

Installing Oreka TR in Windows

Contents

What is Oreka TR?	1
Architecture	1
Prerequisites (provided by customer):	2
Prerequisites (provided by Orecx):	2
Orkaudio Installation	3
Upgrading OrkAudio (Optional)	7
Configuring the correct NIC in Orkaudio	9
OrkWeb Installation	11
Install MySQL	11
Tomcat/Java Installation	20
Accessing OrkWeb (User Interface)	28

What is Oreka TR?

Oreka TR (Total Recorder) is an enterprise cross-platform system for recording and retrieval of audio streams, computer screens, and text messages (SMS). It supports recording from VoIP telephony systems via active and passive recording methods. It also supports recording from TDM telephony systems.

The Oreka TR user interface (OrkWeb) is web-based and provides a rich feature set such as call live monitoring, recordings playback, extensive search and query capabilities, audit trail, reporting, tagging, media manager, and many others.

Architecture

The Oreka TR system consists of a combination of the following services:

- **OrkAudio** : This is the audio capture background service. It supports active and passive VoIP recording as well as TDM based recording.
- **OrkTrack** : This service centrally tracks activity on the entire system and logs recordings to any popular SQL database. It is also responsible for background tasks such as the Media Manager, User and Group Auto-Provisioning as well as most API functionality through a RESTful interface.

- **OrkWeb** : This service is the web interface accessible via any standard compliant web browser. It relies on the Tomcat web server.

(Optional)

- **OrkRfb** : This is the screen capture background service. It relies on the RFB protocol used in VNC.
- **A range of CTI connectors**: These are software services that perform Computer Telephony Integration and extract call metadata from various telephony systems such as Avaya, Cisco, Genesys, Mitel, Shoretel, etc.

Prerequisites (provided by customer):

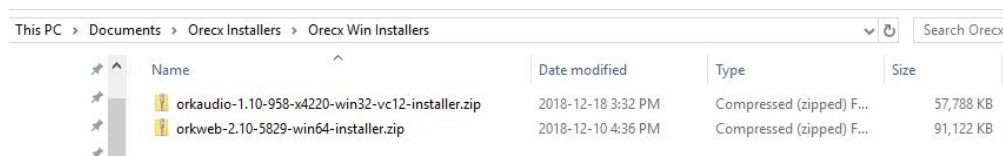
- Windows 7 or higher
- For hardware requirements see: <http://files.orecx.com/docs/oreka-voip-server-specs.pdf>
- Root-level or Administrator access on the server
- Internet connection to download MySQL, Java and Tomcat, as well the the Oreka TR installation files

Prerequisites (provided by Orecx):

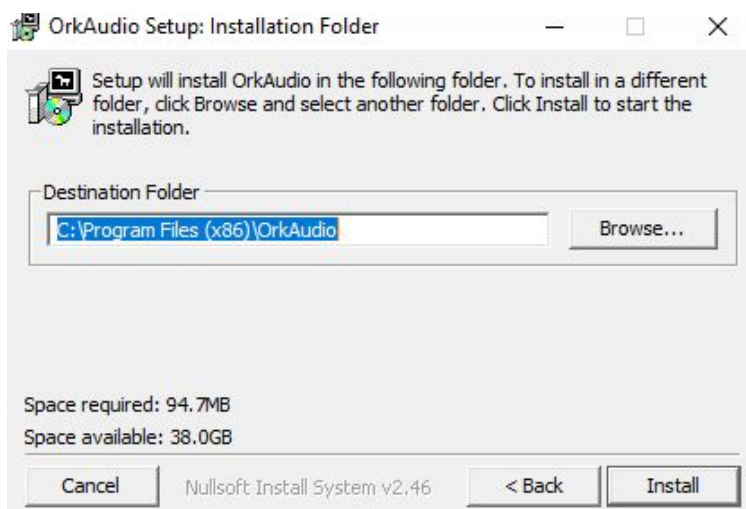
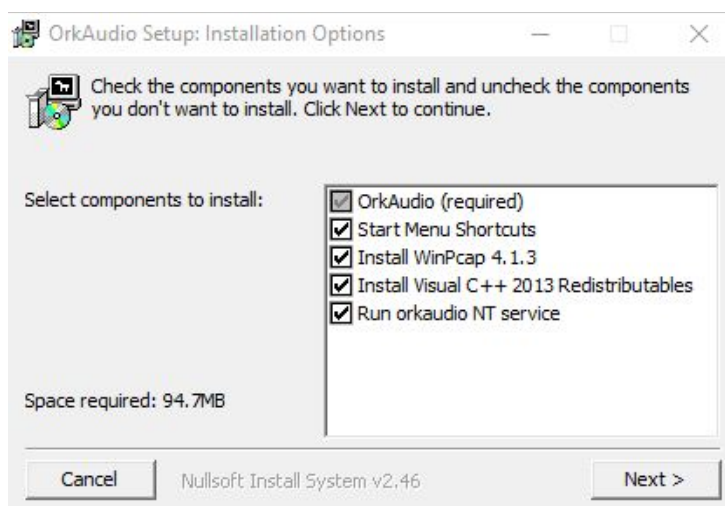
- Valid OrkAudio and OrkWeb Licenses
- OrkAudio installer (e. g. `orkaudio-1.10-958-x4220-win32-vc12-installer.zip`)
- Orkweb installer (e.g `orkwebapps-2.51-8013-win64-installer.zip`)

Orkaudio Installation

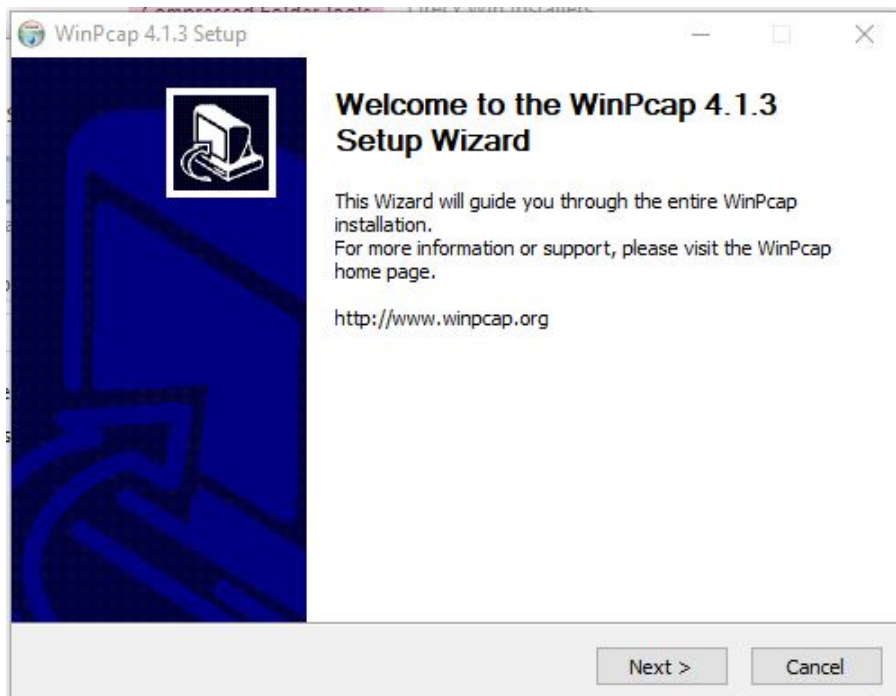
1. Download the installer to the target server. Use the username and password provided by Orecx to get the installers



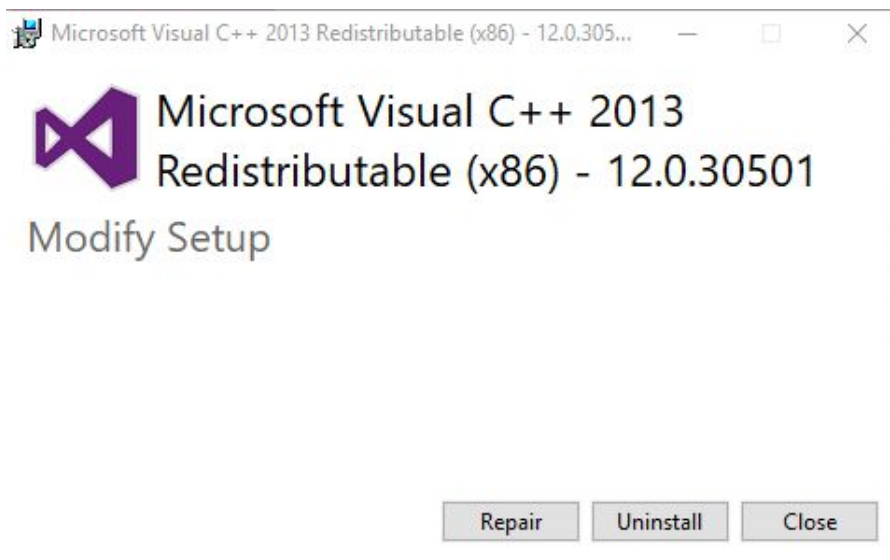
2. Extract the zip file and execute the installer, click **Next** and accept all the defaults to being the **Install**



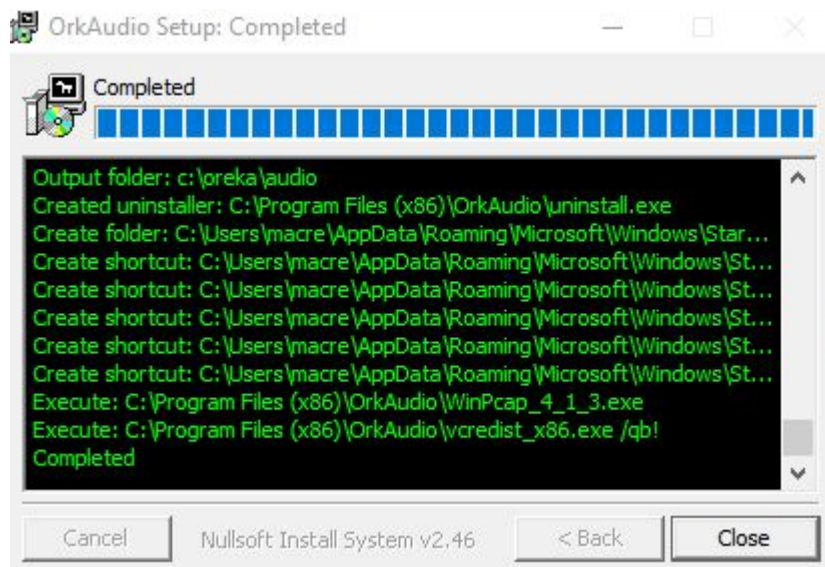
- During the installation, you will be prompted to install **WinPcap 4.1.3** if it isn't installed. Please choose **Next** and follow the prompts



- You may also be prompted to install **Microsoft Visual C++** if not previously installed.



