BackOffice 4iP

IP Recording Site Preparation

Before beginning the installation of BackOffice 4iP for use with IP Stations verify that the following items have been completed.

Recording PC

- Verify that the computer meets PC Specifications. Current specs can be downloaded from www.usbcallrecord.com
- Install and identify a 2nd Network Interface Card in the PC. Determine which NIC will be used for network access and which will be used for IP Traffic:
    - NIC Used for Network:
    - NIC used for IP Traffic:
- Install all Windows updates and then set the Automatic Updates to download and set Windows Updates to "Never Check for Updates". After installation of BackOffice updates should be applied manually with the BackOffice service stopped, and then PC restarted.
- Install WinPcap on the recording PC. WinPcap can be downloaded at http://www.winpcap.org
- Install Wireshark on the recording PC. Wireshark can be downloaded at http://www.wireshark.org

Network

- Verify that the IP PBX is connected to the network through a Managed Switch
- Configure a port for Port Mirroring – SPAN Port – on the Switch. Mirror all traffic from the IP PBX.
- Verify that no traffic from a Gateway is mirrored on the SPAN port.
- Connect the recording PC to the customers network on the NIC that has been defined for network traffic.

- Connect the recording PC to the Mirrored Port of the switch on the NIC that has been defined for IP Traffic.
- Verify connectivity of both Network Interface Cards

Connectivity

- Confirm the IP address of the phone system.
- Using Wireshark, verify that the recording PC can see the IP traffic of the phone system.

When the above steps are completed you are ready to begin the BackOffice 4iP installation. Consult the BackOffice installation manual for installation and configuration details.

You can contact Technical Support at 800-930-8135 Option 2