Genesys Interaction Recording Solution Guide

Genesys Interaction Recording Options Reference

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Contents

Genesys Interaction Recording Options Reference

Recording Processor Script

The following describes the options for the Recording Processor Script application.

[+] config_server Section

application_name

Default Value: Empty
Valid Values: Any string
Changes Take Effect: After restart

Specifies the application name of the Recording Processor Script.

hostname

Default Value: `<ip address>`
Valid Values: Any string
Changes Take Effect: After restart

Specifies the IP address of the Configuration Server host.

port

Default Value: 2020
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the port of the Configuration Server host.

username

Default Value: `default`
Valid Values: Any string
Changes Take Effect: After restart

Specifies the username used to connect to the Configuration Server.

password

Default Value: `password`

Valid Values: Any string
Changes Take Effect: After restart

Specifies the password used to connect to the Configuration Server.

backup_host

Default Value: Empty
Valid Values: Any string
Changes Take Effect: After restart

Specifies the IP address of the backup Configuration Server.

backup_port

Default Value: Empty
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the port for the backup Configuration Server.

config_server_encoding

Default Value: Empty
Valid Values: UTF-8
Changes Take Effect: After restart

Specifies whether to enable decoding of the multibyte usernames from Configuration Server. This parameter is optional. If left empty, RPS might post the multibyte usernames incorrectly, resulting in two usernames being displayed for calls in SpeechMiner. You need to enable this option in the following circumstance:

- Configuration Server is configured for multiple languages (UTF-8).

- Microsoft SQL Server is used for the Genesys Interaction Recording (GIR) ICON database.

- The agent username contains characters encoded as multiple bytes in UTF-8.

[+] processing Section

check_agent_prev_state

Default Value: 0
Valid Values: 0 (no), 1 (yes)
Changes Take Effect: After restart

Specifies whether or not Recording Processor Script will wait for the agent to complete After Call Work (ACW) and to no longer be in the ACW state before retrieving the ACW data from the ICON Database.
Note: Enabling this setting can cause delays in processing calls with ACW data.

post_acw_delay

Default Value: 0
Valid Values: 0, or any positive integer
Changes Take Effect: After restart

The minimum amount of time (in seconds) that Recording Processor Script will wait for After Call Work (ACW) data to be processed before retrieving ACW data from the ICON database. If this setting is enabled, it causes RPS to wait (one or more times) for a duration that is approximately equal to **process_wait_seconds** until **post_acw_delay** seconds have passed before collecting ACW data. The purpose of this setting is to ensure all ACW data is collected for all calls.

encoding

Default Value: `utf_8`
Valid Values: Value defined in Codec registry and base classes
Changes Take Effect: After restart

Expected encoding type for strings queried from the ICON database. Refer to Codec registry and base classes to obtain the value that is applicable to your ICON database.

failed_folder_path

Default Value: Empty
Valid Values: Any string
Changes Take Effect: After restart

Specifies the folder to save failed recordings to.

mode

Default Value: `active`
Valid Values: `active, backup`
Changes Take Effect: After restart

Specifies the High Availability Mode of the Recording Processor instance.

post_uri

Default Value: `http://<active_rp_ip>:<port>/api/contact-centers/%s/recordings/`
Valid Values: Any valid URL
Changes Take Effect: After restart

Specifies the URL to be used by a backup node to send metadata to an active node (for HA).

get_from_httc_before_posting

Default Value: 1
Valid Values: 0 (no), 1 (yes)
Changes Take Effect: After restart

Specifies whether Recording Processor is to fetch from data from Interaction Recording Web Services

(or Web Services if you're using version 8.5.210.02 or earlier) before sending a POST.

acw_threshold_minutes

Default Value: 5
Valid Values: 0 or any positive integer
Changes Take Effect: After restart

Specifies the maximum time, in minutes, that Recording Processor Script will wait in After Call Work (ACW) mode. If this time is exceeded, Recording Processor Script will skip collecting the ACW customized data from ICON. If set to 0, Recording Processor Script will not collect ACW customized data from ICON.

enable_acw

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether to enable After Call Work data. If set to 0, collecting ACW data is disabled.

backup_failed_metadata

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether to back up the messages that fail to POST correctly to Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) and SpeechMiner to the `<recording processor dir>\failed` folder.

include_unknown_agent

Default Value: `true`
Valid Values: `true`, `false`
Changes Take Effect: After restart

When this option is set to `true` (default), and if the agent's username is missing, then the username field will be populated as "UNKNOWN" in the eventHistory metadata. If this option is set to `false`, and if the agent's username is missing, then the username field will not be updated in the eventHistory metadata. This parameter is not available in the default configuration file. If you want to set this parameter to false, add it manually.