- To complete the installation, click **Close** when this windows appears

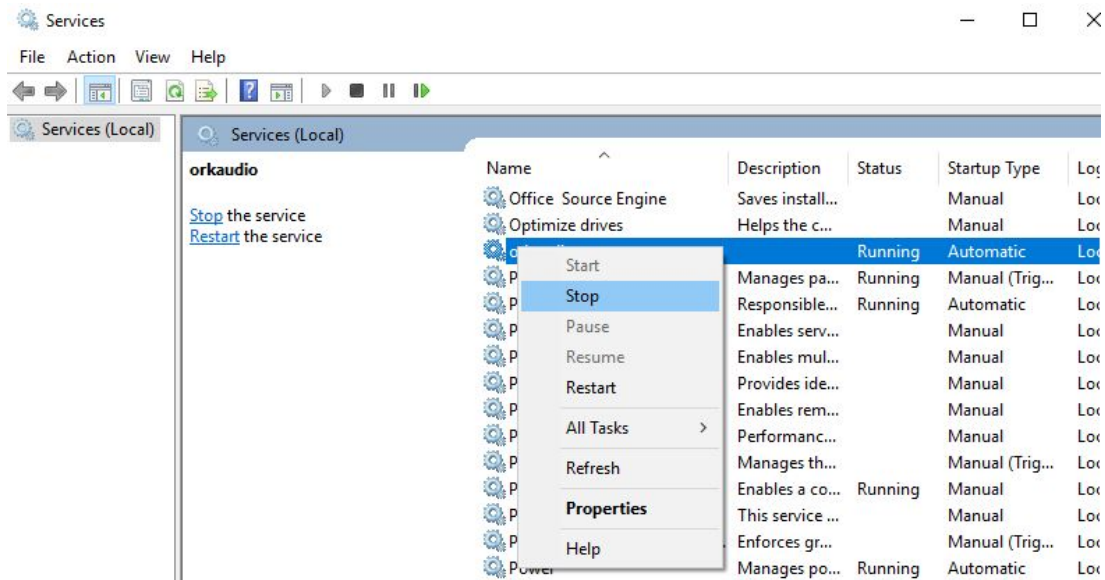


- Save the OrkAudio license file that was provided by OrecX (e.g. *orkaudio-31-days-trial-license-orecx-client-ID12743-20181203.txt*) in the folder where OrkAudio was installed, typically C:\Program Files (x86)\OrkAudio. Rename it to *license.txt*

Windows (C:) > Program Files (x86) > OrkAudio

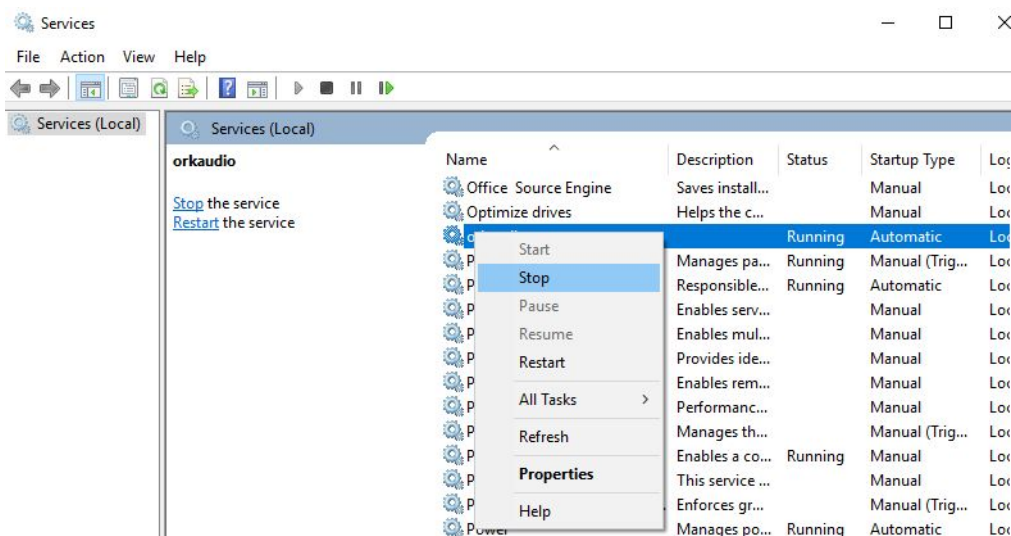
Name	Date modified	Type	Size
libeay32.dll	2010-12-04 1:58 PM	Application extens...	1,074 KB
libiomp5md.dll	2012-04-11 10:10 ...	Application extens...	799 KB
libogg.dll	2007-12-11 12:12 ...	Application extens...	43 KB
libsndfile-1.dll	2011-03-23 8:37 PM	Application extens...	2,222 KB
libspeex.dll	2007-12-11 12:06 ...	Application extens...	167 KB
libspeexdsp.dll	2007-12-11 12:06 ...	Application extens...	154 KB
license.txt	2018-12-18 4:00 PM	Text Document	1 KB
log4cox.dll	2014-10-20 8:21 PM	Application extens...	1,184 KB
log4cox-INSTALL	2008-03-31 6:34 PM	File	5 KB
log4cox-KEYS	2008-03-31 6:34 PM	File	5 KB

- After the license is copied into the installation folder, restart the **OrkAudio** service. Locate orkaudio in the **Windows Services** applet and right click on it to Start/Stop

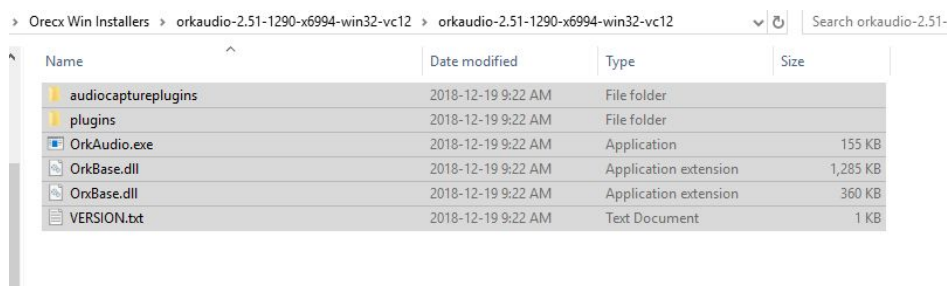


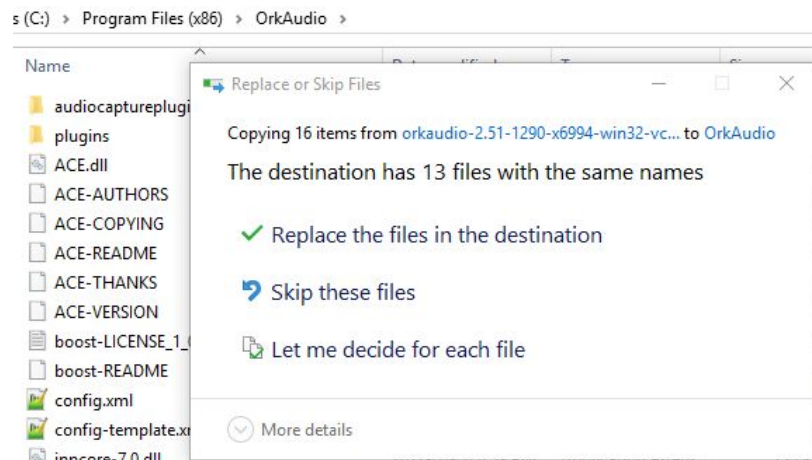
Upgrading OrkAudio (Optional)

1. Stop the **OrkAudio** service via the **Windows Services** applet

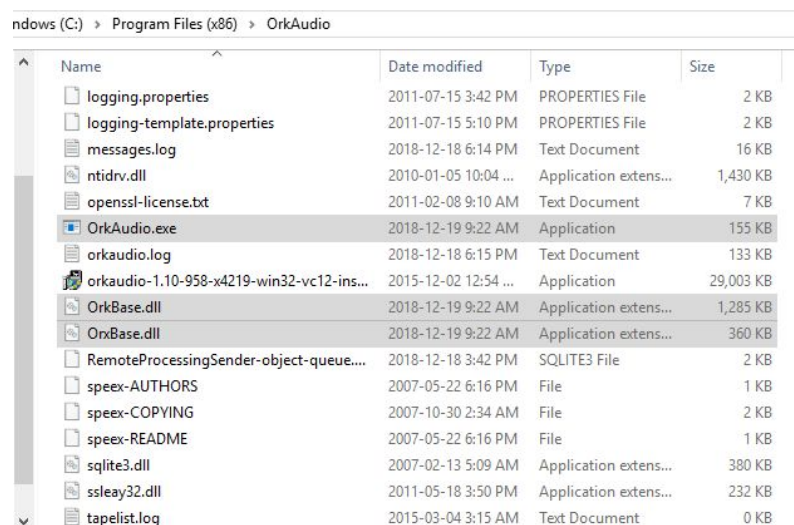


2. Unpack the orkaudio zip archive downloaded from your download directory (e.g *orkaudio-1.2-688-x1537.zip*)
3. Select and **copy all files inside the downloaded zip file and paste them into C:\Program Files (x86)\OrkAudio**. This should include orkaudio.exe, some .dll files as well as subdirectories

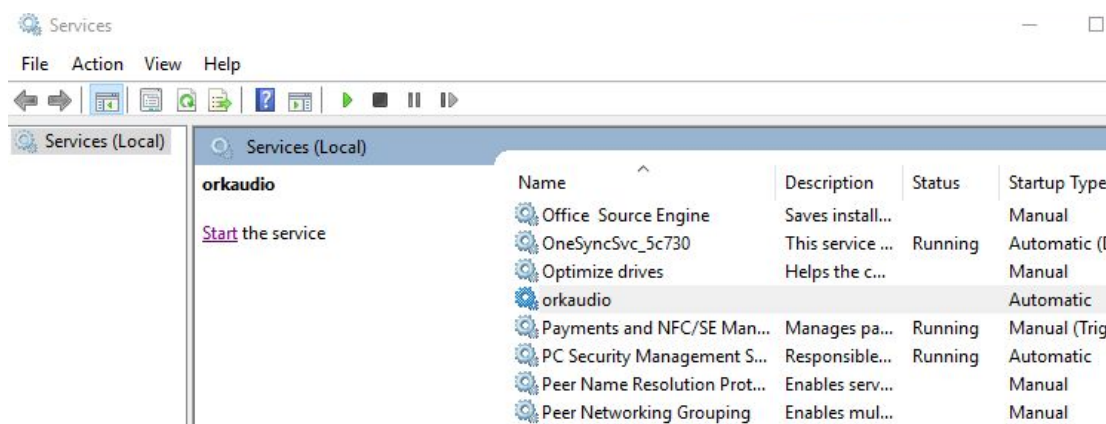




- When complete, all replaced files are usually seen as selected in the Windows File Explorer. This is a good indication that the operation was completed successfully



- Start the **OrkAudio** service

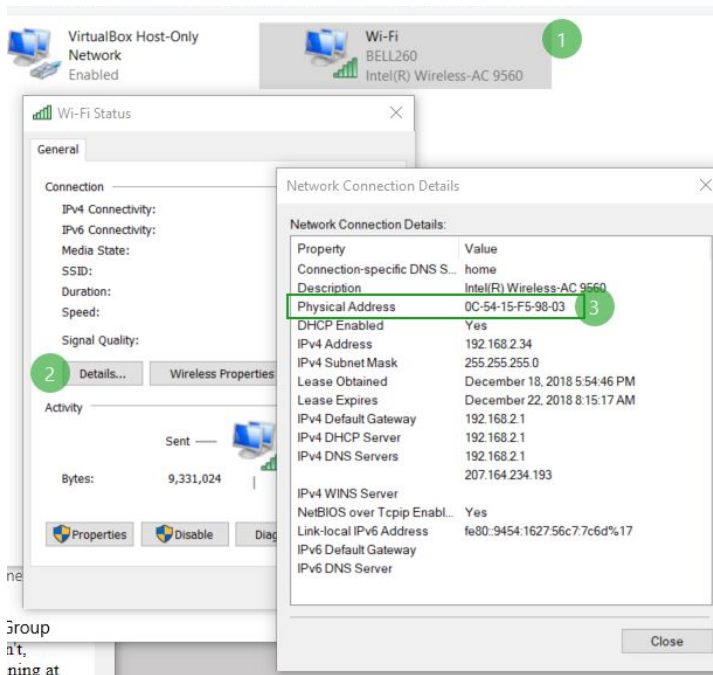


Configuring the correct NIC in Orkaudio

It may be that Orkaudio is listening to the wrong interface after you initially install it. Configure it to listen on the right NIC(s) by editing the <Devices> parameter in **C:\Program Files (x86)\Orkaudio\config.xml**. You will need to restart the orkaudio service for the change to take effect.

