



## VoIP monitor sniffer manual

This manual describes installation and configuration of the VoIPmonitor C++ sniffer version 4.0. If you are looking for Commercial WEB GUI manual, go to <http://www.voipmonitor.org/download> section.

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# Introduction

VoIPmonitor is open source network packet sniffer for SIP and RTP VoIP protocol running on linux and with small modifications also on any posix unix. VoIPmonitor was designed to analyze quality of SIP VoIP calls based on network parameters - delay variation and packet loss according to ITU-T G.107 E-model which predicts quality on MOS scale. Calls with all relevant statistics are saved to MySQL or ODBC enabled database. Each call can be optionally saved to pcap file with either only SIP protocol or SIP/RTP/RTCP protocols. VoIPmonitor can also decode sound and play it over the commercial WEB GUI or save it to disk as WAV. Supported codecs are G.711 alaw/ulaw and commercial plugins supports G.729a/G.723/iLBC/Speex/GSM. VoIPmonitor uses jitterbuffer simulator to keep both direction of call synchronized.

## How it works

VoIPmonitor is C++ program designed to handle thousands of simultaneous calls. It listens on network interface and analyzes all SIP calls on defined SIP ports (default 5060). RTP streams which carries voice are analyzed for packet loss and variation delay (jitter). Each call is saved to MySQL or to any database supporting ODBC. SIP signalization and RTP packets can be saved to individual pcap file which can be opened with analyzers like wireshark and is also used by VoIPmonitor GUI.

## Common use cases

### Sniffing on linux host

You can install or compile VoIPmonitor binary directly on linux PBX or SIP server. This solution does not require additional hardware and changes in network topology. The only downside is that voipmonitor consumes hardware resources - RAM, CPU and I/O workload which can affect the whole system. If it is not acceptable to share hardware for voipmonitor the second common use case is doing port mirroring:

### Port mirroring

Port Mirroring is used on a network switch to send a copy of network packets seen on one switch port (or an entire VLAN) to a network monitoring connection on another switch port => voipmonitor dedicated linux box. Port mirroring on a Cisco Systems switch is generally referred to as Switched Port Analyzer (SPAN); some other vendors have other names for it, such as Roving Analysis Port (RAP) on 3Com switches.

### Offline pcap files reading

This is less common use case but also used in productions. VoIPmonitor is scripted to read pcap files which are saved on production systems to file with tcpdump or tshark or with any packet sniffer supporting pcap file format.

## Installation

VoIP monitor sniffer can be installed in two ways - either as static binary which will run on any Linux

distribution with kernels  $\geq$  2.6.18 or compiled from sources.

## Static binary

Static binary for 32bit or 64bit can be downloaded from <http://www.voipmonitor.org/download> pages. Step by step for 64bit linux procedure:

```
wget "http://sourceforge.net/projects/voipmonitor/files/4.0/voipmonitor-i686-4.0-static.tar.gz"
tar xzf voipmonitor-i686-4.0-static.tar.gz
cd voipmonitor-i686-4.0-static
./install-script.sh
cp voipmonitor.conf /etc/
mysqladmin create voipmonitor
cat cdrtable.sql | mysql voipmonitor
```

Now edit configuration file `/etc/voipmonitor.conf` and run `voipmonitor /etc/init.d/voipmonitor`

## Compile shared binary

### Debian 6 squeeze

```
apt-get install build-essential subversion libmysql++-dev libvorbis-dev
libpcap-dev apache2 php5-mysql php5-gd mysql-server unixodbc-dev
```

```
cd /usr/src
svn co \ https://voipmonitor.svn.sourceforge.net/svnroot/voipmonitor/trunk \
voipmonitor-svn
cd voipmonitor-svn
make clean
make
make install
mkdir /var/spool/voipmonitor
mysqladmin create voipmonitor
cat cdrtable.sql | mysql voipmonitor
cp config/voipmonitor.conf /etc/
#edit file /etc/voipmonitor.conf to your needs
cp config/init.d/voipmonitor /etc/init.d/
update-rc.d voipmonitor defaults
/etc/init.d/voipmonitor start
```

### Centos 6.2

```
yum groupinstall 'Development Tools'
yum install subversion libpcap-devel mysql-devel libogg libogg-devel vorbis-
tools libvorbis libvorbis-devel mysql-server unixODBC-devel
```

```
wget http://tangentsoft.net/mysql++/releases/mysql++-3.1.0.tar.gz
```

```

add "#include <string.h>" to ./ssx/genv2.cpp
./configure; make; make install
cd /usr/src
svn co \
https://voipmonitor.svn.sourceforge.net/svnroot/voipmonitor/trunk \
    voipmonitor-svn

cd voipmonitor-svn
make clean
make
make install
mkdir /var/spool/voipmonitor
/etc/init.d/mysqld start
mysqladmin create voipmonitor
cat cdrtable.sql | mysql voipmonitor
cp config/voipmonitor.conf /etc/
#edit file /etc/voipmonitor.conf to your needs
cp config/init.d/voipmonitor /etc/init.d/
chkconfig --add voipmonitor
chkconfig voipmonitor on
echo '/usr/local/lib' >> /etc/ld.so.conf
ldconfig
/etc/init.d/voipmonitor start

```

## Database configuration

VoIPmonitor stores CDR data to MySQL or any ODBC enabled database. Installing and configuring database is covered in previous Installation chapter. This section explains it in detail

### MySQL

This step assumes that MySQL server is started.

