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Recording Processor Script

Known Issues and Recommendations

5/5/2025

Known Issues and Recommendations

Recording Processor Script

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Recording Processor Script. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

When the Recording Processor Script (RPS) is enabled to collect the After Call Work (ACW) disposition code, ICON DB may perform the query slowly.

Workaround: Create the following indexes in the ICON DB used by RPS:

```
CREATE INDEX G_AGENT_STATE_HISTORY_LOGINSESSIONID_LSEQ_IDX ON G_AGENT_STATE_HISTORY (LOGINSESSIONID, LSEQ);  
CREATE INDEX G_AGENT_STATE_HISTORY_PARTY_ID_TYPE_IDX ON G_AGENT_STATE_HISTORY (PARTYID, TYPE);
```

Note: Creating these indexes may lead to an increase in the usage of CPU, memory, and storage of the ICON DB.

ID: GIR-20341	Found In: 8.5.080.69	Fixed In:
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The default configuration file that comes with the Recording Processor Script (RPS) does not include the **include_unknown_agent** parameter under the **[processing]** section. The default value of this parameter is true.

Workaround: Manually add the **include_unknown_agent** parameter to the configuration file under the **[processing]** section if it is needed to set this value to false.

ID: GIR-15139	Found In: 8.5.080.69	Fixed In:
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For IVR Recording with a Trunk DN (applies to both IVR Recording using the agent recording method through the SIP Server configuration, and the VoiceXML recording control method), SIP Server does not send the T-Library event to ICON. As a result, by default the Recording Processor Script (RPS) waits until **icon_timeout_minutes** has expired before posting the data to RWS and SpeechMiner. The current default **icon_timeout_minutes** is 1440 in the RPS component, which means that it will take 24 hours before the recording metadata becomes available on the RWS.

Workaround:

- It is recommended that if using a Trunk DN for IVR Recording, reduce the **icon_timeout_minutes** in the following cases:
 - If there is a single switch with a Trunk DN GVP and the call routes to another switch for agent queue, a dedicated Recording Processor Script can be deployed to handle this interaction, and the **icon_timeout_minutes** can be set to 0 to make the call data available immediately.
 - If the Trunk DN and Routing Point DN are on the same switch, configure the default **icon_timeout_minutes** with a sufficiently long value, for example 120, and the call data will be available after two hours. This is a limitation in this scenario.

Note: Setting **icon_timeout_minutes** to a very small value, might cause attached data to be lost.

ID: GIR-7165	Found In: 8.5.060.90	Fixed In:
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If RWS has CSRF enabled, then the Recording Processor Script (RPS) might not be able to properly handle the CSRF token and the request might fail.

Workaround: Disable CSRF on the RWS side.

ID: GIR-6536	Found In: 8.5.060.90	Fixed In:
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If both the primary and backup Configuration Server instances were down during the Configuration Server switchover, it might cause RPS to terminate unexpectedly.

ID: GIR-6514	Found In: 8.5.050.84	Fixed In:
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Recording Processor Script POSTing to GWS maybe rejected by 50% chance when CSRF is enabled and NGINX is used for load balancing. Recording will eventually be upload after RPS retry later.

Workaround: Disable CSRF.

ID: GIR-5952	Found In: 8.5.030.49	Fixed In:
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The Recording Processor Script (RPS) scripts consume excess memory when reconnecting to the Configuration Server.

It is recommended that you increase the Media Control Platform (MCP)

[mpc] recordpostretrybackoff option value for deployments with a large amount of agents.

ID: GIR-4741	Found In: 8.5.020.76	Fixed In: 8.5.041.00
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If the Local Control Agent (LCA) is restarted manually for a Recording Processor Script (RPS) running on Linux, restarting the RPS will cause an RPS response of 500 Media Control Platform (MCP) despite the metadata being processed. To prevent this from happening, avoid manually restarting LCA or a manual restart using the following command: `nohup /etc/init.d/gctilca start >/dev/null 2>&1.`

ID: GIR-4647	Found In: 8.5.001.02	Fixed In: 8.5.041.00
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The Recording Processor Script's default TCP socket timeout limit is not sufficient to work with the Apache Load Balancer and causes a failure on the receiving metadata POST.

ID: **GIR-4520**

Found In: **8.5.030.49**

Fixed In: **8.5.041.00**

Recording Processor Script's default value for **[logfile] log_backup_count** is 5. This will result in files being deleted when the number of logs reaches 5. A suggested value for log rotation is 100.