A list of available devices is output to the orkaudio.log file when Orkaudio starts up

1. Obtain the Physical Address (a.k.a. MAC Address) of the NIC that is the target of the Port Mirror, right-click, select **Properties** and then **Details**. Take note of the **Physical address** of the network adapter



2. In a cmd window, type **getmac.exe** and get the Transport Name of the **Physical Address** obtained in the previous step. Take note of the **Transport Name** between the curly braces

```

C:\Users\macre>getmac.exe

Physical Address      Transport Name
=====
30-9C-23-8F-AF-45     Media disconnected
0C-54-15-F5-98-03     \Device\NPF{ED37EAC4-08F9-4EE1-9706-C26026B58F82}
0C-54-15-F5-98-07     Media disconnected
0A-00-27-00-00-02     \Device\NPF{036608C7-6440-4596-AF6A-2584A0C211E5}

C:\Users\macre>
  
```

3. Locate the following section in **C:\Program Files (x86)\OrkAudio\config.xml**:

```
<!--<Devices> \Device\NPF_{43FAFE81-8776-1334-9EB3-B273CCA778C5} </Devices>-->
```

Un-comment that line and enter the Transport Name like this. **(Note that you need to substitute Tcpip_ for NPF_)**

ex:

```
<Devices>\Device\NPF_{ED37EAC4-08F9-4EE1-C26026B58F82}</Devices>
```

Save the changes to the config.xml file

```
<VoipPlugin>
  <!-- Use this for Nortel proprietary VoIP protocol -->
  <!--<UnistimDetect>yes</UnistimDetect>-->

  <!-- Turn both these on this for Avaya H.323 extensions -->
  <!--<AvayaDetect>yes</AvayaDetect>-->
  <!--<RtcpDetect>yes</RtcpDetect>-->

  <!-- Set the option below to "true" to enable IAX2 support -->
  <!-- the default is that IAX2 support is disabled -->
  <!--<Iax2Support>false</Iax2Support> -->

  <!-- Use this if you want to force capture from a given list of devices. -->
  <!-- All available devices are listed in orkaudio.log when the service is s
  <Devices>\Device\NPF_{ED37EAC4-08F9-4EE1-9706-C26026B58F82}</Devices>

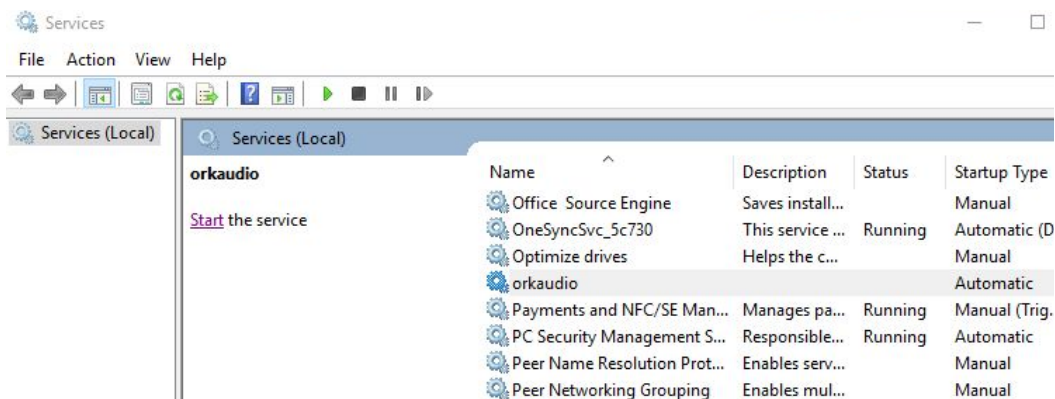
  <!--<PcapFilter>net 217.14.0.0/16 or host 10.0.0.1</PcapFilter>-->

  <!--<SipOverTcpSupport>yes</SipOverTcpSupport>-->
  <!--<SipReportFullAddress>yes</SipReportFullAddress>-->
  <!--<SipUse2000kMediaAddress>yes</SipUse2000kMediaAddress>-->

  <!-- Those two parameters are only needed for call direction detection (one
  <!--<SipDomains>company.com, 65.34.25.87</SipDomains>-->
  <!--<SipDirectionRefenceIpAddresses>65.34.98.56, 65.34.98.57</SipDirectionR

  <!-- Sangoma wanpipe RTP tap for TDM boards -->
  <!--<SangomaRxTcpPortStart>9000</SangomaRxTcpPortStart>-->
  <!--<SangomaTxTcpPortStart>11000</SangomaTxTcpPortStart>-->
</VoipPlugin>
</config>
```

4. Restart the Orkaudio service



OrkWeb Installation

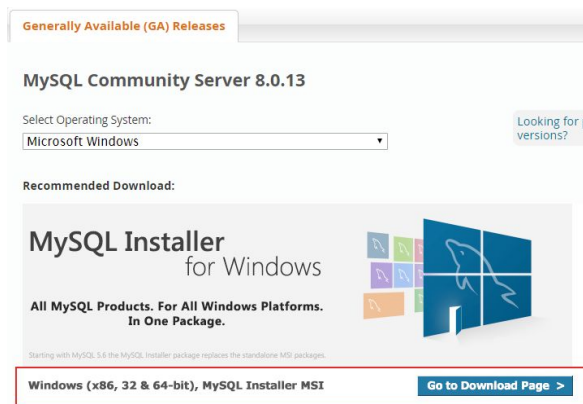
OrkWeb and OrkTrack require a database engine we recommend MySQL Server. Java and Tomcat are included in the OrkWeb installer provided to you by OrecX.

MySQL needs to be downloaded and installed separately prior to installing Orkweb

Install MySQL

1. Download the **MySQL** Windows Essentials for your platform from here:
<https://dev.mysql.com/downloads/mysql/>

Click in **Go to Download** page



2. Click in **Download** for the MSI Installer

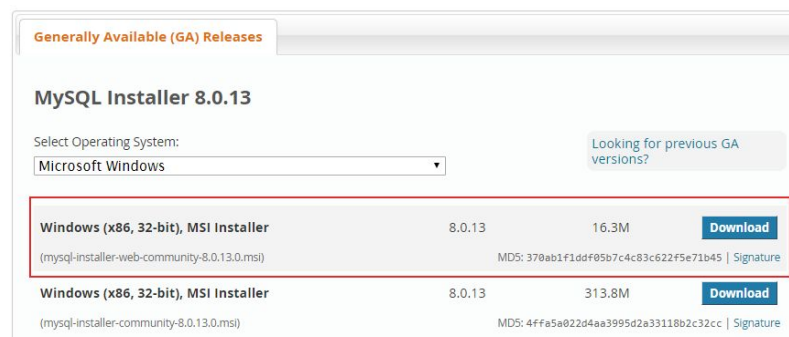
Note: MySQL Installer is 32 bit, but will install both 32 bit and 64 bit binaries.

Online Documentation

- [MySQL Installer Documentation and Change History](#)

Please report any bugs or inconsistencies you observe to our [Bugs Database](#).

Thank you for your support!



- Click **"No thanks, just start my download"**

Begin Your Download

mysql-installer-web-community-8.0.13.0.msi

Login Now or Sign Up for a free account.

An Oracle Web Account provides you with the following advantages:

- Fast access to MySQL software downloads
- Download technical White Papers and Presentations
- Post messages in the MySQL Discussion Forums
- Report and track bugs in the MySQL bug system
- Comment in the MySQL Documentation

Login »

using my Oracle Web account

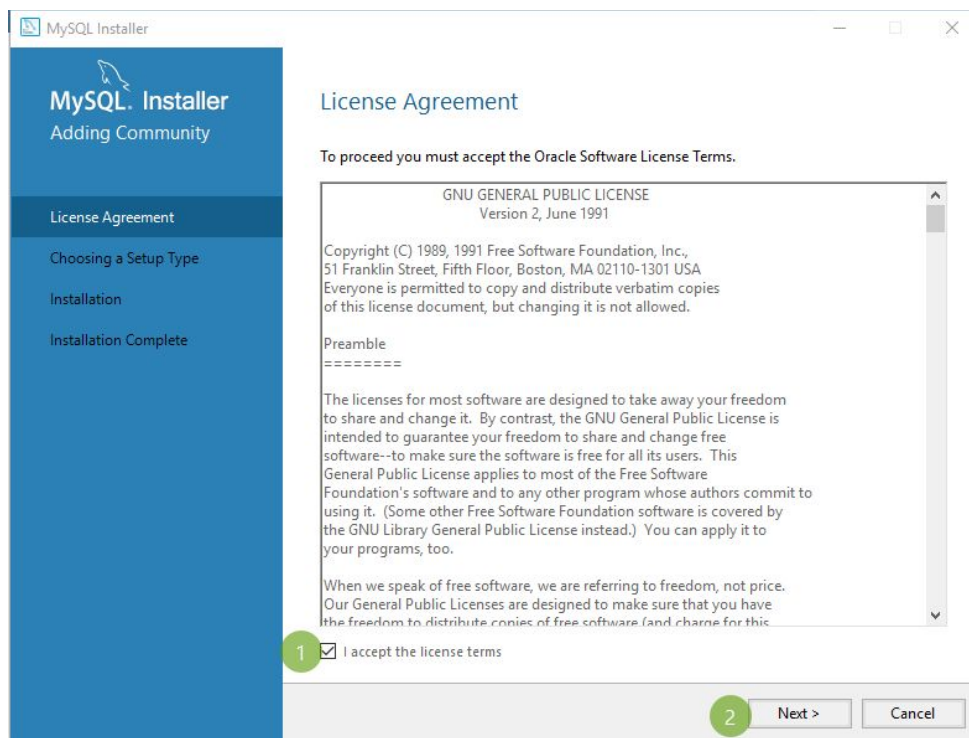
Sign Up »

for an Oracle Web account

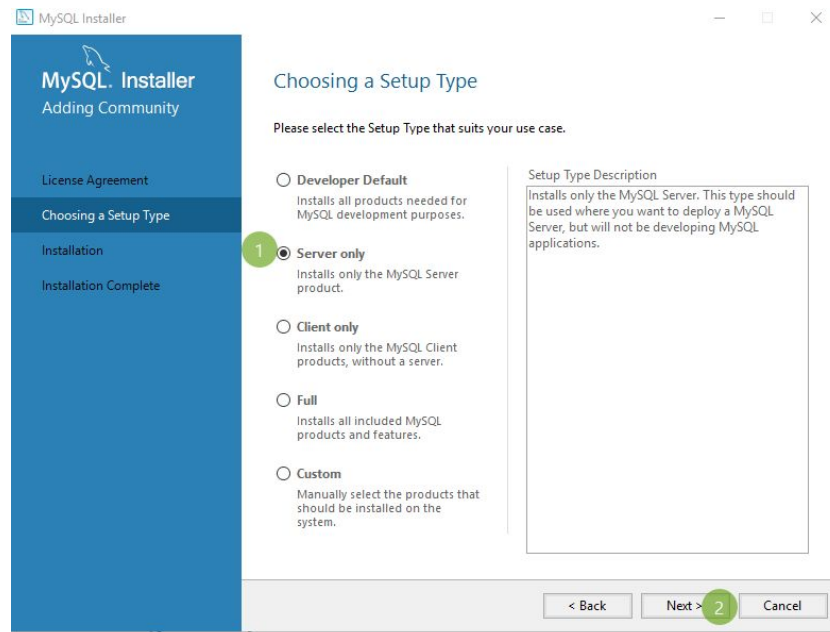
MySQL.com is using Oracle SSO for authentication. If you already have an Oracle Web account, click the Login link. Otherwise, you can sign up for a free account by clicking the Sign Up link and following the instructions.

