Metreos CallMonitor Administration Guide

Metreos Communications Environment 2.1

Configuring the CallMonitor Application

The Metreos CallMonitor® application for the Metreos Application Runtime Engine provides the means to randomly monitor a conversation on a phone selected from a group of Cisco IP phones, given that the IP traffic of the phones in question is routed to the Metreos Application Runtime Engine using a SPAN port associated with the Metreos PCap Service®.

The administrator of the Metreos environment can segment phones by directory number into distinct groups, designating a unique DID (Direct-Inward-Dial) number for each such group.

SPAN Port

A SPAN port must exist which is able to see all SCCP and audio traffic to and from the Cisco IP phones to be monitored.

Details on configuring a SPAN port are beyond the scope of this document.

Metreos Application Runtime Engine Configuration

Telephony Server Creation

The Metreos Application Runtime Environment must be configured to recognize any and all CallManagers hosting the Cisco IP phones eligible for monitoring.

Using the Metreos Management Console (http://<Application Server IP>/mceadmin , the administrator will create two Telephony Servers . Once logged into the Management Console, navigate to the *Telephony Servers* link. From there, create both a CallManager telephony server, and an H.323 telephony server. *The IP address of the H.323 telephony server should correlate to a Cisco CallManager which handles calls, this typically being a subscriber configured as part of a Cisco CallManager cluster.*

An alternate configuration scenario is one in which JTAPI is used (rather than H.323) as the signaling protocol between the PSTN and CallManager. Such a configuration is not described in this document..

CallMonitor Application Configuration

To access CallMonitor application configuration options, navigate to http://<Application Server IP>/mceadmin/, and from there select *Applications*. From the list of applications select the *CallMonitor* application. Configure the application as described below.

