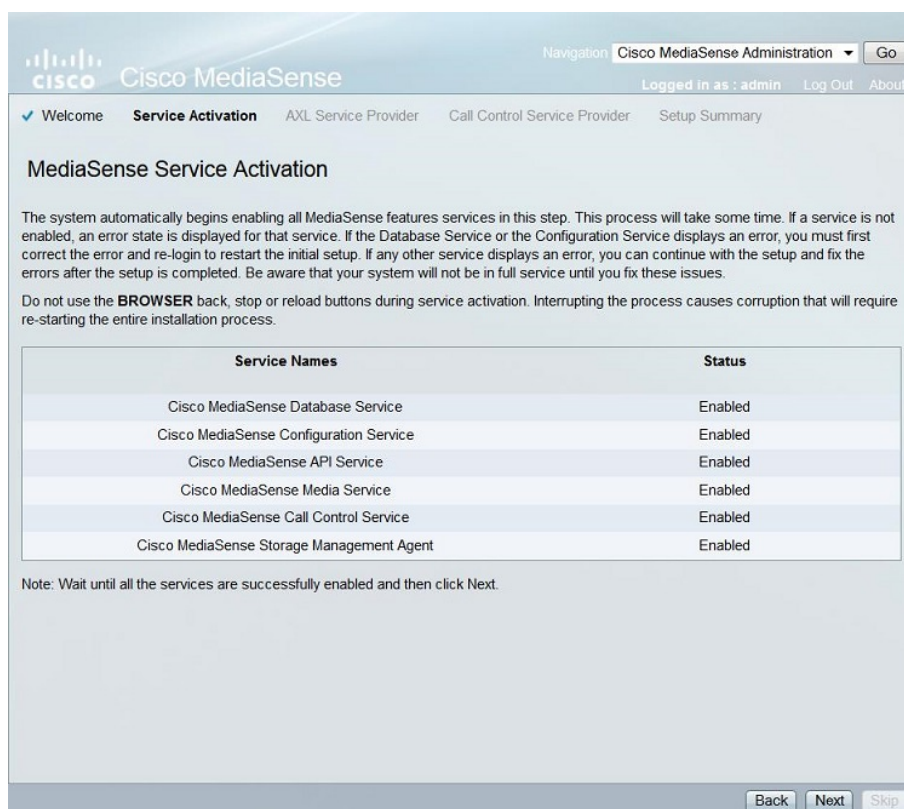
##### Step 1. Run MediaSense Setup Wizard

After you successfully install the MediaSense in the VMware, access the MediaSense IP address via the web browser and click on the Cisco MediaSense hyperlink. This image illustrates the MediaSense webpage.

The MediaSense Setup Wizard page comes up and helps in integrating the MediaSense with the CUCM. Click the **Next** button. This image illustrates the MediaSense Setup Wizard page



The next page displays the status of all the Services on the MediaSense server, click the **Next** button. This image illustrates the status of all the Services of the MediaSense.



Step 2. Configure an Application user on the **CUCM Administration** page

Create an Application User on the CUCM server and assign all the roles for this user. Add this user in the MediaSense server. This image illustrates the **Application User Configuration** page of the CUCM server.

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

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

**Application User Configuration**

Save **X** Delete Copy + Add New

**Application User Information**

User ID\* axlmediasense Edit C

Password .....

Confirm Password .....

Digest Credentials

Confirm Digest Credentials

BLF Presence Group\* Standard Presence group ▾

Accept Presence Subscription

**Permissions Information**

Groups

- Admin-3rd Party API
- Application Client Users
- Standard Audit Users
- Standard CAR Admin Users
- Standard CCM Admin Users

Add to Access Co  
Remove from Acc  
[View Details](#)

Roles

- Standard AXL API Access
- Standard Admin Rep Tool Admin
- Standard Audit Log Administration
- Standard CCM Admin Users
- Standard CCM End Users