No thanks, just start my download.

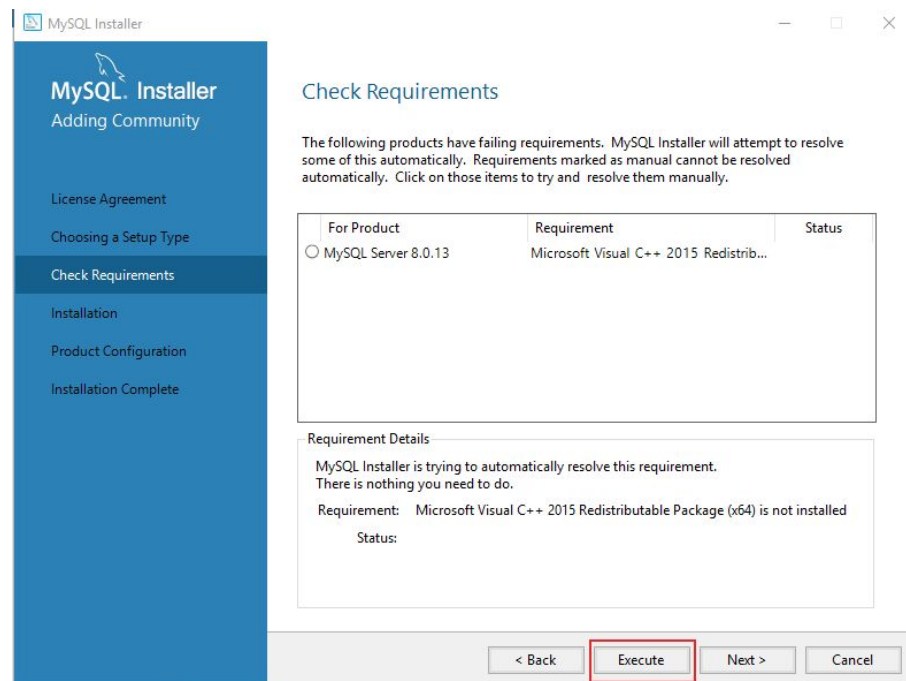
- After you have downloaded the **MySQL installer** and launch it, it will execute the installation program:



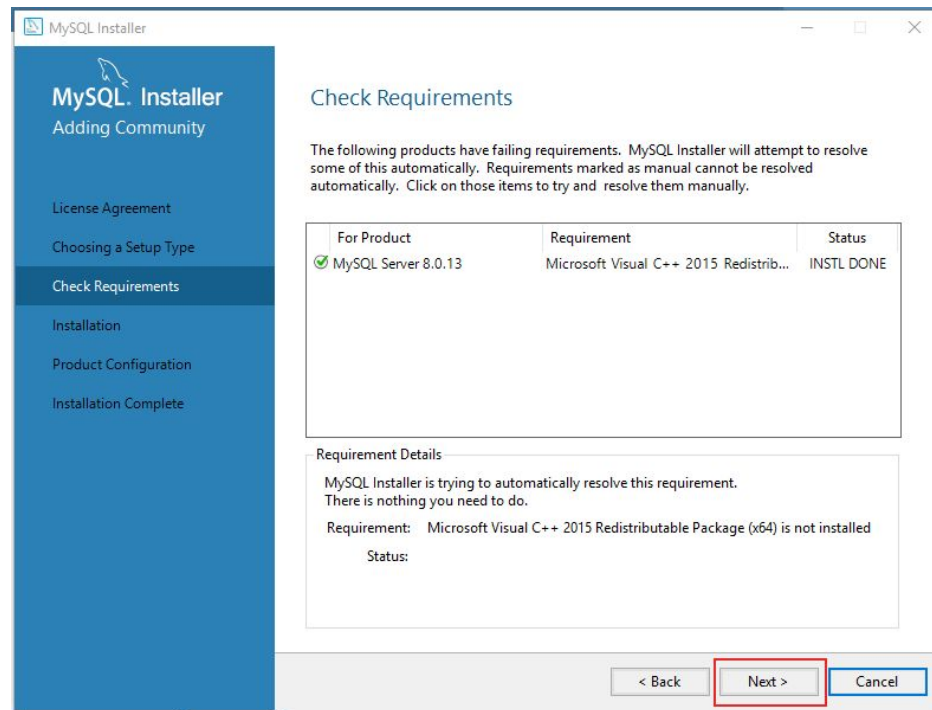
- Select **Server only** in the **Choosing a Setup Type**



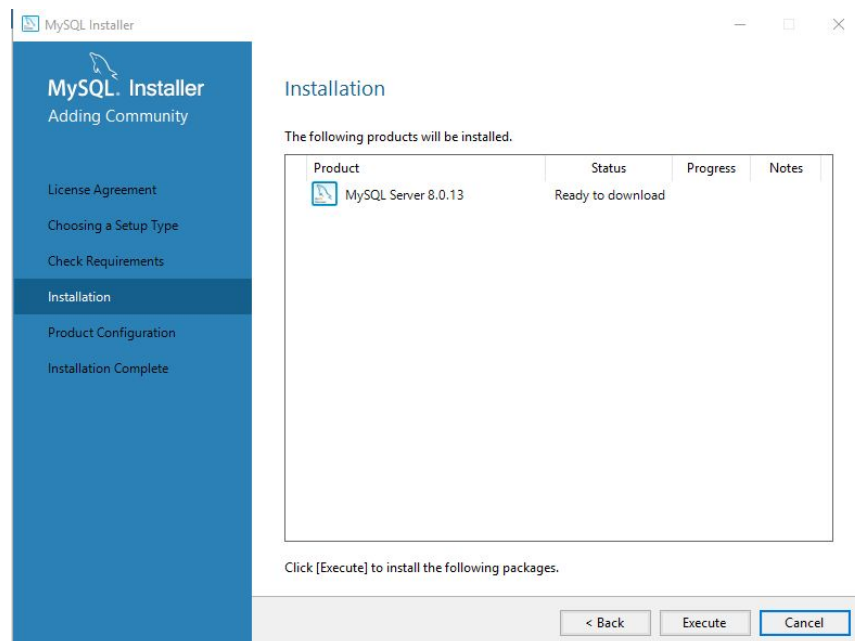
6. If there are any **Requirements** to install, install them with the **Execute** button as pictured (**not Next**)



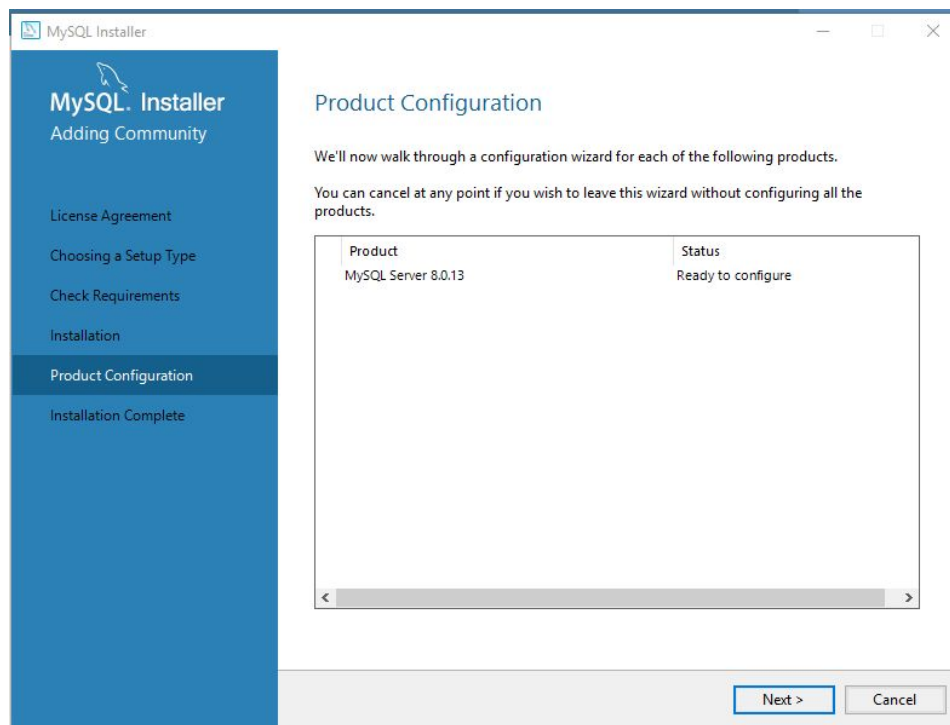
7. After the **Requirements** are installed you will see a dialog box like this. Click in **Next**:



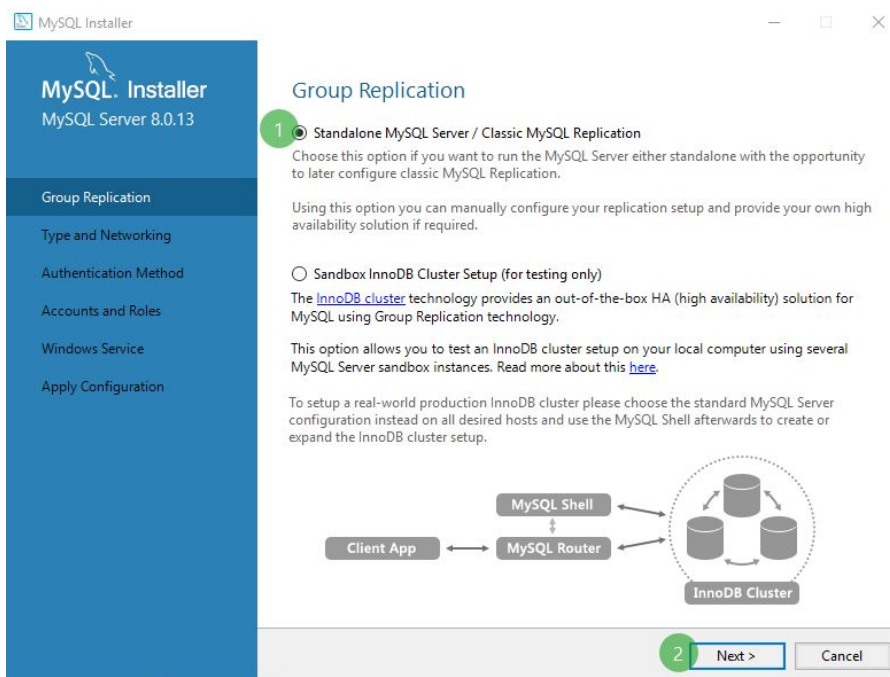
8. Click on **Execute** to install MySQL



