

Configuring IP Trade for recording

This section provides information on configuring the IP Trade trading solution for recording. For the latest configuration guides and options, please contact IP Trade directly.

For the supported turrets and versions, see [BT IP Trade](#)

For the detailed information regarding the configuration of the Verba IP Trade Recorder service, see [IP Trade Recorder settings](#).

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TSS 9.3 and later

Recording server configuration

- Step 1** Login to the web-based "TSS Console" administration interface.
- Step 2** Navigate to the **Device Management \Recording servers** menu.
- Step 3** Add a new recording server with **Add new**

General
Links

General

Title *

Recorder Brand

Primary URI *

Secondary URI

Recorder Mixing Mode (⚠ TPOs only support mixed recording mode and thus this value is ignored by TPOs.)

Update
Update and Go Back
Reset
Refresh
Cancel
Delete

Configure the recording server according to the following table:

Item	Example value	Description
Title	HU-BUDLAB-MR	Descriptive name of the recording server
Recorder Brand	Verba	Type of the recorder
Primary URI	vrc://10.110.77.129:8000	vrc://<IP address>:port number
Secondary URI	vrc://10.110.77.128:8000	vrc://<IP address>:port number

Recorder mixing model	Mixed	The recording mixing mode used
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Turret-based recording configuration

- Step 1** Login to the web-based “TSS Console” administration interface.
- Step 2** Make sure **TPO-based recording** is not enabled.
- Step 3** Navigate to **Device Management** -> **Zones** -> System (or custom zone)
- Step 4** Go to the **General** tab then select the previously created recording server (*select disabled to turn off turret based recording*)
- Step 5** Click on the **Update** button to save the changes.
- Step 6** Select **Turret Boot Settings** tab, select the **Expert mode** Tab within, and select **Recorder** settings.
- Step 7** Set the **Recorder keep alive timeout** (*default recommended value is 1300*)
- Step 8** Set the following options to **True**:
- Recorder keep alive
 - Send device type information
 - Recorder parse displayname in UTF8
 - Recorder wait DDI master callID

Separated recorder mode

Recording channels should not be set for separated mode, any defined channels should be removed

Mixed recorder mode

If mixed recording mode is used for turret based recording, it is necessary to set Recording channels.

- Step 1** Navigate to **Device Management** -> **Zones** -> System (or custom zone)
- Step 2** Go to the **Turret boot settings** tab then select the **Recorder** settings.
- Step 3** Go to the **Basic Mode** tab and define the Recording channel devices (Hints are provided by the right side in the  icon)
- Step 4** Select the **Expert mode** Tab, and set Send multi calls information to true.

TPO-based recording configuration

- Step 1** Login to the web-based “TSS Console” administration interface.
- Step 2** Make sure **Turret based recording** is not enabled.
- Step 3** Navigate to the **Device Management \ TPO Clusters** menu.
- Step 4** Go to the **General** tab then select the previously created recording server (*select disabled to turn off TPO based recording*)
- Step 5** Click on the **Update** button to save the changes.
- Step 6** Select **Turret Boot Settings** tab, select the **Expert mode** Tab within, and select **Recorder** settings.
- Step 7** Set the **Recorder keep alive timeout** (*default recommended value is 1300*)
- Step 8** Set the following options to True:
- Recorder keep alive
 - Send login in call information
 - Send multi calls information
 - Talkstate in call information
 - Use TPO name/DNS name as Device Id and User Id for recording
- Step 9** Click on the **Update** button to save the changes.

The TPO should be added as a recorded extension in Verba, the Type of the extension has to be set to **User/Agent ID**, and the description should be TPO. This extension can be assigned to a technical user, or left unassigned.

Retention of TPO recordings

The media records from the TPO cannot be deleted as long as CDR records from users are referencing it. If **Data retention** is utilized, this means that the media records are implicitly under the longest retention. It is recommended to set this retention explicitly if **Automatically Delete Conversations after the Retention Period is Over** is used in the **Upload policy**. In this case the best practice is to assign the TPO extensions to a technical user, and set the highest retention period for this technical user.

Configuring Redundancy

- Step 1** In the Recording server configuration two recording servers should be provided
- For **2N** recording: `vrc://192.168.2.1:8000;vrc://192.168.2.2:8001`
 - For **N+1** recording: `vrc://192.168.2.1:8000;vrc://192.168.2.2:8000`
- Step 2** After **Step 4** in the TPO or Turret based recording configuration select **Boot Settings**
- Step 3** Move to the **Expert mode** Tab, and select **Recorder** settings.
- Step 4** Select the **Redundancy dual stream mode** setting. Set to true for **2N** or false for **N+1** recording mode.
- Step 5** Click on the **Update** button to save the changes.

