VoIP & Gadgets Blog

VoIP & Gadget blog with the latest news in the VoIP and gadget space, wireless, mobile phones, product reviews, opinion & analysis.

About Me (Full Bio)

VoIP & Gadgets Blog:

Tom Keating: CTO, VP, Founder TMC Labs; B.S. Computer Engineering, 14 yrs telecom experience, 28 yrs programming, tinkering with & breaking computers. Gadgets & VoIP are favorite topics on this blog

Home   Archives   TMCnet blogs   VoIP Forums   About Me   Contact   Channels   Community Sites   Photo Gallery   RSS

Microsoft OCS Call Recording

Last week, I wrote how Microsoft is making inroads in the enterprise with their Office Communications Server 2007 R2 platform and how they are looking to achieve five 9s of reliability. Well, one other critical feature needed for an enterprise phone system is decent **call recording**. Unfortunately, there does not seem to be a lot of options for call recording on OCS 2007. One of the problems is that **not** all calls go through a PBX.
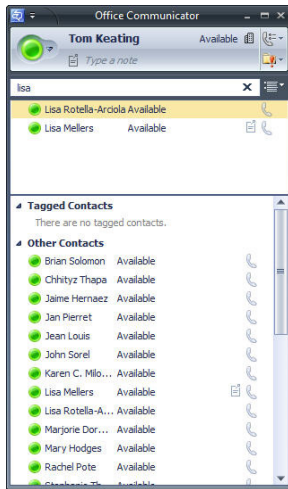
For instance, you can use the Microsoft Communicator client to call a co-worker who is also using Communicator. The call is a peer-to-peer SIP session that doesn't go through a PBX, so the PBX can't leverage it's call recording capabilities to record the call.

So what are your options?

1) You can go the "cheap" route and download the **FREE** open-source Wireshark packet sniffer program. **Wireshark can decode VoIP packets**, including the RTP audio stream and save it as an .au file (you can convert to .WAV if you need to). All you need to do next is "mirror" a port on your switch that sees all the VoIP traffic and then hookup a PC to monitor and record the traffic.

2) Another similar option is Cain and Abel. Cain & Abel was designed as a "network administrator security tool" to pinpoint security holes. I put that it quotes, since it can also be used as a hacker's tool. Essentially, this "security" software product can record your SIP-based VoIP applications. Cain's sniffer can now extract audio conversations based on SIP/RTP protocols and save them into WAV files. The following codecs are supported: G711 uLaw, G711 aLaw, GSM, MS-GSM, ADPMC, DVI, LPC, L16, G729, Speex, iLBC.

3) You can go the "professional" route and install a 3rd party SIP-recording platform that monitors ALL SIP VoIP traffic.

Office Communicator

Tom Keating   Available

Type a note

lisa

- Lisa Rotella-Arciola Available
- Lisa Mellers   Available

▲ **Tagged Contacts**
   There are no tagged contacts.

▲ **Other Contacts**
- Brian Solomon   Available
- Chhityz Thapa   Available
- Jaime Hernaez   Available
- Jan Pierret   Available
- Jean Louis   Available
- John Sorel   Available
- Karen C. Milo...   Available
- Lisa Mellers   Available
- Lisa Rotella-A...   Available
- Marjorie Dor...   Available
- Mary Hodges   Available
- Rachel Pote   Available

Search

Search this blog:

Search

Related Entries

Find Me Elsewhere

Facebook Profile

FriendFeed Profile

Google Reader Profile

LinkedIn Profile

Netflix Profile

Twitter Profile

Recent Activity

Wednesday

Tom Keating tweeted, "Google Gods are Killing Me - PageRank 6 drops to PageRank 3: The Google Gods are really starting to piss tick me.. http://bit.ly/dWuQn"

Tom Keating posted Google Gods are Killing Me - PageRank 6 drops to PageRank 3

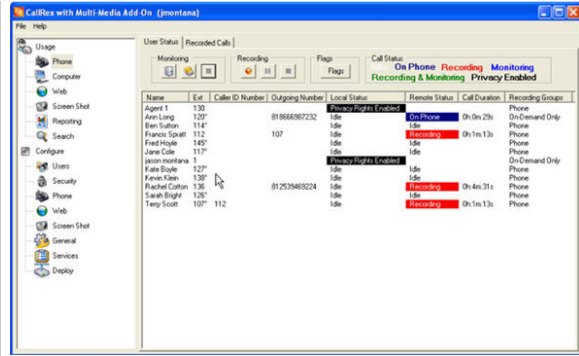**Monday**

Tom Keating tweeted, "Microsoft OCS 2007 R2 Group Chat Hotfix KB 969819 + Group Chat Software Development Kit (SDK): Microsoft just re.. http://bit.ly/Knj9u"