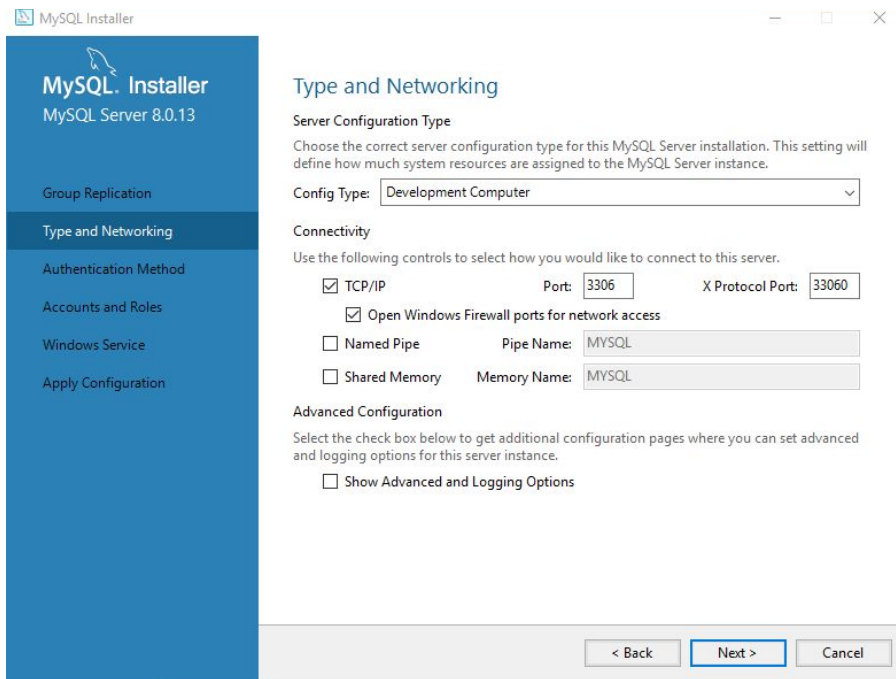
9. After the MySQL installation is complete you will see the **Product Configuration** dialog. Click **Next**



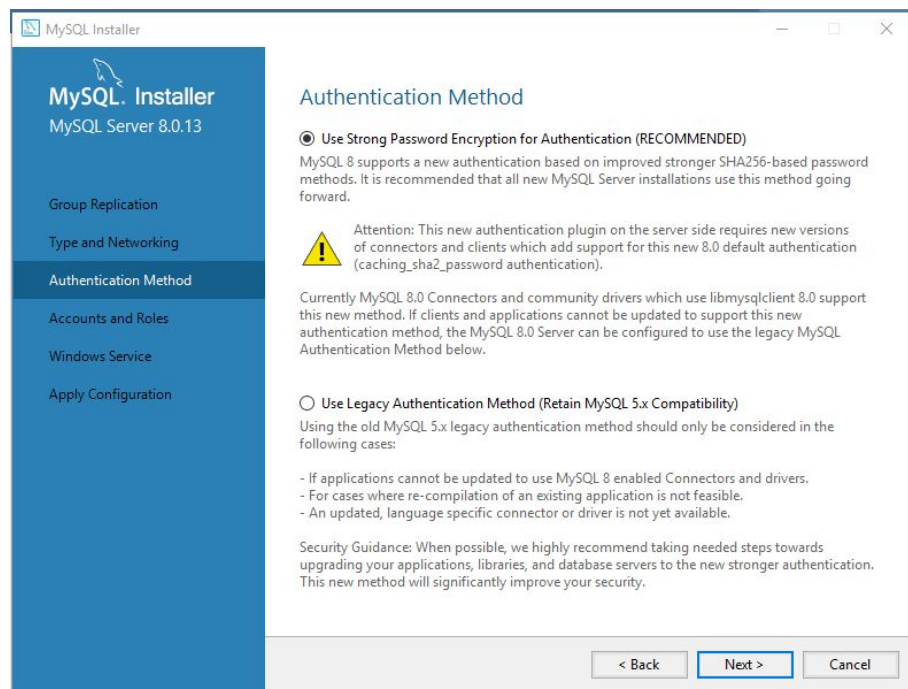
10. Select **Standalone MYSQL Server** and click **Next**



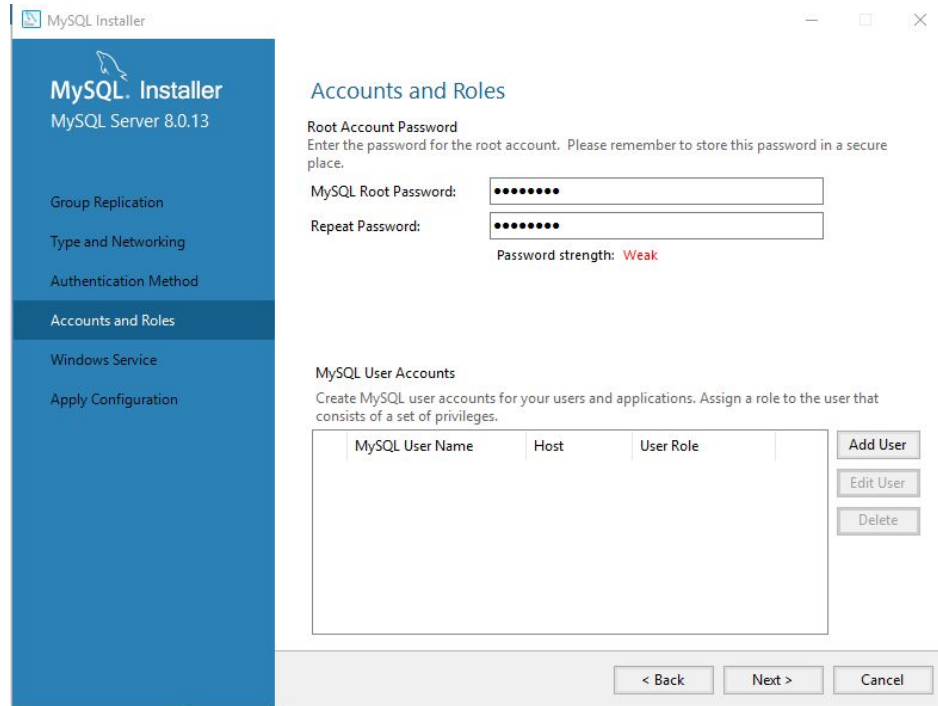
11. Click in **Next** in **Type and Networking**, no changes needed.



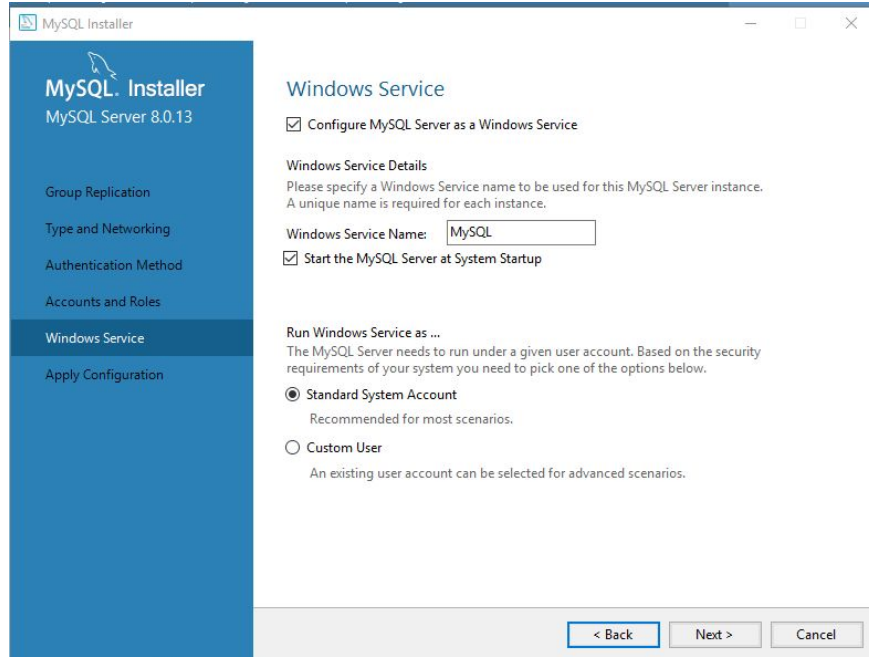
12. Click in **Next** in **Authentication Method**



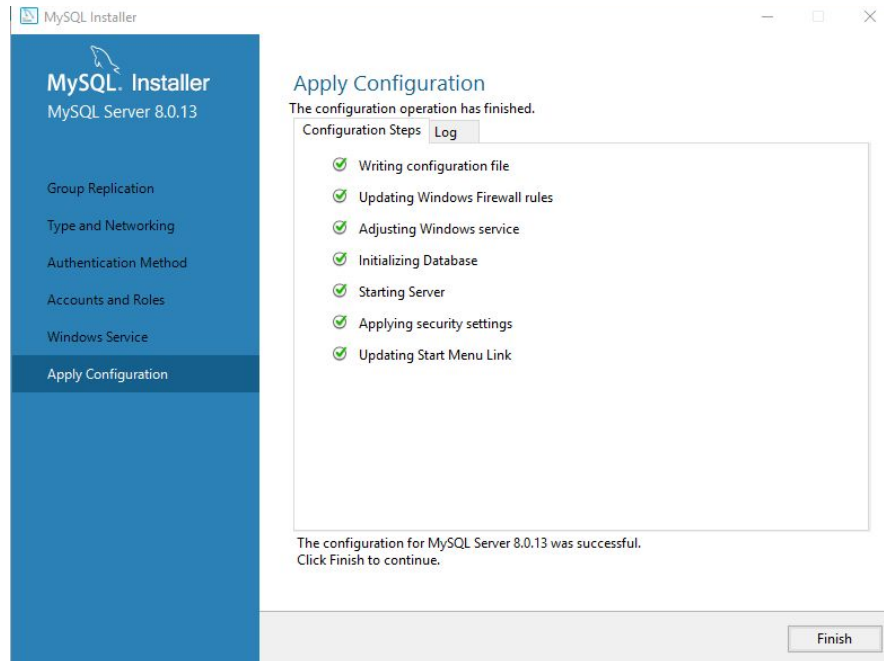
13. In **Accounts and Roles**, choose a **root** password. Take note of this as it will be needed later on for the Orkweb installation. Click **Next** after choosing a password



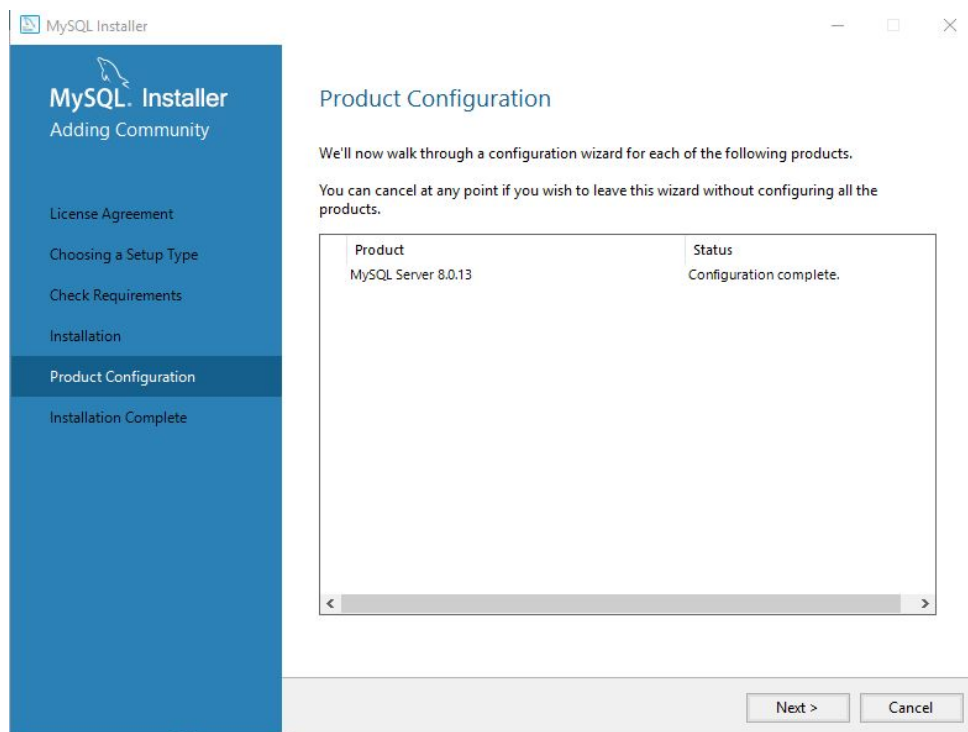
14. In **Windows Service** dialog box, click in **Next**



