



VoIP Recorder V2 Setup Guide

V2.10b

Software Requirement for VoIP Recorder V2 (VR2)

Please install WinPcap or Npcap first. VR2 uses WinPCap or Npcap to sniff network traffic.

For Windows XP/2003/Vista/2008/Win7/2008R2/Win8 (x86 and x64) users, you can use WinPcap, but For Windows 10+ users, please download Npcap driver instead.

The WinPcap project has ceased development and is no longer maintained. We recommend using Npcap instead for all Windows version 7+.

WinPcap download and installation guide:

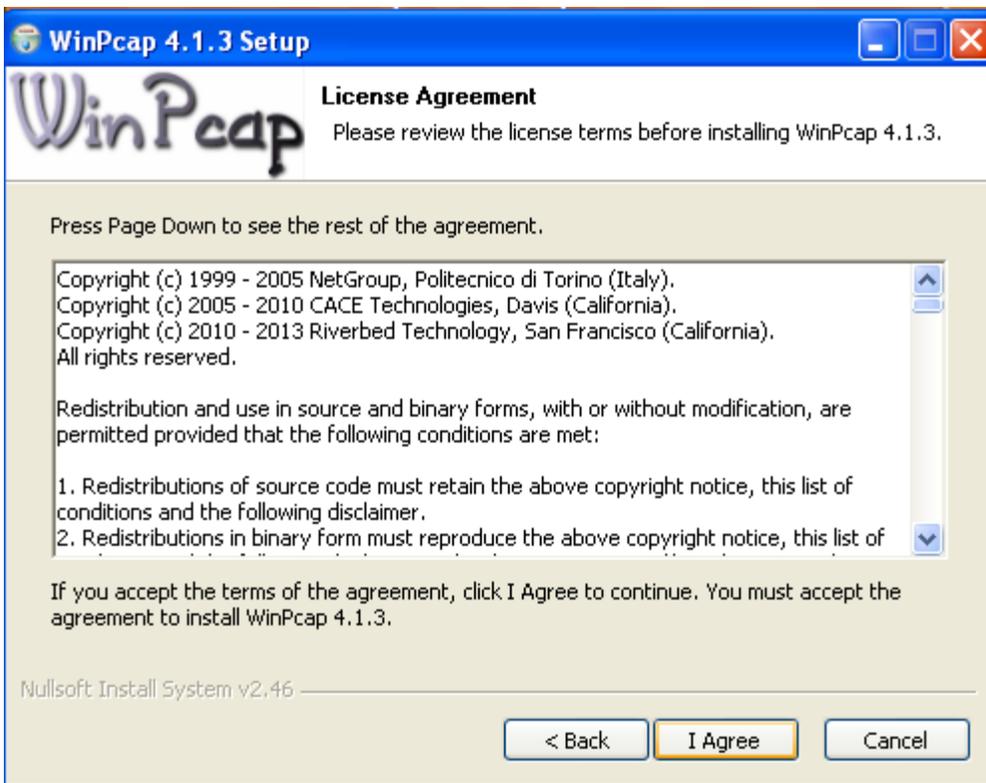
Download link: It is free.

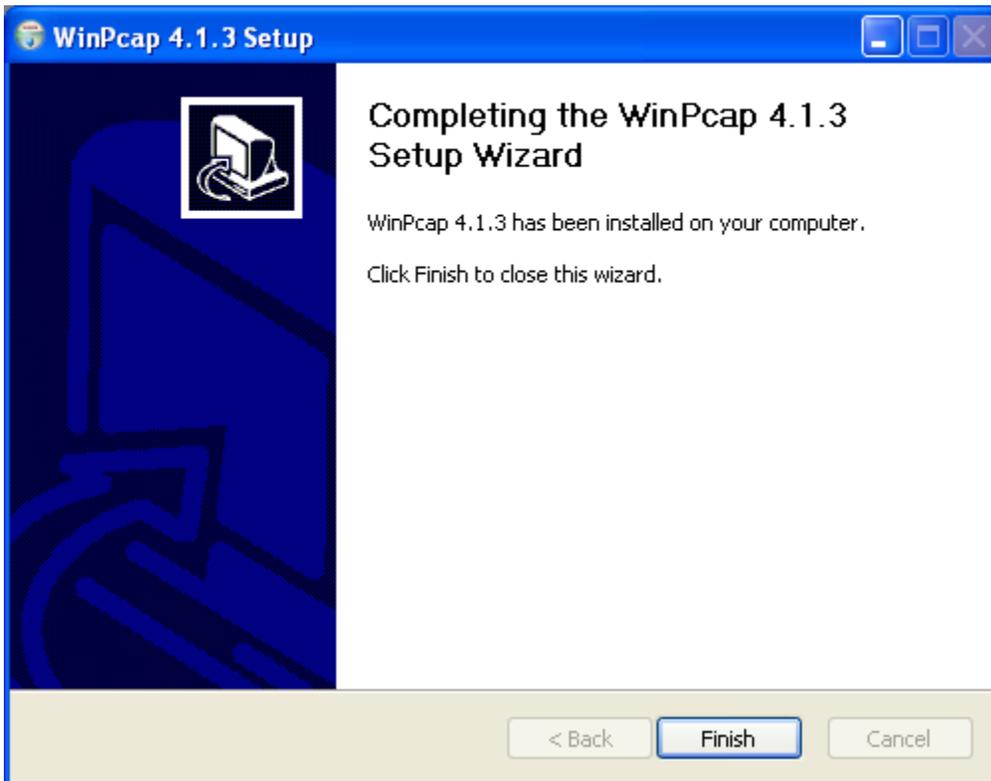
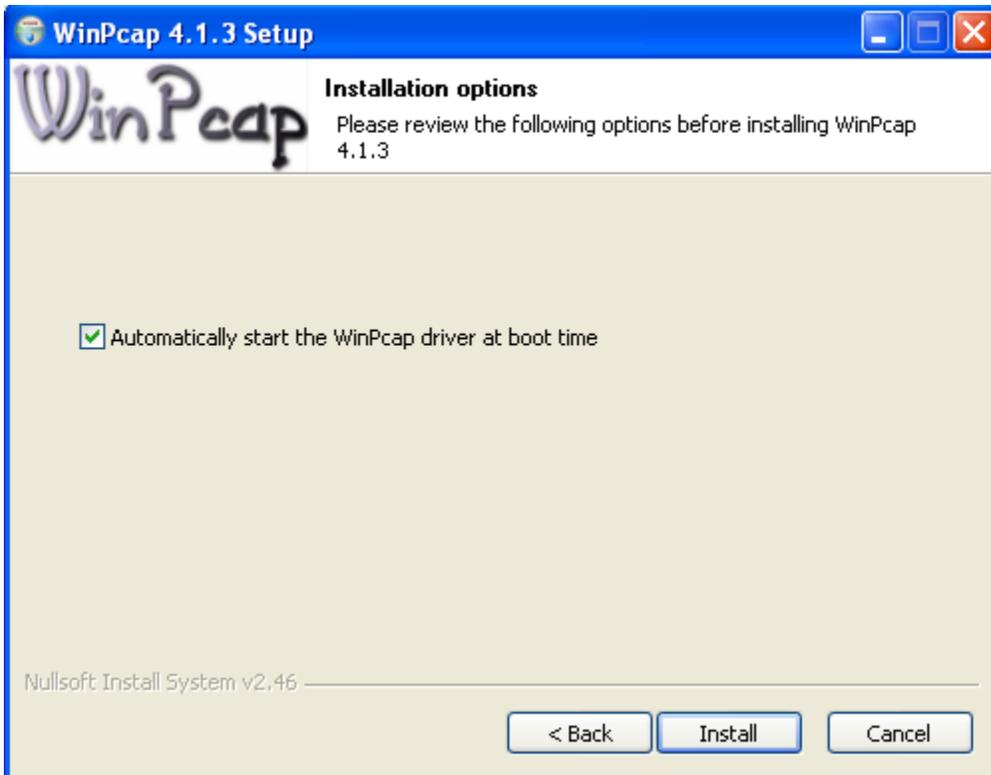
<https://www.winpcap.org/install/default.htm>

The screenshot shows the WinPcap website with the following content:

- Header: WinPcap - The industry-standard windows packet capture library
- Navigation: WinPcap | WinDump | NTAR
- Advertisement: AirPcap - Powerful WiFi Capture Adapter for Windows
- Section: Download WinPcap for Windows
- Text: The latest stable WinPcap version is 4.1.3. At the moment there is no development version of WinPcap. For the list of changes, refer to the changelog.
- Image: WinPcap logo with a green arrow pointing to the download link.
- Text: Version 4.1.3 Installer for Windows (circled in pink), Driver +DLLs
- Section: Supported platforms:
 - Windows NT4/2000
 - Windows XP/2003/Vista/2008/Win7/2008R2/Win8 (x86 and x64)
- Text: MD5 Checksum: a11a2f0cfe6d0b4c50945989db6360cd, SHA1 Checksum: e2516fcd1573e70334c8f50bee5241cfd48a00
- Text: This executable file installs WinPcap on your machine.
- Section: WinPcap Enhancements
- Section: Riverbed FORCE (REGISTER NOW)
- Text: Register Today
- Text: AirPcap®: 802.11 Wireless Packet Capture Device

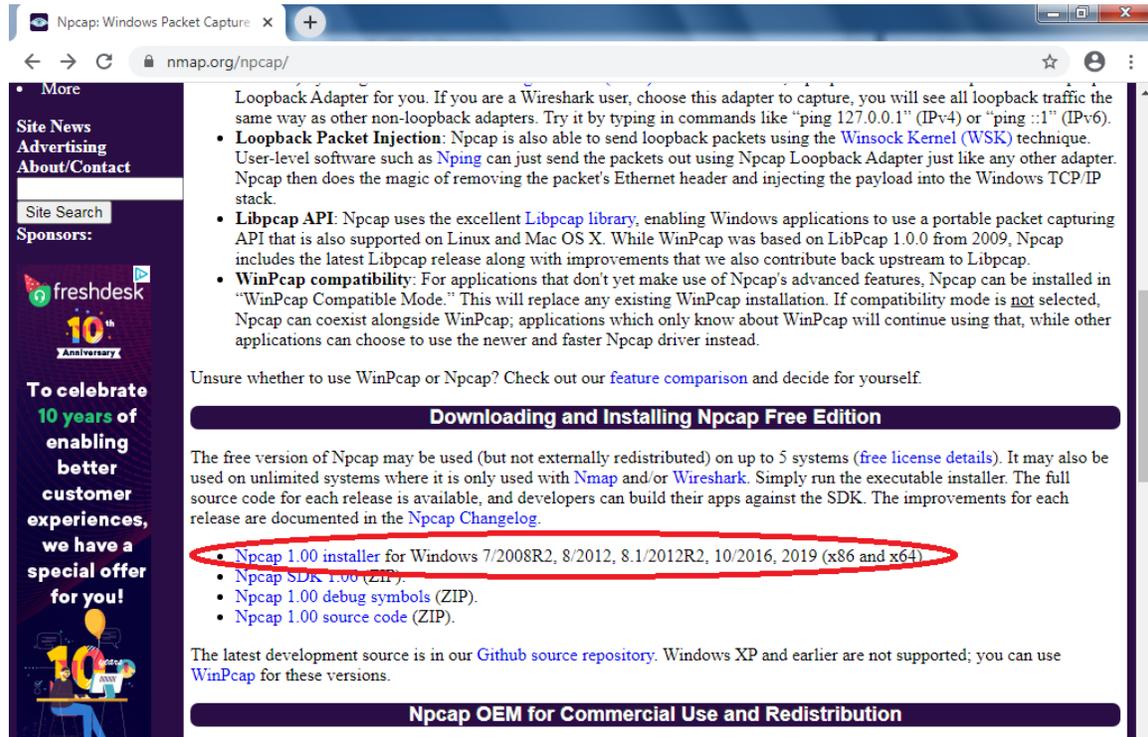
Download WinPCap 4.1.3 and install it:





Npcap download and installation guide:

Download link: <https://nmap.org/npcap/>



The screenshot shows the Npcap website page. On the left, there is a sidebar with navigation links: 'More', 'Site News', 'Advertising', 'About/Contact', 'Site Search', and 'Sponsors'. Below the sidebar is a promotional banner for 'freshdesk 10th Anniversary' with the text: 'To celebrate 10 years of enabling better customer experiences, we have a special offer for you!'. The main content area starts with a paragraph about the Loopback Adapter, followed by a bulleted list of features: 'Loopback Packet Injection', 'Libpcap API', and 'WinPcap compatibility'. Below this is a section titled 'Downloading and Installing Npcap Free Edition' which contains a paragraph about the free version and a bulleted list of download options. The first option, 'Npcap 1.00 installer for Windows 7/2008R2, 8/2012, 8.1/2012R2, 10/2016, 2019 (x86 and x64)', is circled in red. Below the list is a paragraph about the latest development source and a section titled 'Npcap OEM for Commercial Use and Redistribution'.

Loopback Adapter for you. If you are a Wireshark user, choose this adapter to capture, you will see all loopback traffic the same way as other non-loopback adapters. Try it by typing in commands like "ping 127.0.0.1" (IPv4) or "ping ::1" (IPv6).

- **Loopback Packet Injection:** Npcap is also able to send loopback packets using the [Winsock Kernel \(WSK\)](#) technique. User-level software such as [Nping](#) can just send the packets out using Npcap Loopback Adapter just like any other adapter. Npcap then does the magic of removing the packet's Ethernet header and injecting the payload into the Windows TCP/IP stack.
- **Libpcap API:** Npcap uses the excellent [Libpcap library](#), enabling Windows applications to use a portable packet capturing API that is also supported on Linux and Mac OS X. While WinPcap was based on LibPcap 1.0.0 from 2009, Npcap includes the latest Libpcap release along with improvements that we also contribute back upstream to Libpcap.
- **WinPcap compatibility:** For applications that don't yet make use of Npcap's advanced features, Npcap can be installed in "WinPcap Compatible Mode." This will replace any existing WinPcap installation. If compatibility mode is not selected, Npcap can coexist alongside WinPcap; applications which only know about WinPcap will continue using that, while other applications can choose to use the newer and faster Npcap driver instead.

Unsure whether to use WinPcap or Npcap? Check out our [feature comparison](#) and decide for yourself.