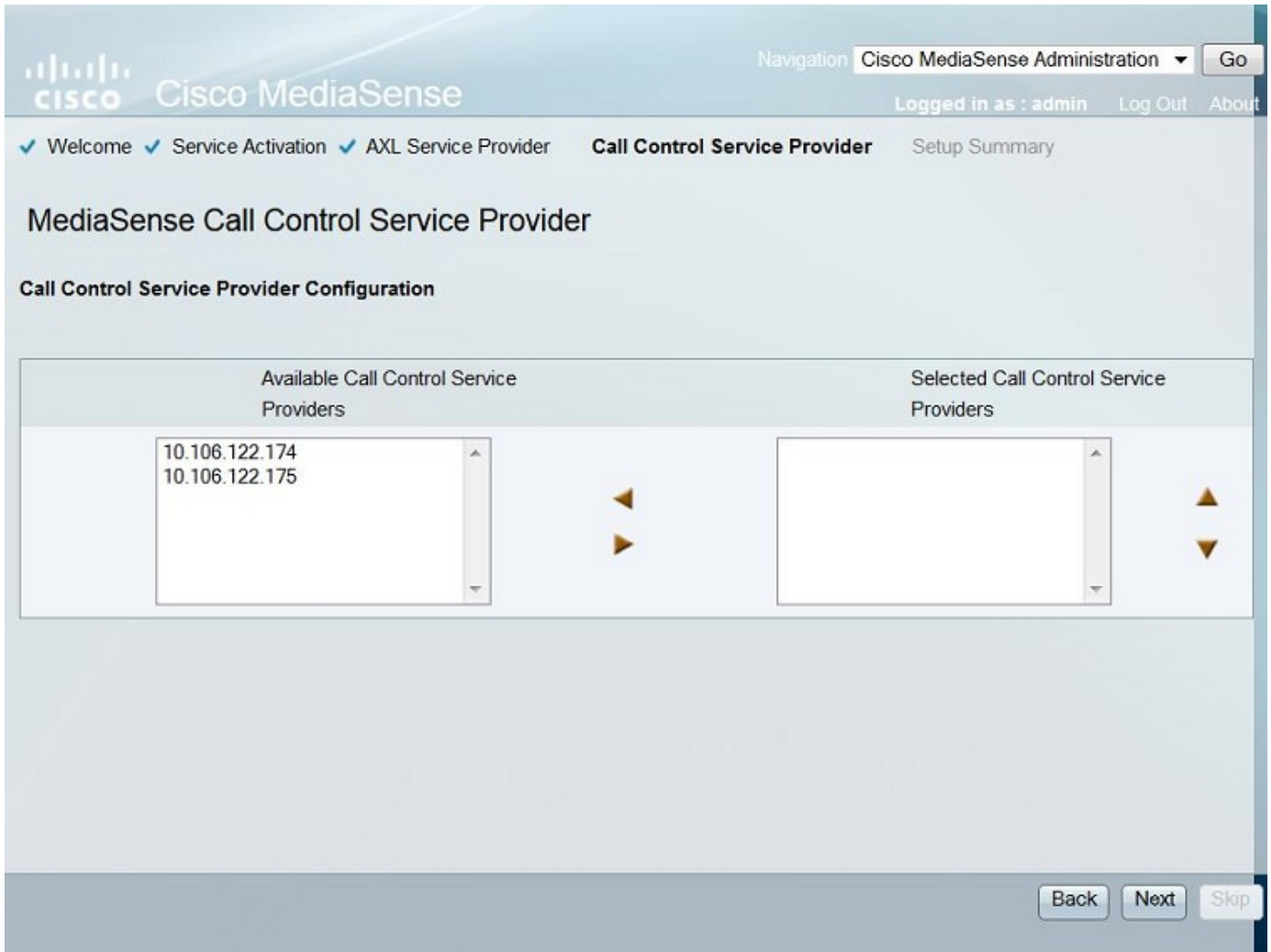
[View Details](#)