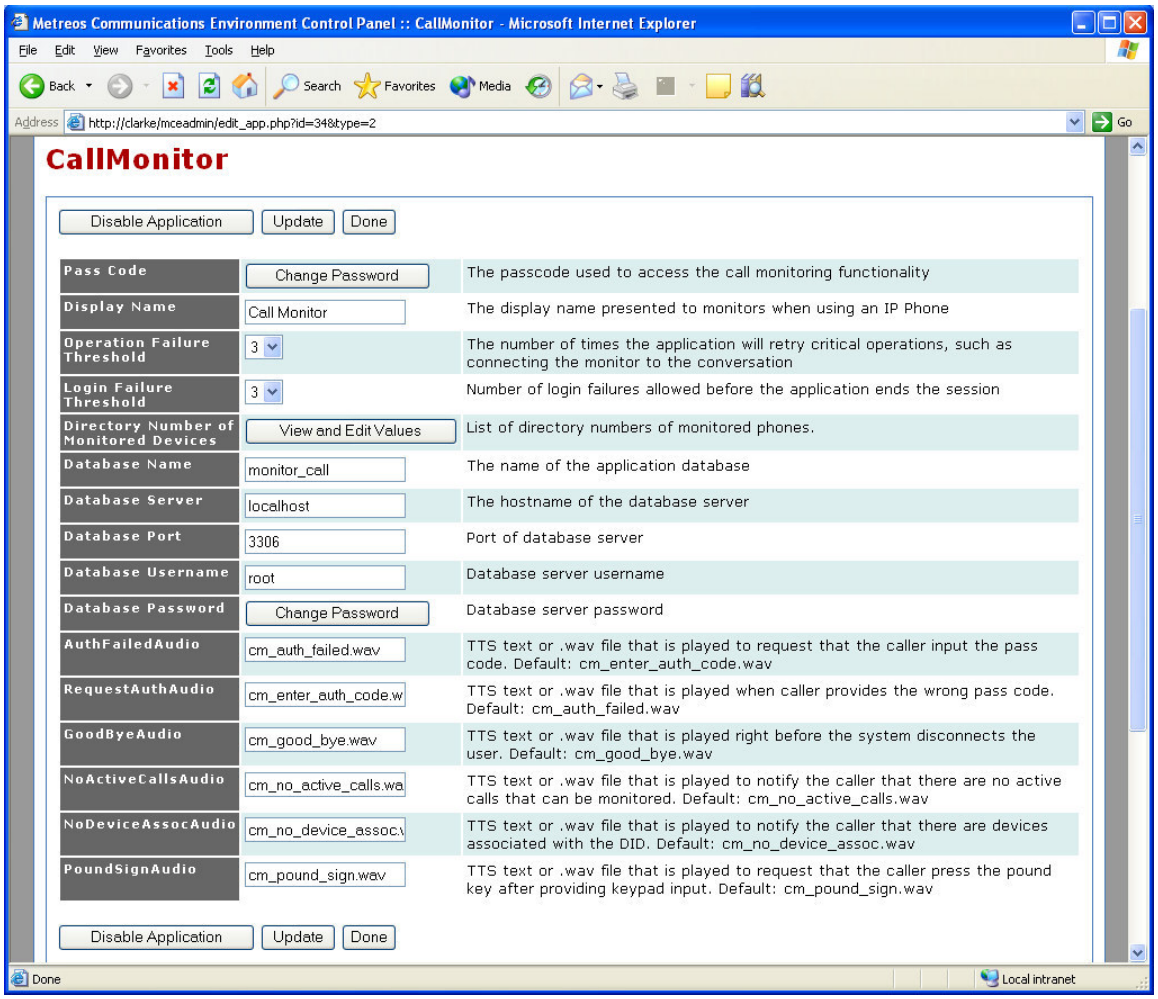

Figure 1: CallMonitor Application Configuration

Pass Code
The PIN code that an administrator must enter in order to monitor a conversation.

Display Name
The name presented to the monitoring user when an IP Phone is used to initiate the monitoring functionality.

Operation Failure Threshold
The number of times certain application operations will be attempted, such as bridging the monitoring user into the conversation.

Login Failure Threshold
The number of times an invalid or unrecognized PIN code may be entered

Directory Numbers of Monitored Devices
A list of directory numbers of the phones to be associated with a monitor group.

Other fields need rarely be modified.

CallMonitor Application Partition-Specific Configuration

Applications in the Metreos Application Runtime Engine can be *partitioned*, or split into mirrored instances, each having its own separate configuration. In addition to the configuration items listed above, each application partition can have its own set of configurable triggering criteria.

Configuring a Partitioned Application: An example of how and why one might use partitions with Metreos CallMonitor is as follows. An administrator creates two partitions for the CallMonitor application. The first partition monitors four directory numbers by having those four numbers configured in the Directory Numbers of Monitored Devices field, with the other partition monitoring six different numbers. The administrator might then set up the first partition to trigger when a directory number of 2000 is dialed, and the second partition to trigger on the number 2001,

The administrator could then configure unique pin numbers for each partition, and inform all parties interested in monitoring the two groups of phones of the extensions and authorizing PINs for each.

The specific steps you would take to configure this example are as follows:

1. Create a second partition, in addition to the default partition already existing.
    a. Navigate to Mceadmin → Applications → CallMonitor → Create Partition
    b. In the new partition page displayed, enable the partition and set the Media Resource Group to *Default*. The Call Route Group does not matter.

2. Configure the two partitions by establishing two groups of monitored devices, with unique PIN and triggering criteria. For each partition:
    a. Configure a group of monitored devices in the partition:
        i. Navigate to Mceadmin →Applications →CallMonitor →Edit [Partition] →View
        ii. Edit the values for Directory Number of Monitored Devices.
        iii. In the pop-up window that appears, enter the line number of each device for this partition.
    b. Configure a PIN for the partition.
        i. Navigate to Mceadmin →Applications →CallMonitor →Edit [Partition] →Change Password.
        ii. In the popup window appearing, enter the old PIN and the new PIN. Monitoring agents must supply this PIN when using the application. Note that the first time the application is configured, the *Old Password* field should be left empty.
    c. Configure the trigger parameter for the partition:
        i. Navigate to Mceadmin -> Applications => CallMonitor => Edit [Partition] => Edit Trigger Parameters [CallMonitor].
        ii. Set the Parameter Name entry to “to”.
        iii. Set the Initial Value entry to the routable directory number previously configured for the H.323 gateway.

CallManager Configuration

Mapping DID (Direct-Inward-Dial) Numbers

An outbound H.323 gateway should be created corresponding to the Metreos Application Server. When creating the H.323 gateway, the *Device Name* field should be the primary IP address of the Metreos Application Server.

Once the H.323 gateway is created, you will need to configure CallManager such that calls inbound from the PSTN can reach the newly created H.323 gateway corresponding to the Metreos Application Server. The most straightforward method of doing so is to configure a route pattern associated with the H.323 gateway. Any numbers reserved for DID access to the CallMonitor application should be taken into consideration during this step.

