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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

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.
-

- 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

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!

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

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

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.