



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# GVP Deployment Guide

Full Call Recording Requests (from Cisco UCM)

5/4/2025

# Full Call Recording Requests (from Cisco UCM)

Through the Resource Manager, Cisco's Unified Communications Manager (UCM) can initiate full call recording sessions directly with the Media Server. In other words, it can initiate sessions without the assistance of Cisco T-Server or the UCM Connector.

A recording session is made up of two separate SIP dialogs, where each SIP dialog carries the media stream for one of two parties on the call. The Resource Manager handles these requests by ensuring that the SIP Request URI is transformed into a NETANN format. The recording can then be initiated for two separate dialogs with recording filename formats.

The Resource Manager processes the requests from Cisco T-Server in the following manner:

1. A request from Cisco UCM lands on a DN that is mapped to an IVR Profile that contains the announcement service-type.
2. Resource Manager checks for the near/farend parameter in the From header. If it exists, it treats this call as a Unified Communications Manager (UCM) call.
3. The Resource Manager uses the near/farend parameter, the DN, and the call-reference to generate the recording file format.
4. The Resource Manager ignores the Date header in the request and chooses to provide the date information for the file format on its own.
  - If x-nearend is specified, the recording filename is in the following format: CUCM/call-\$RefCI\$-at-\$AgentDN\$-on-\$YYYY\$-\$MM\$-\$DD\$  
The Resource Manager will then generate a NETANN request to the Media Control Platform in the following format:  
`INVITE sip:annc@mcp:5060;record=CUCM/call-24432480-at-7013-on-2009-01-05 SIP/2.0`
  - If x-farend is specified, the recording filename is in the following format:  
CUCM/call-\$RefCI\$-at-\$AgentDN\$-on-\$YYYY\$-\$MM\$-\$DD\$ (2)  
The Resource Manager will then generate a NETANN request to the Media Control Platform in the following format:  
`INVITE sip:annc@mcp:5060;record=CUCM/call-24432480-at-7013-on-2009-01-05(2) SIP/2.0`

## Tip

For full call recording requests from Cisco T-Server, the Resource Manager does not require the service-prerequisite requirements for the announcement service.

For more information about the UCM Connector and Cisco T-Server, see the [Genesys Media Server 8.5 Deployment Guide](#).