Save Delete Copy Add New

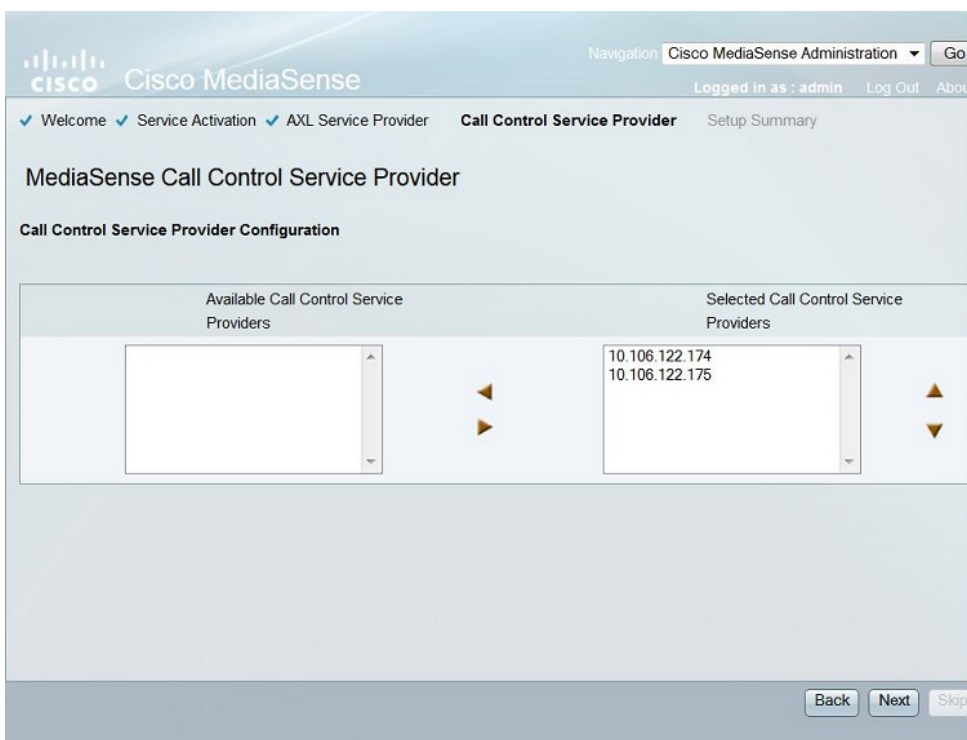
Step 3. Mention the created Application User as an AXL user in the wizard and select the CUCM server. This image illustrates the MediaSense AXL Service Provider page.



All the CUCM servers are displayed under the **Available Call Control Service Providers** field. This image illustrates the **MediaSense Call Control Service Provider** page.