[+] client Section

certs

Default Value: `tests/cacerts.txt`
Valid Values: Any valid file path
Changes Take Effect: After restart

Specifies the path to the Certificate Authority certificates used to validate the SSL connections to Workspace Web Edition and/or SpeechMiner.

http_timeout

Default Value: 20
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the HTTP timeout duration, in seconds, for the Recording Processor Script when sending messages to Workspace Web Edition and/or SpeechMiner.

[+] wait_times Section

message_wait_seconds

Default Value: 20
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the internal delay, in seconds, to wait before checking message queue.

process_wait_seconds

Default Value: 10
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the internal delay, in seconds, to wait between message processing attempts.

[+] metadata Section

region

Default Value: `region1`
Valid Values: Any string
Changes Take Effect: After restart

Specifies the region for the metadata.

call_end_threshold_minutes

Default Value: 30
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the length of time, in minutes, after a call ends before Recording Processor Script sends the call's metadata to SpeechMiner.

[+] rp_server Section

port

Default Value: 8889
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the port of the Recording Processor Script (RPS) REST server.

addr

Default Value: `0.0.0.0`
Valid Values: Any valid IP address or `0.0.0.0`
Changes Take Effect: After restart

Specifies the IP address of the Recording Processor Script (RPS) REST server.

ssl_certificate

Default Value: No default value
Valid Values: Any valid file path
Changes Take Effect: After restart

Specifies the path to the file that contains the SSL certificate required to support the HTTPS server.

ssl_private_key

Default Value: No default value
Valid Values: Any valid file path
Changes Take Effect: After restart

Specifies the path to the PEM file that contains the SSL private key required to support the HTTPS server.

> ## Important
> This file should **NOT** be password protected.

[+] htcc Section

base_uri

Default Value: `http://<httc_ip>:<port>`
Valid Values: Any valid URL
Changes Take Effect: After restart

Specifies the Base URI for accessing the Interaction Recording Web Services (or Web Services if

you're using version 8.5.210.02 or earlier) API.

get_uri

Default Value: `/api/v2/ops/contact-centers/%s/recordings`
Valid Values: Any valid URI reference
Changes Take Effect: After restart

Specifies the URI suffix used to retrieve metadata from Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier). This is appended to the base_uri. %s is replaced internally by the Contact Center ID. Normally it is sufficient to change the base_uri and this option does not need to be changed.

post_uri

Default Value: `/internal-api/contact-centers/%s/recordings`
Valid Values: Any valid URI reference
Changes Take Effect: After restart

Specifies the URI suffix used to send metadata to Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier). This is appended to the base_uri. %s is replaced internally by the Contact Center ID. Normally it is sufficient to change the base_uri and this option does not need to be changed.

username

Default Value: ops
Valid Values: Any string
Changes Take Effect: After restart

Specifies the username used to access the Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) operating account.

password

Default Value: ops
Valid Values: Any string
Changes Take Effect: After restart

Specifies the password used to access the Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) operating account.

csrfp

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether to enable the Cross Site Request Forgery (CSRF) protection mode. This option must be enabled (set to 1) if Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) has CSRF enabled.

[+] speechminer Section

post_uri

Default Value: Empty
Valid Values: Any valid URL
Changes Take Effect: After restart

Specifies the URL used to send metadata to the SpeechMiner Interaction Receiver.
Note: This should not typically be specified; instead the information configured in the IVR Profile is used for SpeechMiner connectivity. Refer to the Recording Destinations section on the Recording Tab, described in the Step #4 table in the IVR Profile section.

username

Default Value: Empty
Valid Values: Any string
Changes Take Effect: After restart

Specifies the username used to access the SpeechMiner operating account.
Note: This should not typically be specified; instead the information configured in the IVR Profile is used for SpeechMiner connectivity. Refer to the Recording Destinations section on the Recording Tab, described in the Step #4 table in the IVR Profile section.

password

Default Value: Empty
Valid Values: Any string
Changes Take Effect: After restart

Specifies the password used to access the SpeechMiner operating account.
Note: This should not typically be specified; instead the information configured in the IVR Profile is used for SpeechMiner connectivity. Refer to the Recording Destinations section on the Recording Tab, described in the Step #4 table in the IVR Profile section.

disable_ssl_certificate_validation

Default Value: 1
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether to disable validation of the SpeechMiner certificate when establishing a TLS connection to the SpeechMiner Interaction Receiver.