TSS 9.2 and earlier

System-wide configuration

- Step 1** Login to the web-based "TSS Console" administration interface.
- Step 2** Navigate to **Device Management -> Zones -> System (or custom zone) -> Turret Boot Settings** (Tab)

Zone: System

[<< Back to Zones list](#)

Turret Boot Settings + Pre-defined settings

Basic Mode | Expert Mode | Advanced Mode

	Name	Value	Description
Recorder	<input type="checkbox"/> Recording channel 10 devices	<input type="text"/>	?
	<input type="checkbox"/> Recording channel 11 devices	<input type="text"/>	?
	<input type="checkbox"/> Recording channel 12 devices	<input type="text"/>	?
	<input type="checkbox"/> Recording channel 13 devices	<input type="text"/>	?

- Step 3** Go to **Recorder** (on Left Button/Tabs) and on the **Basic** (Tab) check **Recorder compatibility** to "iptrade".
- Step 4** Move to the **Expert** (Tab) still under the Recorder settings and Enable **Keep-Alive** on all recorded turrets.
- Step 5** Move to the **Advanced Mode** (Tab), and add the following key:

`profile.setting.disablerecorder = false`

`profile.setting.disablerecorder` false

Turret-based recording configuration

Step 1 Create a **Shared Profile** which will be attached to all of the recorded turrets (if there is an existing shared profile for recording it can be used for these settings but make sure it is assigned to all of the recorded turrets).

Name *	Zone	Comment	Last modification date *
Mixed Mode	System		11/20/2018 11:28:45 AM

Step 2 In the **Shared Profile** (created above) apply the following settings:

Account Management: Shared Profile Edition (Mixed Mode)

Settings

Basic Mode | Expert Mode | Advanced Mode

PBX Features	Name	Value	Description
Recorder	Recording channel 10 devices		
	Recording channel 11 devices		

Step 3 Select the **Settings** (Tab) and then the **Recorder** (Button/Tab on left) and go to **Basic Mode** (Tab) and set the Recording server address. (`vrc://192.168.5.69:8000`)

Step 4 Set **Recording Mixing mode** to **separated**.

Step 5 Set at least 1 or both Handsets to record. (There is additional help provided on the right side in the  icon)

Step 6 Click on the **Update** button to save the changes.

<input checked="" type="checkbox"/>	Recording channel 0 devices	HS1
<input checked="" type="checkbox"/>	Recording channel 1 devices	HS2
<input checked="" type="checkbox"/>	Recording channel 2 devices	applet.1
<input checked="" type="checkbox"/>	Recording channel 3 devices	applet.2

TPO-based recording configuration

Step 1 Login to the web-based TSS administration interface.

Step 2 Navigate to the **Device Management \ TPOs** menu.

Step 3 Select the TPO from the list.

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- Step 4** Go to the **Boot Settings** tab (Basic Mode).
- Step 5** Set the **Recorder compatibility** setting to **iptrade**.
- Step 6** Provide the Verba Recording Server(s) in the **Recorder Server** setting in `vrc://server_name:port` format.
- Step 7** Click on the **Update** button to save the changes.

The TPO should be added as a recorded extension in Verba, the Type of the extension has to be set to **User/Agent ID**. This extension should not be assigned to a user.

Configuring Redundancy

- Step 1** Login In **Step 7** of Turret-based recording or **Step 6** of TPO-based recording, two recording servers should be provided:
- For **2N** recording: `vrc://192.168.2.1:8000;vrc://192.168.2.2:8001`
 - For **N+1** recording: `vrc://192.168.2.1:8000;vrc://192.168.2.2:8000`
- Step 2** Move to the **Expert mode** (Tab) still under the Recorder settings and select the **Redundancy dual stream mode** setting. Set to true for **2N** or false for **N+1** recording mode.
- Step 3** Click on the **Update** button to save the changes.

Playback on turret

The Verba Recording System **does not require a separate IP Trade ReplayBox component** to provide playback-on-turret functionality. The Agent needs the [User permission](#) Play Conversation in Verba for the playback functionality.

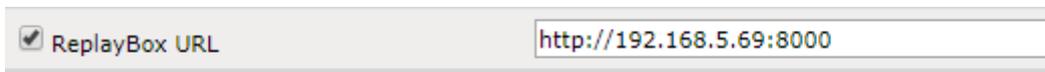
If the recording server is not co-located with the media repository, the playback will not work if the configured storage target is Media Repository Local Disk.

- Step 1** Set **Authorize Replay** to **true**.



