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# Genesys Interaction Recording Solution Guide

GIR Alarms

# GIR Alarms

The following is a list of the alarms. The list includes a summary of the possible cause and resolution for each alarm.

## **[+] Playback Error: Non-Encrypted**

### **Playback Error: Non-Encrypted**

**Log ID:** 40030

#### Problem

When trying to play back an interaction, the following common playback problems may occur:

- Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) Connection:
  - The connection cannot be started.
  - The connection is aborted accidentally.
- Interaction Recording Web Services (Web Services) Response:
  - Response has a non-200-OK HTTP status.
  - Response cookies cannot be parsed by RCS.
  - Response content does not contain the information RCS is looking for (for example, specific attributes in the JSON response).
- The requested media file cannot be found.
- The actual media file cannot be fetched using the information given by Interaction Recording Web Services (Web Services).
- An error occurs when trying to output the requested media.

#### Resolution

- Verify that a table connection can be established between RCS and Interaction Recording Web Services (Web Services).
- Verify that Interaction Recording Web Services (Web Services) responds with the content expected by RCS.
- Verify that Interaction Recording Web Services (Web Services) responds with the correct information.

## **[+] Playback Error - Encrypted**

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## Playback Error - Encrypted

**Log ID:** 40031

### Problem

- Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) Connection:
  - The connection cannot be started.
  - The connection is aborted accidentally.
- Interaction Recording Web Services (Web Services) Response:
  - Response has a non-200-OK HTTP status.
  - Response cookies cannot be parsed by RCS.
  - Response content does not contain the information RCS is looking for (for example, specific attributes in the JSON response).
- The requested media file cannot be found.
- The actual media file cannot be fetched using the information given by Interaction Recording Web Services (Web Services).
- An error occurs when trying to output the requested media.
- Pem problem:
  - The format is incorrect.
  - Pem is not of type PKCS7:
    - Unmatched OID.
  - PKCS7 pem cannot be parsed:
    - Invalid syntax.
    - Unexpected content.
- Password problem:
  - Password is incorrect for the Pem file.
- Decryption problem:
  - Encryption is not of type RSA.
  - Private key given by the Pem file is invalid.
  - Session key cannot be decrypted by the private key.
  - Encrypted media cannot be decrypted by the session key.
  - Encrypted media is corrupted.

### Resolution

- Verify that a table connection can be established between RCS and Interaction Recording Web Services (Web Services).
- Verify that Interaction Recording Web Services (Web Services) responds with the content expected by RCS.
- Verify that Interaction Recording Web Services (Web Services) responds with the correct information.
- Verify that the pem returned by Interaction Recording Web Services (Web Services) is valid PKCS7.
- Verify that RCS is configured with the correct pass phrase.
- Verify that the encrypted media is not corrupted.

## [+] Add Certificate

### Add Certificate

**Log ID:** 40022

### Problem

- Certificate problem:
  - The certificate cannot be parsed.
  - The certificate does not have an X509 format.
  - The information cannot be extracted from the certificate.
  - The Public key in the certificate is not of type RSA.
- Private key problem:
  - The Private key not in pem format.
  - The Private key is encrypted while a password is not provided.
  - The Encrypted private key cannot be parsed.
- Decryption problem:
  - The Encrypted Private key cannot be decrypted by the password provided.
- Certificate-key unmatched problem:
  - The text encrypted by the certificate's public key cannot be decrypted by the provided private key.
- The certificate to be added already exists in the key store.

### Resolution

- Verify that the certificate provided is valid.
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- Verify that the provided key is valid.
- Verify that the password provided can decrypt the private key if it is encrypted.
- Verify that the certificate and the key provided are a pair, so that what should be encrypted by the certificate's public key can be decrypted by the key.

## [+] Delete Certificate

### Delete Certificate

**Log ID:** 40023

#### Problem

- The certificate alias that should be deleted cannot be parsed.
- The certificate to be deleted cannot be found.

#### Resolution

- Verify that the alias has the format with the prefix: *prefix\_tenantName:tenantDbid:issuerDN:serialNo.*

## [+] Error accessing agent hierarchy (SWITCH NAME, AGENT ID) from Config Server cache

### Error accessing agent hierarchy (<SWITCH NAME>, <AGENT ID>) from Config Server cache

#### Problem

When connecting to the Configuration Server an error occurs when the Configuration Server attempts to retrieve information about agent hierarchy.