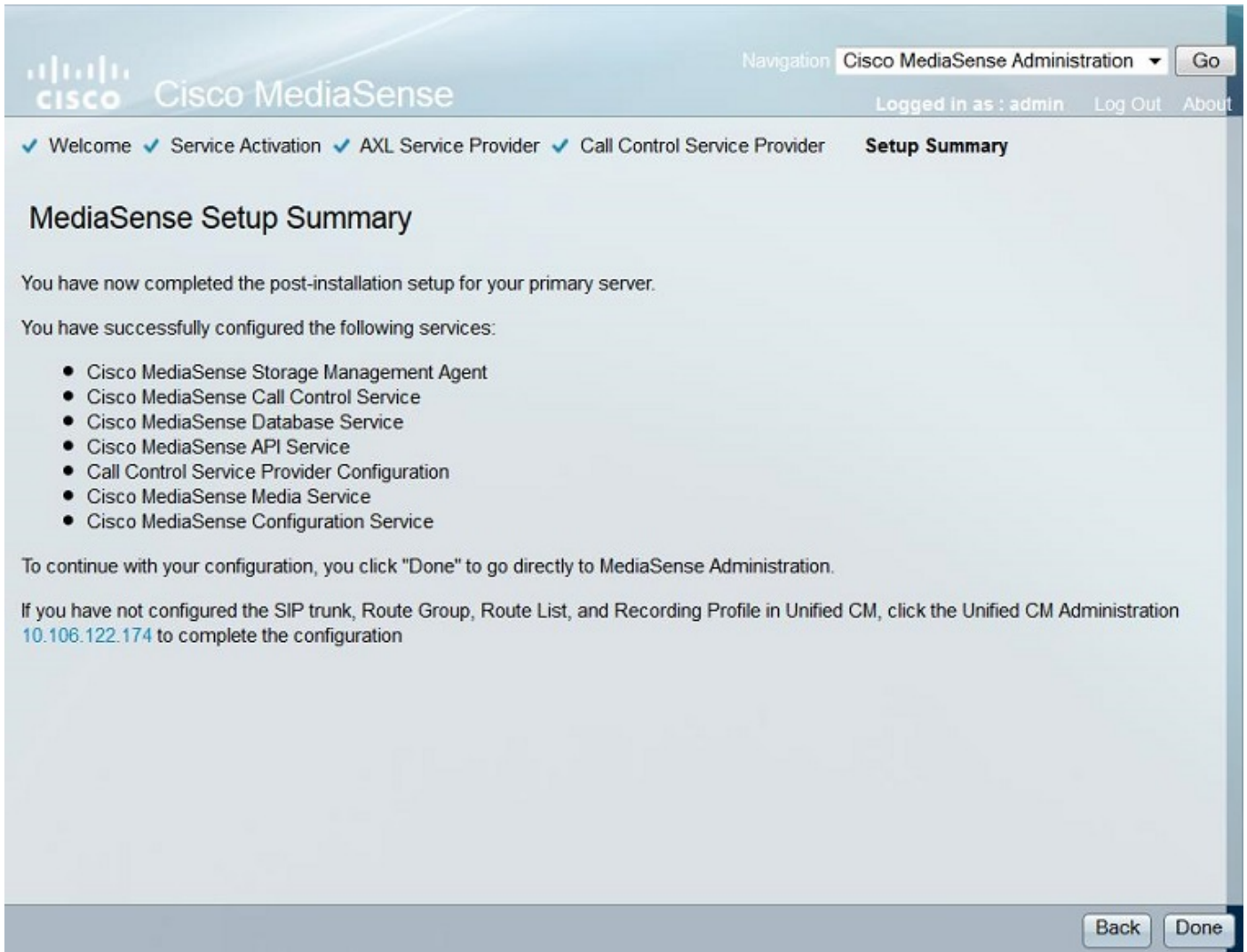


Move the required servers to the **Selected Call Control Service Providers** field. This image illustrates the selected Call Control Service Providers.





The Setup Summary is displayed. Click the **Done** button to complete the setup wizard. This image illustrates the **MediaSense Setup Summary** page.

