

Broadsoft SIPREC SIPUA

The BroadWorks SIPREC guide written by BroadSoft can be found here:

<http://files.orecx.com/docs/BW-CallRecordingGuide-R200.pdf>

Orkaudio configuration

Minimum version requirement: x3597

Orkaudio configuration

1. Enable the liborksipua.so plugin (comment the default plugin):

```
#vi /etc/orkaudio/config.xml:

Ensure it looks like this:
<!--<CapturePlugin>libvoip.so</CapturePlugin-->
<CapturePlugin>liborksipua.so</CapturePlugin>
```

2. Add this section, if not already present:

```
<SipUAPlugin>
  <SipMode>SiprecBroadWorks</SipMode>
  <SdpOfferAnswerMode>true</SdpOfferAnswerMode>
</SipUAPlugin>
```

Enable Auto-Provision if needed

3. Extract Groups and Service Provider as tags:

```
#vi /etc/orkaudio/config.xml

<SipUAPlugin>
<SipRecExtractFields>groupid,serviceproviderid</SipRecExtractFields>
</SipUAPlugin>
```

4. Update database for Auto-provisioning for Users and Groups:

```
mysql>update orkuserconfig set userAutoProvisioning = true;
mysql>update orkgroupconfig set groupAutoProvisioning = true;
```

5. If firstname, lastname extraction is wanted for user auto-provisioning, use orkaudio-addons >= 1.9-2881 and orkweb >= 1.9-2889

In the orkaudio config.xml file, under the SipUAPlugin section add the following:

```
<SipRecReportLocalNameAsTag>true</SipRecReportLocalNameAsTag>
```

IMPORTANT: The firstname/lastname is extracted from the SIP From: header, not from the SIPREC XML.

Ultimately the changes made to config.xml file could look like this:

```
<SipUAPlugin>  
  <SipMode>SiprecBroadWorks</SipMode>  
  <SdpOfferAnswerMode>true</SdpOfferAnswerMode>  
  <SipRecExtractFields>groupid,serviceproviderid</SipRecExtractFields>  
  <SipRecReportLocalNameAsTag>true</SipRecReportLocalNameAsTag>  
</SipUAPlugin>
```

Troubleshooting:

- Check firewall rules and allow connection between recorders and Broadsoft platform. You can check/control SIP and RTP listening address range in recorder configuration
- Ensure Oreka TR server is listening on the provisioned address. We recommend using static IP and referencing the recorder by IP instead of NETBIOS/DNS name