[+] persistence Section

table_name

Default Value: No default value
Valid Values: Any string

Changes Take Effect: After restart

Specifies the table name that the Recording Processor Script uses to store data.

db_filename

Default Value: No default value
Valid Values: Any valid file path
Changes Take Effect: After restart

Specifies the filename (full path or relative path) used for the sqlite3 database file.

[+] logfile Section

max_log_file_size_mb

Default Value: 21
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the maximum size, in MB, of the Recording Processor Script log file.

logfile_path

Default Value: No default value
Valid Values: Any valid file path
Changes Take Effect: After restart

Specifies the filename (full path or relative path) of the Recording Processor Script log file.

level

Default Value: INFO
Valid Values: DEBUG, INFO, WARNING, ERROR, CRITICAL
Changes Take Effect: After restart

Specifies the level or severity of the events to track in the log file. For more information about these logging levels, see the Python documentation.

log_backup_count

Default Value: 100
Valid Values: Any integer (a non-zero integer is recommended)
Changes Take Effect: After restart

Specifies the number of log files to back up. When **log_backup_count** is a non-zero integer and the current log file reaches **max_log_file_size_mb**, the system closes the current log file and creates a new log file with the current time appended to the filename. For example, when **log_backup_count** is set as 5, the system will have backup for a maximum of 5 log files after the current log file size reaches **max_log_file_size_mb**.

Recording Crypto Server

Application-Level Options

The following describes the options for the Recording Crypto Server application.

[+] general Section

archive.enable

Default Value: `false`
Valid Values: `true`, `false`
Changes Take Effect: After restart

Specifies whether to enable archiving for recordings.

samesite.enable

Default Value: `false`
Valid Values: `true`, `false`
Changes Take Effect: After restart

Specifies whether the **SameSite=None** and **Secure** cookie attributes are set during screen recording playback from the SpeechMiner browser application.

> ### Important
> Before enabling this option, ensure that the connection between the SpeechMiner browser application and Recording Crypto Server is configured to use HTTPS. If you set the value of this option to `true` and are using HTTP, the cookie will not be returned by the browser.

gwsAuthUri

Default Value: Empty string
Valid Values: Any URL path
Changes Take Effect: After restart

This parameter is not supported. Do not change the default value.

[+] htcc Section

baseurl

Default Value: `https://htcchost:8080`
Valid Values: Any URL path
Changes Take Effect: After restart

Specifies the base URL for the connection to Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier). This parameter is dependent on the Interaction Recording Web Services (Web Services) server protocol (http, or https), port, and URL suffix.

internalUrlPrefix

Default Value: /api/v2
Valid Values: Any string
Changes Take Effect: After restart

Controls the prefix added to requests sent to Interaction Recording Web Services to retrieve recording files. By default, or if a value other than **disable** is specified, RCS will concatenate the **baseurl**, **internalUrlPrefix**, and the **mediaPath** returned by RWS as the request URL. If the **internalUrlPrefix** value is set to **disable**, RCS will use the **mediaUri** from the metadata instead when fetching the recordings from RWS.

domain

Default Value: Empty string
Valid Values: Any string
Changes Take Effect: After restart

Specifies the domain of the Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) contact center. This is the domain ID set for the contact center within Interaction Recording Web Services (Web Services).

user

Default Value: ops
Valid Values: Any string
Changes Take Effect: After restart

Specifies the name of the user for the Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) connection.

password

Default Value: opspassword
Valid Values: Any positive integer
Changes Take Effect: After restart

Specifies the password of the user for the Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) connection.

max-sr-playback-connections

Default Value: 50
Valid Values: Any string
Changes Take Effect: After restart

Specifies the maximum number of HTTP connections between Recording Crypto Server and Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) for

screen recording playback.

contactcenterid

Default Value: Empty string
Valid Values: Any string
Changes Take Effect: After restart

Specifies the contact center ID value in the RCS requests sent to Interaction Recording Web Services (RWS). If this value is not specified, the contact center ID information is derived from the **/api/v2/ops/contact-centers** request sent to RWS.

trusted-ca

Default Value: `false`
Valid Values: `true`, `false`, and the path to a trusted certificate authority (CA) bundle. The CA file must be in PEM format.
Changes Take Effect: After restart

Configures TLS certificate validation when making a secure outbound connection to Interaction Recording Web Services (RWS). For more information, see Configuring TLS connection to Interaction Recording Web Services.