Create database - default is voipmonitor

```
mysqladmin create voipmonitor
```

Create SQL schema

```
cat cdrtable.sql | mysql voipmonitor
```

## Running voipmonitor

Voipmonitor starts via standard init.d script `/etc/init.d/voipmonitor start|stop`. This script tells voipmonitor to load configuration file from `/etc/voipmonitor.conf`. You can run voipmonitor also from command line

```
voipmonitor --config-file /etc/voipmonitor.conf
```

which will immediately fork and run as background. If you need to see what it does, run it like this

```
voipmonitor --config-file /etc/voipmonitor.conf -k -v 1
```

Almost all configuration directives can be also provided via command line (which takes precedence over the configuration file).

To show help run voipmonitor without any parameters.

# Configuring voipmonitor

## **/etc/voipmonitor.conf**

Configuration file has only one section named [general] where all configuration directives belongs. List of directives will now follow with their description and recommendation values. Name in [ ] brackets is equivalent for command line which takes precedence over configuration file.

### **interface = eth0 [ -i ]**

This specifies on which interface will voipmonitor listen. It can listen on one interface or on all interfaces. To listen on all interfaces use interface = any

### **managerport = 5029 [ --manager-port <port number> ]**

This specifies TCP port which will voipmonitor listen for incoming connections which controls voipmonitor or for getting information about calls.

- reload configuration `echo reload | nc localhost 5029`
- get number of calls `echo totalcalls | nc localhost 5029`
- get list of calls in json format `echo listcalls | nc localhost 5029`  
(listcalls is currently limited to max 200 calls)

### **sipport = 5060**

define SIP ports which will voipmonitor listen. For each port make new line with sipport = port (multiple lines)

### **pcap-thread = yes [ --pcap-thread ]**

Read packet from kernel in one thread and process packet in another thread. Packets are copied to non-blocking queue. Use this option if voipmonitor is dropping packets (you can see it in syslog). You can Use this option with ringbuffer.

### **jitterbuffer\_f1 = yes**

### **jitterbuffer\_f2 = yes**

### **jitterbuffer\_adapt = yes**

By default voipmonitor uses three types of jitterbuffer simulators to compute MOS score. First variant is saved into cdr.[ab]\_f1 and represents MOS score for devices which has only fixed 50ms jitterbuffer. Second variant is same as first but for fixed 200ms and is saved to cdr.[ab]\_f2 Third variant is adaptive jitterbuffer simulator up to 500ms Jitterbuffer simulator is the most CPU intensive task which is voipmonitor doing. If you are hitting CPU 100% turn off some of the jitterbuffer simulator.

Recommended for higher loads is to use only fixed 200ms.

### **ringbuffer = 20 [ --ring-buffer ]**

This feature is the most essential parameter for high volume calls. The value is buffer size in MB allocated in kernel space. This feature will work only on kernels  $\geq 2.6.32$  and libpcap  $\geq 1.0$ . The static version of voipmonitor contains libpcap 1.1.1. The ringbuffer is queued by packets from ethernet device and dequeued by voipmonitor. If the buffer is low and the system is overloaded (CPU or I/O) packets will be dropped. This situation will be logged to syslog.

Recommended value for high loads - 1000 (will take 1GB of RAM)

Notice: if you set this value over ~2000 libpcap will silently allocate nothing. Thus it is recommended to check with "ps ax|grep voipmonitor" if the voipmonitor actually uses amount of RAM you specified.

**rtp-firstleg = no [ --rtp-firstleg ]**

this is important option if voipmonitor is sniffing on SIP proxy like kamailio or openser and sees both RTP leg of CALL. In that case use this option. It will analyze RTP only for the first LEG and not each 4 RTP streams which will confuse voipmonitor. Drawback of this switch is that voipmonitor will analyze SDP only for SIP packets which have the same IP and port of the first INVITE source IP and port. It means it will not work in case where phone sends INVITE from a.b.c.d:1024 and SIP proxy replies to a.b.c.d:5060.

