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Interaction Recording Web Services

8.5.202.04

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Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/28/17	Hot Fix			X		

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What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

Interaction Recording Web Services (RWS) now attaches user data to the interaction for proper muxing of call and screen recordings. Now you can view screen recordings in SpeechMiner. Previously, RWS could not attach the user data required for proper muxing of call and screen recordings, if the **api-voice** feature was not enabled. Therefore, screen recordings were not available in SpeechMiner. (GIR-11108)

Interaction Recording Web Services (RWS) now supports MLM backup in unzipped format to both the Windows and Linux file systems. To perform unzipped backup to a Windows file system, make sure the **useFullPathInMediaFileBackup** option in the **[backgroundScheduledMediaOperationsSettings]** section is set to false in the **application.yaml** file.

useFullPathInMediaFileBackup

Valid values: true, false

Default value: false

- When set to false (the default), unzipped backup to a Windows or Linux file system is supported. This option changes the format of the backup for both zipped and unzipped modes.
- When set to true, unzipped backup to a remote Windows file system is not supported. However, unzipped backup to a Linux file system is supported. This option restores the format of the backup as used in the earlier releases.

For both values, zipped backup is supported for both the Windows and Linux file systems. (GIR-11117)

When an agent logs in to an environment containing multiple switches, Interaction Recording Web Services no longer incorrectly attempts to connect to all SIP Servers--instead of only to the SIP Server associated with the switch that serves the DN of the agent. (GIR-10604)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.04.