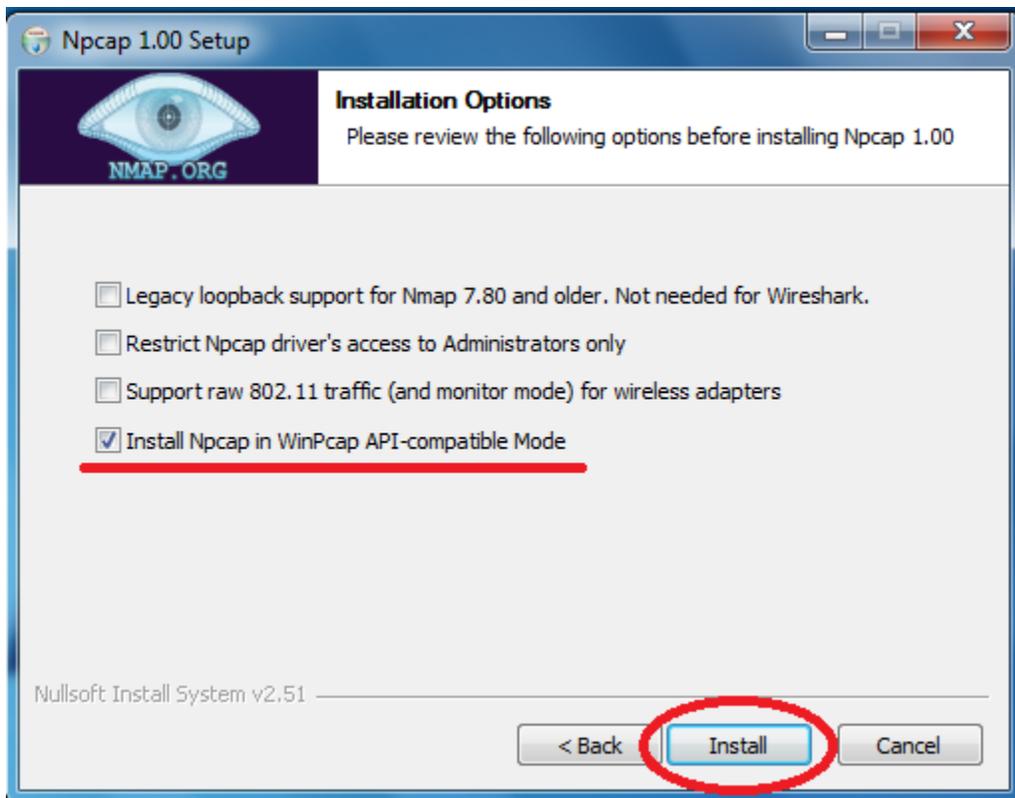
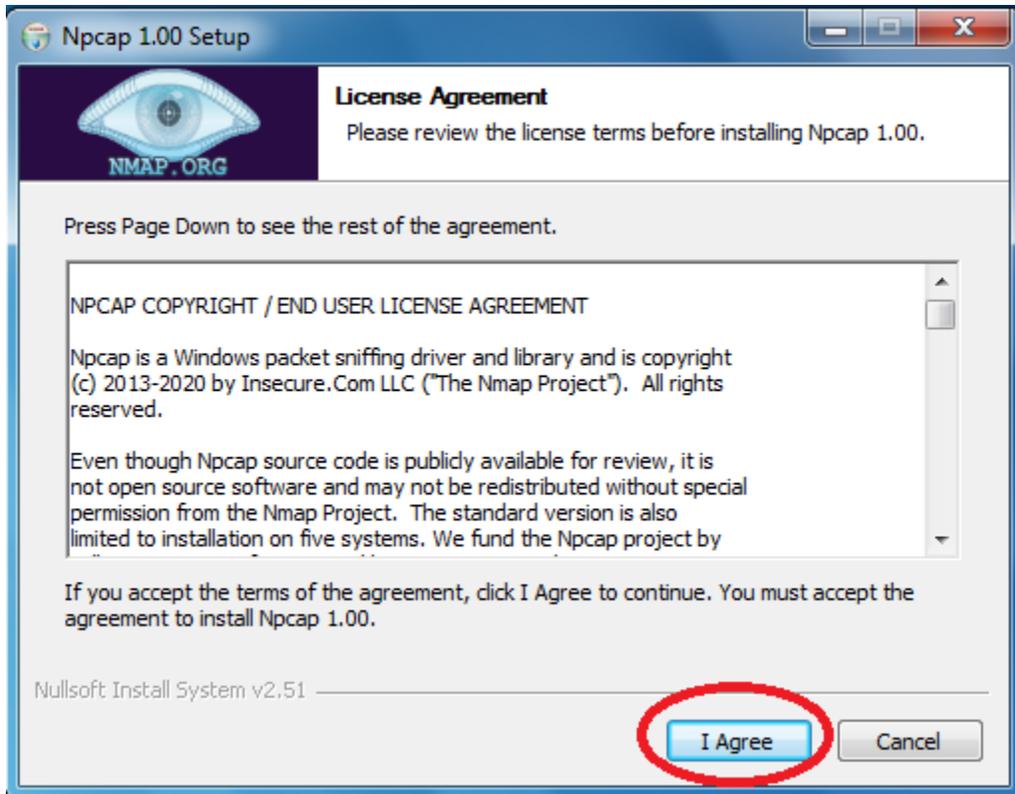
Downloading and Installing Npcap Free Edition

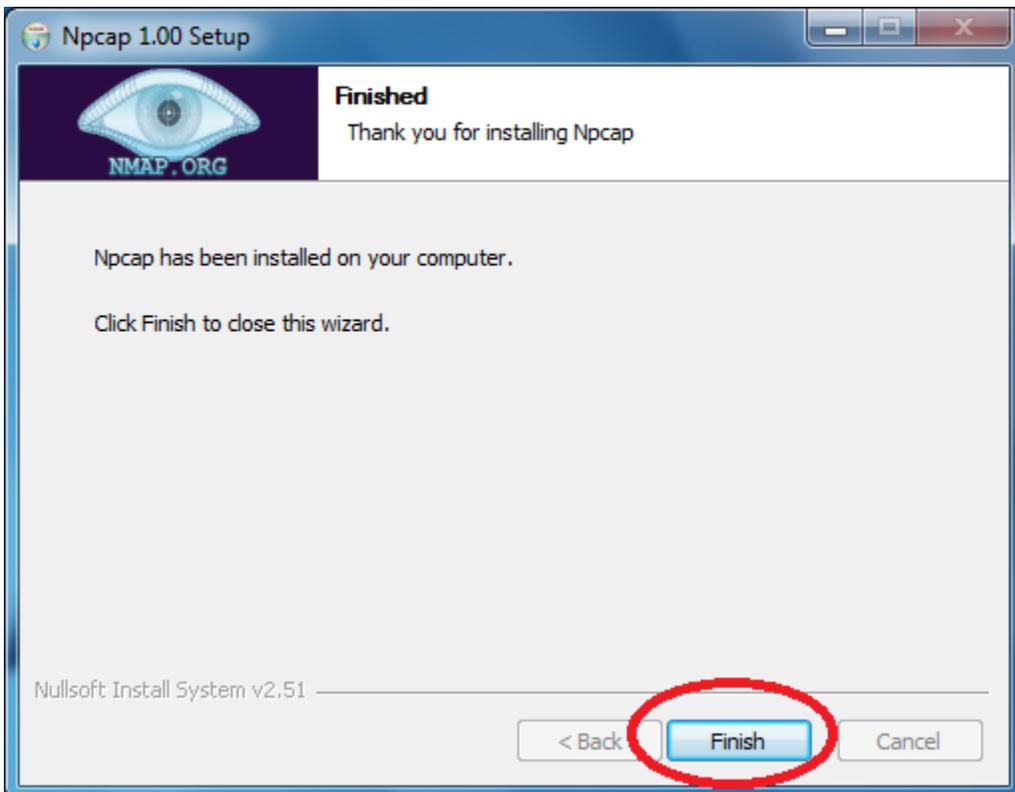
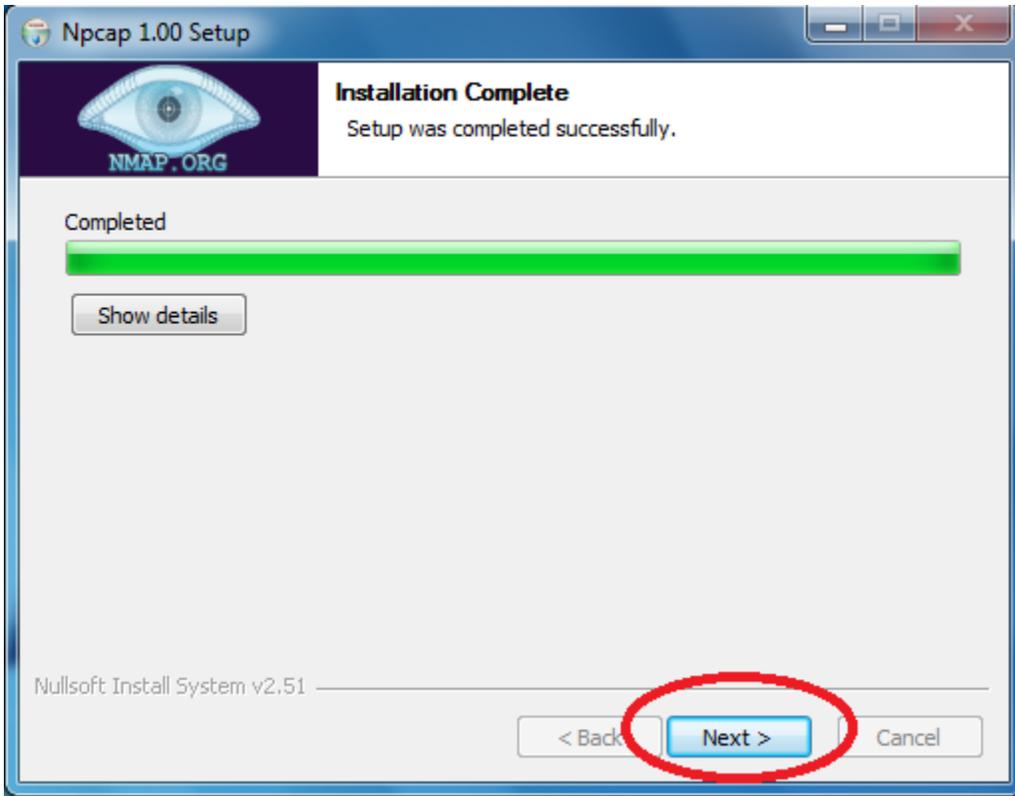
The free version of Npcap may be used (but not externally redistributed) on up to 5 systems ([free license details](#)). It may also be used on unlimited systems where it is only used with [Nmap](#) and/or [Wireshark](#). Simply run the executable installer. The full source code for each release is available, and developers can build their apps against the SDK. The improvements for each release are documented in the [Npcap Changelog](#).

- **Npcap 1.00 installer for Windows 7/2008R2, 8/2012, 8.1/2012R2, 10/2016, 2019 (x86 and x64)**
- [Npcap SDK 1.00 \(ZIP\)](#).
- [Npcap 1.00 debug symbols \(ZIP\)](#).
- [Npcap 1.00 source code \(ZIP\)](#).

The latest development source is in our [Github source repository](#). Windows XP and earlier are not supported; you can use [WinPcap](#) for these versions.

Npcap OEM for Commercial Use and Redistribution





Network Requirement for VoIP Recorder V2 (VR2)

You don't need additional hardware if you only want to record calls for the local computer (using VoIP Recorder V2 to record VoIP software on the same computer).

You must have a network switch that supports bidirectional 'port mirroring' (also called 'port mapping' or the existence of a 'span port'). Most business grade switches do have this feature. Most of Layer 2 Smart or Managed Switch have mirror port (SPAN port) feature.

Home or Small office can choose:

TP-LINK TL-SG105E

http://www.tp-link.com/en/products/details/cat-41_TL-SG105E.html

Netgear GS105E

<https://www.youtube.com/watch?v=kCSRgbEMkWs>

Or you must have network hub to connect your SIP VoIP devices if you want to record other devices. Why? Because all Ethernet traffic passes through all hub ports, so the PC runs VoIP Recorder V2 can sniff the network and record other devices.

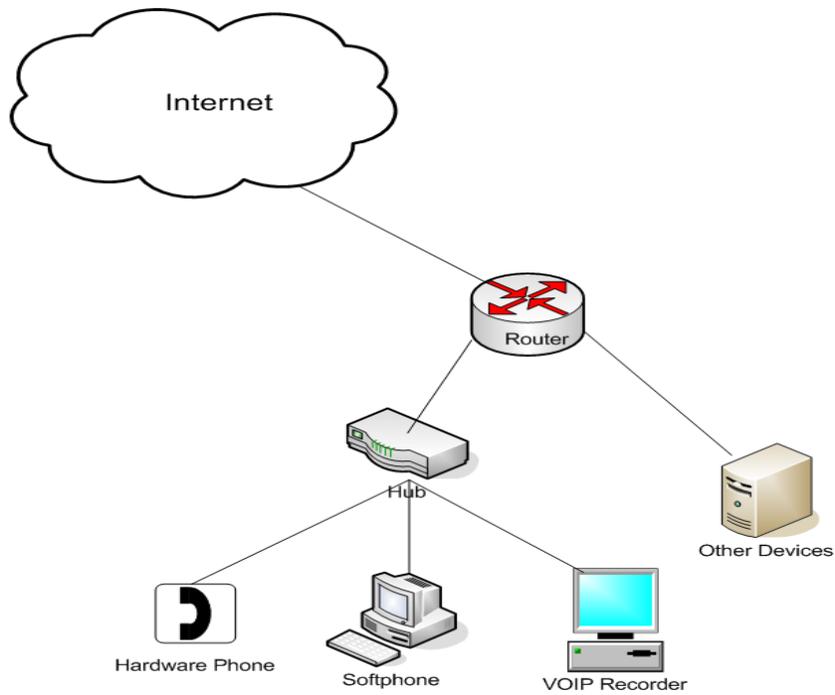
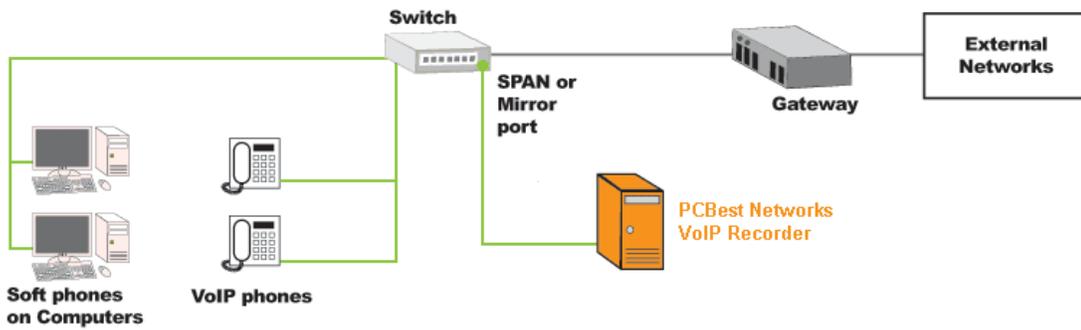
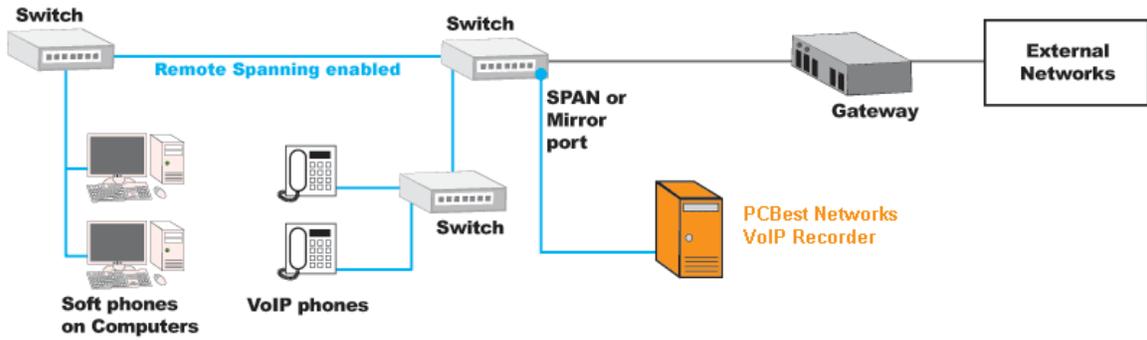
See articles:

http://ask-leo.com/whats_the_difference_between_a_hub_a_switch_and_a_router.html

http://www.cisco.com/en/US/products/hw/switches/ps708/products_tech_note09186a008015c612.shtml#support