#### Resolution

- Open the **rpconfig.cfg** file and review the [config\_server] section. **Verify that the Configuration Server settings are correct for the following options:** hostname, port, username, password, backup\_host, backup\_port
- Verify that there is a stable connection between Recording Processor Script (RPS) and Configuration Server.
- Verify that the Configuration Server is up and running.

## [+] RP failed to access local queue for message processing

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## **RP failed to access local queue for message processing**

### Problem

The Recording Processor Script does not interact as expected with the local SQLite file.

### Resolution

- Open the **rpconfig.cfg** file and review the **[persistence]** section. Verify that **db\_filename** is filled out and the proper SQLite file is created.
- Verify that the **SQLite** file is not corrupted.
- Verify that the Recording Processor has read/write access to the **SQLite** file.
- Verify that other processes are not using the **SQLite** file. If the SQLite file is being used by other processes, consider using a new SQLite file, and make changes to the other processes.

## **[+] JSON loading error. Deleting record: UUID**

### **JSON loading error. Deleting record: <UUID>**

#### Problem

An problem occurs when loading the MCP record that was saved to a local SQLite file.

#### Resolution

- Verify that **SQLite** is not corrupted.
- Verify that the column **data** contains **JSON** strings. The column can be found in the table defined in the **[persistence]** section.

## **[+] Could not access metadata...**

### **Could not access metadata...**

#### Problem

A problem occurs when the Recording Processor Script (RPS) retrieves stored metadata saved to a local **SQLite** file.

#### Resolution

- Verify that the **[persistence]** section in **rpconfig.cfg** points to the correct table and **SQLite** file.

- Verify that the **SQLite** file is not corrupted.
- Verify that the Recording Processor has read/write access to the **SQLite** file.
- Verify that other processes are not using the **SQLite** file. If the SQLite file is being used by other processes, consider using a new SQLite file, and make changes to the other processes.

### **[+] Fail to retrieve update from config server, connection might be broken**

#### **Fail to retrieve update from config server, connection might be broken**

##### Problem

Failed to retrieve updated information from the Configuration Server.

##### Resolution

- Verify that the Configuration Server is running.
- Verify that the `[config_server]` section in `rpconfig.cfg` is configured correctly.
- Verify that there is a stable connection between Recording Processor Script and the Configuration Server.

### **[+] Could not access contact center: URI**

#### **Could not access contact center: <URI>**

##### Problem

Failed to retrieve information from Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) about a specific contact center.

##### Resolution

- Verify that there is a stable connection between Recording Processor Script and Interaction Recording Web Services (Web Services).
- Verify that the contact center is still available and has not been deleted.
- Verify that Interaction Recording Web Services (Web Services) is up and running.

### **[+] Unable to query Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) for list of contact centers: CC URI**

### **Unable to query Interaction Recording Web Services (Web Services) for list of contact centers: <CC URI>**

#### Problem

Failed to retrieve information from Interaction Recording Web Services (Web Services) regarding a list of contact centers.

#### Resolution

- Verify that there is a stable connection between Recording Processor Script and Interaction Recording Web Services (Web Services).
- Verify that the **[htcc]** section in **rpconfig.cfg** has the correct credentials.
- In the **[htcc]** section in the **rpconfig.cfg** file, verify that the **contact\_center\_uri** points to the correct GET request, and **base\_uri** points to the correct Interaction Recording Web Services (Web Services) node.
- Verify that Interaction Recording Web Services (Web Services) is up and running.

### **[+] Fail to parse party information of call UUID with Exception, EXCEPTION**

#### **Fail to parse party information of call <UUID> with Exception, <EXCEPTION>**

#### Problem

Failed to parse information retrieved from the ICON database.

#### Resolution

- Verify that the **[processing]** section in **rpconfig.cfg** is set with the correct **Encoding** option.
- Verify that the information returned from ICON is not missing information. Ensure validity.

### **[+] Could not read ICON DB configuration.**

#### **Could not read ICON DB configuration.**

#### Problem

Failed to parse **rpconfig.cfg** to obtain information regarding the ICON databases.

## Resolution

- Verify that the switches in the `[icon_db_servers]` section in `rpconfig.cfg` point to the correct ICON databases.
- Every ICON database specified in the section `[icon_db_servers]` requires its own section in the form of `[{database_name}_db_info]`. Each section must contain the following information: `dbserver_host`, `dbserver_port`, `username`, `password`, `dbname`, `dbms`, `dbengine`.