Tom Keating posted Microsoft OCS 2007 R2 Group Chat Hotfix KB 969819 + Group Chat Software Development Kit (SDK)

Friday

Tom Keating commented on Will Telcos Buy JotID and Shut Down Skype?

Update: I should mention that although many of the above solutions can capture the SIP traffic - including the RTP stream - you might have problems *playing* the audio back since Microsoft uses their packet loss concealment RTAudio adaptive codec within Communicator. Not sure if Microsoft Media Player can play this codec or not. Hmmm, might have to do some packet captures and see if this works!

The Future of Recording in OCS...

It's certainly possible that a future release of OCS could feature a decent call recording feature built-in that is 100% software. It would be nice if you could simply click a record button from within Communicator and it records the call as a .wav file directly to your PC. Microsoft no doubt is working on a future OCS release that is 100% software without the need for a PBX, so they'll need a 100% software-based recording solution as well. Maybe it won't be a fully-featured call recorder that puts recordings on a centralized server for call center managers, admins, etc. with fully reporting capabilities -- but certainly OCS's Communicator client **should** act *at least* as a "personal" recorder.

I should mention that while Microsoft OCS 2007 R2 did not quite herald the death of the IP-PBX, most experts, myself included, predict a future release of OCS that doesn't require a PBX. Who knows - maybe OCS 2010, OCS 2011, or a later release will be PBX-free? Probably sooners rather that later, that day is coming.

A **100% Microsoft UC solution** without the need for a PBX/IP-PBX at all could be a game changer. Of course, the current version, Microsoft OCS 2007 R2, does have some *limited* support for SIP IP phones, so you could throw out your existing PBX today if you wanted to. Any future release of OCS *will have to support SIP phones* from popular SIP phone players such as Aastra, Polycom, and snom. Also, most businesses aren't ready to toss desktop hard phones for a 100% software-based softphone solution, i.e. Microsoft Communicator. Additionally, any future OCS release will *have to include* all the advanced call center functionality you get from Nortel, Avaya, Mitel, or even some low-cost Asterisk-based PBXs, if they plan on completely eliminating the need for a PBX. A 100% software-based IP-PBX with unified communications capabilities, advanced call center functionality, **and call recording** would certainly be a compelling choice for many businesses.

July 28, 2009 2:00 AM | 1 Comment | 0 TrackBacks

Categories: Microsoft, SIP, TMCnet, Unified Communications, VoIP

Post a comment

- Microsoft » Microsoft OCS Call Recording
- VoIP » SIP » Microsoft OCS Call Recording
- VoIP » TMCnet » Microsoft OCS Call Recording
- Unified Communications » Microsoft OCS Call Recording
- VoIP » Microsoft OCS Call Recording

Technorati DeL.icio.us Slashdot Digg twitter

Listed below are links to sites that reference Microsoft OCS Call Recording:

Microsoft OCS Call Recording TrackBack URL : http://blog.tmcnet.com/mt/mt-tb.cgi/40613

969819 + Group Chat Software Development Kit (SDK)
Microsoft Office Communications Server 2007 R2 Hotfix KB 968802, KB 970275, and more
Cool Office Communications Server Remote Connectivity Analyzer
Microsoft OCS 2007 R2 Documentation
D2 Technologies Showcases Its mCUE Converged Communications Client with Embedded VoIP for Android at OESF Japan
Microsoft OCS Call Recording
Google Voice + Gizmo5 = Free Inbound & Outbound Calls
Grandstream GXE5024 Review
iPhone video test using email-to-blog script
Microsoft Communicator Mobile 2007 R2 Update
Microsoft Office Communications Server 2007 R2 Site Resiliency White Paper

