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Genesys Interaction Recording Solution Guide

Configuring Interaction Recording Web Services

5/1/2025

Contents

Configuring Interaction Recording Web Services

You'll need to update the **application.yaml** file on each of your **Interaction Recording Web Services** nodes to provide the basic configuration. You created this file (or Interaction Recording Web Services created it for you) as part of Deploying the Web Application. In later topics, you'll learn more about modifying this file to configure additional features and security. For now, review the contents below for details about each section in the **application.yaml** configuration file.

> **Important**
>
> When editing the **application.yaml** file, the values for the configuration options that are strings must be enclosed in double quotation marks in certain cases. Specifically:
>
> - For string options only, the values `YES`, `NO`, `ON`, `OFF`, `TRUE`, `FALSE` (in upper or lower case) must be quoted.
> - If the option is a boolean (true/false) option, then any of the values in the previous bullet can be used without quotes.
> - Values that look like numbers but are treated as strings (for example; PINs, phone numbers, encryption keys), that begin with leading zeroes must be quoted.
> - Avoid placing leading zeroes on numeric options; doing so will cause your option to be interpreted as an octal value.
>
> For example, specifying `crRegion: NO` (indicating Norway) will be interpreted as `crRegion: FALSE`. Instead, this must be specified using double quotation marks `crRegion: “NO”`.

Logging Settings

The purpose of this section is to tell Interaction Recording Web Services where to find the **logback.xml** file you created (or Interaction Recording Web Services created for you) as part of Deploying the Web Application and where to save logs.

The **application.yaml.sample** file includes the following default logging section:

```
logging:
   config: logback.xml
   file: cloud.log
   path: /var/log/jetty9
```

See logging for details about all supported configuration settings for this section.

Jetty Settings

Since Jetty is embedded in Interaction Recording Web Services, you have to use the jetty section of the **application.yaml** file to tell Interaction Recording Web Services how Jetty should behave.

The **application.yaml.sample** file includes the following default jetty section:

```
jetty:
   host: [RWS_HOST]
   port: 8080
   idleTimeout: 30000
   soLingerTime: -1
   sessionMaxInactiveInterval: 1800
   enableWorkerName: true
   enableRequestLog: true
   requestLog:
      filename: yyyy_mm_dd.request.log
      filenameDateFormat: yyyy_MM_dd
      logTimeZone: GMT
      retainDays: 90
      append: true
      extended: true
      logCookies: true
      logLatency: true
      preferProxiedForAddress: true
   enableSsl: false
   ssl:
      port: 443
      securePort: 8443
      keyStorePath: [KEYSTORE_PATH]
      keyStorePassword: [KEYSTORE_PASSWORD]
      keyManagerPassword: [KEY_MANAGER_PASSWORD]
      trustStorePath: [TRUSTSTORE_PATH]
      trustStorePassword: [TRUSTSTORE_PASSWORD]
   httpOnly: true
   secure: false
   sessionCookieName: GIRJSESSID
```

See jetty for details about all supported configuration settings for this section.

Cassandra Cluster Settings

The settings in the **cassandraCluster** section tell Interaction Recording Web Services how your Cassandra cluster should be managed and accessed.

The **application.yaml.sample** file includes the following default **cassandraCluster** section:

```
cassandraCluster:
  thrift_port: 9160
  jmx_port: 7199
  keyspace: sipfs
  nodes: [ToBeChanged: <CASSANDRA_PRIMARY_DC_NODES>]
  backup_nodes: [ToBeChangedOrRemoved: <CASSANDRA_BACKUP_DC_NODES>]
  replication_factor: [ToBeChanged: <REPLICATION_FACTOR>]
  write_consistency_level: [ToBeChanged: "CL_LOCAL_QUORUM" for multi-datacenters env,
"CL_QUORUM" for single-DC env.]
```

```
  read_consistency_level: [ToBeChanged: "CL_LOCAL_QUORUM" for multi-datacenters env,
"CL_QUORUM" for single-DC env.]
  max_conns_per_host: 16
  max_cons: 48
  max_pending_conns_per_host: 80
  max_blocked_threads_per_host: 160

  cassandraVersion: 1.2
  useSSL: [ToBeChanged: "false" | "true"]
  truststore: [ToBeChanged: path to client truststore]
  truststorePassword: [ToBeChanged: truststore password]
  userName: [ToBeChangedOrRemoved: <CASSANDRA_USER_NAME>]
  password: [ToBeChangedOrRemoved: <CASSANDRA_USER_PASSWORD>]
```