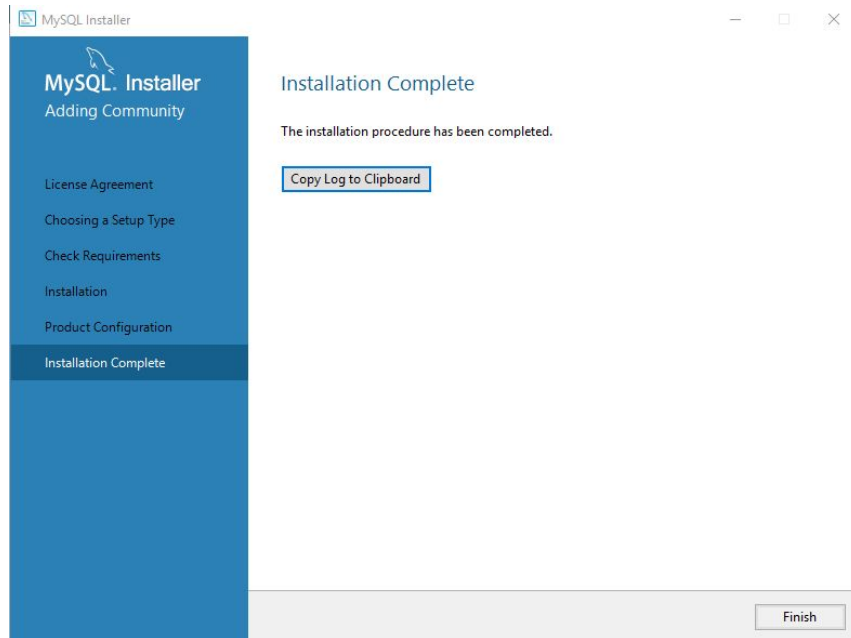
15. In **Apply Configuration** click in **Finish**



16. After the installation is completed you will return to the **Product Configuration** dialog box with a status of **Configuration complete**. Click **Next**



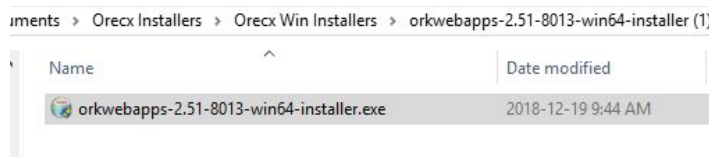
17. At the **Installation Complete** dialog box, click in **Finish**



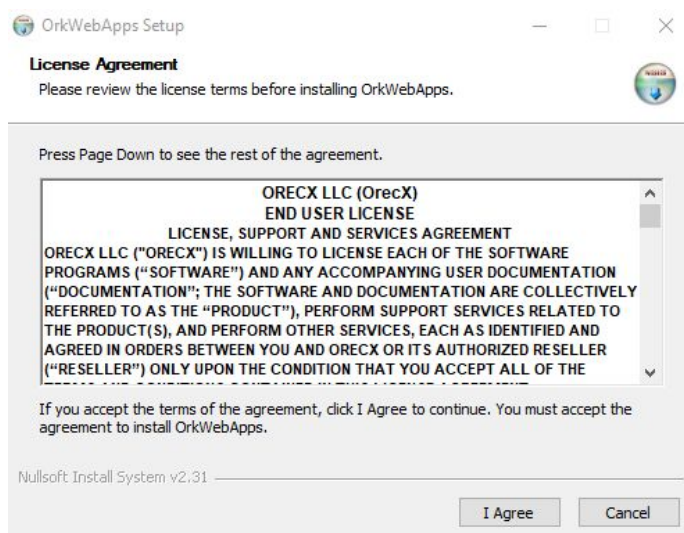
Tomcat/Java Installation

NOTE: If Apache Tomcat service is already installed and is running, stop the service

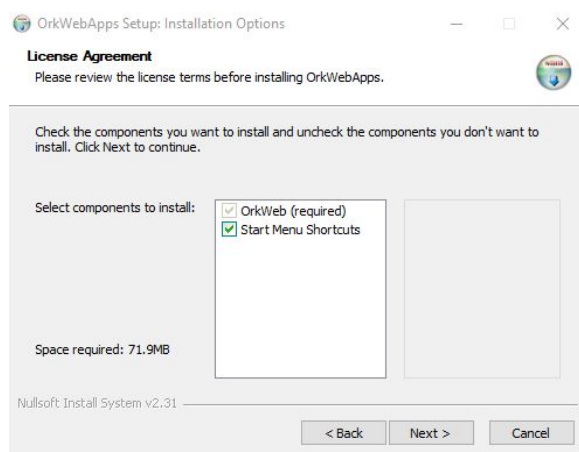
1. Unzip the OrkWeb installer and double-click to launch it:



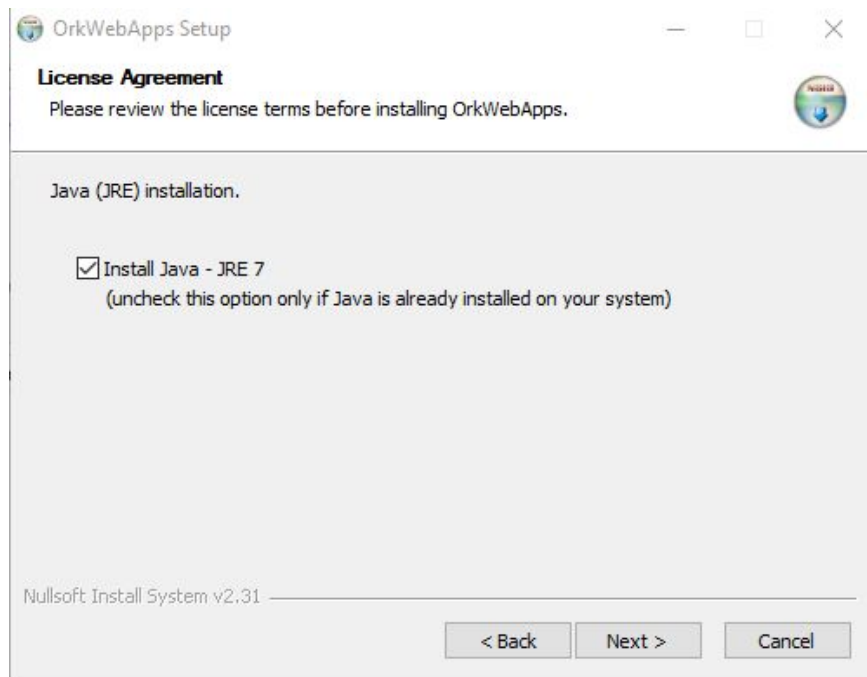
2. Click **I Agree** to continue



3. Click in **Next** to continue



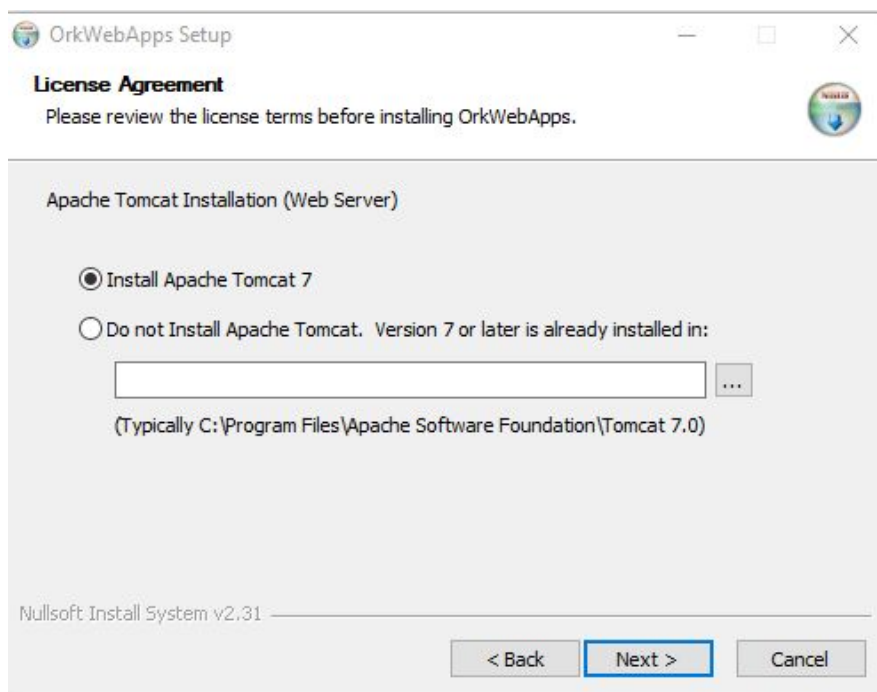
4. Install the Java JRE. Click **Next**



5. Click on **Install Java 7**



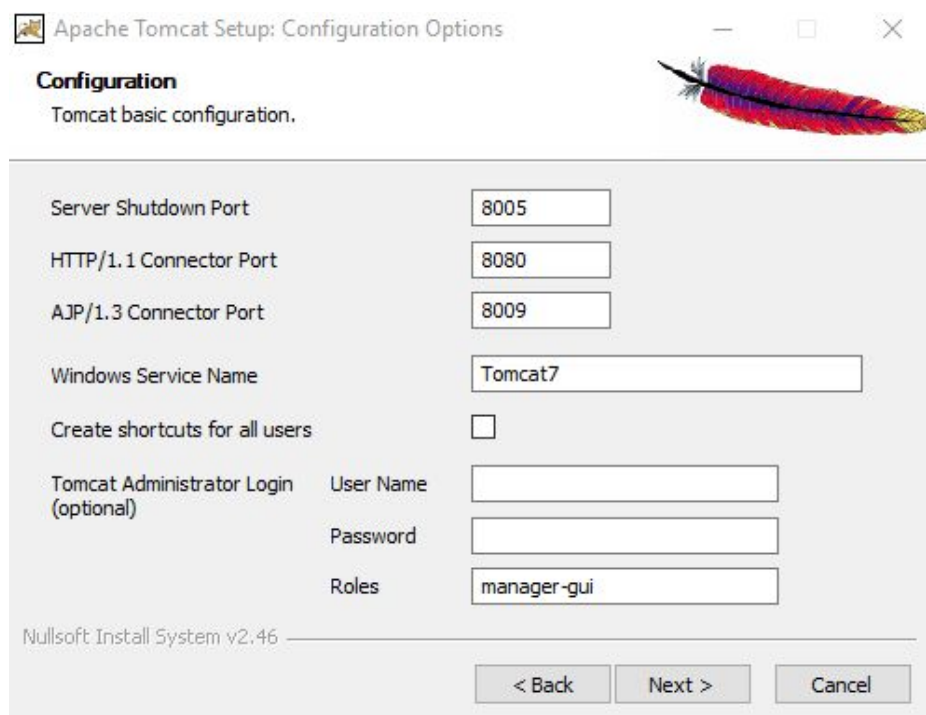
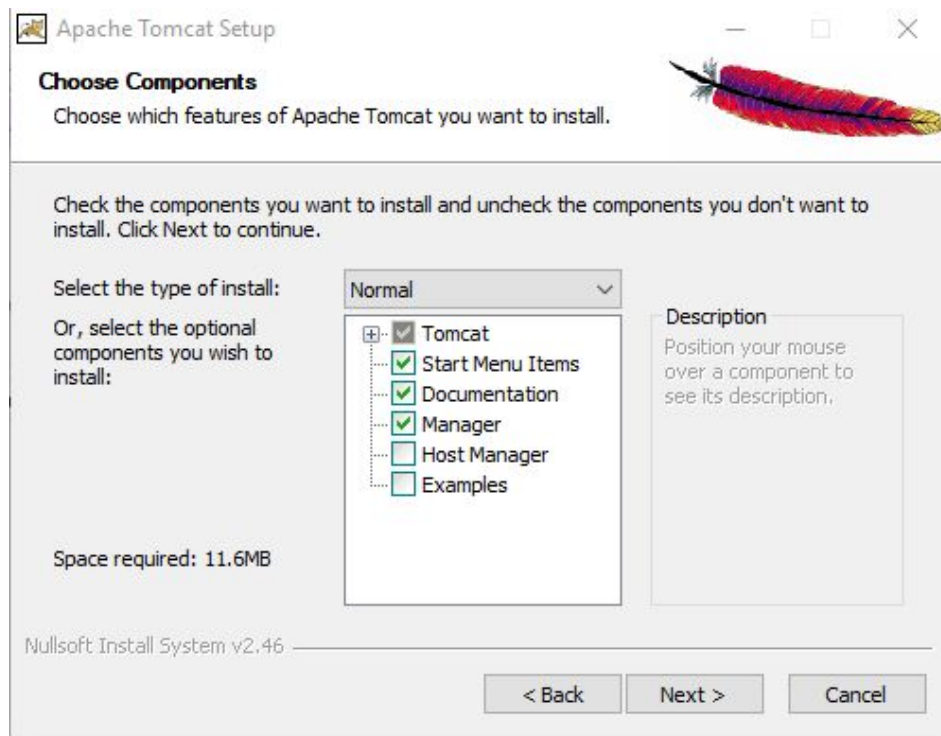
6. Ensure that **Install Apache Tomcat 7** is selected and click in **Next**