If you have any questions or problems about network hardware issues, please feel free to contact us by <http://www.pcbest.net/contact.php>

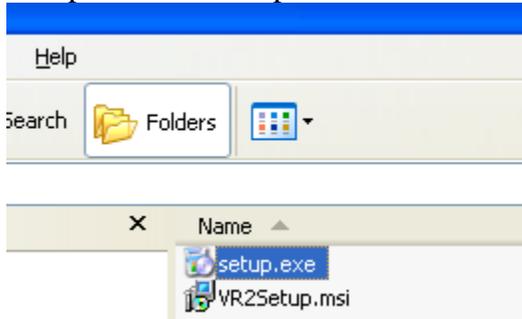
Typical Networks:



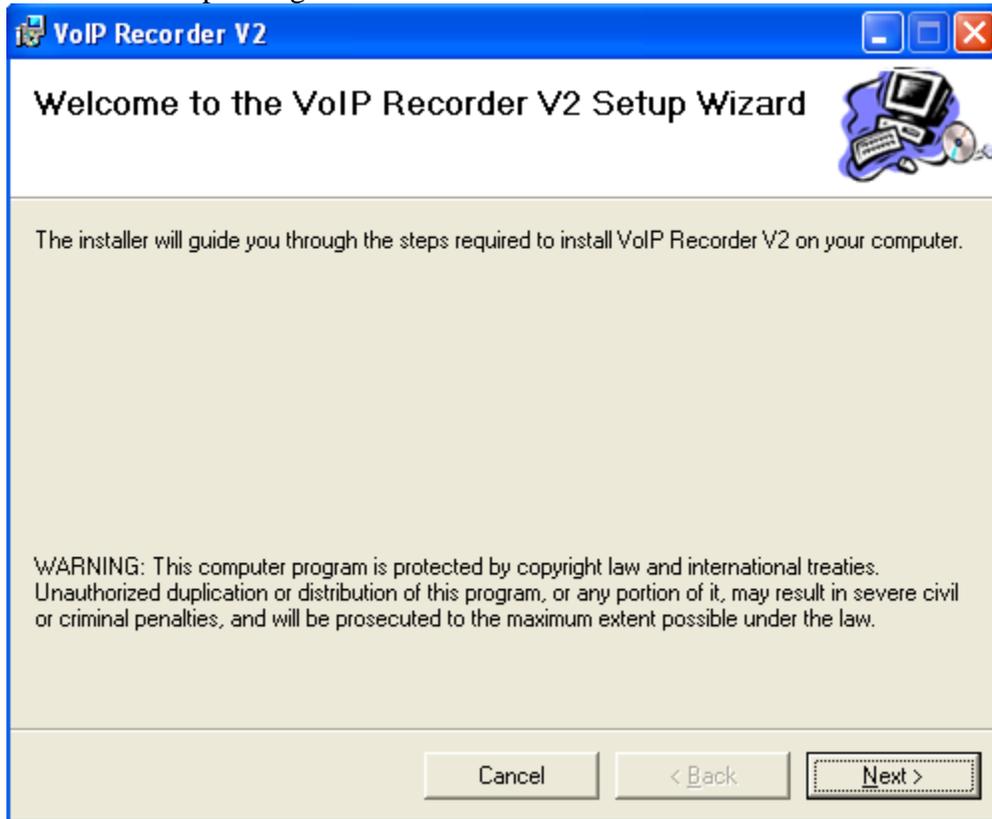
How to install and use the software

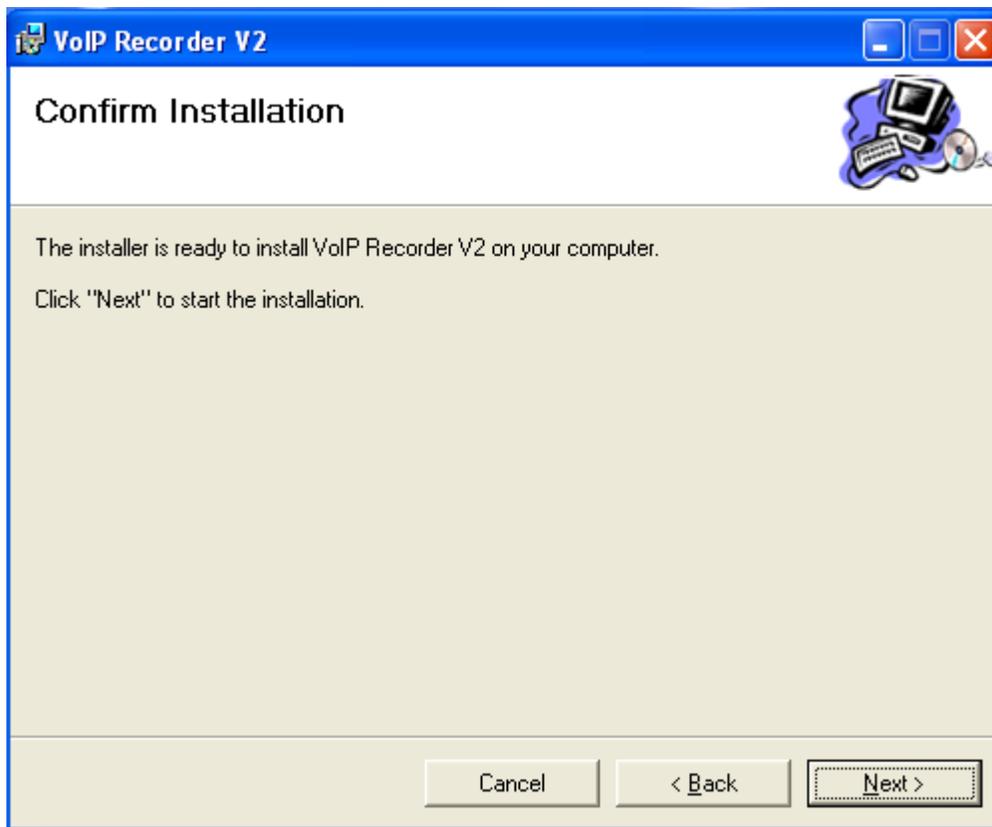
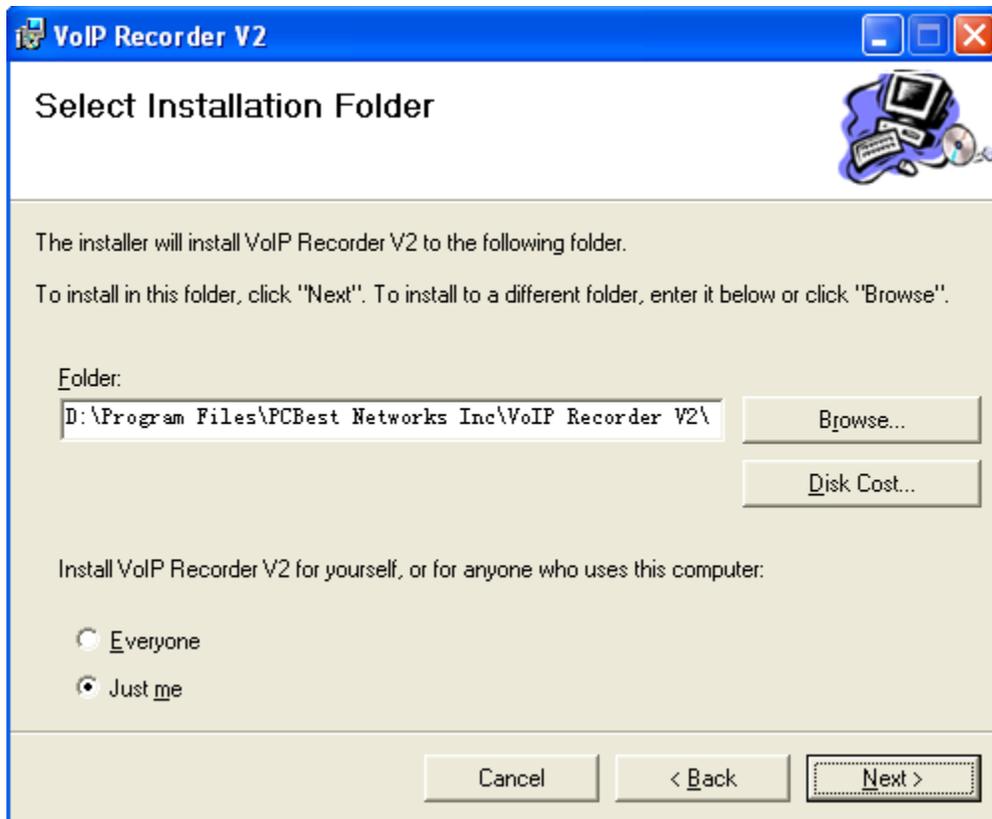
1. Download and install the VoIP Recorder V2 from PCBest Networks website:
http://www.pcbest.net/voip_recorder.php

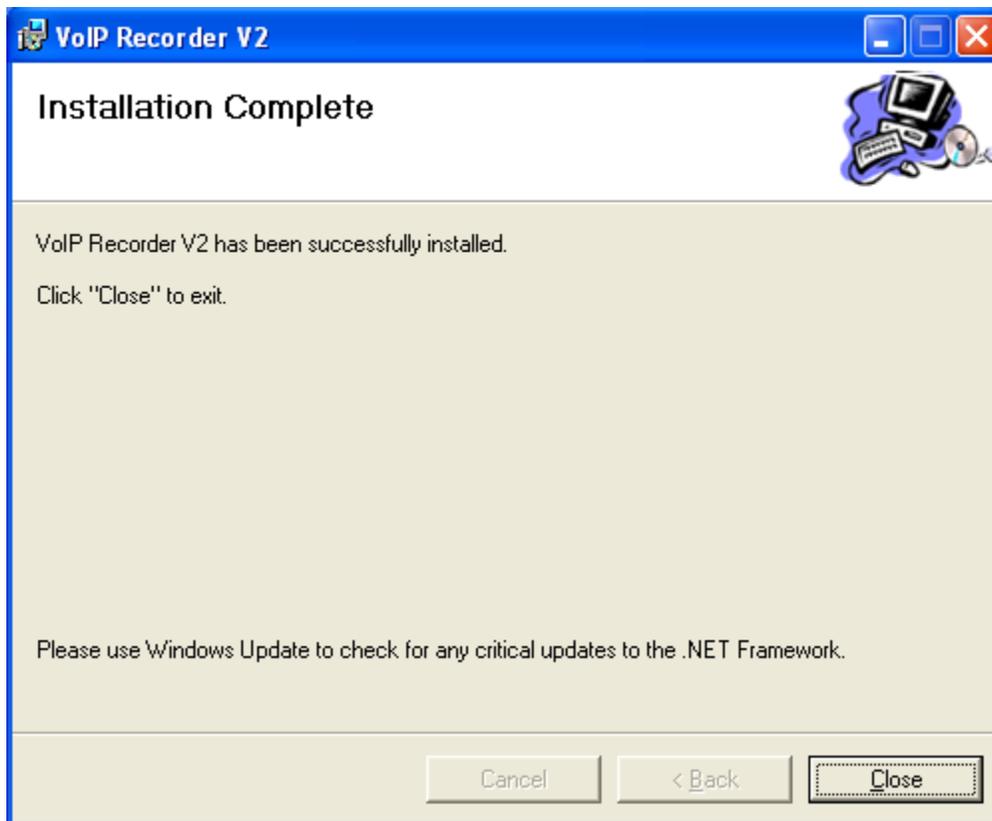
2. Unzip it and run setup.exe:



3. Follow the setup dialogs.

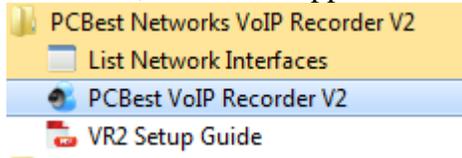




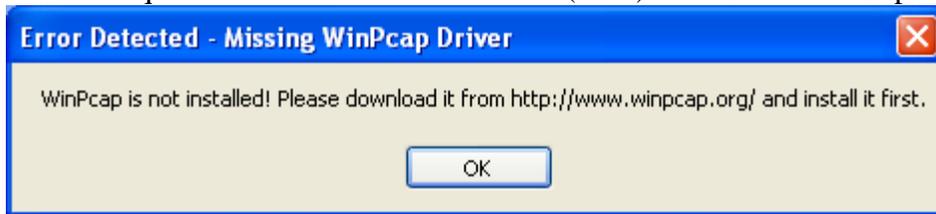


4.

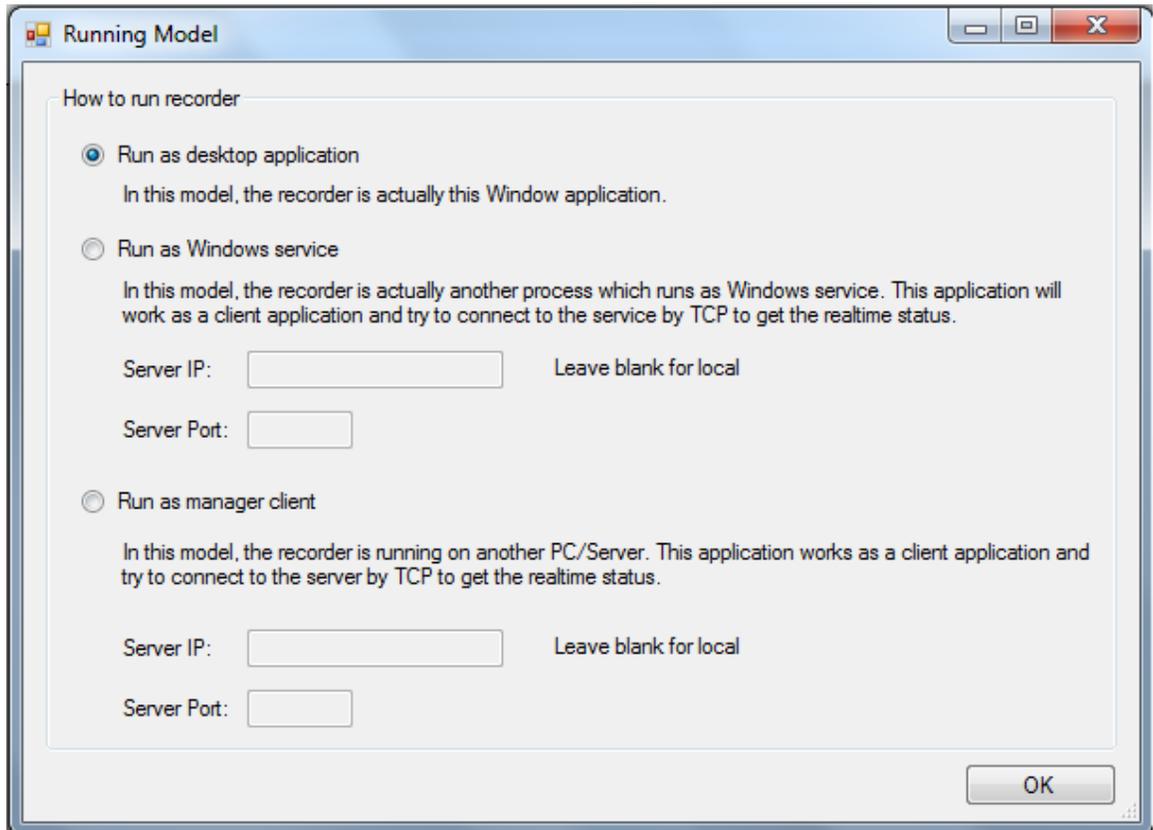
5. From start, choose the application to run:



6. If you see this dialog, please go back to the first part of this doc " Software Requirement for VoIP Recorder V2 (VR2)" to install WinPcap driver.