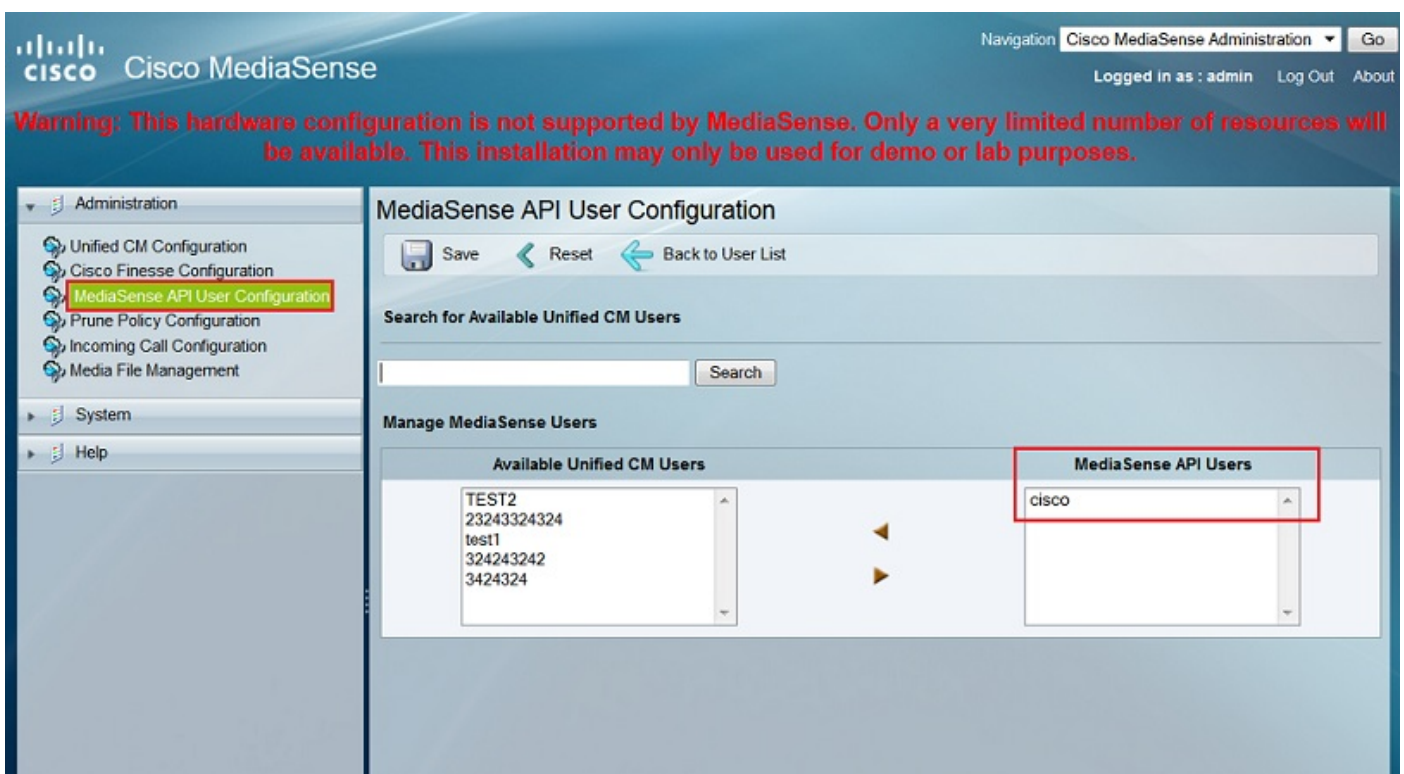


Step 4. Choose the CUCM End User in the MediaSense API User Configuration.

Log in to the **MediaSense Administration** page. This image illustrates the MediaSense Administration page



Under the **MediaSense API User Configuration** tab move the required End Users under the **Available Unified CM Users** field to the **MediaSense API Users** field. These users have the permission to listen to the recorded calls. Mostly these users are the Administrators, the Team Leads or the Supervisors in the company. This image illustrates the MediaSense API User Configuration page.



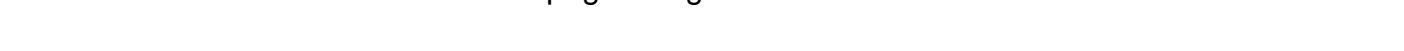
## CUCM Configuration steps

### Step 5. Create a Recording Profile

1. Login to the CUCM Administration page
2. Navigate to **Device > Device Settings > Recording Profile**
3. Add a new Recording profile

This image illustrates the Recording Profile Configuration page.

### Step 6. Create a SIP Trunk and point it to the MediaSense servers



## 2. Add a new SIP Trunk

This image illustrates the SIP Trunk Configuration page.

**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

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#### 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

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#### 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

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##### Normalization Script

Step 7. Create a Route Pattern for the Recording Profile number and point it to the MediaSense SIP Trunk

1. Under CUCM Administration page, navigate to **Call Routing > Route/Hunt > Route Pattern**
2. Add a new Route Pattern and associate the MediaSense SIP Trunk

This image illustrates the Route Pattern Configuration page.

**Cisco Unified CM Administration**  
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System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Man...