## [+] Fail to query agent state update from ICON

### Fail to query agent state update from ICON

#### Problem

Failed to retrieve information from the ICON database regarding agent state.

#### Resolution

- Verify that the switches in the `[icon_db_servers]` section in `rpconfig.cfg` point to the correct ICON databases.
- Every ICON database specified in the section `[icon_db_servers]` requires its own section in the form of `[{database_name}_db_info]`. Each section must contain the following information: `dbserver_host`, `dbserver_port`, `username`, `password`, `dbname`, `dbms`, `dbengine`.

## [+] Fail to parse ICON result for agent state update, EXCEPTION

### Fail to parse ICON result for agent state update, <EXCEPTION>

#### Problem

Failed to parse information retrieved from ICON.

#### Resolution

- Verify that the ICON database is using the correct schema (specifically `G_AGENT_STATE_HISTORY`). The data should be valid and values in the following columns should be integers: `added_ts`, `prevstate`, `state`.

## [+] No ICON DB configuration information found!

### No ICON DB configuration information found!

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## Problem

Failed to parse **rpconfig.cfg** to obtain information regarding the ICON databases.

## Resolution

- Verify that the switches in the **[icon\_db\_servers]** section in **rpconfig.cfg** point to the correct ICON databases.
- Every ICON database specified in the section **[icon\_db\_servers]** requires its own section in the form of **[{database\_name}\_db\_info]**. Each section must contain the following information: **dbserver\_host**, **dbserver\_port**, **username**, **password**, **dbname**, **dbms**, **dbengine**.

## [+] Error Message - Can not retrieve data from DB

### <Error Message> Can not retrieve data from DB

## Problem

Failed to get SQL results from the ICON database.

## Resolution

- Verify that the **[icon\_db\_servers]** section in **rpconfig.cfg** and the ICON database are configured correctly. The ICON databases require information regarding: **dbserver\_host**, **dbserver\_port**, **username**, **password**, **dbname**, **dbms**, **dbengine**
- Verify that the ICON database exists and is reachable on the target host.
- Verify that there is a stable connection between Recording Processor Script and the ICON databases.

## [+] Failed to POST to URI

### Failed to POST to <URI>

## Problem

POST requests to Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) / SpeechMiner failed.

## Resolution

- Verify that there is a stable connection between Recording Processor Script and SpeechMiner, as well as the Recording Processor and Interaction Recording Web Services (Web Services).
- Verify that the failed URI is a valid URI used for POST requests.

- Verify that the **post\_uri** and **base\_uri** options and the credentials in the **[speechminer]** section in **rpconfig.cfg** are configured properly.
- Verify that the **post\_uri** and **base\_uri** options and the credentials in the **[htcc]** section in **rpconfig.cfg** are configured properly.
- If the POST request is related to a contact-center, ensure the contact center still exists.

## [+] Could not access event time: EVENT

### Could not access event time: <EVENT>

#### Problem

When processing the events from ICON, the system is unable to find the event time.

#### Resolution

- Verify that the ICON data in the **G\_PARTY\_HISTORY** and **G\_PARTY** tables is correct.
- Verify the data stored on the local **SQLite** file is correct. To verify the correct table, look at the **[persistence]** section in **rpconfig.cfg**
- SQLite file is corrupted

## [+] Could not access event uuid: EVENT

### Could not access event uuid: <EVENT>

#### Problem

When processing the events from ICON, the system is unable to find the event UUID.

#### Resolution

- Verify that the ICON data in the **G\_PARTY\_HISTORY** and **G\_PARTY** tables is correct.
- Verify the data stored on the local **SQLite** file is correct. To verify the correct table, look at the **[persistence]** section in **rpconfig.cfg**
- SQLite file is corrupted

## [+] Could not access last event: EVENT ID

### Could not access last event: <EVENT ID>

### Problem

When attempting to process a series of events to retrieve the latest known time a number of issues arise.

### Resolution

- Verify that the ICON data in the **G\_PARTY\_HISTORY** and **G\_PARTY** tables is correct.
- Verify the data stored on the local **SQLite** file is correct. To verify the correct table, look at the **[persistence]** section in **rpconfig.cfg**
- SQLite file is corrupted

## [+] Could not parse stop time

### Could not parse stop time

#### Problem

When a record is processed, the information appears to be invalid because Recording Processor Script has issues parsing the data.