[+] cors Section

allowed-origins

Default Value: Empty
Valid Values: Any comma-separated list
Changes Take Effect: After restart

Specifies the allowed origins list that is attached in the HTTP response Access-Control-Allow-Origins header, sent to a cross-origin request.

allowed-headers

Default Value: `X-Requested-With,Content-Type,Accept,Origin,Cookie,authorization,ssid,surl,ContactCenterId,X-CSRF-TOKEN,Range`
Valid Values: Any comma-separated list
Changes Take Effect: After restart

Specifies the allowed headers list that is attached in the HTTP response Access-Control-Allow-Headers header, sent to a cross-origin request.

allowed-methods

Default Value: `GET,POST,PUT,DELETE,OPTIONS`
Valid Values: Any comma-separated list
Changes Take Effect: After restart

Specifies the allowed methods list that is attached in the HTTP response Access-Control-Allow-

Methods header, sent to a cross-origin request.

allow-credentials

Default Value: `true`
Valid Values: `true`, `false`
Changes Take Effect: After restart

Specifies the value sent in the Access-Control-Allow-Credentials header of the HTTP response to a cross-origin request.

[+] keystore Section

max-read-attempts

Default Value: 5
Valid Values: -1 or a positive integer. When using -1, RCS will retry endlessly.
Changes Take Effect: After restart

Specifies the maximum number of attempts to read keystore during startup.

read-interval

Default Value: 1
Valid Values: 1–30
Changes Take Effect: After restart

Specifies time interval, in seconds, between the keystore read attempts.

[+] log Section

suppress-debug-loggers

Default Value: Empty string
Valid Values: Any package name. The package name can contain the wildcard (*) character. For example, `org.apache.http.wire.*`.
Changes Take Effect: After restart

Suppresses the debug logs by Jetty for the specified package names.

Tenant-Level Options

The following describes the options for the Tenant.

[+] recording.archive Section

interval

Default Value: 1

Valid Values: 0–30
Changes Take Effect: After restart

Specifies how often, in days, the archiving process runs. If set to 0, archiving is disabled for the tenant.

retentiontime

Default Value: 60
Valid Values: Between 1 and 5*365 (5 years)
Changes Take Effect: After restart

Specifies how long (in days) to maintain the recordings in the system before they are archived by RCS.

outputfolder

Default Value: `archive`
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the destination folder where the archived recordings are stored.

speechminerurl

Default Value: `https://<host or IP address of the SpeechMiner host>/speechminer`
Valid Values: Any valid URL
Changes Take Effect: After restart

Specifies the SpeechMiner database destination where the recording metadata is stored.

user

Default Value: `archiveuser`
Valid Values: Any string
Changes Take Effect: After restart

Specifies the SpeechMiner username that is required for authentication.

password

Default Value: `changeit`
Valid Values: Any string
Changes Take Effect: After restart

Specifies the SpeechMiner password that is required for authentication.

speechminer-trusted-ca

Default Value: `false`
Valid Values: `true`, `false`, and the path to a trusted certificate authority (CA) bundle. The CA file must be in PEM format.

Changes Take Effect: After restart

Configures TLS certificate validation when making a secure outbound connection to SpeechMiner Interaction Receiver. For more information, see Configuring TLS connection to SpeechMiner Interaction Receiver.

Recording Plug-in for GAX

The following describes the options for the Plug-in for GAX (Genesys Administrator Extension).

Tenant-Level Options

[+] recording Section

rcsurl

Default Value: `https://rcshost:8080`
Valid Values: Any URL
Changes Take Effect: After restart

Specifies the URL to the Recording Crypto Server.

htcc_base_url

Default Value: Empty
Valid Values: Interaction Recording Web Services load balancer URL (or Web Services server URL if you're using version 8.5.210.02 or earlier); for example; http://<Interaction Recording Web Services IP Address>:8081
Changes Take Effect: After restart

Specifies the HTCC Base URL.

trusted_ca_rcs

Default Value: `true`
Valid Values: `true`, `false`
Changes Take Effect: After restart

Configures whether or not the certificate will be validated when making a secure outbound connection to Recording Crypto Server (RCS).

trusted_ca_rws

Default Value: `true`
Valid Values: `true`, `false`
Changes Take Effect: After restart

Configures whether or not the certificate will be validated when making a secure outbound connection to Interaction Recording Web Services (RWS).