### Route Pattern Configuration

Save Delete Copy Add New

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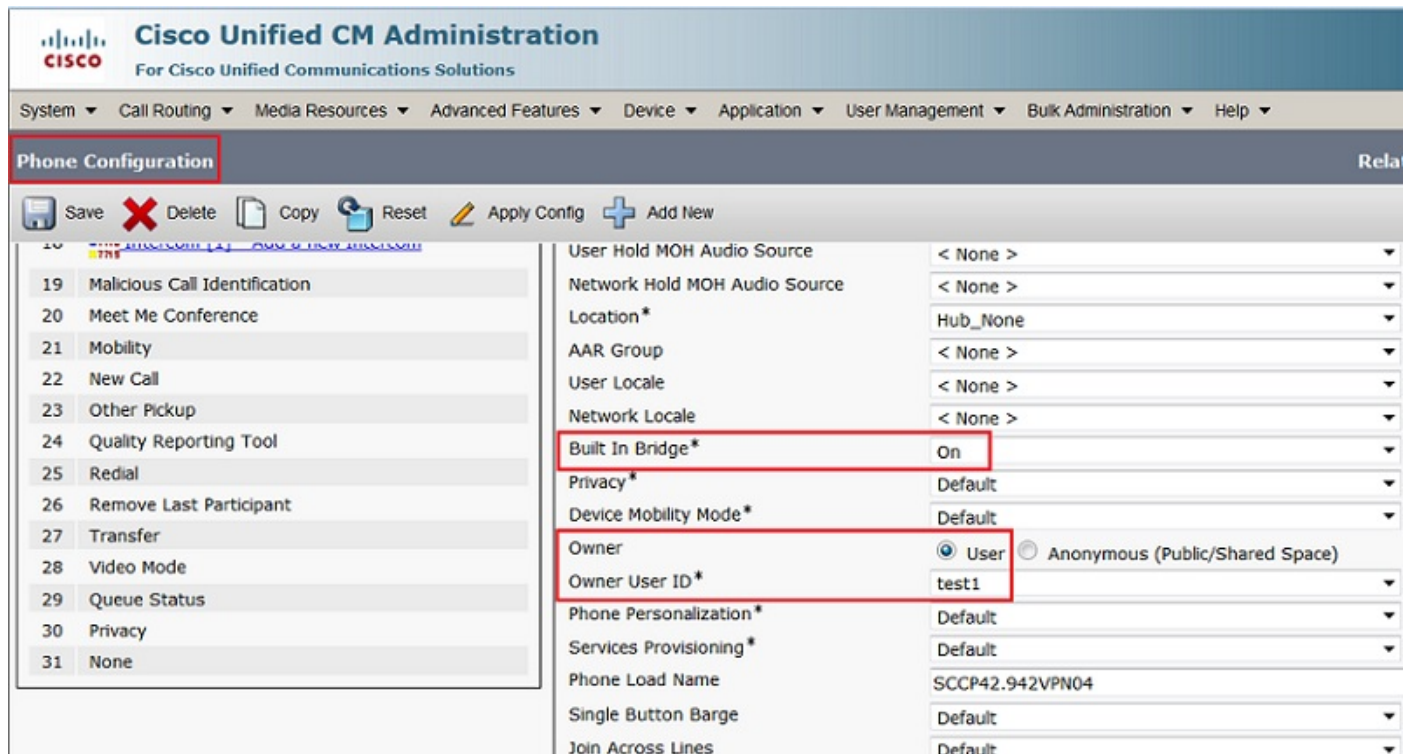
#### Route Pattern Information

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 the recording on the phone

Step 1. Under the Phone Configuration page, select the **On** option from the drop-down list for the **Built In Bridge (BIB)** field and enable it & associate the End User. This image illustrates the Phone Configuration page.



The screenshot shows the Cisco Unified CM Administration interface for Phone Configuration. The 'Built In Bridge\*' field is set to 'On' and the 'Owner' is set to 'User' with 'test1' as the 'Owner User ID\*'. Both fields are highlighted with red boxes.