#### Resolution

- Verify that the metadata received from MCP is in the proper JSON format.
- Verify the data stored in the local **SQLite** file is correct and not corrupted.
- Verify if additional processes are using the **SQLite** file. If additional processes are using a new **SQLite** file, change those processes to use another **SQLite** file, or create a new **SQLite** file for Recording Processor.

## [+] Could not mask credentials

### Could not mask credentials

#### Problem

When a record is processed, the information appears to be invalid because Recording Processor Script has issues parsing the data.

#### Resolution

- Verify that the metadata received from MCP is in the proper JSON format.
- Verify the data stored in the local **SQLite** file is correct and not corrupted.

- Verify if additional processes are using the **SQLite** file. If additional processes are using a new **SQLite** file, change those processes to use another **SQLite** file, or create a new **SQLite** file for Recording Processor.

## **[+] Back up metadata record failed: cannot make directory [DIRECTORY]**

**Back up metadata record failed: can't make directory [<DIRECTORY>].**

Problem

Recording Processor Script is having problems trying to create a directory on the local file system.

Resolution

- Verify that the Recording Processor instance has permission to read and write at the specified directory and its parent directory.
- Verify that there is enough disk space on the local hard drive to allow the write.

## **[+] Back up metadata record into [FILE NAME] failed.**

**Back up metadata record into [<FILE NAME>] failed.**

Problem

Recording Processor Script is having problems trying to create a file on the local file system.

Resolution

- Verify that the Recording Processor instance has permission to read and write at the specified directory.
- Verify that there is enough disk space on the local hard drive to allow the write.

## **[+] Error getting record from GWS RECORD ID**

**Error getting record from GWS<RECORD ID>**

Problem

It is not possible to retrieve record information from Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) about a specific record.

## Resolution

- Verify that the following properties are set properly in the **[htcc]** section in **rpconfig.cfg**: `base_uri`, `get_uri`, `contact_center_uri`, `username`, `password`.
- Verify that there is a stable connection between Recording Processor Script and Interaction Recording Web Services (Web Services).
- Verify that the contact center is available and has not been deleted.
- Verify that Interaction Recording Web Services (Web Services) is up and running.

## [+] Processing error

### Processing error

#### Problem

- Recording Processor Script is having problems interacting with the local **SQLite** file.
- It is not possible to read the metadata stored in the **SQLite** file.

#### Resolution

- Verify if the **[persistence]** section in **rpconfig.cfg** points to the correct table and **SQLite** file.
- Verify that the **SQLite** file exists, as specified in **rpconfig.cfg**.
- Verify that the **SQLite** file has not been corrupted.
- Verify that Recording Processor has read/write access to the **SQLite** file.
- Verify that additional processes are using the **SQLite** file. If additional processes are using a new **SQLite** file, change those processes to use another **SQLite** file, or create a new **SQLite** file for Recording Processor.
- Verify if the **data** column contains JSON strings. The column can be found in the table defined in the **[persistence]** section.

## [+] Could not access event uuids: UUID

### Could not access event uuids: <UUID>

#### Problem

A problem occurred when sorting UUIDS and times when processing the events from ICON.

## Resolution

- Verify that the **ICON** data in the **G\_PARTY\_HISTORY** and **G\_PARTY** tables are correct.
- Verify if the metadata received from MCP is in the proper **JSON** format.
- Verify that the data stored in the local **SQLite** file is correct. To verify which table may be problematic, look at the **[persistence]** section in **rpconfig.cfg**.
- Verify that the **SQLite** file is not corrupt.

## [+] Could not merge records. Skipping merge: UUID

### Could not merge records. Skipping merge: <UUID>

#### Problem

While trying to consolidate numerous records into a single record:

- The system failed to parse information properly.
- A problem occurred when writing or reading to the local **SQLite** file.

#### Resolution

- Verify that the **ICON** data in the **G\_PARTY\_HISTORY** and **G\_PARTY** tables are correct.
- Verify that the data stored in the local **SQLite** file is correct. To verify which table may be problematic, look at the **[persistence]** section in **rpconfig.cfg**.
- Verify that the **SQLite** file is not corrupt.
- Verify that Recording Processor has read/write access to the **SQLite** file.