GAX-Level Options

[+] rcs Section

htcc_base_url

Default Value: Empty
Valid Values: Interaction Recording Web Services load balancer URL (or Web Services server URL if you're using version 8.5.210.02 or earlier); for example; http://<Interaction Recording Web Services IP Address>:8081
Changes Take Effect: After restart

Specifies the HTCC Base URL.

trusted_ca_rcs

Default Value: `true`
Valid Values: `true`, `false`
Changes Take Effect: After restart

Configures whether or not the certificate will be validated when making a secure outbound connection to Recording Crypto Server (RCS).

trusted_ca_rws

Default Value: `true`
Valid Values: `true`, `false`
Changes Take Effect: After restart

Configures whether or not the certificate will be validated when making a secure outbound connection to Interaction Recording Web Services (RWS).

htcc_http_timeout

Default Value: 20
Valid Values: Integers > 0
Changes Take Effect: After restart

Specifies the HTTP timeout value (in seconds) for HTCC API.

httpclient.cookiepolicy

Default Value: BEST_MATCH
Valid Values: `rfc2109`, `rfc2965`, BEST_MATCH, BROWSER_COMPATIBILITY, NETSCAPE, IGNORE_COOKIES
Changes Take Effect: After restart

Allows a user to specify which cookie policy to use for HTCC to work around the load balancer settings.

rcs_keepalive_interval

Default Value: 60
Valid Values: Integers > 0
Changes Take Effect: After restart

The interval in seconds the Plugin will be sending a request to RCS to keep the user session alive.

htcc_keepalive_interval

Default Value: 60
Valid Values: Integers > 0
Changes Take Effect: After restart

The interval in seconds the Plugin will be sending a request to HTCC API to keep the user session alive.

show_cert_with_upload_privilege

Default Value: `false`
Valid Values: `true`, `false`
Changes Take Effect: After restart

Configures whether or not the GAX requires the **RECORD_KEY_UPLOAD** privilege to show the **Screen Recording Certificates** menu.

Recording Muxer Script

The following describes the options for the Recording Muxer Script.

[+] htcc Section

base_uri

Default Value: Empty
Valid Values: Any URL
Changes Take Effect: After restart

Specifies the host and port of the Interaction Recording Web Services server (or Web Services server if you're using version 8.5.210.02 or earlier) (for example, `https://<web services host>:<web`

`services port>/).`

contact_center_id

Default Value: Empty
Valid Values: Any string
Changes Take Effect: After restart

Specifies the unique identifier of the contact center.

username

Default Value: ops
Valid Values: Any string
Changes Take Effect: After restart

Specifies the username used to access the Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) operating account.

password

Default Value: ops
Valid Values: Any string
Changes Take Effect: After restart

Specifies the password used to access the Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) operating account.

trusted-ca

Default Value: `false`
Valid Values: `true`, `false`, and the path to a trusted certificate authority (CA) bundle. The CA file must be in PEM format.
Changes Take Effect: After restart

Configures TLS certificate validation when making a secure outbound connection to Interaction Recording Web Services (RWS). For more information, see Configuring TLS connection to Interaction Recording Web Services.

[+] rcs Section

base_uri

Default Value: Empty
Valid Values: Any valid URL
Changes Take Effect: After restart

Specifies the host and port of the Recording Crypto Server (for example, `https://<Recording Crypto Server host>:<Recording Crypto Server port>`).

username

Default Value: Empty
Valid Values: Any string
Changes Take Effect: After restart

Specifies the username used to access the Recording Crypto Server account belonging to the contact center specified by the **contact_center_id** option in the **htcc** section.

password

Default Value: Empty
Valid Values: Any string
Changes Take Effect: After restart

Specifies the password used to access the Recording Crypto Server account belonging to the contact center specified by the **contact_center_id** option in the **htcc** section.

trusted-ca

Default Value: `false`
Valid Values: `true`, `false`, and the path to a trusted certificate authority (CA) bundle. The CA file must be in PEM format.
Changes Take Effect: After restart

Configures TLS certificate validation when making a secure outbound connection to Recording Crypto Server (RCS). For more information, see Configuring TLS connection to Recording Crypto Server.