7. When first time running VR2, you will have a dialog to ask you which model you want to run VoIP Recorder Version 2.



In general, you can run VR2 as a desktop application, just click OK to continue. If you want to run VR2 as a Windows service, please select 'Run as Windows service option'. It will actually run the vr2 service in Windows services. Please see 8.

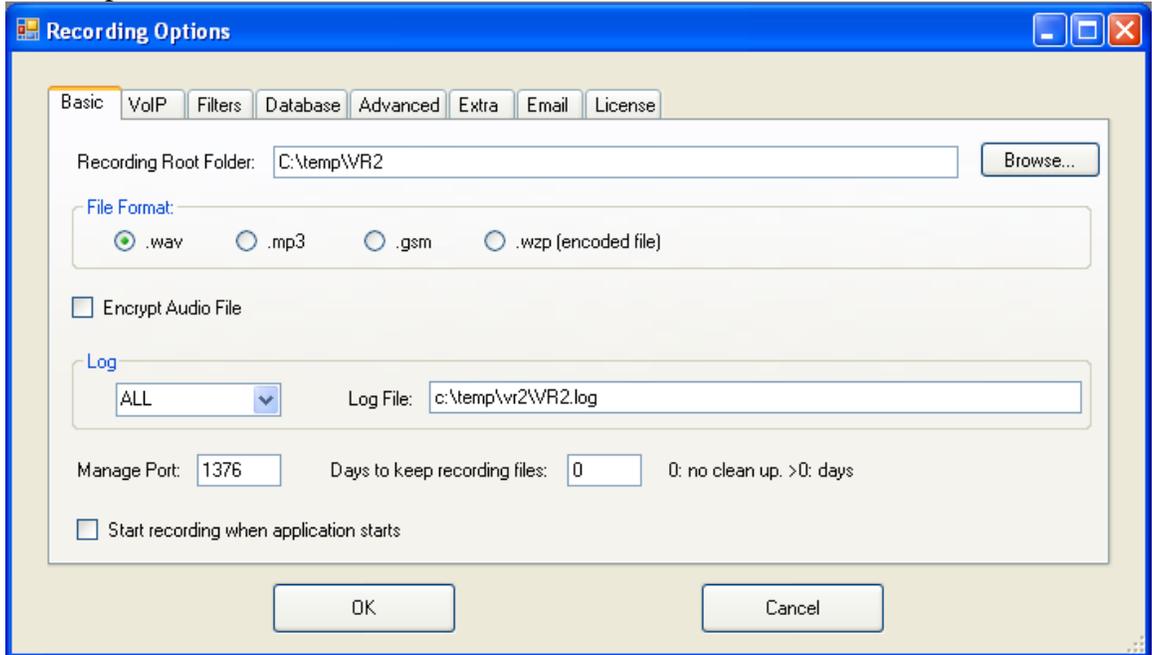
If you run it as manager client, it will try to connect the VR2 instance on the another machine and show recording status. On remote, you might need to look at the "Access SQL Server from Remote" at the end of this document.

8. You can open Windows services and find the VoIP Recorder V2 service:



Set the start type to Auto then every time when Windows starts, it will run VR2 automatically.

9. Click Options in Menu first to set.



All the options in this dialog will be saved into VR2Config.xml config file. Below we will match the GUI item with the one in XML config, so just in case you need to manually change the setting in xml file directly.

10. Items in VR2Config.xml and corresponding GUI.

The red tags marked below are the ones you will have to change according to your system environment.

a. **<Type>0</Type>**

For IP Recorder, it is always 0. There is no GUI matching it since it is always 0.

- b. **<AudioRootFolder>c:\temp\vr2</AudioRootFolder>**
Root folder for saving recording audio files.

Recording Root Folder:

- c. **<AudioFileFormat>0</AudioFileFormat>**

0 = default(.wav), 1 = mp3, 2 = gsm

Note: Because VR2 is using third party application to convert wav into mp3 or gsm, changing this option from 0 to others may need extra effort to configure service to make it work.

File Format:

.wav .mp3 .gsm .wzp (encoded file)

- d. **<Credential></Credential>**

System credential for VR2 service launch third party application(lame.exe or sox.exe), to convert to wav into mp3 or gsm, when AudioFileFormat above is not set to default 0.

no GUI matching this item yet.

- e. **<Filters></Filters>**

Set Filters based on IP, or Call ID.

Format: FilterType;Filter1;Filter2;...

FilterType 0:IP Address, 1:CallID

Sample: 0;192.168.1.10;192.168.1.21

Sample: 1;16135552324;17042223333

Filters - Record only for specific IP, or ID, or MAC address

Format: FilterType;Filter1;Filter2;...
FilterType 0:IP Address, 1:CallID, 2:MAC Address
Sample: 0;192.168.1.10;192.168.1.21
Sample: 1;16135552324;17042223333
Note: CallID supports wild cards. * means any string. ? means any one character. Sample: 1;1613*;1704*
Sample: 2;00-23-AE-99-3C-14;00-15-5D-01-2E-17

- f. Excludes

Same format as filters, but exclude explicitly.

Excludes - Exclude specific IP, or ID, or MAC address

Format same as Filters above.

- g. **<LogLevel>4</LogLevel>**

0 = disable,

1 = Error only,

- 2 = Error + Warning,
- 3 = Error + Warning + Debug,
- 4 = ALL(Error + Warning + Debug + Info)

Log

ALL Log File:

- h. **<LogFileName>c:\temp\vr2\VR2.log</LogFileName>**
Set log file name.

Log

ALL Log File:

- i. **<ChannelCount>8</ChannelCount>**
Set the channel number to be opened by VR2.

Total Channels:

- j. **<LicKey></LicKey>**
License key for VR2. You can run trial version with no key, but the recording will be 30 seconds only for each call.

License Key:

- k. **<LicMAC></LicMAC>**
The MAC address that you want the license key to be associated with. You don't have to set it. If it is null, VR2 will automatically choose one. You can use "ipconfig -all" in command Window to list all network interfaces. Set it to USB driver letter if you want to use a USB key as a dongle. Like e:

License MAC: In format: 2F-D3-AC-82-56-7F

- l. **<ManagerPort>1376</ManagerPort>**
This port is for VoIP Recorder V2 Management Client to connect.

Manage Port:

- m. **<KeepRecordMaxDays>0</KeepRecordMaxDays>**
How many days to keep the record in root folder. 0: no clean up. >0: days

Days to keep recording files: 0: no clean up. >0: days

- n. **<EnableRTSrv>0</EnableRTSrv>**
If enable realtime SIP server for listening conversation
Set it to 1 to enable it
Then during VR2 is running, you can use SIP phone to call < sip:1@local-ip >
to listen to conversation on channel 0

Please edit file "VR2RTSrv.ini" in the VoIP Recorder folder to change the options for realtime listening SIP server.

Enable Realtime Listening SIP Server.

- o. **Database**(Please go the end of this doc for database set up)

<Database>

<Enabled>>false</Enabled>

Enable saving data into MS SQL Server

<!--

DBType: 0 = MS SQL 2005 Express, 1 = MS SQL 2005, 2 = MS SQL 2000

-->

<DBType>0</DBType>

Database Type:

<!--

DBServer: blank = local, otherwise give the server name or ip

-->

<DBServer></DBServer>

Database Server: blank = local, otherwise give the server name or ip

<!-- Please create a database as the following name. -->

<!-- NOTE: you do NOT need to create any table for your DB. -->

<!-- VR2 engine will automatically create tables once it can connect to DB. --

>

<DBName>VoIPRecorder</DBName>

Database Name: you do NOT need to create any table for your DB.
Recorder engine will automatically create tables once it can connect to DB first time.

<!--

0 = SQL Authentication, 1 = Windows Authentication

-->

<AuthType>1</AuthType>

Authentication Type:

<!--

if AuthType is SQL Authentication, then please give the UserName and Password

for connecting SQL server.

-->

<UserName></UserName>

User Name:

<Password></Password>

Password:

<CallLogTableName>calls</CallLogTableName>

<ChannelStatusTableName>channels</ChannelStatusTableName>

<UpdateChannelStatusToDB>true</UpdateChannelStatusToDB>

Update channel's status to database

</Database>

p. <Protocol>SIP</Protocol>

Can be one of these:

SIP, SCCP or SKINNY, RTP, H323, IAX2, UNISTIM, MGCP

Protocol:

q. <Port></Port>

Specify port of VoIP protocol to listen on. You don't have to set this value if your VoIP device is using default standard port.

Port:

r. <NIC>0</NIC>

Please run ListNetworks.exe to get the index of the NIC on which you want to monitor. Or in the GUI, you can choose from list:

Listening on network interface:

1 : \Device\NPF_{02608100-789C-4E7C-A686-43D2E52215AA} - Intel(R) 82566DC Gigabit Network Connection (Microsoft)

If you set it to a filename of Wireshark trace .pcap file, VR2 will use this Wireshark trace file as input instead of a NIC in computer, and output all VoIP calls in it.

s. <PromiscuousMode></ PromiscuousMode >

Promiscuous Mode

Default PromiscuousMode is 1, means enabled. Few of network drivers don't support this feature. So you will need to uncheck this option(set it to 0 in XML) in order to make recording work.

t. <RTP>

Additional settings for RTP protocol recording. Usually when you are not sure what signal protocol your VoIP devices are using, you choose RTP as most

VoIP devices use RTP for audio stream. In this case, you need to specify the IP PBX's IP addresses, and IP Phone's identity.

<!-- If it is RTP recording, please specify the PBX address, and Extension's address -->

<!-- Sample: 192.168.1.101;192.168.1.102 -->

<**PBXAddr**>192.168.1.214</**PBXAddr**>

RTP Recording Options

PBX IP Address:

If Protocol is set to RTP recording, please specify the PBX address.
Sample: 192.168.1.101;192.168.1.102

<!-- PBX Extension list for RTP recording -->

<!-- FORMAT: Name,number,ipaddress;name,number,ipaddress -->

<!-- Sample: Mike,101,192.168.1.102;Jenny,102,192.168.1.103 -->

<**ExtenAddr**>Mike,101,192.168.1.41</**ExtenAddr**>

Extension List:

FORMAT: Name,number,ipaddress;name,number,ipaddress
Sample: Mike,101,192.168.1.102;Jenny,102,192.168.1.103

u. <**IgnorePossibleSameCall**>>false</**IgnorePossibleSameCall**>

Set it to true if you see duplicated calls are recorded.

Ignore Possible Same Call. Check it if you see duplicated calls are recorded.

v. <**Recording**>>true</**Recording**>

Set it to false if you don't want to create wav files for calls.

Recording call. Uncheck it if you don't want to create wav files for calls.

w. <**NoAudioSeconds**>0</**NoAudioSeconds**>

Default it is 0, means disabled. If you have seen channels not disconnected and stayed forever, it will be helpful to enable this option.

You can set it to 5 for 5 seconds, or 3 for 3 seconds.

No Audio Seconds: Default it is 0, means disabled. If you have seen channels not disconnected and stayed forever, it will be helpful to enable this option. You can set it to 5 for 5 seconds, or 3 for 3 seconds.

x. RecordPauseDTMFKey

You can define a key, so softphone user can press this key to stop recording for unwanted audio.

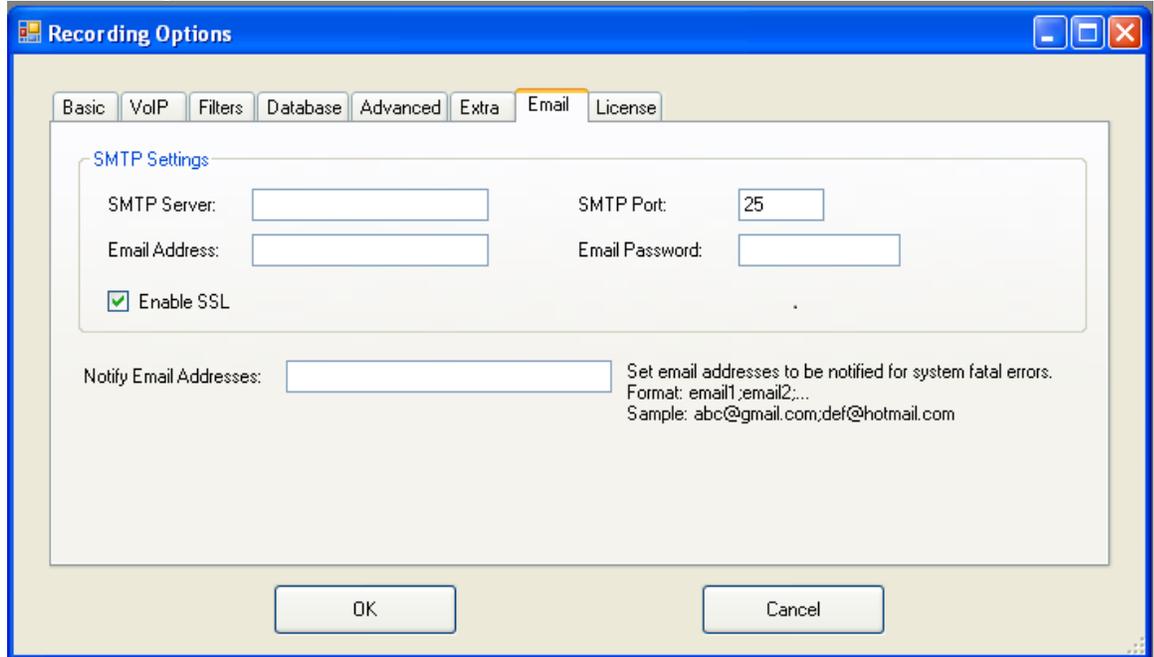
Key can be '*', '#', '0', '1', '2', ..., '9'.

Pause Options

DTMF Keys: set a key string for softphone to press, and pause recording. press the same key again to resume. For example, *, or 1234.

Pause Settings: 0 = not insert, no auto-pause(automatically pause recording when call starts).
1 = insert blank/silence audio in way for paused period.
2 = auto-pause + not insert blank/silence audio in way for paused period.
3 = auto-pause + insert blank/silence audio in way for paused period.

- y. UsePacketTime
If use time on network package rather than the computer local time.
 Use packet time in network.
- z. Email settings



- aa. < SIPHeadersInXML >
Sometimes you need to record extra SIP headers into XML, so you can set the extra headers in this tag.
Fox example: From;To;P-Asserted-Identity;P-Charging-Vector
Available Headers Name: From;To;Call-Id;Contact;P-Asserted-Identity;P-Charging-Vector;Remote-Party-ID;Reason;Date;User-Agent;Accept-Language;Refer-To

SIP Headers In XML:

Sometimes you need to record extra SIP headers into XML, so you can set the extra headers here.
Fox example: From;To;P-Asserted-Identity;P-Charging-Vector
Available Headers Name:
From;To;Call-Id;Contact;P-Asserted-Identity;P-Charging-Vector;Remote-Party-ID;Reason;Date;User-Agent;Accept-Language;Refer-To

- bb. ExtenPattern
Tell recorder how extension number looks like. * means any string. ? means any one character. Sample: 1??? means extension number starts as 1, and four digits/characters.