## [+] Could not access metadata to merge...

### Could not access metadata to merge...

#### Problem

It is not possible to properly access information in the metadata.

#### Resolution

- Verify that the **ICON** data in the **G\_PARTY\_HISTORY** and **G\_PARTY** tables are correct.
- Verify that the data stored in the local **SQLite** file is correct. To verify which table may be problematic, look at the **[persistence]** section in **rpconfig.cfg**.

- Verify that the **SQLite** file is not corrupt.

## [+] Could not save merged metadata: UUID

### Could not save merged metadata: <UUID>

#### Problem

Deleting records from the local **SQLite** file is problematic.

#### Resolution

- Verify that **db\_filename** in the **[persistence]** section in **rpconfig.cfg** is filled out and the proper **SQLite** file is created.
- Verify that **table\_name** in the **[persistence]** section in **rpconfig.cfg** is correct.
- Verify that the **SQLite** file is not corrupt.
- Verify that Recording Processor has read/write access to the **SQLite** file.

## [+] Exception thrown when applying interaction callType

### Exception thrown when applying interaction callType

#### Problem

A problem occurred when applying a call type to the record.

#### Resolution

- Verify that the metadata received from MCP is in the proper **JSON** format.
- Verify that the **SQLite** file is not corrupt.

## [+] Could not add partitions: UUID

### Could not add partitions: <UUID>

#### Problem

Unable to parse the recordings properly to add the partition properly.

## Resolution

- Verify that the metadata received from MCP is in the proper **JSON** format.
- Verify that the **SQLite** file is not corrupt.

## [+] Invalid lock released: ID

### Invalid lock released: <ID>

#### Problem

Internal error with Recording Processor Script locking mechanism.

#### Resolution

Nothing immediate can be done for this alarm. Contact your Genesys contact for help

## [+] Fail to start web server URL

### Fail to start web server @https://<URL>

#### Problem

You cannot start the Recording Processor Script because the specified port is in use.

#### Resolution

Verify that the **port** option in the [**rp\_server**] section in **rpconfig.cfg** is configured properly.

## [+] Could not parse auth. header

### Could not parse auth. header

#### Problem

Recording Processor Script cannot parse an HTTP request.

#### Resolution

Ensure the the HTTP request sent to the Recording Processor is correct. If there is an HTTP header called **AUTHORIZATION**, verify that it has the **Basic <ENCODED CREDENTIALS>** form."

## [+] Failed to process metadata: DATA

### Failed to process metadata:

#### Problem

There is a problem with parsing the data received from MCP.

#### Resolution

Verify that the metadata received from MCP is in the proper **JSON** format.

## [+] Contact center (ID1) does not match (ID2). ID: ID3

### Contact center (<ID1>) does not match (<ID2>). ID: <ID3>

#### Problem

The **CCID** in the local **SQLite** file and the record from MCP do not match correctly for the same metadata ID.

#### Resolution

Ensure that **rpconfig.cfg** contains the correct configurations. If the configurations are correct, contact Genesys Support for additional help.

## [+] Unable to initialize contact center cache

### Unable to initialize contact center cache

#### Problem

Recording Processor Script is having problems starting creating a cache.

#### Resolution

- Verify that the Recording Processor Script is installed properly with the recommended version of Python. If it is installed properly, please contact Genesys Support for additional help.

## [+] Unable to access configuration server data

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### Unable to access configuration server data

#### Problem

The Recording Processor Script connection to the Configuration Server is problematic.

#### Resolution

- Verify that the Configuration Server settings in **[config\_server]** section in `rpconfig.cfg` are correct for the following options: `hostname`, `port`, `username`, `password`, `backup_host`, `backup_port`.
- Verify that there is a stable connection between Recording Processor Script and the Configuration Server.
- Verify that the Configuration Server is up and running.

### [+] error in backup thread

#### error in backup thread

#### Problem

A problem occurred when running the Recording Processor in backup mode. May be attributed to either:

- **SQLite** file.
- Internal implementation of threads and locks.

#### Resolution

- Verify that the **[persistence]** section in `rpconfig.cfg` points to the correct table and **SQLite** file.
- Verify that the **SQLite** file exists, as specified in `rpconfig.cfg`.
- Verify that the **SQLite** file is not corrupt.
- Verify that the Recording Processor has read/write access to the **SQLite** file
- Verify that additional processes are using the **SQLite** file. If additional processes are using a new **SQLite** file, change those processes to use another **SQLite** file, or create a new **SQLite** file for Recording Processor.

