

INSTALLING CALLREX CALL RECORDING ON SHORETEL REMOTE SERVERS USING TAPI



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Prerequisites

In order to install CallRex Call Recording™ software on a ShoreTel system using TAPI, the following must be complete:

- Successful installation of CallRex Server
- Successful installation of ShoreWare Director with a DVS license that customer has previously purchased. (DVS license must be purchased from ShoreTel.)
- A ShoreWare Director administrative account with access to all recorded users.
- ShoreTel 7.5 to version 9.2 requires a DVS to be installed, and may also be required for a data collector.

Procedure

After the successful installation of CallRex software, you need to complete the ShoreWare remote installation. (This must be completed after the installation of the CallRex software.)

Installation

1. On the CallRex Server, go to <http://<ShoreWare Director IP>/ShoreWareDirector/Remote Install>.
2. Select **“Click here to Download remote server”** on the ShoreWare Director Web page.
 - a. Make sure that the Network cards TCP\IP is disabled on the sniffer\capture card.
 - b. Makes sure the requirements of the DVS are met .i.e. IIS, FTP, .NET, ASP, STMP. They need to be installed through Windows Add/Remove programs. (You will need the i386 or Windows installation disk available to install these services.)
3. Go to <http://<ShoreWare Director IP>/ShoreWareDirector> and login to the ShoreWare Director with administrative rights.
4. Install the ShoreTel Application Server with default values.
5. Go to **Administration > Application Server**
6. Under **“Add a new application server at site”** select **Headquarters** and click **“Go.”**
7. Enter a Name (i.e. CallRex or CallRex Data Collector) followed by the Messaging Channel IP address of the CallRex server.

- a. *Note:* Do not use the IP of the Capture Card NIC on the CallRex Server. (There should not be one to use)
 - b. *Note:* Voice Mail and Auto Attendant is required by ShoreWare Director (use default values) however, it is not relevant to CallRex.
 - c. *Note:* Simplified Message Desk Interface (use the default value “None”) is not relevant to CallRex.
8. When setting up the Application Server, make sure to uncheck the **Allow Voicemail** check box.
 - a. The voicemail and Auto Attendant setup is not used, but there still must be ascending VM extensions in the boxes.
 - b. For example: VM Extension 2000, Auto Mail Login Ext. 2001 Auto Attendant Ext. 2003.
 9. Click **Save**.
 10. Open the **Registry Editor** (regedit) and go to HKEY_LOCAL_MACHINE\SOFTWARE\Shoreline Teleworks\RemoteTSP\Provider## (where ## is the actual number of the provider ID), then look for the entry named Server, the entry should read: (Server Value default is Localhost)
 11. Change Localhost to the CallRex server’s IP.
 12. For version 8.1 – 9.2 make a custom Codec called Callrex and add in
 - a. G729/8000
 - b. PCMU/8000
 - c. PCMA/8000



13. Once these steps have been completed, reboot the server.

Verification

1. Go to **Director IP> /ShoreWare Director** and login to the ShoreWare Director with administrative rights.
2. Go to **Maintenance > Quick Look**
3. Confirm a green up arrow for a successful installation of the ShoreTel Application Server on the CallRex Server. Otherwise, troubleshoot the status listed.
4. Use dialer.exe or TAPIVerify.exe to confirm TAPI is working.

Additional Comments

1. Should the ShoreWare Director server be rebooted at any time, the CallRex Server should be rebooted after the ShoreWare Director to reestablish the TAPI link.
2. Verify the Codec is set to G711 or G729.
3. If the ShoreTel server has been upgraded and you no longer receive Call Control, the DVS must be reinstalled to the new version.
4. Use HKEY_LOCAL_MACHINE\SOFTWARE\Shoreline Communications\InstallState\Products\ShoreWare Remote Server to verify the version of the remote server

Troubleshooting ShoreTel Telephony Management Server (TMS)

1. If TMS will not start, do the following:
 - a. Go to **Start > Run** and type CMD in order to get a command prompt.
 - b. Type CD C:\Program Files\Shoreline Communications\Shareware Remote Server>TMS.exe /regserv
 - i. *Note:* C:\ is the default Drive for ShoreTel. Be sure to use the correct drive letter.
2. It should say "successful."
3. Restart the Shareware Telephony Management Server located in the services on the CallRex Server.
4. Restart the CallRex services.

About Telrex

In addition to call recording, Telrex also provides call center optimization solutions designed specifically for small and medium businesses, such as:

- CallRex Call Recording™ and CallRex Express™: Call recording and monitoring
- CallRex Agent Evaluation™: Call scoring and agent coaching for call centers
- CallRex Workforce Management™: Forecasting, scheduling, and adherence monitoring
- CallRex Speech Analytics™: automatic analysis of recorded calls
- CallRex API™: custom integration solution for CallRex call recording software

Founded in 2000 to address the rapidly growing need for VoIP recording and monitoring, Telrex pioneered the VoIP call recording market with the release of CallRex in 2000. CallRex was the first packet-based, VoIP technology to record and monitor telephone calls on IP or IP-enabled telephone systems.

Telrex is privately held with corporate headquarters in Kirkland, Washington. Learn more at www.telrex.com or call +1.425.827.6156.

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