Field	Value
User Hold MOH Audio Source	< None >
Network Hold MOH Audio Source	< None >
Location*	Hub_None
AAR Group	< None >
User Locale	< None >
Network Locale	< None >
<b>Built In Bridge*</b>	<b>On</b>
Privacy*	Default
Device Mobility Mode*	Default
<b>Owner</b>	<input checked="" type="radio"/> User <input type="radio"/> Anonymous (Public/Shared Space)
<b>Owner User ID*</b>	test1
Phone Personalization*	Default
Services Provisioning*	Default
Phone Load Name	SCCP42.942VPN04
Single Button Barge	Default
Join Across Lines	Default

Step 2. Under the **Directory Number Configuration** page, select the **Automatic Call Recording Enabled** option from the drop-down list for the **Recording Option** field & associate the recording profile.

This image illustrates the Directory Number Configuration page.



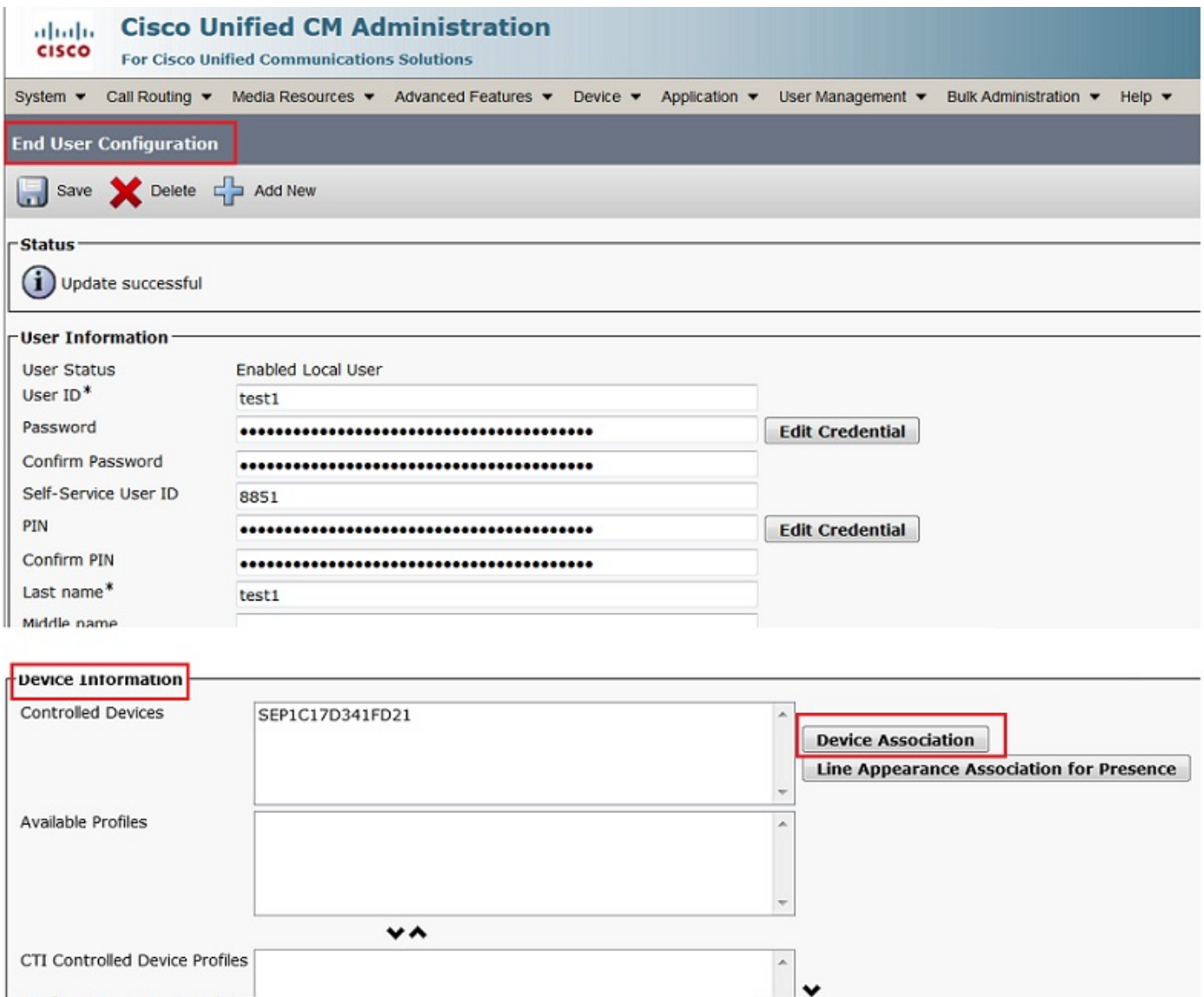
The screenshot shows the Cisco Unified CM Administration interface for Directory Number Configuration. The 'Recording Option\*' field is set to 'Automatic Call Recording Enabled' and the 'Recording Profile' is set to 'MediaSense'. Both fields are highlighted with yellow boxes.

