

Cisco MediaSense recording of IP trade turrets

IP Trade is the Cisco partner leader in real-time communications and collaboration for trading floor environments. IP Trade products offer traders robust tools for increased performance, profitability, and end-customer service. IP Trade turrets are widely used by banks, brokers, commodities, exchanges, fund management, hedge funds, online markets and proprietary trading. The same products are also part of Cisco IPICS architectures for Command Center professionals in public safety, emergency services, government and industry. Businesses and organizations need to record calls for a variety of reasons, including regulatory compliance, quality management, legal discovery, employee education, business intelligence, and customer service optimization. Cisco® MediaSense is an open-standards, network-based platform that supports recording, playback, live streaming, and storage of media, with rich recording metadata. It provides an efficient, cost-effective platform for capturing business conversations, including customer service interactions. Mida Solutions, a Cisco Preferred Solution Partner, provides a plug & play recording gateway that integrates seamlessly IP Trade turrets recording features with Cisco MediaSense. The integration module assure full interoperability between these components and provides advanced features such as historical search & playback fully integrated in turrets user interface.

Introduction

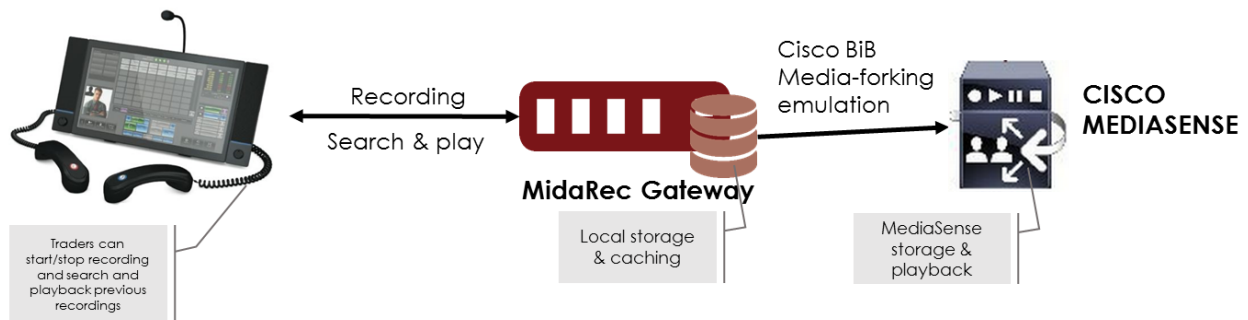
MidaRec Gateway for IP-trade turrets, as shown in the figure, integrates with Cisco MediaSense using native APIs and open protocols and it supports the following features:

- **Automatic and on-demand call recording** integrated within the turrets (touch based interface)



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- **Mixed or separated** RTP stream voice recording methods
- Local storage and caching of recordings for later playback
- **Search & playback integrated** directly in the touch based interface of turrets
- **Call tagging** and metadata collection from the turrets during recording process
- Real-time easy integration with Cisco MediaSense
- **MediaSense audio live monitor** of calls being recorded



Real-time integration forwards call party numbers (trading agent number and other party number) using standard call metadata fields. One MidaRec Gateway for IP-trade can handle multiple turrets simultaneously. The max number of supported calls depends on the virtual appliance configuration, vCPUs, vRAM, and vHDD.

Virtual Machine requirements

MidaRec Gateway for IP-trade turrets is a linux based virtual appliance (VM), available as pre-installed OVA and compatible with vmware vSphere Hypervisor (ESXi) version 5.x or 6.x. The same OVA is also compatible with Cisco VMware foundation on Cisco UCS. The following table provides virtual resources requirements and maximum number of turrets supported on each VM.



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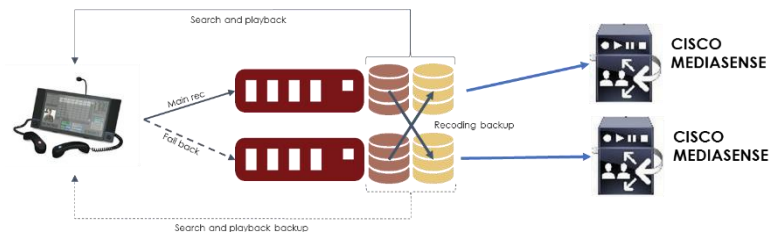
VM virtual resources	Max total Channels	Max turrets	Max MediaSense ports
vCPU: 4 (2GHz) vRAM: 6GB vNIC: at least 1GE NO OVERSUBSCRIPTION ALLOWED	240 channels	30 turrets <i>On average 3 active calls and 1 replay</i>	120 voice ports

VM resource table above is the same bot for recording mode set to MIXED or SEPARATED. Retention period for integrated search & play depends on VM virtual disk capacity and the following table provides an overview of the worst-case requirements if all communication use G.711 or G.729.

VM vHDD [GB]	MIXED mode		SEPARATED mode	
	G.711	G.729	G.711	G.729
10 GB	260 hours	2000 hours	130 hours	1000 hours
50 GB	1600 hours	12800 hours	800 hours	6400 hours
100 GB	3500 hours	28000 hours	1750 hours	14000 hours

Redundancy options

MidaRec Gateway for IP-trade supports high availability and redundant architectures. Each turret can be connected to two gateways, primary and back-up, and turrets implement an active stand-by mode. Recordings are forwarded



in real time to MediaSense; if a MediaSense cluster is deployed it is possible to define a list of MediaSense server to contact in round-robin mode.

Also dual mode recording is supported, anyway this would require a full duplication of gateways and MediaSense clusters, therefore it is NOT a recommended solution and it is strongly required to refer to Mida Solutions if you require that all communications shall be recorded twice.

Gateways support active-active mode and customer architectural requirements can be easily addressed by changing only few system configuration parameters.





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An array of gateways can be deployed in N+1 redundant architectures; all gateways can replicate the stored calls of all other gateways thus assuring full cache storage redundancy, also for search and playback requests. Another option is to configure gateways acting independently in parallel to assure independent duplicated recording processes.

Service monitoring

MidaRec gateway OVA supports SNMP and Mida Solutions exposes a dedicated MIB with detailed information about services status and storage availability.

Licensing model

Each gateway requires a server license and as many channel licenses as the number of required concurrent calls, same number of voice ports defined on MediaSesne side.

Product code	Description	Notes
MREC-MS-IPT	Gateway server license	One per VM
MREC-MS-CON-01	Gateway voice port license	One per concurrent voice port

Further information

For further information about MidaRec and supported platforms and version please refer to the product web page: <http://www.midasolutions.com/products/recorder/>

For further information or sales and pre-sales enquiry contact Mida Solutions at <http://www.midasolutions.com/contact/>