[+] processing Section

auto_clean_temp_folder

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: After restart

If set to 1, Recording Muxer Script will automatically delete the recording files from the temp folder.

batch_read_screen_recording_metadata

Default Value: 1
Valid Values: Bulk API = 1 / GWS request = <>1
Changes Take Effect: After restart

Determines how screen recording metadata is received. The new algorithm reads multiple screen recordings metadata in one request. The previous algorithm reads one request at a time.

check_matching_username

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: After restart

If set to 1, Recording Muxer Script will mux a screen recording with a matching call recording only when the screen recording contains the same username value as in the call recording metadata. Note that Recording Muxer Script will always mux the recordings regardless of the **check_matching_username** value if the username is "UNKNOWN", undefined, or empty in the call recording metadata.

clean_temp_folder_timeout

Default Value: 43200
Valid Values: Integer
Changes Take Effect: After restart

Determines how often the recording files are cleaned up in the temp folder.

split_window_enabled

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart

Setting this parameter to 1 enables splitting the window into sub-intervals in order to improve Elasticsearch performance when querying RWS. If set to 0, this feature is disabled.

max_interval_minutes

Default Value: 30
Valid Values: 0 to total minutes between `window_past` and `window_past_older_than` values.
Changes Take Effect: After restart

If **split_window_enabled** is set to 1, **max_interval_minutes** specifies the maximum duration of the sub-interval in minutes.

muxer_type

Default Value: Empty
Valid Values: `primary`, `backup`
Changes Take Effect: After restart

Determines the primary Recording Muxer Script instance or backup Recording Muxer Script instance. If you select not to use Sharding, the system ignores this value.

muxer_id

Default Value: -1
Valid Values: A non-negative integer starting with 0 (every Muxer ID is incremented by 1)
Changes Take Effect: After restart

A unique Muxer ID. If you select not to use Sharding, the value should be empty or -1.

The Recording Muxer Script backup instance ID is automatically calculated as follows: `(id + 1) % total number of muxers`

total_muxers

Default Value: Empty
Valid Values: `max(muxer_id) + 1`
Changes Take Effect: After restart

The total number of Recording Muxer Script instances deployed (excluding the backup). If **muxer_id** is less than 0, the system ignores this value.

window_past

Default Value: 720
Valid Values: Any integer
Changes Take Effect: After restart

Specifies how many minutes into the past to search for those call recordings that are to be combined with the screen recordings.

window_past_older_than

Default Value: 5
Valid Values: Any integer
Changes Take Effect: After restart

Specifies how many minutes into the past to search for those call recordings that are to be combined with the screen recordings. The age of the call recording is determined by the current time and the endTime metadata. If left empty, the `window_past` parameter is used to search for call recordings. If not empty, then both the `window_past` and the `window_past_older_than` parameters are used to search for call recordings.

min_poll_interval

Default Value: 5
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the duration, in seconds, for the Recording Muxer Script to poll Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) for the new recordings to be multiplexed.

ffmpeg

Default Value: `ffmpeg`
Valid Values: Any valid relative or absolute file path
Changes Take Effect: After restart

Specifies the ffmpeg executable with full directory path. If ffmpeg is specified in the executable path,

ffmpeg is sufficient to run the command.

ffprobe

Default Value: `ffprobe`
Valid Values: Any valid relative or absolute file path
Changes Take Effect: After restart

Specifies the path to the ffprobe executable file. If ffprobe is specified in the file path, ffprobe is sufficient to run the command.

openSSL

Default Value: `openssl`
Valid Values: Any valid relative or absolute file path
Changes Take Effect: After restart

Specifies the path to the openSSL executable file. If openSSL is specified in the file path, openSSL is sufficient to run the command.

encrypt_always

Default Value: `0`
Valid Values: `0, 1`
Changes Take Effect: After restart

Specifies whether to force the combined call and screen recordings to be uploaded as encrypted even if the source screen recording is not encrypted. Set to `0` if the screen recording is encrypted. Set to `1` if the screen recording was not encrypted.

temp_dir

Default Value: Empty
Valid Values: Any valid path
Changes Take Effect: After restart

Specifies the absolute path to the directory for storing the temporary files.

save_temp_file

Default Value: `0`
Valid Values: `0, 1`
Changes Take Effect: After restart

Specifies whether to delete the temporary files when the processing is complete. If set to `0`, the temporary files are deleted when no longer needed. If set to `1`, the temporary files are not deleted.