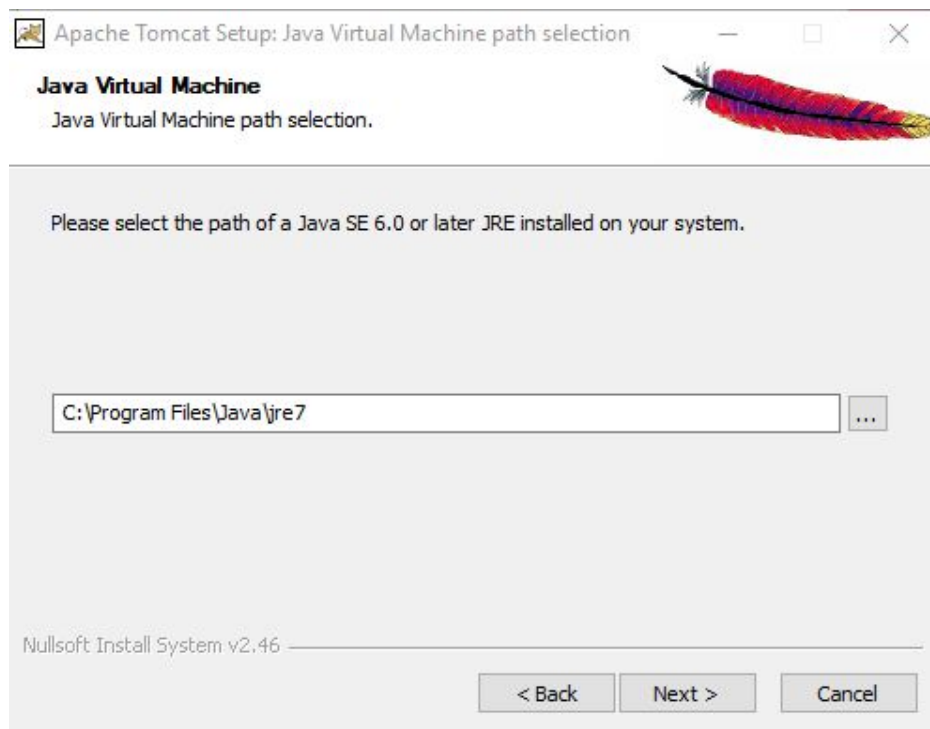
7. Click in **Next** in the **Apache Tomcat Setup Wizard**



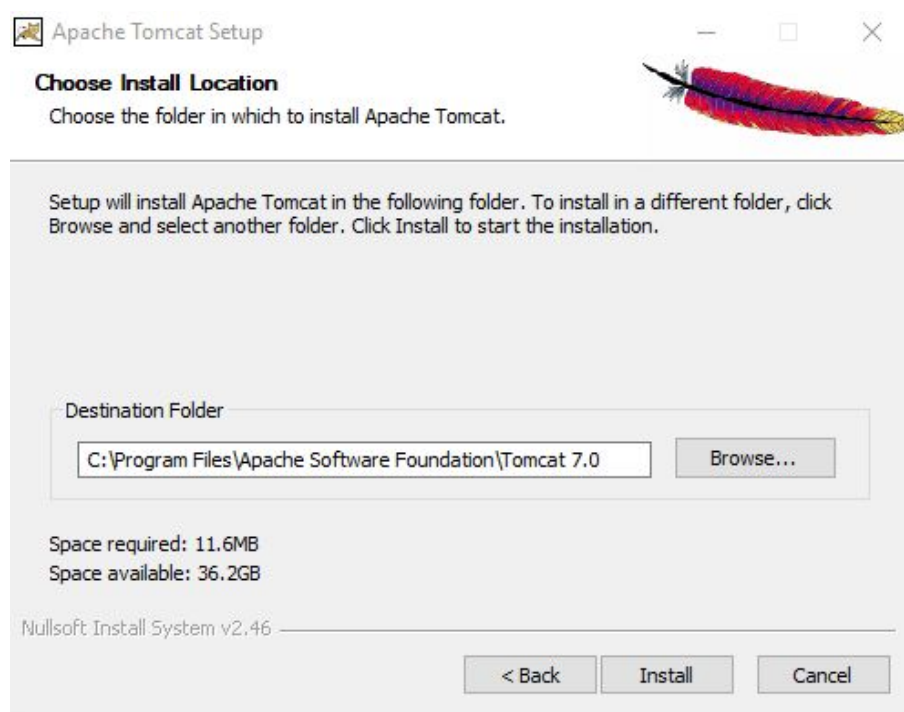
8. Click in **Next** to accept the default Components and Tomcat Configuration defaults



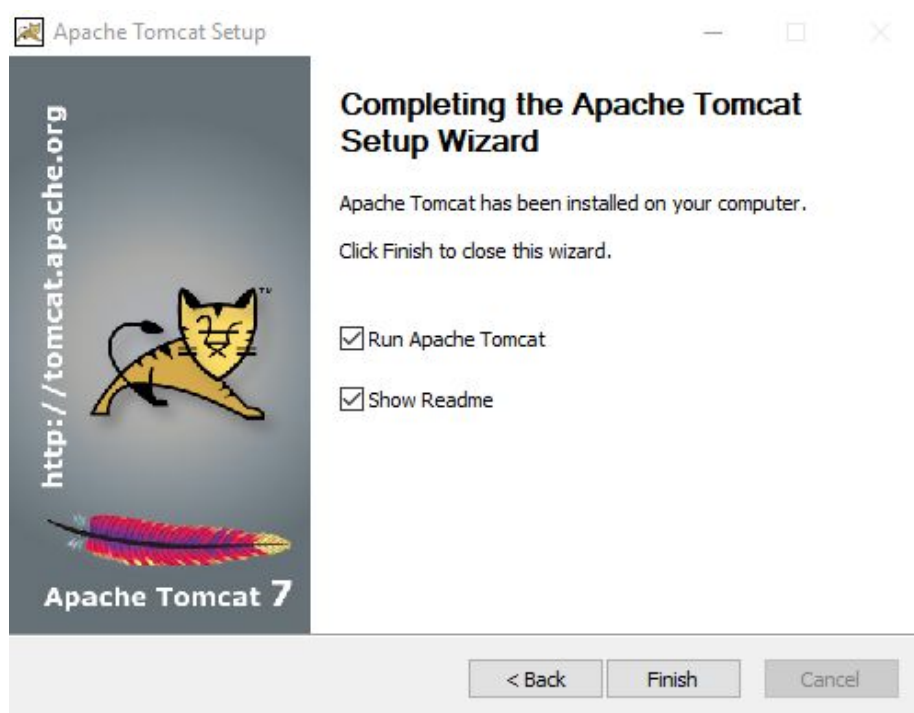
9. Click **Next** to accept the Java directory for the version installed in step 5



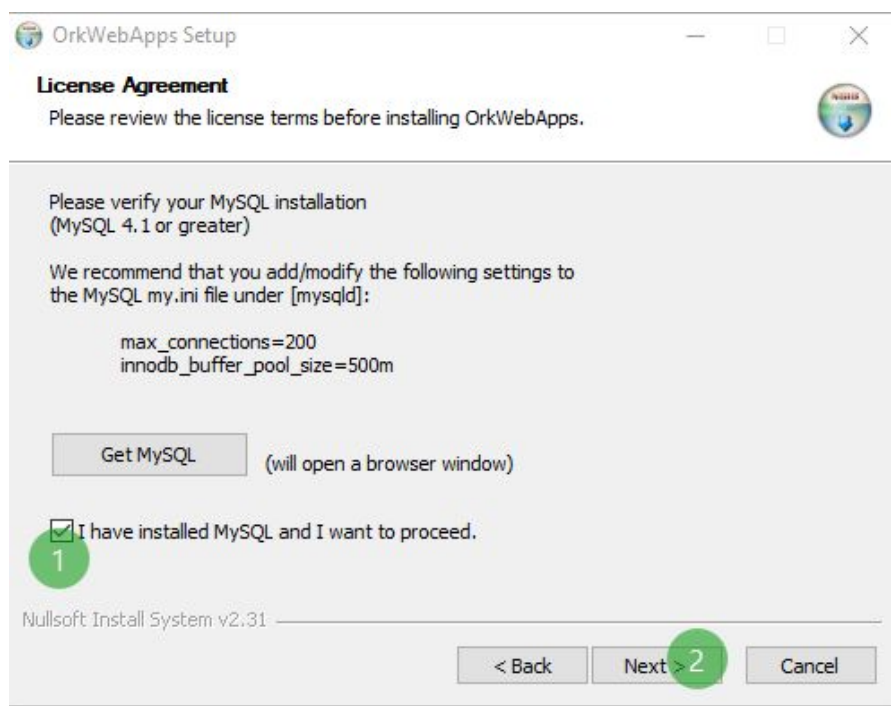
10. Click **Install** to proceed with the Tomcat installation