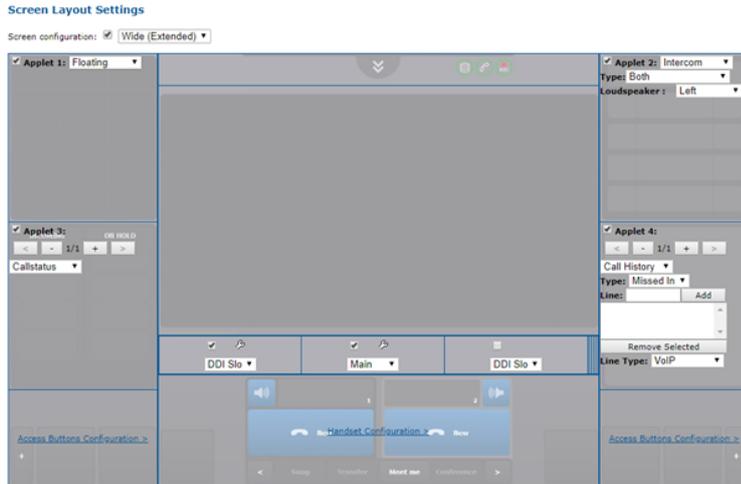
Authorize replay true false

- Step 2** Set the **ReplayBox URL** to <http://192.168.5.69:8000> (Verba recorder IP)

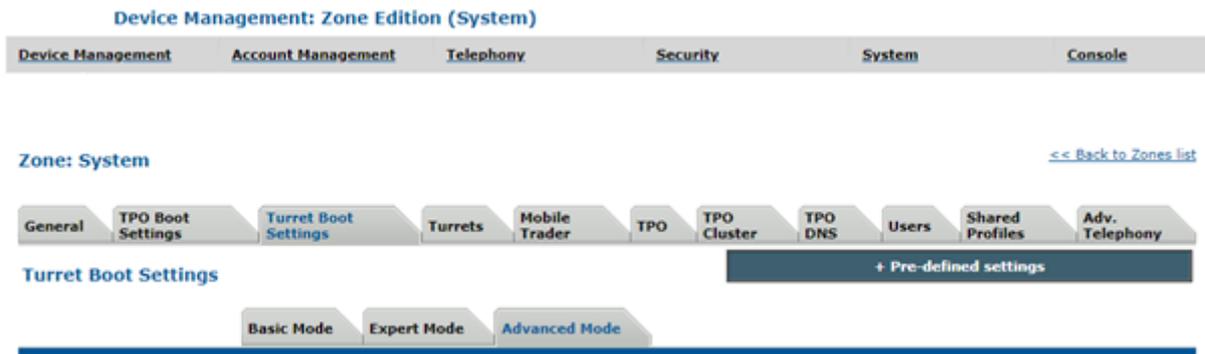


ReplayBox URL

- Step 3** To see the Replay panel on the turrets, go to the shared profile's for all turrets and go to the **Screen Layout** tab and from there go to the **Access Button Configuration** and add the **Recorder** button to the menu.



Step 4 In **Device Management -> Zones -> System** (or custom zone), select the **Turret Boot Settings** (Tab) and then the **Advanced Mode** (Tab)



Step 5 Add the following key:

application.global.replay.mode = TCP



Step 6 Make sure to reboot all recorded turrets after the configuration changes.

Recorder configuration

Recorder server profile.setting.activerecording	Shared Profile	vrc://192.168.2.1:8000	Recorder Server URI for active recording. Format: vrc://recorder_address:port For redundancy, add the second recorder after ";". Example: vrc://192.168.2.1:8000;vrc://192.168.2.2:8001 The port number is configured in the Verba Recording System, see IP Trade Recorder settings .
Recording mixing mode profile.setting.recording.mixingmode	Shared Profile	separated	Indicates the mixing mode: <ul style="list-style-type: none"> separated: each call is recorded separately by recorder channel at the same time. We use one recorder channel per call. mixed: calls can be recorded on the same recorder channel at the same time. One recorder channel can be used for several calls at the same time.
Default recording channel profile.setting.recording.default.channel	Shared Profile	0	All devices which are not configured to be recorded on a particular channel are recorded on the default channel set using this key. No effect if mixing mode is not "mixed".
Recording channel 0..9 devices profile.setting.recording.channel.0..9.devices	Shared Profile		Devices recorded on channel 0 (mixing mode only). Multiple devices may be listed separated by ';' character. For advanced GUI editions, applet may be referenced in this key.
Authorize replay profile.setting.authorizereplay	Shared Profile	true	Defines if recorder replay is authorized on the turret.
ReplayBox URL profile.setting.replaybox.url	Shared Profile	http://192.168.2.1:8000	Defines the URL path to the ReplayBox module for recording replay features. Format: http://recorder_address:port The port number is configured in the Verba Recording System, see IP Trade Recorder settings . If you have multi-server deployment, where you have a separated Media Repository, you have to point the replay URL to a server where the Verba Unified Call Recorder Service is running.
Replay mode application.global.replay.mode	FTP	TCP	Defines the replay mode.
Disable recorder profile.setting.disablerecorder	Shared Profile	false	Specifies if the recorder button is disabled on the screen. If true, the user is not able to access the recorder panel.
Recorder icon blink count profile.setting.recorderblinkingcount	Shared Profile	10	Defines the number of times the recorder icon has to blink (red) when the recorder connection fails.