

Mitel MiTAI with SRC Integration Guide

Version 5.3

This document contains information about the configuration of Quality Management Suite for recording Mitel MiTAI with SRC calls. In the Mitel MiTAI with SRC configuration, Quality Management Suite receives call control information from the Mitel MiTAI service on the Mitel PBX and can receive the voice audio in either Direct or Indirect recording modes. Quality Management Suite establishes taps with the SRC to collect the audio on a per call basis to minimize tap license usage.



Note

For more information on Direct and Indirect recording with Mitel refer to the *Secure Recording Connector Service* section in the Mitel Border Gateway Installation and Maintenance Guide.

Configuring the SSL Tunnel

Integration of Quality Management Suite through SRC is created by a tunnel between the Quality Management Suite Server and the Mitel SRC. When tunnel is created there is a certificate that needs to be accepted for a persistent TCP connection.

To set up the SSL Tunnel, complete the following steps.

1. Download MiSslTunnelServer.exe from <http://telrexsupport.com/builds/MiSslTunnelServer.exe>
2. Copy the exe file to the Quality Management Studio installation directory.
3. Open a command prompt.
4. Run the following command with the IP address of the Mitel SRC server (the IP address is 192.168.2.129 in this example):

```
MiSslTunnelServer -f misstunnel.ini -p password -caCN QMS -caAddr 192.168.2.129 -  
tunListen 127.0.0.1:23232 -tunConnect 192.168.2.129:6810 -tunCA 192.168.2.129
```

This command generates a certificate request that is sent to the Mitel SRC server, which is a certificate authority.



Note

The IP Address and port used in the – tunListen parameter and the password entered in the – p parameter will be entered into the service configuration in Quality Management Studio.

5. When the MiSslTunnelServer process reaches the QUEUED state, you need to launch the Mitel Standard Linux Server Manager application by using the following URL:
http://[address]/server-manager, where [address] is the IP address of the Mitel SRC server.
6. After logging into the *Server Manager*, click the **Certificate Management** option from the Security menu. *The Manage Certificates page displays.*
7. Click the **Certificate ID link** in the Queues CSRs section. *The certificate appears in a new window with the Cancel, Reject, and Approve buttons.*
8. Click **Approve** to accept the certificate. *The success message displays.*
9. Once the approved certificate is downloaded by the MiSslTunnelServer application, the SSL tunnel can be tested by establishing a test connection.

Testing the SSL Tunnel

To test the SSL Tunnel, complete the following steps.

1. Open a command prompt.
2. Enter the following command at the command prompt:

```
telnet 127.0.0.1 23232
```

A blank telnet window opens.

3. Paste the following XML text into the telnet window to test the established tunnel:

```
<register_request><id>QMS</id><protocol_version>1.3</protocol_version></register_request>
```

If an XML response is received, it confirms that the tunnel is established correctly.

4. Press **Ctrl+C** to close the MiSslTunnelServer application. Once complete, the MiSslTunnelServer application creates the *missltunnel.ini* file. The [Windows] System32 directory must have a copy of this file.

Configuring the Quality Management Suite for recording Mitel MiTAI with SRC calls

The information in this section describes the steps required to configure Quality Management Suite for recording Mitel MiTAI with SRC calls.

To configure Quality Management Suite for recording Mitel MiTAI with SRC calls, complete the following steps.

1. Open a web browser on the computer running the Enghouse Interactive Data Service and access <http://localhost/qms>. *The Call Recording Login page displays.*
2. Enter administrative credentials into the **Username** and **Password** fields. The default username and password is **admin**.
3. Click **Login**. *The Quality Management interface displays.*
4. Select **Services** under the Administration category on the left-side of the window. *The Services tab displays.*
5. Click **Call Recording** and click the **Edit** button. *The CallRecording [host] tab displays.*
6. Click the **PBX Type** drop-down under Service Details and select **Mitel SRC**.

7. Enter the IP address of the Mitel PBX in the **PBX IP Address** field.
8. Enter the password used in the -p parameter when setting up the SSL tunnel in the **Password** field.
9. Enter the IP address used for the -tunListen parameter when setting up the SSL tunnel in the **API IP Address** field.
10. Enter the port used for the -tunListen parameter when setting up the SSL tunnel in the **API Port** field
11. Enter the starting audio port to be used for receiving audio from SRC taps in the **Starting Audio Port** field. There will be two tap ports used per user.
12. Click the **Save** button in the Actions bar.
13. Click **Users** under the Administration category on the left-side of the window. *The Users tab displays.*
14. Configure all Mitel MiTAI with SRC users for which Quality Management Suite records calls.
15. The **Primary Extension** field in the Call Recording Settings section is required to match the Active-DN (Dial-able Number) configured for the user's Mitel MiTAI with SRC phone.
16. Enter the DNs from all other line appearances on the user's Mitel MiTAI with SRC phone into the **Additional Extensions** field (as a comma delimited list).
17. Enter the IP Address of the user's Mitel MiTAI with SRC phone into the **Endpoint IP Address** field.
18. Click the **Save** button in the Actions bar.
19. Repeat steps 13-18 for each user to extension entry listed.

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