### [+] SQLite3 error: SQL CMD - PARAMETERS:ERROR MSG

**SQLite3 error: <SQL CMD> - <PARAMETERS>:<ERROR MSG>**

### Problem

An SQL call was made, and an issue occurred.

### Resolution

- Verify that the **[persistence]** section in **rpconfig.cfg** points to the correct table and **SQLite** file.
- Verify that the **SQLite** file exists, as specified in **rpconfig.cfg**.
- Verify that the **SQLite** file is not corrupt.
- Verify that the Recording Processor has read/write access to the **SQLite** file
- Verify that additional processes are using the **SQLite** file. If additional processes are using a new **SQLite** file, change those processes to use another **SQLite** file, or create a new **SQLite** file for Recording Processor.

## [+] SQLite3 warning: SQL CMD - PARAMETERS

### SQLite3 warning: <SQL CMD> - <PARAMETERS>

#### Problem

An SQL call was created and tried to perform multiple commands at the same time.

#### Resolution

Verify that the parameters are correct for the SQL command. Verify whether or not it is trying to invoke another command. If yes, contact Genesys Support for help.

## [+] SQLite3 rollback error

### SQLite3 rollback error

#### Problem

A problem occurred when attempting a rollback with the local **SQLite** file.

#### Resolution

- Verify that the **SQLite** file is not corrupt.
- Verify that the Recording Processor has read/write access to the **SQLite** file.
- Note: There may be nothing to roll back, since this error may just be a warning.

## [+] error in processing thread

### error in processing thread

#### Problem

Issues occurred for Recording Processor Script processes that run in "active" mode. This message is used as a catchall for many different errors in the Recording Processor Script. The issues may include:

- Processing metadata from MCP.
- Processing data from ICON.
- Encoding
- SQLite
- Internal handling

#### Resolution

- Verify that the metadata received from MCP has the proper **JSON** format.
- Verify that the data found in **ICON** are correct.
- Verify that the **[persistence]** section in *rpconfig.cfg* points to the correct table and **SQLite** file.
- Verify that the data stored in the local SQLite file is correct. To verify that correct table, look at the *[persistence]* section in *rpconfig.cfg*.
- Verify that the **SQLite** file is not corrupt.
- Verify that the Recording Processor has read/write access to the **SQLite** file.
- Verify that additional processes are using the **SQLite** file. If additional processes are using a new **SQLite** file, change those processes to use another **SQLite** file, or create a new **SQLite** file for Recording Processor.
- If the above resolutions do not fix the issue, please contact Genesys Support for help.

## [+] Fatal exception occurred during metadata processing

### Fatal exception occurred during metadata processing

#### Problem

An error occurred when starting the Recording Processor Script in **Active** mode.

#### Resolution

- Verify that the Recording Processor Script is installed properly with the recommended version of Python. If it is installed properly contact Genesys Support for help.

## [+] SHUTTING DOWN BECAUSE OF FATAL ERROR

\*\*\*\* SHUTTING DOWN BECAUSE OF FATAL ERROR \*\*\*\*

### Problem

An error occurred when starting the Recording Processor Script in **Active** mode.

### Resolution

- Verify that the Recording Processor Script is installed properly with the recommended version of Python. If it is installed properly contact Genesys Support for help.

## [+] Failed to reconnect to config server

### Failed to reconnect to config server

#### Problem

Recording Processor Script is having problems connecting to the Configuration Server.

#### Resolution

- 
- Verify that the Configuration Server settings in [**config\_server**] section in rconfig.cfg are correct for the following options: hostname, port, username, password, backup\_host, backup\_port.
- Verify that there is a stable connection between the Recording Processor Script and the Configuration Server.
- Verify that the Configuration Server is up and running.

## [+] Fail to parse ICON customized data: ERROR

### Fail to parse ICON customized data: <ERROR>

#### Problem

Recording Processor Script is having problems parsing the information from ICON.

#### Resolution

- Verify that the data received from ICON is correct.

- Verify that the date is a proper integer that can be converted into a proper ISO 8601 format.

## [+] Failure: DESCRIPTION Headers: HEADERS

### Failure: <DESCRIPTION> Headers: <HEADERS>

#### Problem

The response from a POST or GET request was not successful.