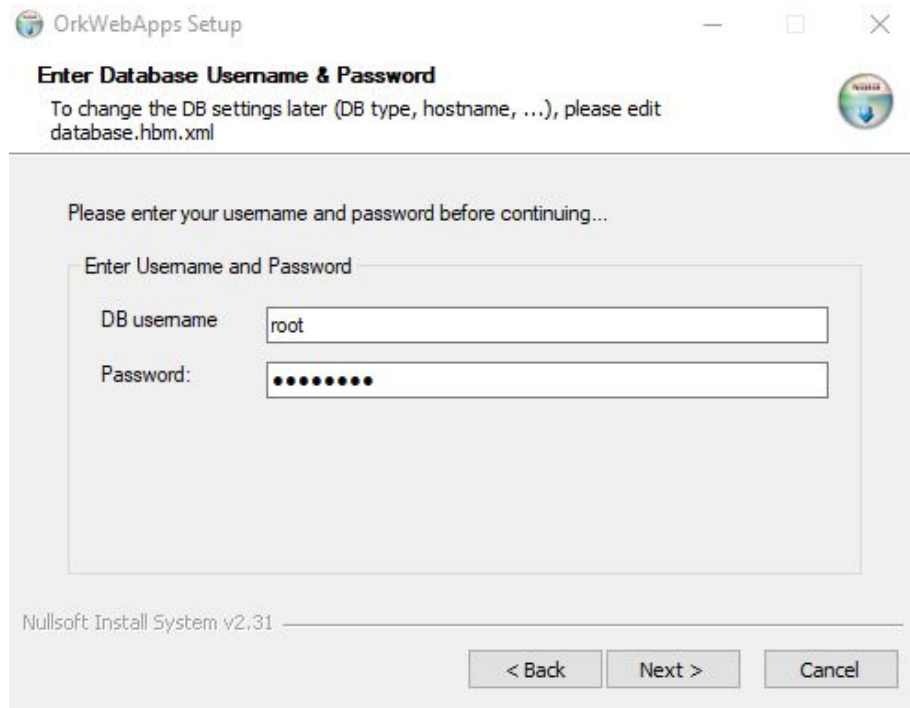
11. **Uncheck** the option Run Apache Tomcat and click **Finish**



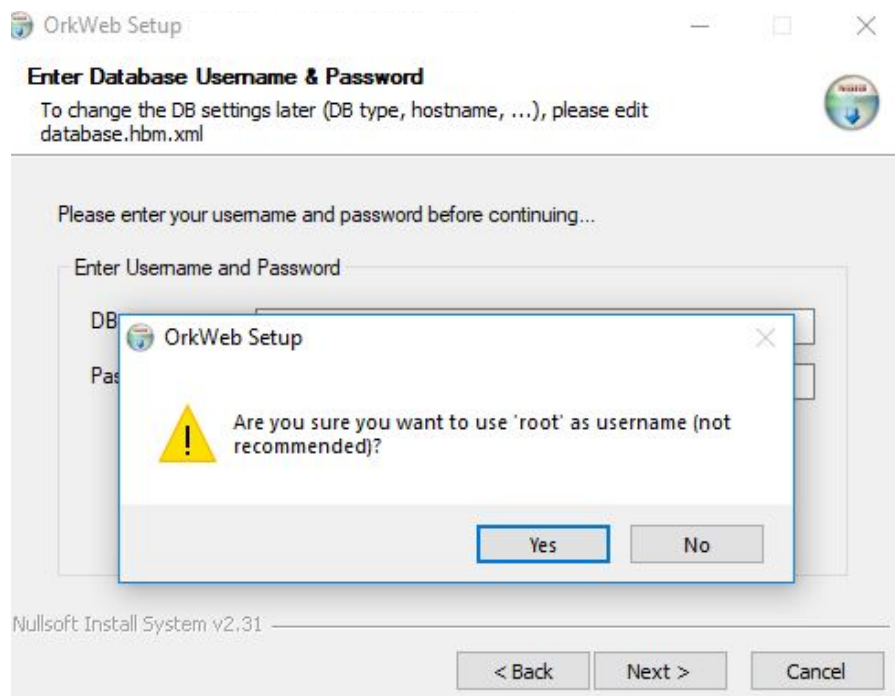
12. Select the option **I have installed MYSQL and I want to proceed**, then **Next**



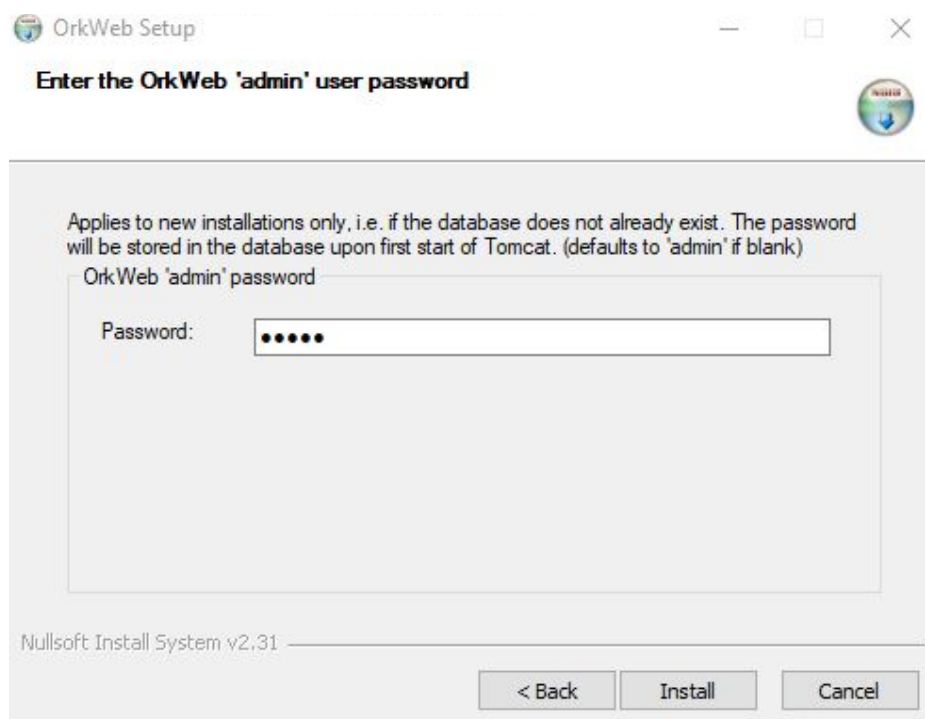
13. Enter the **DB username**: root and the **Password** previously chosen. Click in **Next**



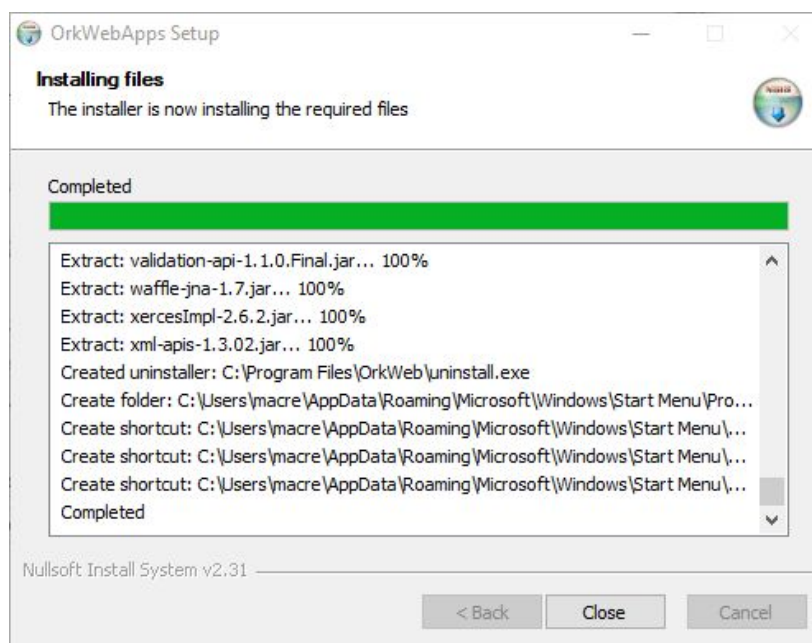
14. You will be prompted with a warning, click **Yes**



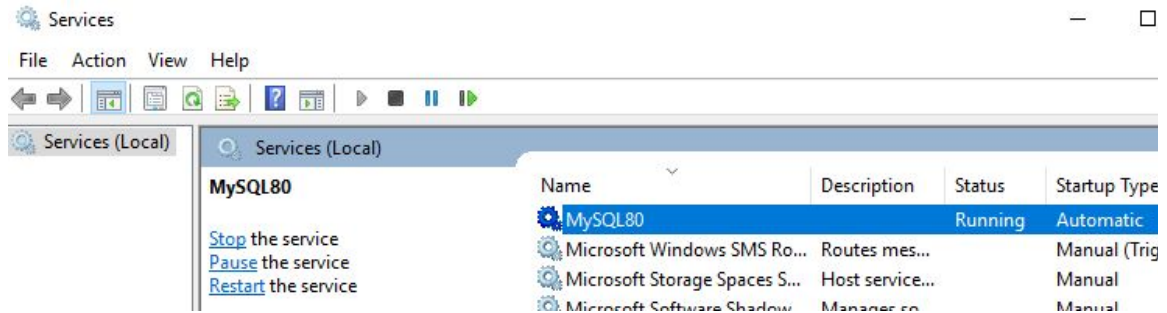
15. It will prompt you to choose a password for OrkWeb “**admin**” user, enter the desired password and click **Install**. **Take note of this password as it will be needed to login to the application**



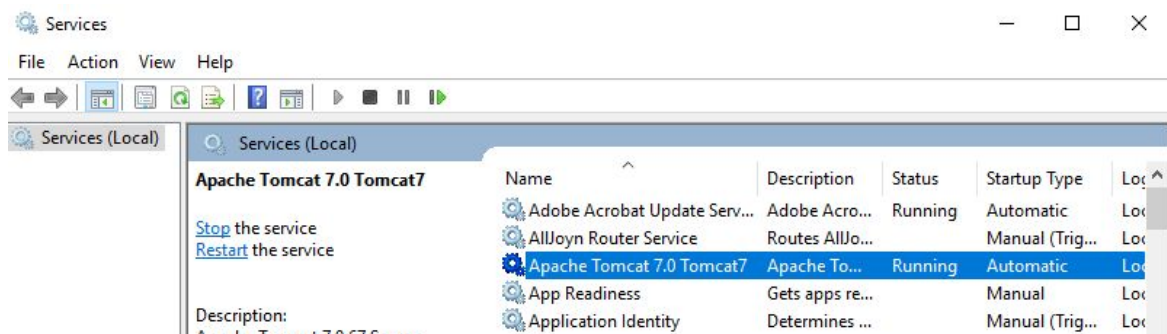
16. The Orkweb installation will proceed and will show this when completed. Click on **Close**:



17. In the **Windows Services** applet, ensure that **MySQL** is running



18. Start **Apache Tomcat**

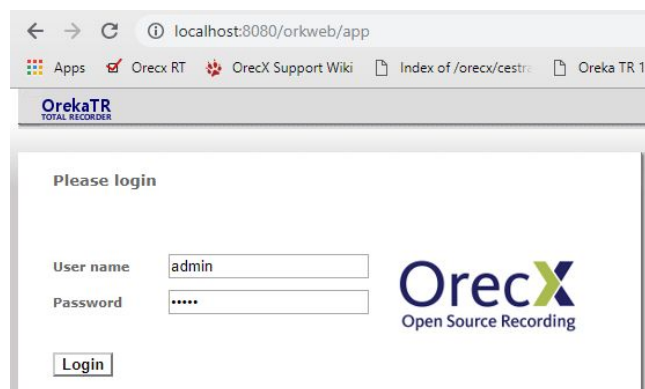


Accessing OrkWeb (User Interface)

Open any standard web Browser and type the following URL: <http://localhost:8080/orkweb>.

If you are accessing from a location other than the server on which Oreka was installed, replace localhost with the hostname or IP address of the Oreka server. Ensure that the **Windows Firewall** is allowing incoming connections on port 8080.

This will bring up a login screen. Login as **admin** using the **password** that you previously chose



You will be presented with a license input screen. **Paste** the contents of the **Orkweb** license text file issued to you by OrecX and click **Activate license**

Congratulations: you are now ready to start using Oreka TR

If there is VoIP traffic being captured and Orkaudio is installed, the recordings should appear on the Recordings tab.

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS
🔊	1	2018-12-19	10:21:39	13	SOFTPHONE007-17119	➡	915147575605		