ID: **GIR-4469**

Found In: **8.5.001.02**

Fixed In: **8.5.050.84**

In Linux, the Recording Processor Script requires 30 seconds to start after it is stopped.

ID: **GIR-4399**

Found In: **8.5.030.87**

Fixed In: **8.5.030.87**

The Recording Processor Script cannot maintain a connection when multiple database server instances are hosted on the same machine.

Workaround: Host the database server on a different machine or use the hostname alias defined by the operating system hosts file.

ID: **GIR-3630**

Found In: **8.5.030.49**

Fixed In: **8.5.041.00**

In environments with a slow ICON database, Recording Processor Script might be blocked while waiting for a response from the ICON DB. During this period, Recording Processor Script is unable to respond on the HTTP port, potentially causing recordings POST to fail on Media Control Platform (MCP).

There is no workaround. The issue can only be prevented by making sure that ICON database responds well. Make sure the database is indexed, purged regularly, the RDBMS is not loaded by other processes, or that the network latency is low. The number of attempts to POST recordings can be increased in MCP configuration in order to lower the probability of recordings failing. Failed POSTs can be recovered subsequently.

ID: **GIR-2186**

Found In: **8.5.010.50**

Fixed In:

Sometimes the No ICON DB Configuration information found! message is logged incorrectly in the log files.

ID: **GIR-1808**

Found In: **8.5.010.50**

Fixed In:

The sample configuration file that is shipped with the Recording Processor Script has duplicate options for Web Services SSL certificate validation in the [htcc] section.

Workaround: Move the second `disable_ssl_certificate_validation` option to the [speechminer] section as follows:

```
[speechminer]
```

over HTTPS (0 == false)
disable_ssl_certificate_validation = 1

ID: **GIR-1590**

Found In: **8.5.000.21**

Fixed In: **8.5.010.50**

Recording Processor Script will generate an incorrect error message (that is, No ICON DB Configuration information found!), when processing the recording when only the primary ICON DB is configured.

ID: **GIR-1539**

Found In: **8.5.001.02**

Fixed In: **8.5.010.50**

If attached data is added and deleted within a one-second period, the data may be ordered incorrectly, and attached data which should be deleted, may not be deleted.

ID: **GIR-1508**

Found In: **8.5.001.02**

Fixed In: **8.5.075.71**

The Recording Processor Script may unexpectedly terminate when removing skills from multiple agents.

ID: **GIR-735**

Found In: **8.5.000.22**

Fixed In: **8.5.000.25**

The Recording Processor Script may unexpectedly terminate if an agent login's ID contains non-numeric characters and that agent login is deleted from a Person object.

ID: **GIR-601**

Found In: **8.5.000.22**

Fixed In: **8.5.000.25**

If your Genesys Interaction Recording deployment uses an MS SQL ICON database, and non-ASCII characters (0-127) for agent names or metadata, the Recording Processor Script may encounter encoding errors preventing the call from being saved to the SpeechMiner database.

Workaround: Update the Recording Processor Script to a different character set. Please contact Customer Care for additional information. This workaround will avoid the errors, but SpeechMiner might not process the data correctly.

ID: **GIR-535**

Found In: **8.5.000.20**

Fixed In: **8.5.000.21**

For certain multi-switch transfer scenarios, where a call gets re-transferred back to a previously used switch, some call segments may not be searchable as part of the same call interaction.

ID: **GIR-417**

Found In: **8.5.000.22**

Fixed In: **8.5.010.50**

Recording Processor Script does not support SSL certification validation when connecting to SpeechMiner IIS directly via HTTPS.

ID: **GIR-408**

Found In: **8.5.000.21**

Fixed In:

To minimize memory use, the Recording Processor Script may occasionally need to be restarted if operating in an environment where the connection to the Configuration Server is not stable.

ID: GIR-402	Found In: 8.5.000.21	Fixed In:
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The Recording Processor Python script can receive metadata from the Media Control Platform (MCP) using SSL (if enabled). The pyOpenSSL package is required to enable SSL between the MCP and Recording Processor. However, certain versions of pyOpenSSL are susceptible to the heartbleed defect in OpenSSL.

Workaround: Genesys recommends using an OpenSSL version that does not contain the heartbleed defect (for example, pyOpenSSL version 0.12).

ID: GIR-187	Found In: 8.5.000.20	Fixed In: 8.5.000.22
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Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.