[+] webDav Section

username

Default Value: Empty
Valid Values: Any string
Changes Take Effect: After restart

Specifies the username used to allow read and write access to the WebDAV storage server.

password

Default Value: Empty
Valid Values: Any string
Changes Take Effect: After restart

Specifies the password used to allow read and write access to the WebDAV storage server..

trusted-ca

Default Value: `false`
Valid Values: `true`, `false`, and the path to a trusted certificate authority (CA) bundle. The CA file must be in PEM format.
Changes Take Effect: After restart

Configures TLS certificate validation when making a secure outbound connection to WebDAV. For more information, see Configuring TLS connection to WebDAV.

[+] advanced Section

worker_threads

Default Value: 4
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the number of parallel processing threads to allow multiple call recordings and screen recording pairs to be combined in parallel.

pagination

Default Value: 100
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the number of records that are returned per page.

query_slice_size

Default Value: 100
Valid Values: < 0
Changes Take Effect: After restart

Defines the maximum number of call recording records whose screen recordings should be queried.

call_recording_extra_query_string

Default Value: If left empty, its value will be defaulted internally to
`userData=SRSScreenRecordingStateStarted>anAndScroll=true`, if RWS version >= 8.5.201.14,
otherwise, "" (empty string).
Valid Values: `callerPhoneNumber`, `dialedPhoneNumber`, `userName`, `userData`
Changes Take Effect: After restart

Specifies what the Recording Muxer Script is to query for with the Interaction Recording Web Services
API (or Web Services API if you're using version 8.5.210.02 or earlier) along with startTime and/or
endTime that are determined by "window_past" and/or "window_past_older_than" configurations.
When non-empty (for example,
`userData=SRSScreenRecordingStateStarted&userName=some_user`), the Recording Muxer Script is
run against all the records found with the GET `<RWS URL>/api/v2/ops/contact-centers/%s/`
`recordings?startTime=%s&endTime=%s&<call_recording_extra_query_string>` query. If the
result returns the `nextUri` attribute, the link will be followed with the records to run against. Once the
records are traversed and processed, the Recording Muxer Script will exit.

call_recording_query_string

Default Value: Empty
Valid Values: `callerPhoneNumber`, `dialedPhoneNumber`, `startTime`, `endTime`, `userName`, `userData`
Changes Take Effect: After restart

Specifies what the Recording Muxer Script is to query for with the Interaction Recording Web Services
API (or Web Services API if you're using version 8.5.210.02 or earlier). When non-empty (for example,
`startTime=0&endTime=1000`), the Recording Muxer Script is run against all the records found with the
GET `<RWS URL>/api/v2/ops/contact-centers/%s/recordings?<call_recording_query_string>`
query. If the result returns the `nextUri` attribute, the link will be followed with the records to run
against. Once the records are traversed and processed, the Recording Muxer Script will exit. If left
empty, the Recording Muxer Script periodically issues a query with the parameters generated
internally to look at last N hours of records, combines the records, and never exits.

max_overlap_allowed

Default Value: 0
Valid Values: Any integer
Changes Take Effect: After restart

Specifies how much overlap time, in milliseconds, needs to occur before deciding to truncate the
overlapping duration. When the muxed file's startTime and stopTime overlaps with the newly
uploaded recording the muxed file's audio or video needs to be truncated to discard the previously
silence/black filled duration.

video_padding_slice_length_ms

Default Value: 5000
Valid Values:Any integer
Changes Take Effect: After restart

Specifies the duration, in milliseconds, of the prepended padded video slice. Set this parameter if the

video starts later than the audio.

mark_screen_recording_label

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: After restart

If set to 1, Recording Muxer Script will automatically apply the label "screenRecording" to the associated call recording metadata after muxing.

[+] logfile Section

max_log_file_size_mb

Default Value: 21
Valid Values: Any integer
Changes Take Effect: After restart

Specifies the maximum size, in megabytes, of the Recording Muxer Script log file before starting a new log file. If set to 0, the Recording Muxer Script log file will not roll over.

logfile_path

Default Value: Empty
Valid Values: Any valid path
Changes Take Effect: After restart

Specifies the path to the log file. If left empty, the working directory is used.

level

Default Value: INFO
Valid Values: DEBUG, INFO, WARNING, ERROR, CRITICAL
Changes Take Effect: After restart

Specifies the level or severity of the events to track in the log file.