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

Step 3. Under the **End User** page, associate the phone

1. Under the CM Administration page, navigate to the **User Management > End User**
2. Choose an appropriate End User and associate the phone.

This image illustrates the End User Configuration page.



After setting up above the configurations, all the calls to this phone will get recorded.

## Verify

### 3. Retrieve the recordings

To retrieve the recordings, access the MediaSense IP address and click the Cisco MediaSense Search and Play hyperlink.

Step 1. Log in to Cisco MediaSense Search and Play using the End User credentials

This image illustrates the first page after opening the MediaSense IP address in a web browser.



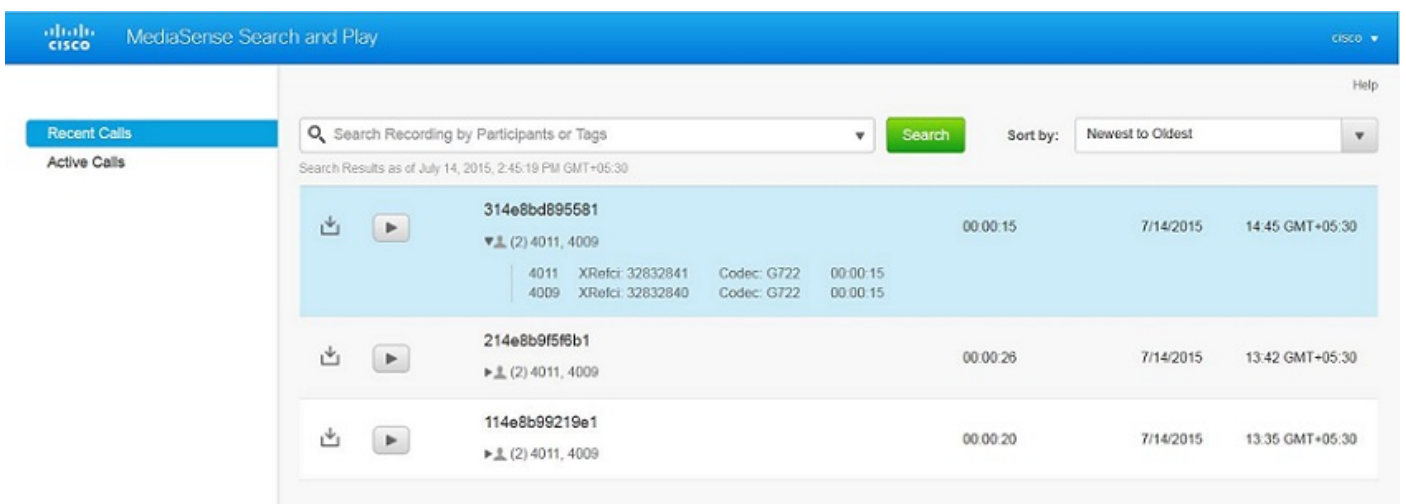
This image illustrates the Login page of MediaSense Search and Play page.



Step 2. Click the **Recent Calls** tab to find the recorded calls

Click on the **Play** button to listen the recordings. The time of the call, duration, call connected codecs and call identifiers of both the call parties are also displayed.

This image illustrates the **Recent Calls** tab.



## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.