Figure 2 illustrates the call signaling paths involved in the CallMonitor application. On that diagram, note that the 'H.323 Interface' node on the Application Server is an outbound H.323 Gateway as far as CallManager is concerned. When a call comes in from the PSTN and is subsequently routed to the Application Server H.323 Gateway, the CallMonitor application will initiate.

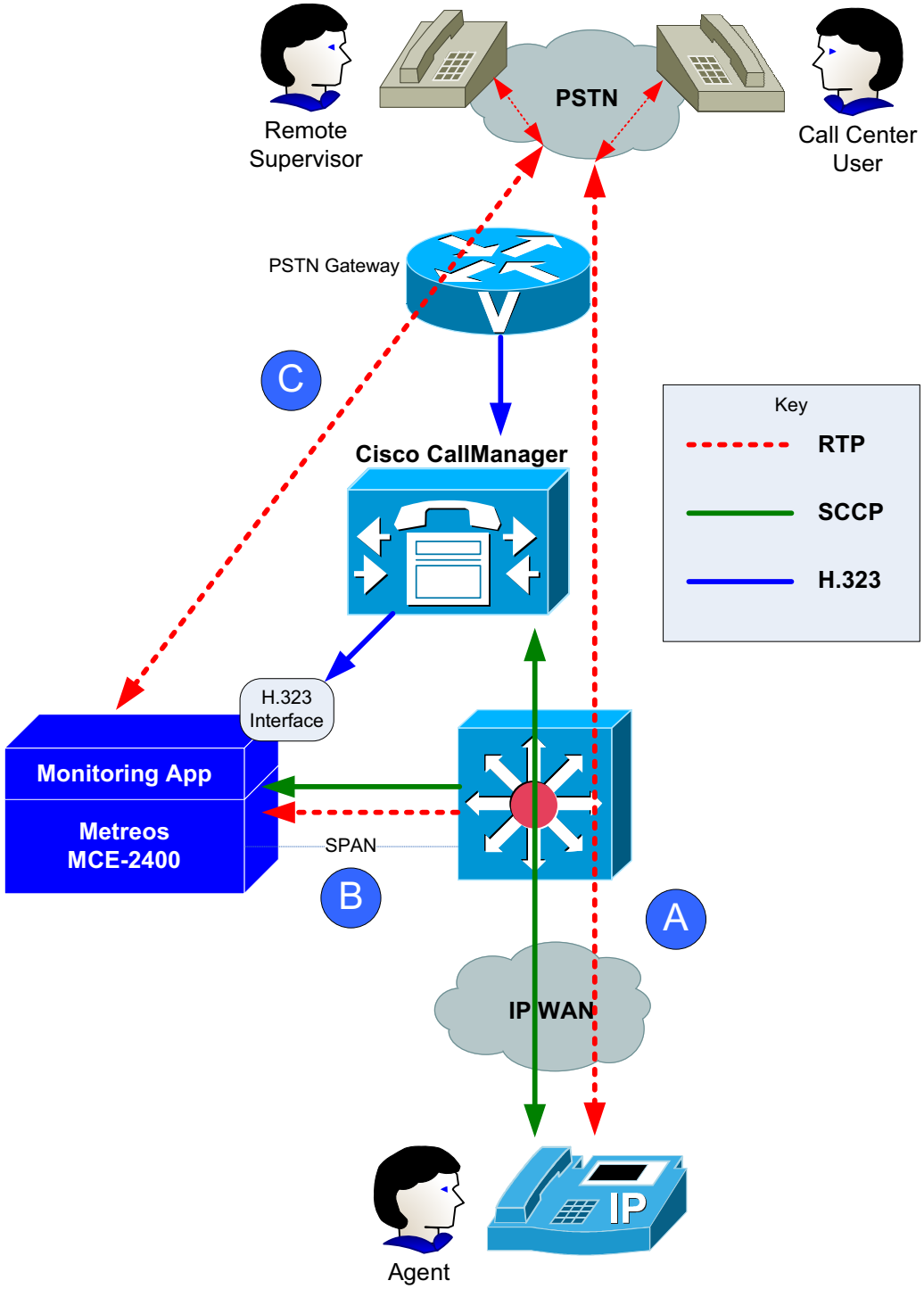

Figure 2: Remote Monitoring Block Diagram