Recent Comments

Andy: Ditto what John said. I've been reading your blog since read more

John Driscoll: Nice Greek Google logo, but you've got your gods all read more

aery: Best of luck for future... Just wait for 2 more read more

Gabriel Mendoza: With the wireless keyboard you have the option to sit read more

UVerseSucksInHouston: I have had UVerse for nearly two years. At first read more

Adelino A.M.D Ailva: morning,,, i want to ask? - how i can get read more

soheil: its not free you have to pay for the calls read more

Nick: They are really different products. Both has advantages and disadvantages. read more

סכנאי מחשבים: Great post guys! Thanks! Skype is very useful tool in read more

CQ92: Skype's Unlimited Subscription is NOT Unlimited! Skype offers a "unlimited" read more

Subscribe to Blog

Observations
VoIP Monitor
TopBlogPosts
PhoneArea
The VoIP Weblog
The Gadgeteer
Asterisk VoIP Blog
Irwin Lazar's Real-Time Blog
Richard Stastny's VoIP and Enum
IP Inferno
James Seng blog
SmithOnVoIP
Aswath Weblog
Luca Filigheddu
Gadget for girls
The Third Screen
Gadget & Gift Blog
Cordless Phone Reviews
VoIP Guides
HDTV Lounge

Technology
Engadget
Gizmodo
Slashdot
Techdirt
Ubergizmo
The Unofficial Google Weblog
Wired Top Stories

VoIP
IP Democracy
IP Telephony, VoIP, Broadband
Mark Evans
Signal to Noise
TMCNet.com's VoIP Forums (Vonage, Packet8, SIP,

Jan

Leave a comment

Sign in to comment using Facebook, AOL/AIM, Yahoo, Movable Type, WordPress, LiveJournal, OpenID, or Vox. Or comment anonymously.

Name

Email Address

URL

☐ Remember personal info?

Comments (You may use HTML tags for style)

☑ Notify me of new comments?

[Preview] [Submit]

Video Games & Gaming (167)

Video Hardware & Software (205)

Internet (59)

Linux (95)

Microsoft (240)

MovableType (44)

News (161)

Personal and Humor (92)

Social Networking (6)

Sports/Outdoor Technology (5)

Technology and Science (265)

Unified Communications (174)

VoIP (1670)

   Asterisk (261)

   Cisco (15)

   Nortel (8)

   Packet8 (73)

   SIP (181)

   Skype (391)

   TMCnet (576)

   Triple Play (39)

   Video Conferencing (52)

   Vonage (154)

Wireless (365)

p2p (14)

Tag Cloud

Apple Asterisk Microsoft SIP Skype apple asterisk google iPhone iphone ipod microsoft mobile phone sip skype sony video voip vonage wireless

Subscribe to this blog's feed

Sign In

Sign In

Around TMCnet Blogs

Communications and Technology Blog - Tehrani.com:
How to Keep Your Job

On Rad's Radar?:
IP Phone Reviews

VoIP & Gadgets Blog:
Google Gods are Killing Me - PageRank 6 drops

Communications and Technology Blog - Tehrani.com:
Cash For Clunker Phone Systems

First Coffee:
SugarCRM, RIAS, Integrify SaaS, ATSI and ACA, ORCS Web

On Rad's Radar?:
Social Media is Like Dating

The Readerboard:
O' Nortel, O' RIM, and O'Canada

VoIP & Gadgets Blog:
Microsoft OCS 2007 R2 Group Chat Hotfix KB 969819

Latest Whitepapers

Requirements engineering for mobile telecommunications technology development.

Improving Call Center Outsourcing with a Hosted Solution

Profitability and OSS Support: A Return on Investment Analysis of IBM Tivoli Netcool

BT Global Services achieves 100 percent availability with business service management solution.

An OSS Observer White Paper Commissioned by IBM

Adopt a Unified Approach to Address Convergence of IT and OSS White paper

How Retailers Can Make the Most of Customer Satisfaction Data

Cost Savings with Carrier and Service Provider Applications

DELIVER OPTIMAL SERVICE QUALITY

IMPROVE OPERATIONAL EFFICIENCIES

TMCnet Videos

TMC Newsroom With Lorna Lyle - 08/06/2009

TMC Newsroom With Jessica Kostek - 08/05/2009

TMC Newsroom With Lorna Lyle - 08/04/2009

TMC Newsroom With Jessica Kostek -