Exten Pattern:

Tell recorder how extension number looks like. * means any string. ? means any one character. Sample: 1??? means extension number starts as 1, and four digits/characters.

- cc. IDMaps
Set ID mapping rule if you want to replace specific ID before it is written into DB table
Format: org-str1,replace-str1;org-str2,replace-str2;
Sample: exten_1234,Mike;1100,Bob

ID Maps:

Set ID mapping rule if you want to replace specific ID before it is written into DB table. Format: org-str1,replace-str1;org-str2,replace-str2;
Sample: exten_1234,Mike;1100,Bob

dd. RecordCallLegs

Set it to true if you want to create a wav file for each audio leg of the call.

Create a wav file for each audio leg of the call.

ee. XMLCallInfo

Set it to false if you don't want to create XML call info file.

Create XML call info file.

ff. RecordOnlyAfterAnswer

Record only after call is answered.

gg. EncryptAudioFile

0 = disabled, 1 = enabled

Encrypt Audio File

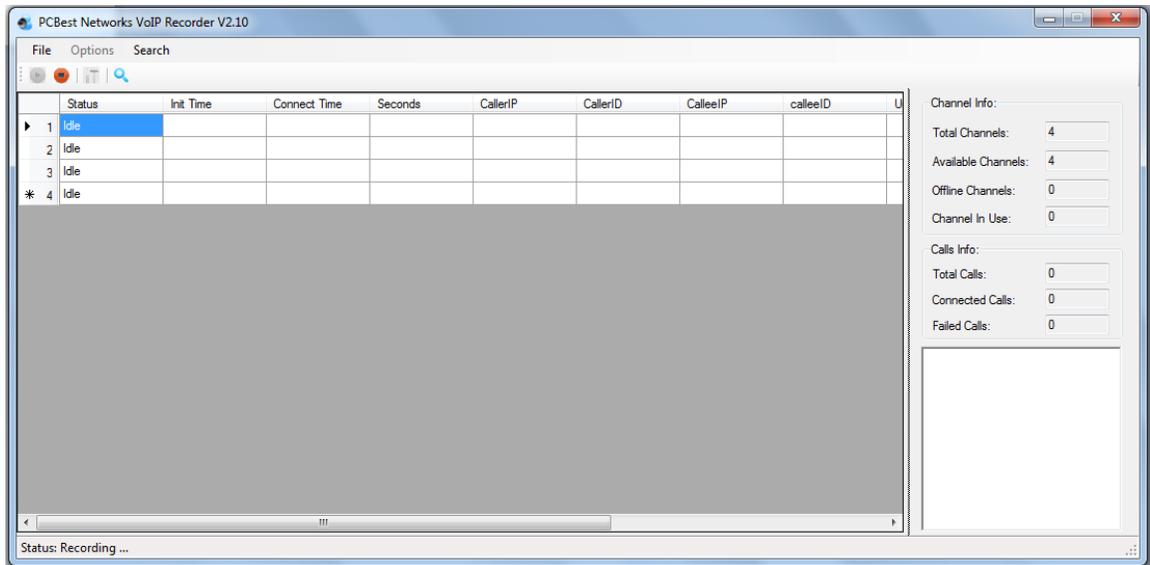
11. Now you can start recording.



12. Stop recording when need.

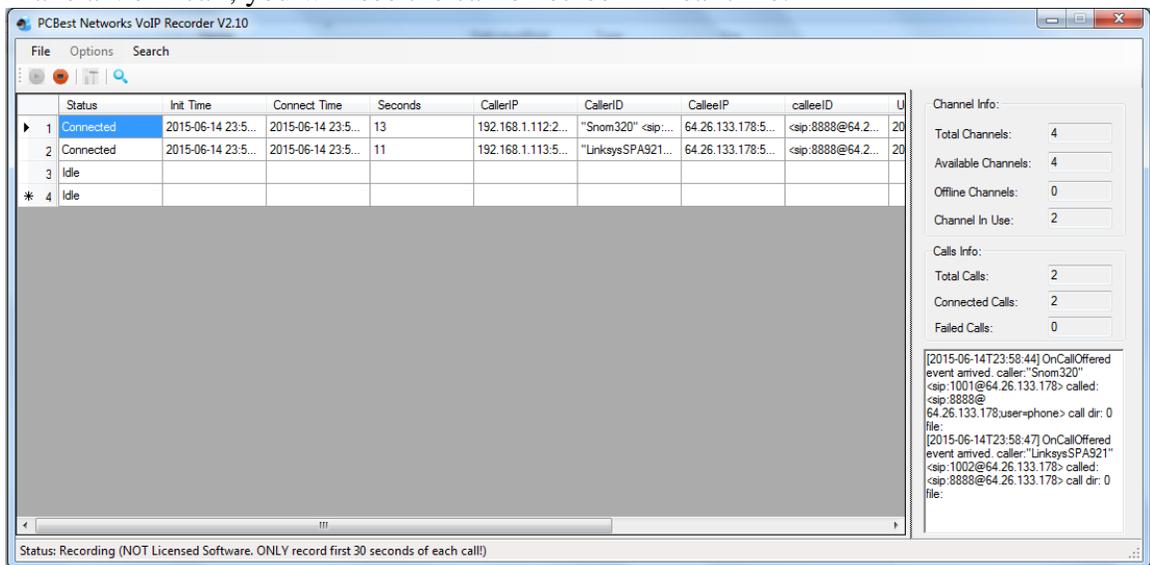


13. VR2 Main GUI:



You have each channel's status. Call reports at right. And 'Search' in menu to perform the database call record search.

14. Make a VoIP call, you will see the call on screen in real time:



15. Real-time monitoring and listening to the recording conversation

From V2.01, ManageClient has integrated PCBest SIP softphone in order to listen the recording conversation in real-time.

In order to use this feature, you need to enable this tag in VR2Config.xml:

```
<EnableRTSrv>1</EnableRTSrv>
```

Then please re-start the VR2 service.

Restart ManagerClient to connect to the VR2 service.

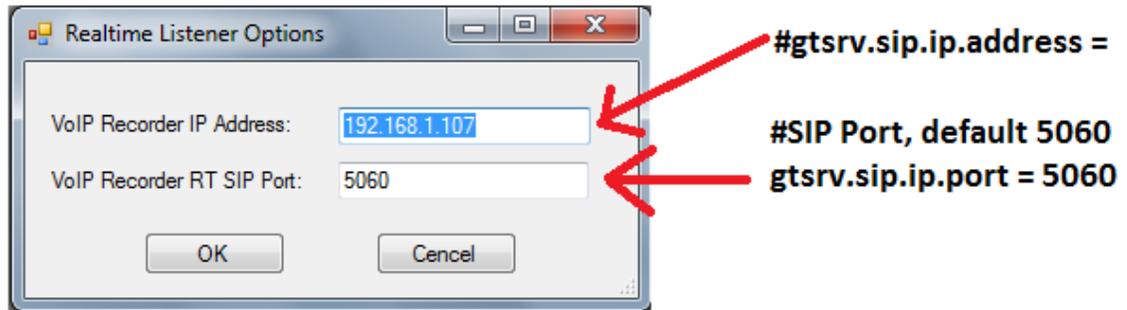
You will see the real-time listening panel at right:



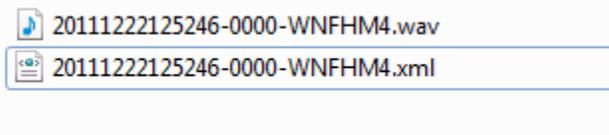
Click options to give the recorder machine's IP and SIP port it is set in VR2RTSrv.ini.

Manager Client GUI

VR2RTSrv.ini



16. Get into your recording folder, then find the recording files for the call:



There are two files for one call. They both have same name, but with different file extensions. One file is audio wav file. Another one is XML file to record the call's additional information.

17. XML information file format for a recorded call(sample)

```
<?xml version="1.0" encoding="ISO-8859-1" ?>
<CALL>
<ID>20111222125246-0000-WNFHM4</ID>
<SIP-ID/>
<SUCCEED>>true</SUCCEED>
<CALLER>
  <IPADDR>192.168.1.233:2758</IPADDR>
  <NAME>PBX</NAME>
  <AUDIO>G711(ulaw)</AUDIO>
</CALLER>
<CALLEE>
<IPADDR>192.168.1.41:2048</IPADDR>
<NAME>Mike&lt;sip:101@192.168.1.41&gt;</NAME>
```

```
<AUDIO>G711(ulaw)</AUDIO>
</CALLEE>

<TIME>
<INIT>2011-12-25 11:18:31</INIT>
<BEGIN>2011-12-25 11:18:31</BEGIN>
<END>2011-12-25 11:19:09</END>
<DURATION>38</DURATION>
</TIME>

<RECORD>
<ROOT>c:\temp\vr2</ROOT>
<PATH>c:\temp\vr2\2011\12\22\20111222125246-0000-WNFHM4.wav</PATH>
<FILENUM>1</FILENUM>
</RECORD>

</CALL>
```

ID: Unique id for this call.

SIP-ID: Unique SIP CALLID for this call. This id is in SIP message CALL-ID header for mark SIP calls.

SUCCEED: true – the call was established. false – the call couldn't get through.

Caller: caller IP address and name

Callee: callee IP address and name

Time:

Init: Call start time

Begin: Call connected(begin) time (if call was not successful, this field is null)

End: Call end time.

Duration: the call duration in seconds.

Record: recording root path and file.

VoIP Recorder V2 Database Setup

The following steps are for setting up database for VR2. VR2 supports MS SQL Server 2005/2008/2008R2/2012.

Assuming we are using SQL Server 2012 Express.

1. Download and install SQL Server:

Microsoft SQL Server 2005 Express Edition Service Pack 4:

<http://www.microsoft.com/en-ca/download/details.aspx?id=184>

Please download SQLEXPRESS_TOOLKIT.EXE(224.6MB) or
MBSQLEXPRESS_ADV.EXE(254.6 MB).

Microsoft® SQL Server® 2008 Express with Tools:

<http://www.microsoft.com/en-ca/download/details.aspx?id=22973>

Microsoft SQL Server 2008 R2 RTM - Express with Management Tools:
<http://www.microsoft.com/en-ca/download/details.aspx?id=23650>

Microsoft® SQL Server® 2012 Express:
<http://www.microsoft.com/en-ca/download/details.aspx?id=29062>

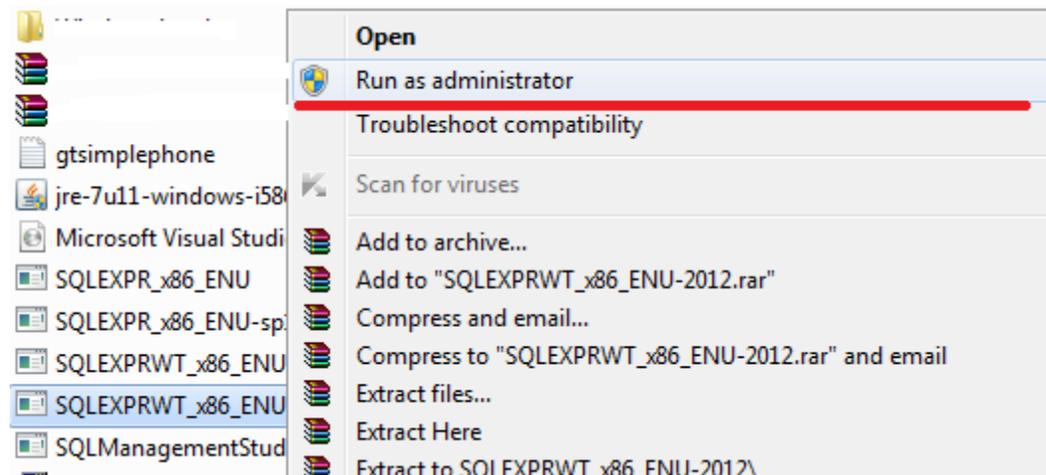
32bit OS download one of the following:

ENU\x86\SQLEXPADV_x86_ENU.exe 1.3 GB Download
ENU\x86\SQLEXPRTW_x86_ENU.exe 706.1 MB Download

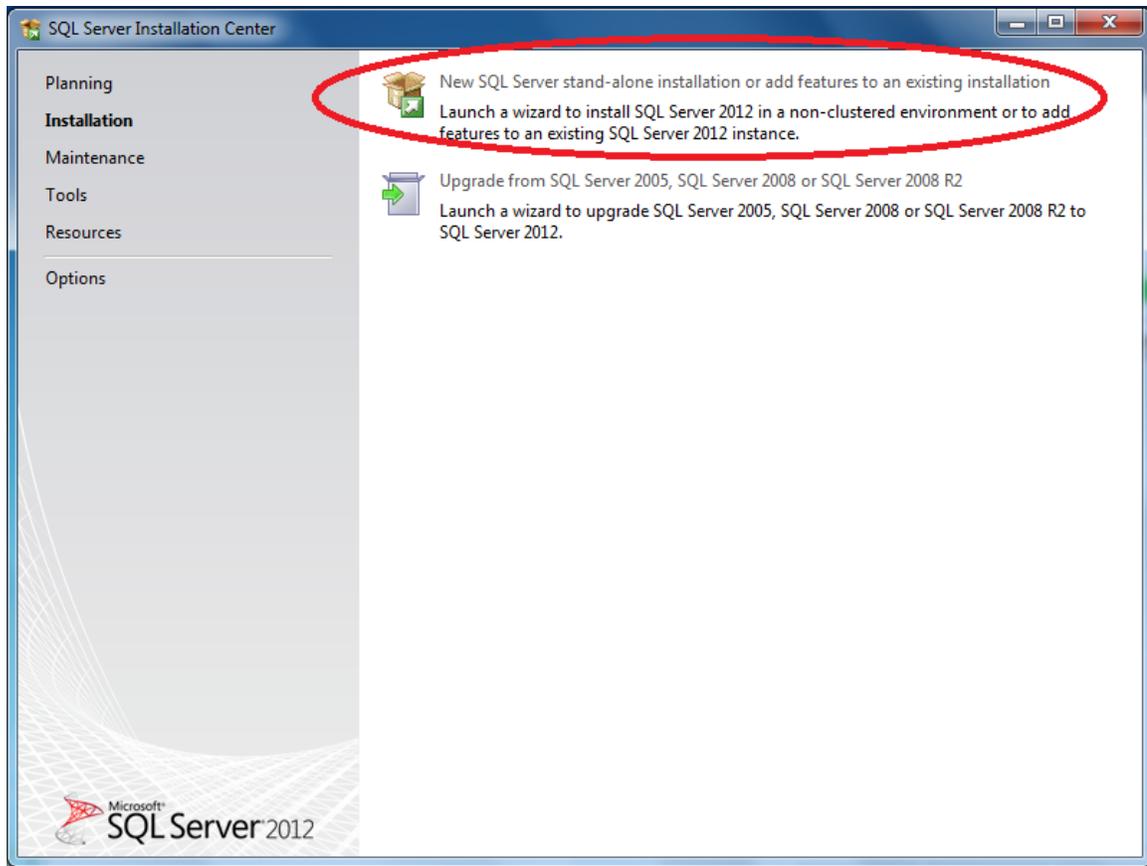
64bit OS download one of the following:

ENU\x64\SQLEXPADV_x64_ENU.exe 1.3 GB Download
ENU\x64\SQLEXPRTW_x64_ENU.exe 669.9 MB

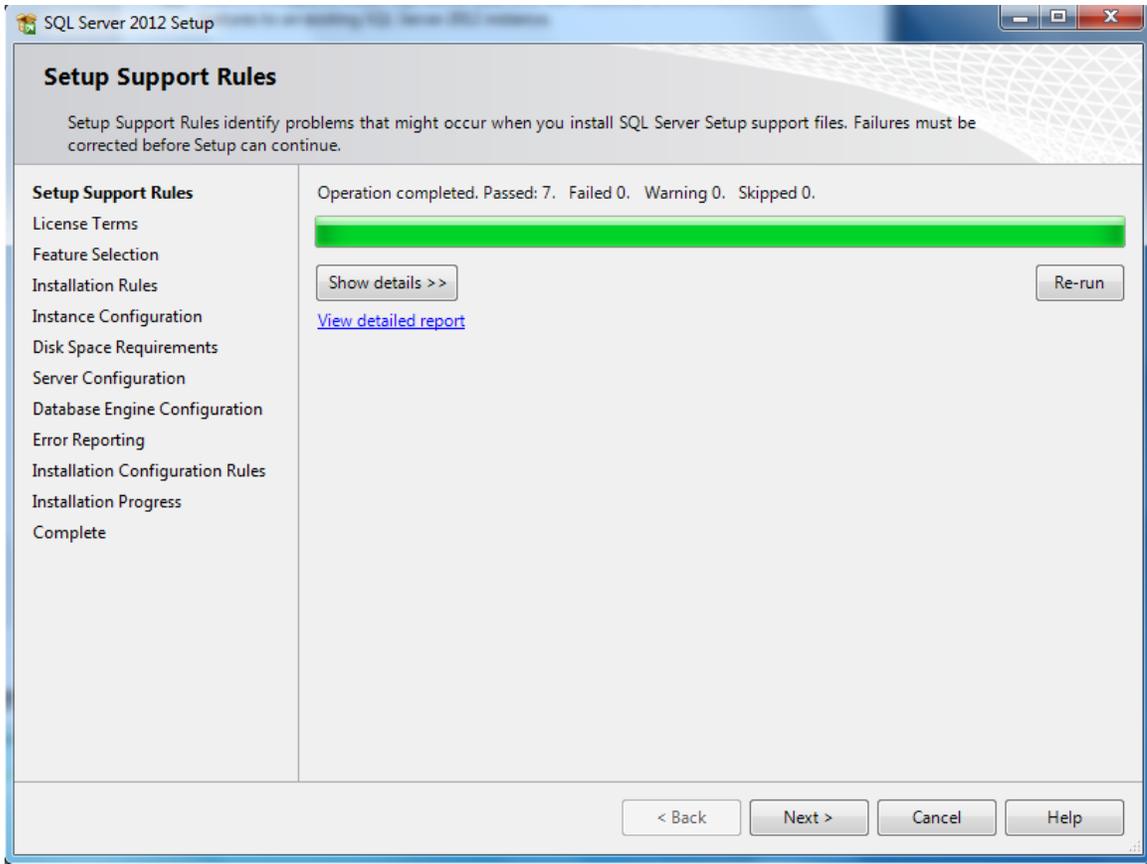
Assume we use SQL Server 2012 Express here. It is free to download from website. We download SQL Server 2012 with tool, which has management studio. Right click on SQLEXPRTW_x86_ENU.exe for 32bit Windows or SQLEXPRTW_x64_ENU.exe for 64bit Windows, and "Run as administrator":



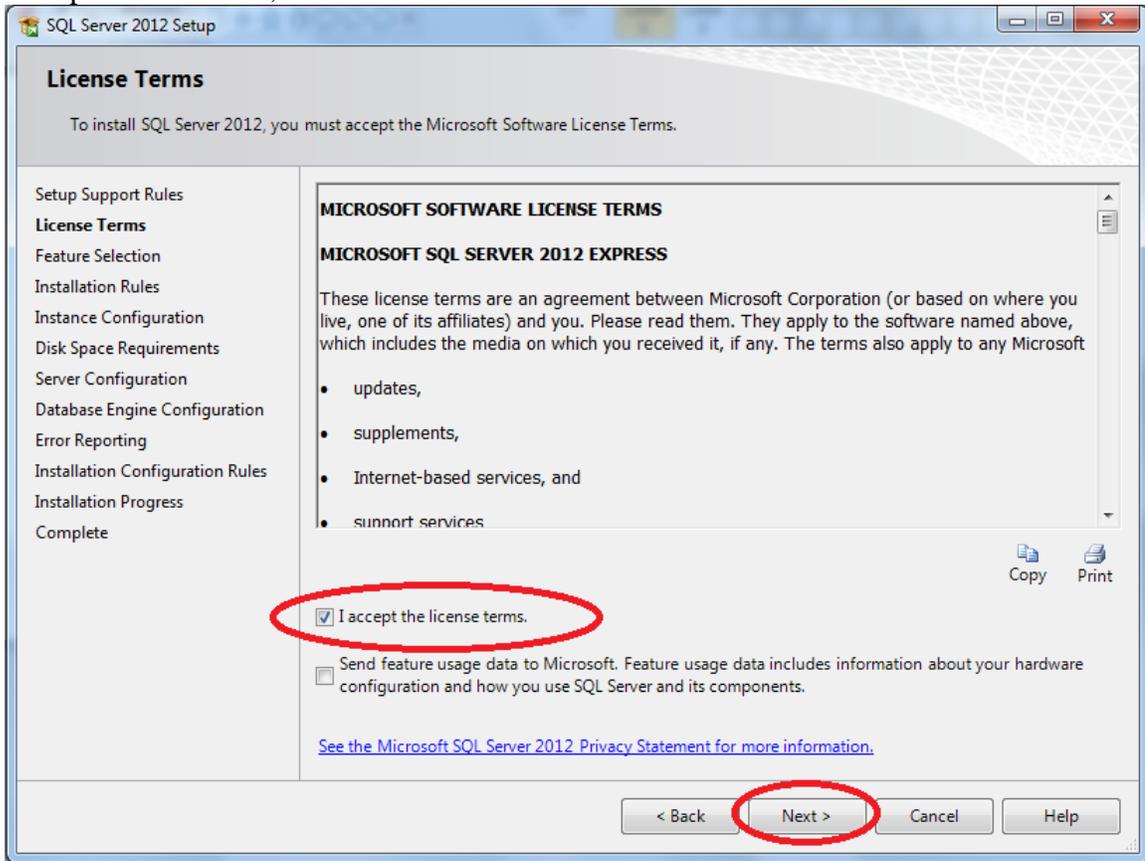
Choose new SQL server stand-alone installation:

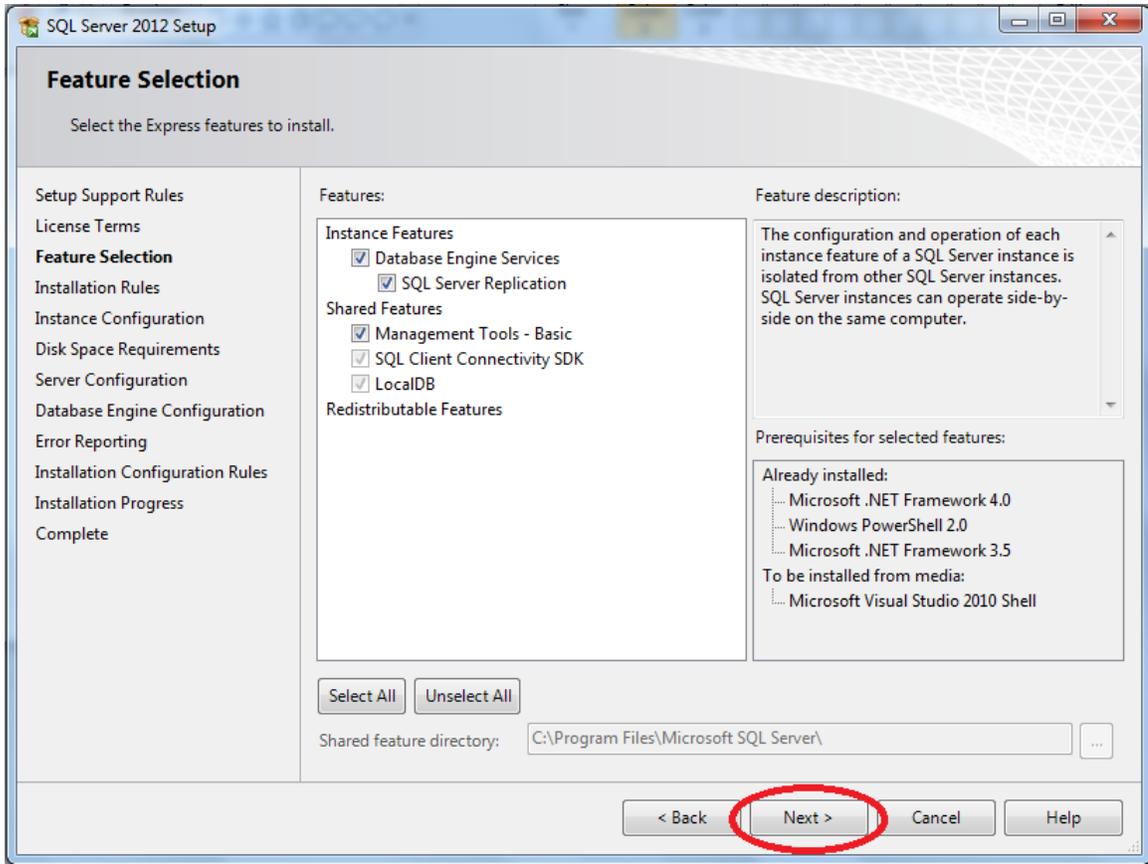


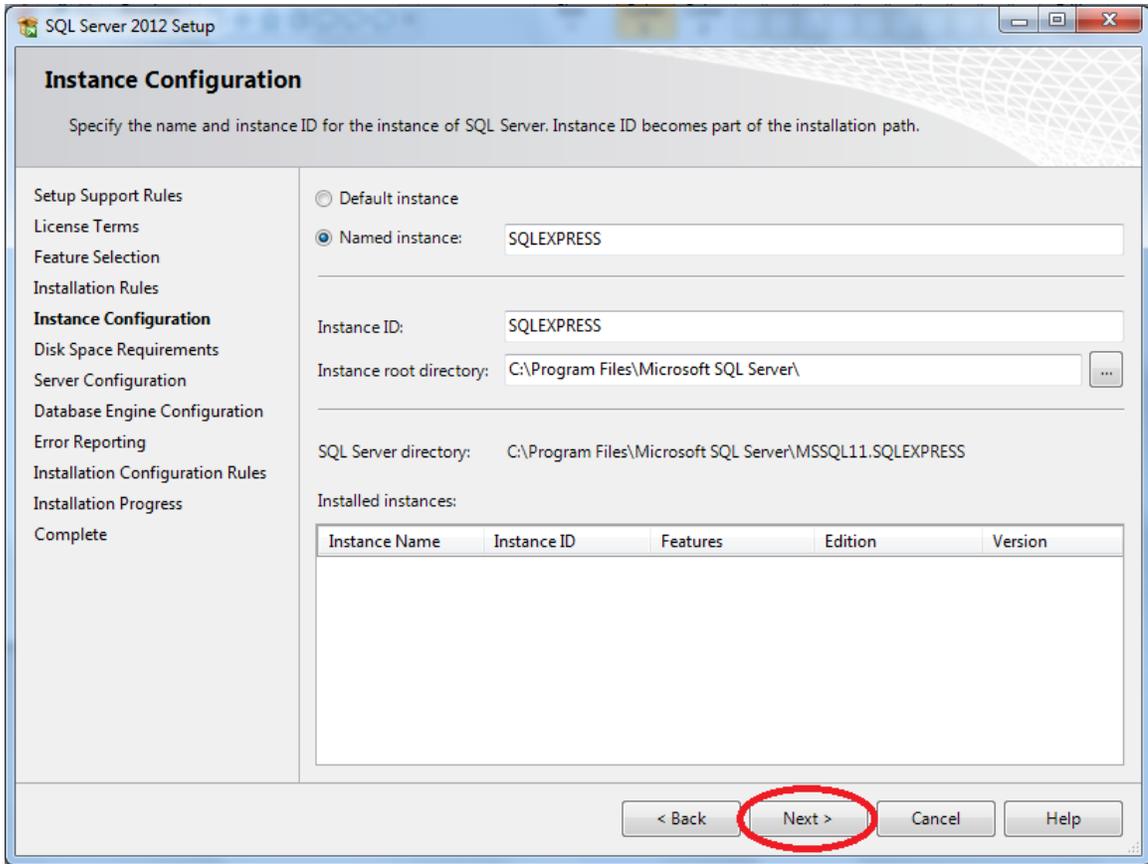
Of course, if you already have 2005, 2008, or 2008R2, you can upgrade it to 2012.
Click next:

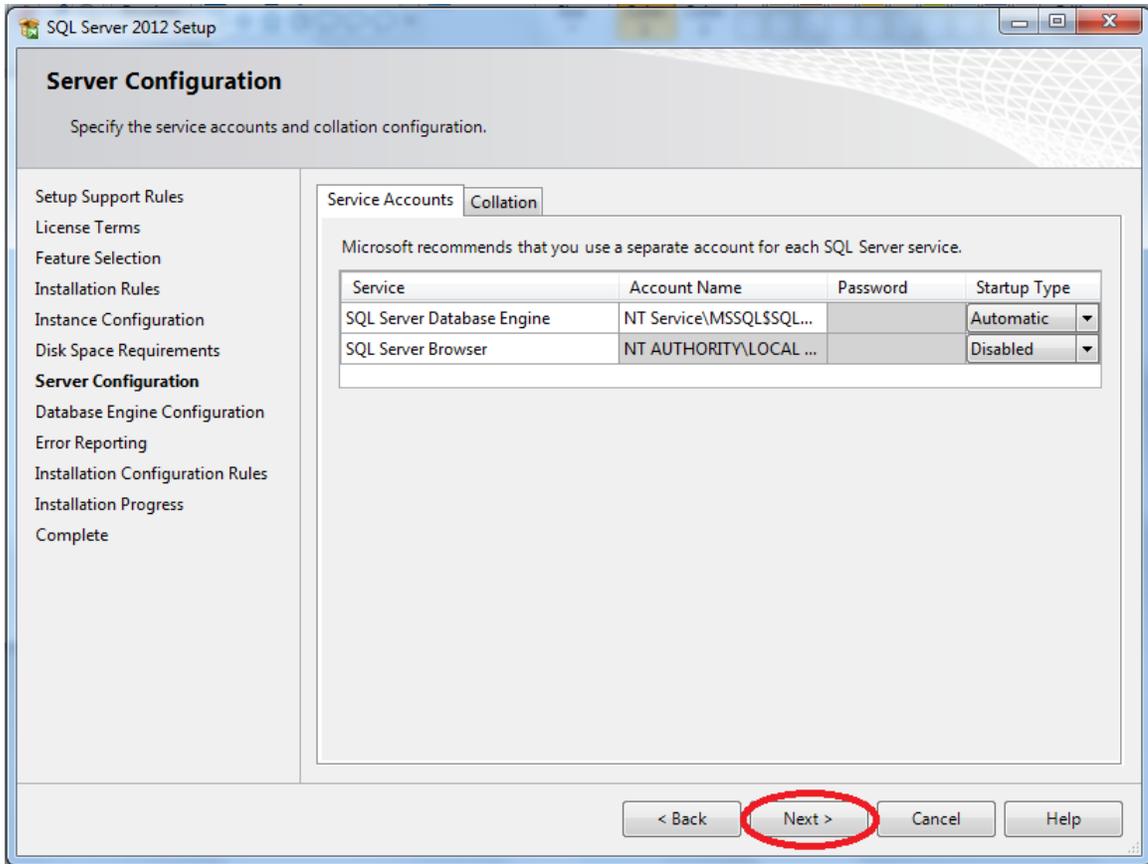


Accept license terms, and click Next:

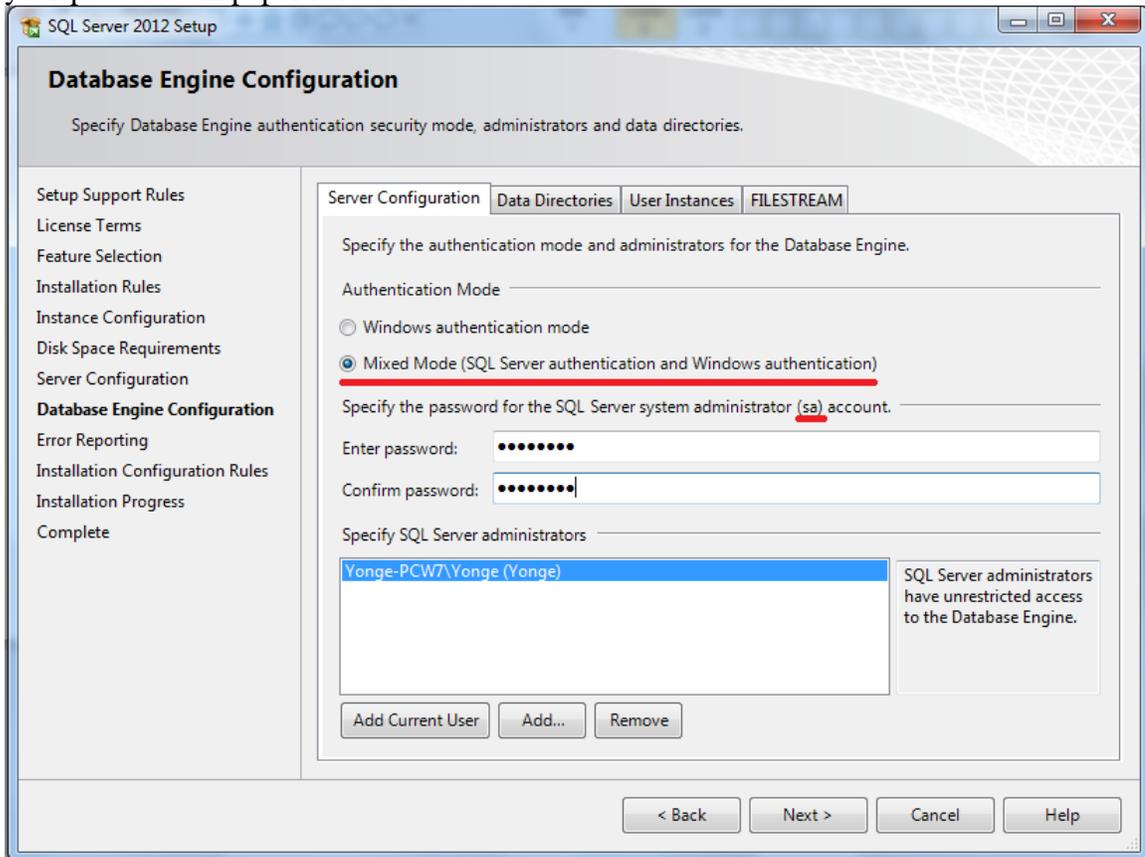


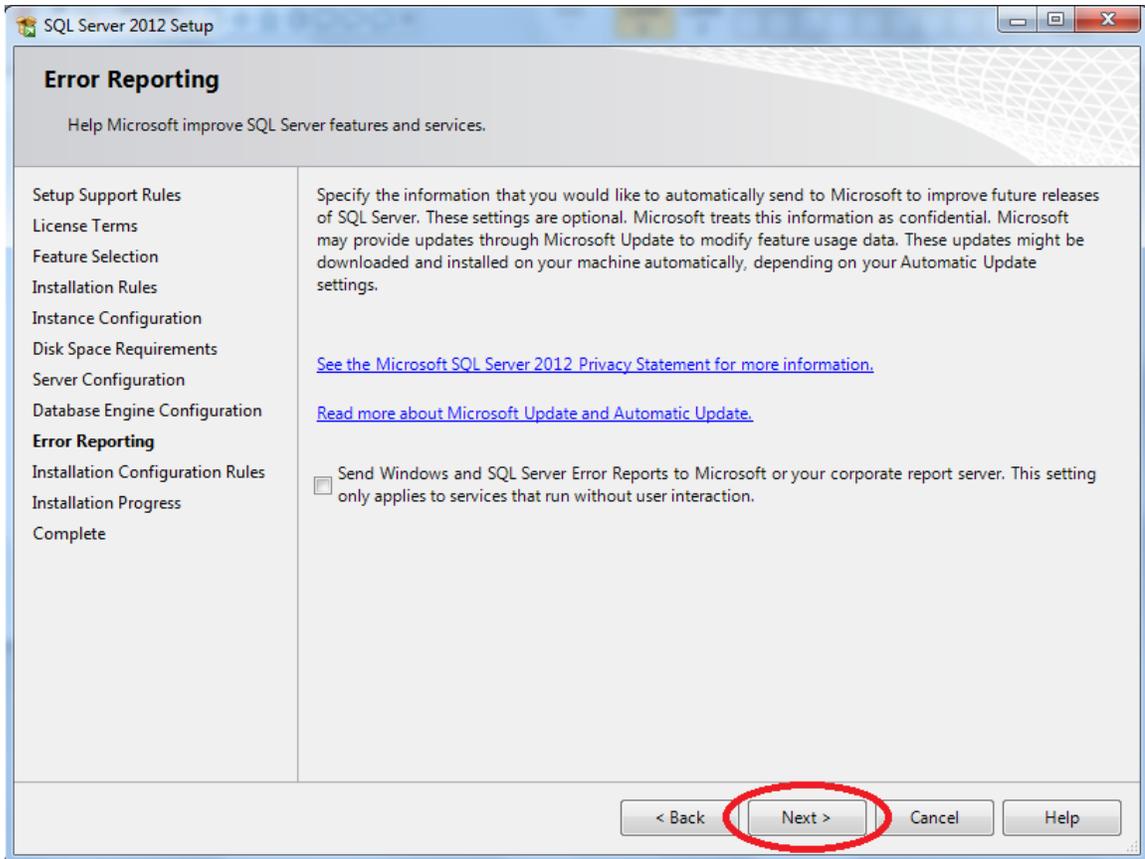


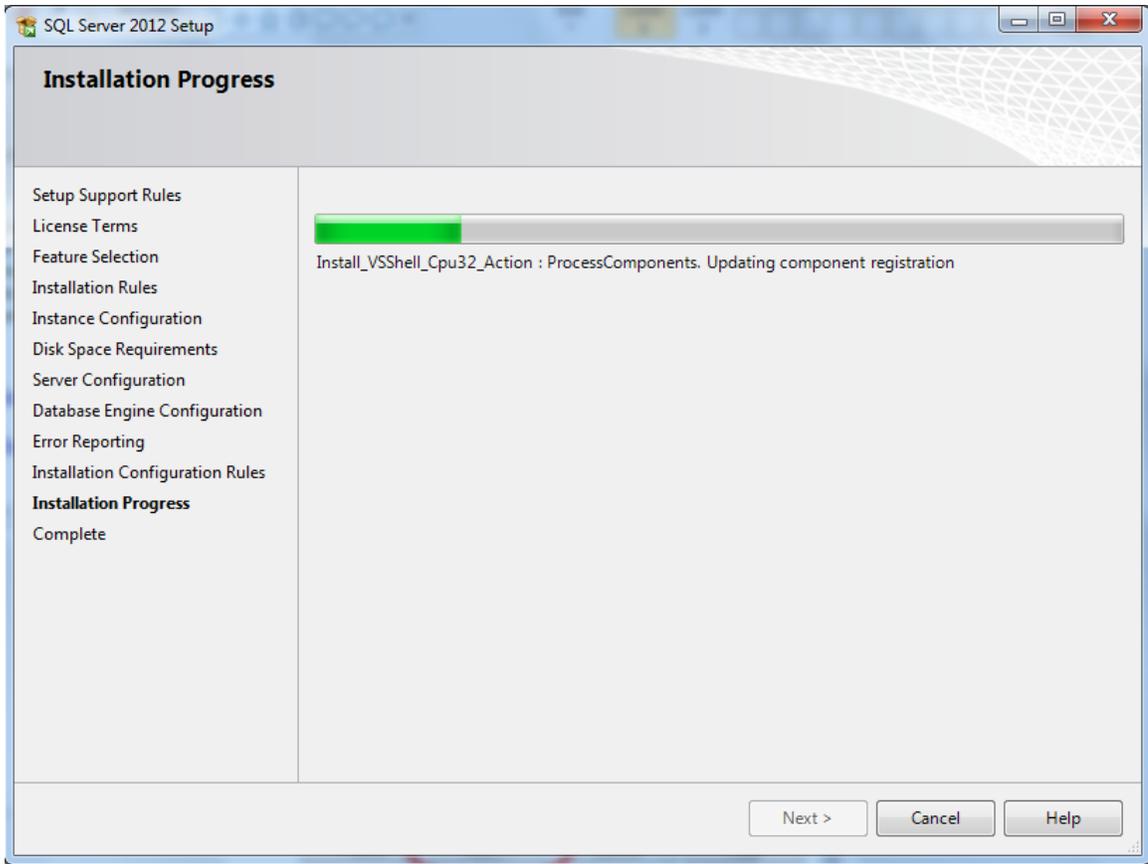




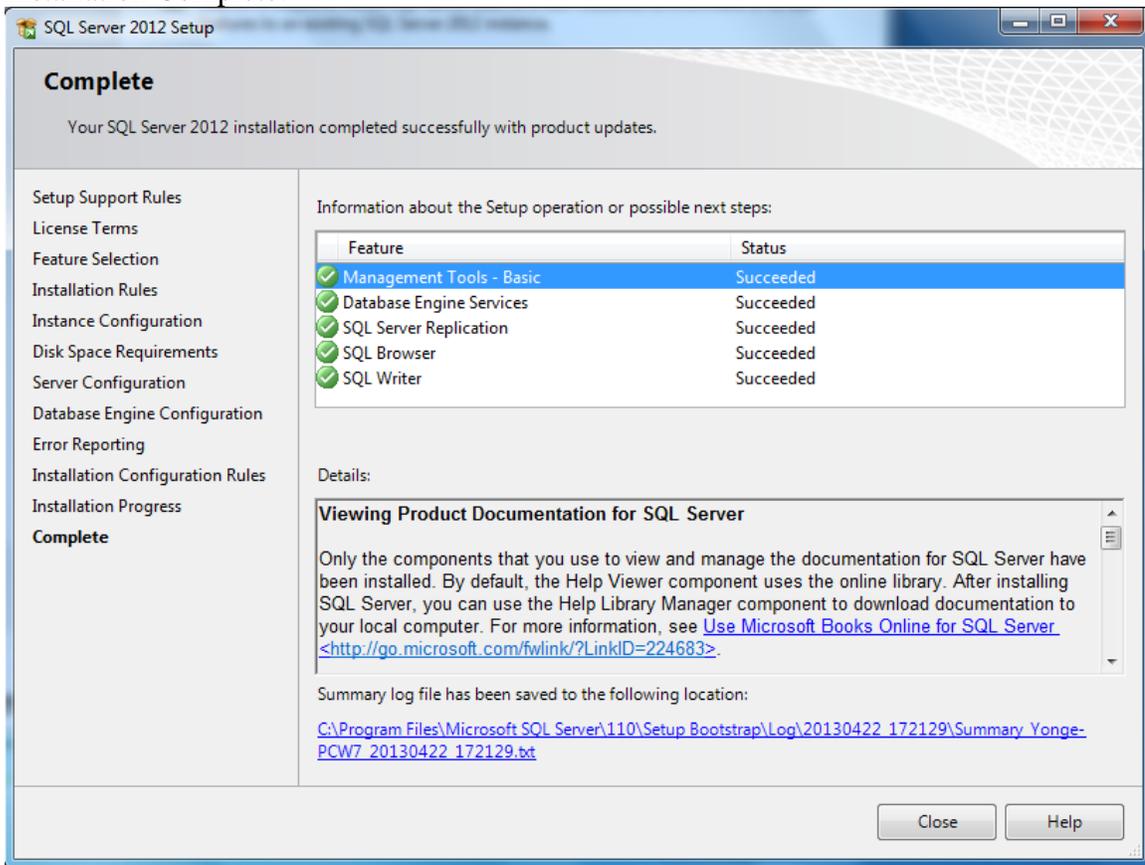
Choose Mixed Mode, and set password for account sa. NOTE: please write down your password in paper for later use.