#### Resolution

- Verify that all the options in the **[speechminer]** section in **rpconfig.cfg** are configured properly (if this is being used): `base_uri`, `post_uri`, `username`, `password`, `disable_ssl_certificate_validation`.
- Verify that all the options in the **[htcc]** section in **rpconfig.cfg** are configured properly (if this is being used): `base_uri`, `post_uri`, `get_uri`, `contact_center_uri`, `username`, `password`, `disable_ssl_certificate_validation`.
- Verify that Speechminer / Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) are in an operational state.

## [+] Content: CONTENT

### Content: <CONTENT>

#### Problem

The response from a POST or GET request was not successful.

#### Resolution

- Verify that all the options in the **[speechminer]** section in **rpconfig.cfg** are configured properly (if this is being used): `base_uri`, `post_uri`, `username`, `password`, `disable_ssl_certificate_validation`.
- Verify that all the options in the **[htcc]** section in **rpconfig.cfg** are configured properly (if this is being used): `base_uri`, `post_uri`, `get_uri`, `contact_center_uri`, `username`, `password`, `disable_ssl_certificate_validation`.
- Verify that Speechminer / Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) are in an operational state.

## [+] Failed to GET record from URL ERROR MSG

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### **Failed to GET record from <URL><ERROR MSG>**

#### Problem

Recording Processor Script has an issue with a GET request to Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier).

#### Resolution

- Verify that all the options in the **[htcc]** section in **rpconfig.cfg** are configured properly (if this is being used): `base_uri`, `post_uri`, `get_util`, `contact_center_uri`, `username`, `password`, `disable_ssl_certificate_validation`.
- Verify that there is a stable connection between the Recording Processor Script and Interaction Recording Web Services (Web Services).
- Verify that Interaction Recording Web Services (Web Services) is up and running.
- Verify that SM is sending back the correct response. The response must be decode-able for usage.

### **[+] Failed to parse record from URL ERROR MSG Content: PAY LOAD**

#### **Failed to parse record from <URL><ERROR MSG> Content: <PAY LOAD>**

#### Problem

Recording Processor Script has an issue parsing a GET request from Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier).

#### Resolution

Verify that SpeechMiner is sending back the proper response that is decode-able for usage.

### **[+] Failed to vacuum**

#### **Failed to vacuum**

#### Problem

Recording Processor Script failed to call VACUUM on the ICON database.

#### Resolution

Verify that the ICON database is operational and not corrupted.

## [+] Failed to merge data

### Failed to merge data

#### Problem

Recording Processor Script is having problems merging data from MCP to data in the local **SQLite** file.

#### Resolution

- Verify that the metadata received from MCP is in the proper **JSON** format.
- Verify that the `[persistence]` section in `rpconfig.cfg` points to the correct table and **SQLite** file.
- Verify that the **SQLite** file is not corrupt.
- Verify that the Recording Processor has read/write access to the **SQLite** file.
- Verify that additional processes are using the **SQLite** file. If additional processes are using a new **SQLite** file, change those processes to use another **SQLite** file, or create a new **SQLite** file for Recording Processor.

## [+] Failed to compile regex pattern for ud\_filter: ERROR

### Failed to compile regex pattern for ud\_filter: <ERROR>

#### Problem

Recording Processor Script has an issue compiling a regex pattern.

#### Resolution

Verify that the `attached_data_filter` option is in the `[filter]` section.

## [+] Failed to compile regex pattern for acw\_filter: ERROR

### Failed to compile regex pattern for acw\_filter: <ERROR>

#### Problem

Recording Processor Script has an issue compiling a regex pattern.

#### Resolution

Verify that the `acw_custom_data_filter` option is in the `[filter]` section.

## **[+] Failed to compile regex pattern for ud\_filter\_exception: ERROR**

**Failed to compile regex pattern for ud\_filter\_exception: <ERROR>**

Problem

Recording Processor Script has an issue compiling a regex pattern.

Resolution

Verify that the **attached\_data\_filter\_exception** option is in the **[filter]** section.

## **[+] Failed to compile regex pattern for acw\_filter\_exception: ERROR**

**Failed to compile regex pattern for acw\_filter\_exception: <ERROR>**

Problem

Recording Processor Script has an issue compiling a regex pattern.

Resolution

Verify that the **acw\_custom\_data\_filter\_exception** option is in the **[filter]** section.