**sip-register = no [ -R ]**

This will save SIP REGISTER messages to PCAP files and CDR database. This is recommended only in case you really need SIP REGISTER messages. It generates millions of records in database and pcap files.

**savesip = [ --sip-register ]**

Store SIP packets to pcap file.

**savertp = yes [ -R ]**

Store RTP packets to pcap file.

**savertcp = yes [ --save-rtcp ]**

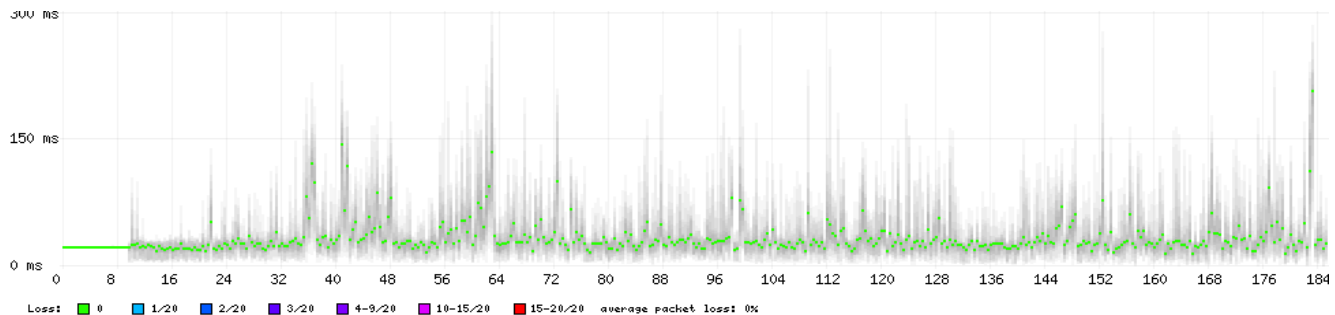
Store RTCP packets to pcap file.

**saveraw = no**

Do not use this option. It will be removed in near future.

**savegraph = plain [ -G or --save-graph=[gzip|plain] ]**

This is useful only if you have commercial WEB GUI which uses graph files for plotting graph

**mos\_g729 = no**

enable MOS score for G.729 codec. If enabled, all cdr with 0 packet loss and stable delays will have maximum MOS of 3.92 and for loss and unstable delay MOS will be calculated according to ITU-T objective PESQ method for G.729 codec. if you want to use MOS as good search value which corellates loss and delay into single value leave it disabled (which is by default). If set to no, all calls will be calculated like it is G.711.

Recommended value = no

**pcapcommand = gzip %pcap%**

pcapcommand will run shell command after pcap file is closed (after call ends). %pcap% is substitution for real pcap file name. execution is guaranteed to run in serialized way (not in parallel). This example will gzip pcap file. Compressing the file to the same disk will overload disk I/O in high volume calls.

**filter = udp [ -f ]**

libpcap tcpdump style filter. Voipmonitor listens in default only for UDP packets. Unfortunately filtering UDP packets will filter all VLAN tagged packets which means that you cannot filter only UDP if you want to listen to VLAN tagged packets.

**spooldir = /var/spool/voipmonitor [ -d ]**

This is directory where all pcap/graph/wav files are stored.

**promisc = yes [ -n ]**

This option is only relevant if you are mirroring traffic to your network card/cards. This will not work if interface = any - in this case, use ifconfig to put your desired interfaces to promisc mode. Default value is yes and you want to turn it off on command line use -n which will turn it off.

**sqldriver = mysql**

**#sqldriver = odbc**

**#odbcdriver = mssql**

**#odbsdsn = voipmonitor**

**#odbcuser = root**

**#odbcpass =**

voipmonitor can connect to mysql server or odbc driver. connecting voipmonitor to mssql please refer to README.mssql

**mysqlhost = localhost [ -h ]**

mysql server, default is localhost

**mysqlldb = voipmonitor [ -b ]**

mysql database, default is voipmonitor

**mysqltable = cdr [ -t ]**

mysql table, default is cdr

**mysqlusername = root**

mysql username, default is root

**mysqlpassword =**

mysql password, default is no password

## Troubleshooting

### voipmonitor does not sniff anything

- Always check if you actually see the SIP traffic. The easiest way it to run

(apt-get install tshark | yum install wireshark)



```
tshark -i eth1 -R sip
```

if you do not see traffic, make sure that the interface is UP (ip link set up dev eth1)

if you use "-i any" and you are port-mirroring traffic, make sure you put interface to promisc mode (ifconfig eth1 promisc; ifconfig eth2 promisc;) you can put this directly in /etc/init.d/voipmonitor

- Check /var/log/syslog or /var/log/messages for any problems related to voipmonitor. Voipmonitor logs to syslog.
- Check if voipmonitor is runningn "ps axl |grep voipmonitor" and is using configuration file (--config-file /...)