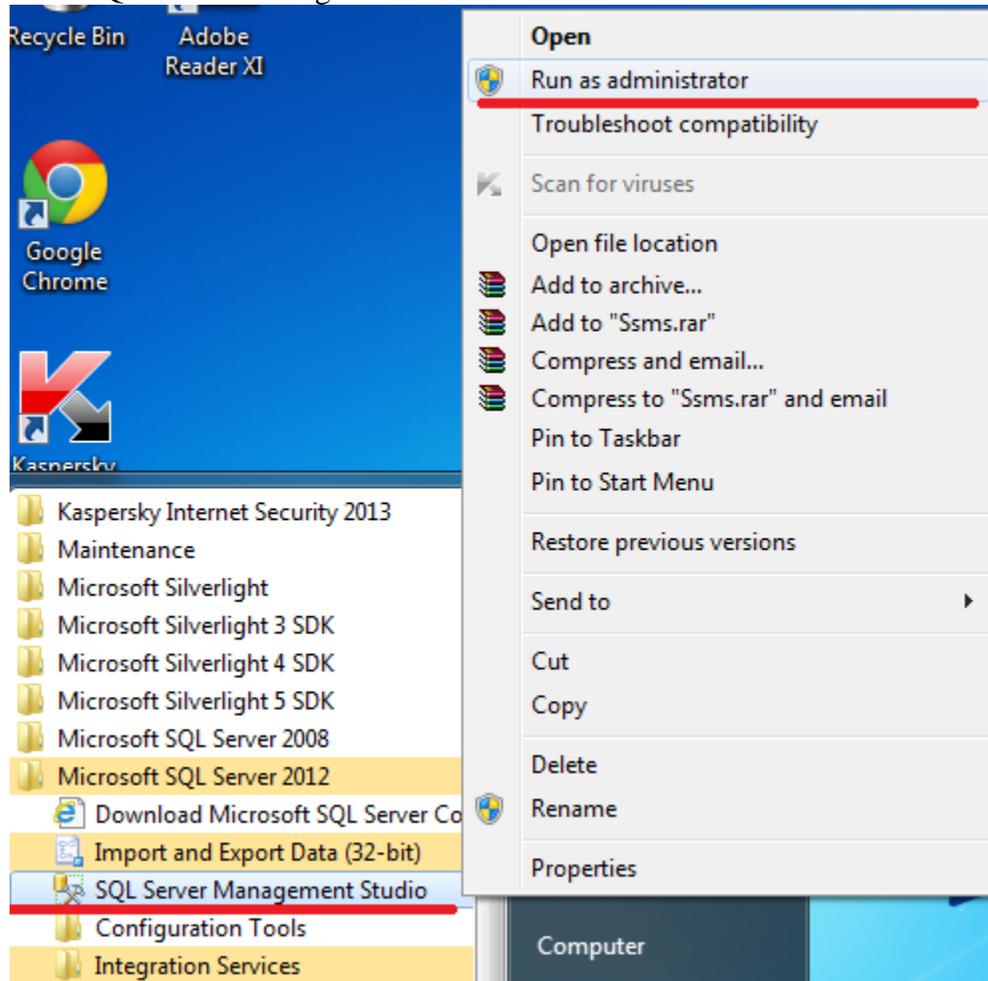




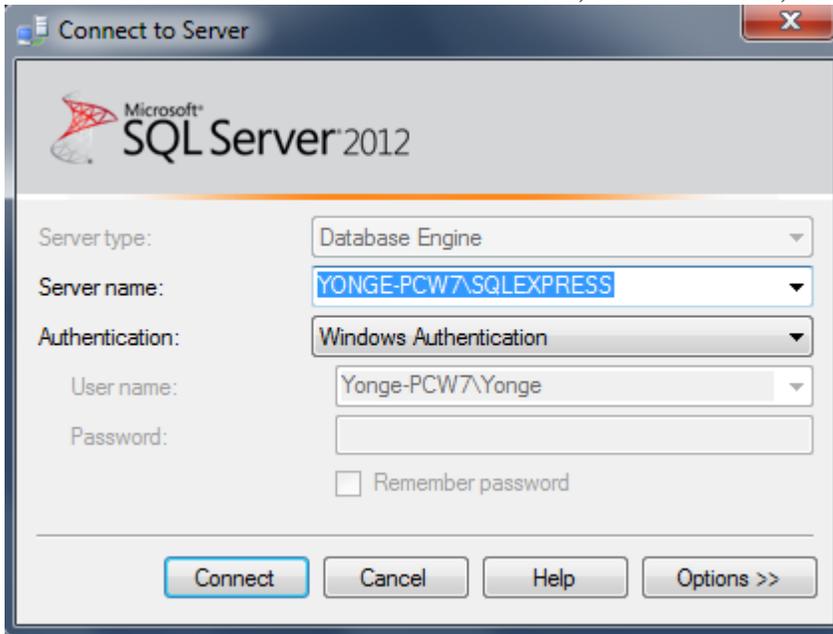
Installation Complete:



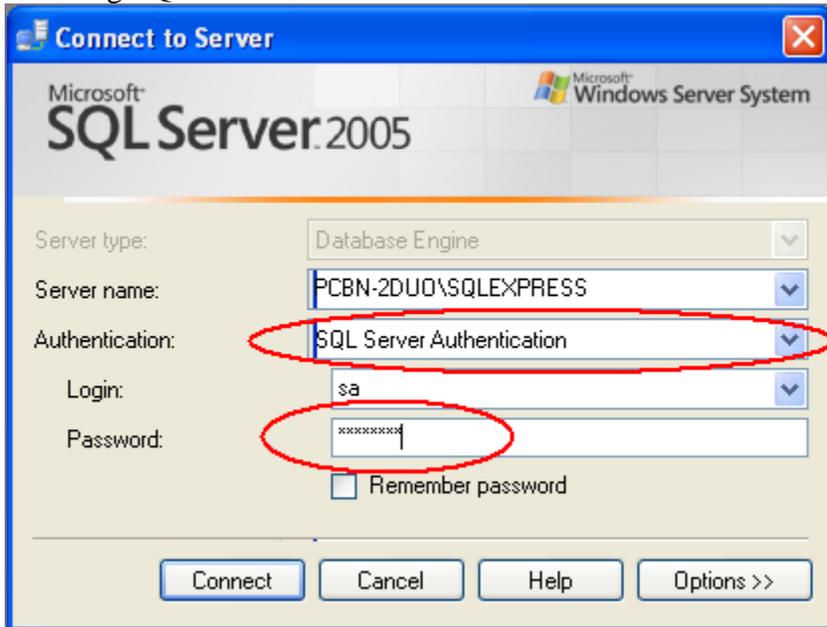
Run "SQL Server Management Studio":



You can use "Windows Authentication" here, and click Next,



Or use SQL Authentication, then give username sa, password whatever you set when installing SQL server.



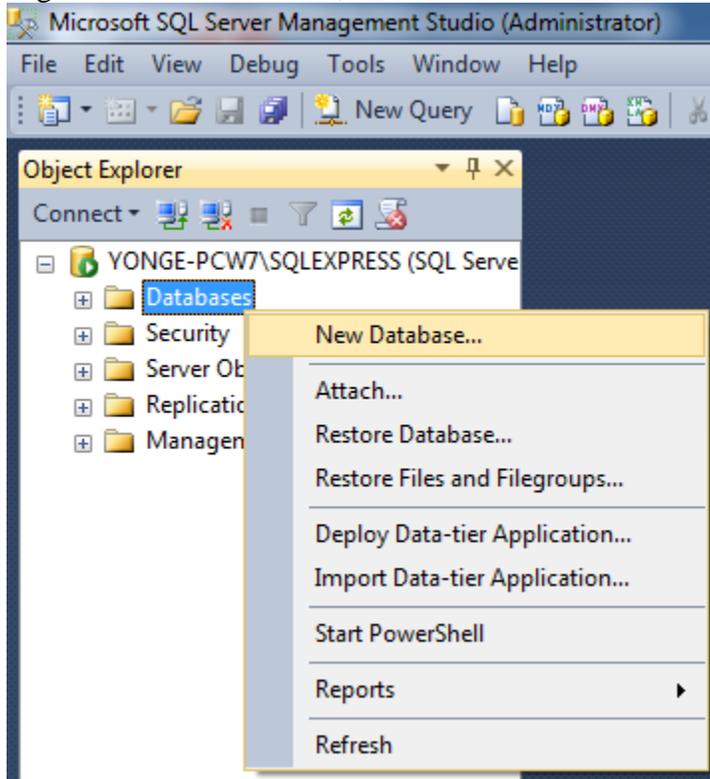
This is the item **AuthType** in VR2Config.xml.

AuthType = 0 (SQL Server Authentication) AuthType = 1(Windows Authentication)

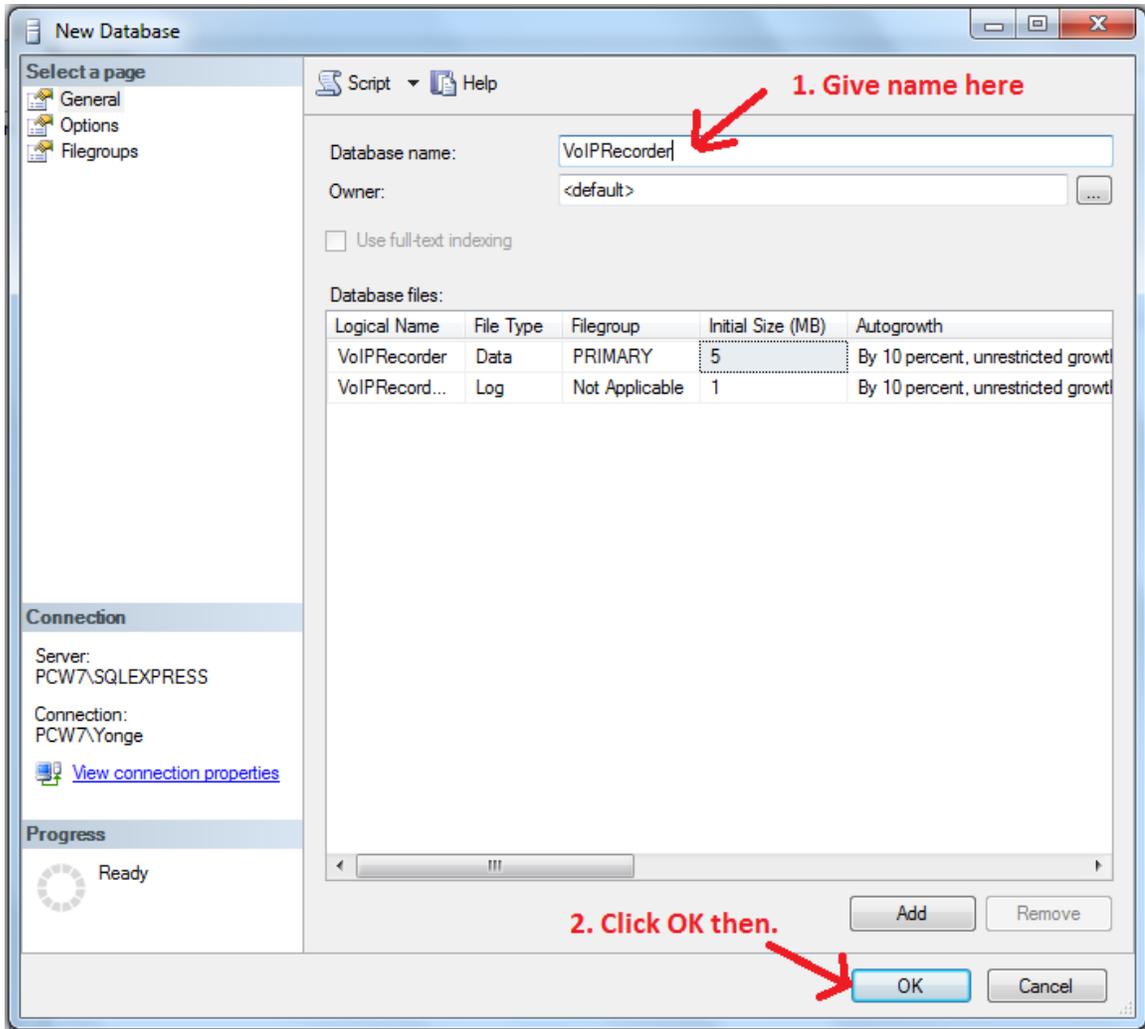
```
<AuthType>0</AuthType>  
<UserName>sa</UserName>  
<Password>xxxxxx</Password>  
Or
```

<AuthType>1</AuthType>
<UserName></UserName>
<Password></Password>

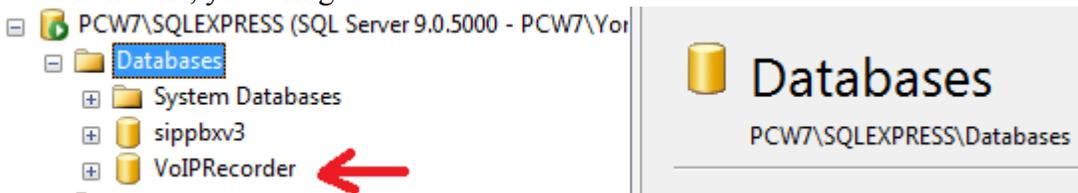
Right click on "Database", then choose "New Database":



2. Input database name. Here we set it as "VoIPRecorder".
This name should be the same you set in VR2Config.xml:
<DBName>VoIPRecorder</DBName>



3. Click "ok", you will get:



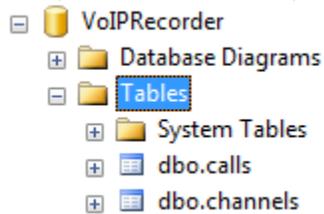
4. Then you can enable the Database section in VR2Config.xml to allow VR2 service directly save call records into SQL Server.

```

<Database>
  <Enabled>true</Enabled>
  <DBType>0</DBType>
  <DBServer></DBServer>
  <DBName>VoIPRecorder</DBName>
  <AuthType>1</AuthType>
  <UserName></UserName>
  <Password></Password>

```

5. NOTE: you don't need to create tables for VR2. It will automatically create two tables(calls and channels):

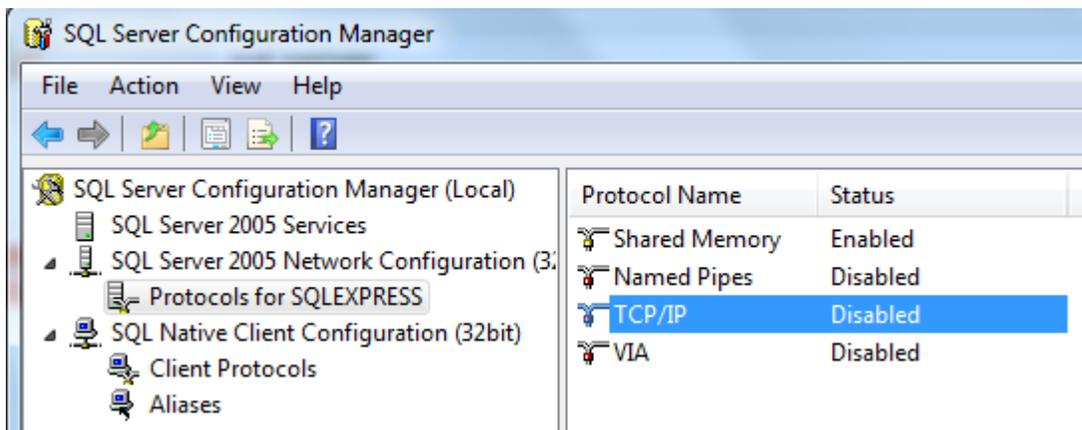


You can develop your own application on these two tables.

6. Restart VR2 Service then it will save recorded call info into database.

Access SQL Server from Remote

In order to access the DB from remote tool, you will need to enable 'Name Pipes', 'TCP/IP', and 'VIA' in SQL Server Network Configuration --> Protocols for SQLEXPRESS:



Hopefully this document has covered everything about PCBest Networks VoIP Recorder V2. We are trying to keep this guide brief and helpful. Please send your questions to support@pcbest.net if you do have any. Thank you for trying our software.

Setup Packet Filter

Sometimes you might need to set a filter in the driver to only look at the specific packets because forwarding the whole network's traffic into one port leads to a lot for VoIP Recorder to process.

Create a file named 'pcap_filter.txt' and put it under same folder of VoIP recorder's exe and dll files.

You can refer to two samples over there already: pcap_filter_rtp_only.txt and pcap_filter_sip_rtp.txt.

Also refer to the following links about how to set filters:

<http://www.tcpdump.org/manpages/pcap-filter.7.html>

<http://wiki.wireshark.org/CaptureFilters>

http://docs.nimsoft.com/prodhel/en_US/Probes/Catalog/net_traffic/1.3/index.htm?toc.htm?1925170.html