The **application.yaml.sample** file includes the following default **cassandraCluster** section for Cassandra 4:

```
cassandraCluster:
  native_transport_port: 9042
  jmx_port: 7199
  keyspace: sipfs
  nodes: [ToBeChanged: <CASSANDRA_PRIMARY_DC_NODES>]
  dataCenterName: [ToBeChanged: name of primary datacenter]
  backup_nodes: [ToBeChangedOrRemoved: <CASSANDRA_BACKUP_DC_NODES>]
  backupDataCenterName: [ToBeChangedOrRemoved: name of backup datacenter]
  switchOverUnHealthyNodes: [ToBeChangedOrRemoved: number of nodes down to prompt failover]
  replication_factor: [ToBeChanged: <REPLICATION_FACTOR>]
  write_consistency_level: [ToBeChanged: "CL_LOCAL_QUORUM" for multi-datacenters env,
"CL_QUORUM" for single-DC env.]
  read_consistency_level: [ToBeChanged: "CL_LOCAL_QUORUM" for multi-datacenters env,
"CL_QUORUM" for single-DC env.]
  max_conns_per_host: 16
  max_cons: 48
  max_pending_conns_per_host: 80
  max_blocked_threads_per_host: 160

  cassandraVersion: 4.1.4
  useSSL: [ToBeChanged: "false" | "true"]truststore: [ToBeChanged: path to client truststore]
  truststorePassword: [ToBeChanged: truststore password]
  userName: [ToBeChangedOrRemoved: <CASSANDRA_USER_NAME>]
  password: [ToBeChangedOrRemoved: <CASSANDRA_USER_PASSWORD>]
```

Make sure you update all settings marked as `[ToBeChanged]`. See cassandraCluster for details about all supported configuration settings for this section.

Server Settings

The settings in the **serverSettings** section provide the core settings Interaction Recording Web Services needs to run your node.

The **application.yaml.sample** file includes the following default **serverSettings** section:

```
serverSettings:
  # URLs
  externalApiUrlV2: [ToBeChanged: public URL including protocol, address and port, <PUBLIC_SCHEMA_BASE_URL>]/api/v2
  internalApiUrlV2: [ToBeChanged: internal URL including protocol, address and port, <INTERNAL_SCHEMA_BASE_URL>]/internal-api
  undocumentedExternalApiUrl: [ToBeChanged: public URL including protocol, address and port, <PUBLIC_SCHEMA_BASE_URL>]/internal-api

  # Paths
  pathPrefix: [ToBeChangedOrRemoved: <PATH_PREFIX>]
  internalPathPrefix: [ToBeChangedOrRemoved: <INTERNAL_PATH_PREFIX>]

  # General
  temporaryAuthenticationTokenTTL: [ToBeChangedOrRemoved: <TEMPORARY_AUTHENTICATION_TOKEN_TTL>]
  enableCsrfProtection: false

  # Timeouts
  activationTimeout: 12000
  configServerActivationTimeout: 35000
  configServerConnectionTimeout: 15000
  connectionTimeout: 4000
  inactiveUserTimeout: 60
  reconnectAttempts: 1
  reconnectTimeout: 10000

  # OPS account
  opsUserName: [ToBeChanged: <OPS_USER_NAME>]
  opsUserPassword: [ToBeChanged: <OPS_USER_PASSWORD>]

  # CME credentials
  applicationName: [ToBeChanged: <CONFIG_SERVER_RWS_APPLICATION_NAME>]
  applicationType: CFGGenericClient
  cmeUserName: [ToBeChanged: <CONFIG_SERVER_USER_NAME>]
  cmePassword: [ToBeChanged: <CONFIG_SERVER_USER_PASSWORD>]
  syncNode: [ToBeChanged: "true"|"false"]

  # ConfigServer String Encoding
  configServerDefaultEncoding: windows-1252

  # Call Recording
  createCallRecordingCF: true
  crClusterName: [ToBeChanged: <NAME_OF_ES_CLUSTER>]
  crRegion: [ToBeChanged: <CR_REGION>]
  cryptoSecurityKey: [ToBeChanged: <CRYPTO_SECURITY_KEY>]
```

```
webDAVMaxConnection: 50
webDAVMaxTotalConnection: 500

# Multi regional supporting
nodePath: [ToBeChanged: node position in cluster, example: /<REGION>/HOST
nodeId: [ToBeChangedOrRemoved: unique value in cluster <NODE_ID>]

# SSL and CA
caCertificate: [ToBeChangedOrRemoved: <PATH_TO_CA_FILE>]
jksPassword: [ToBeChangedOrRemoved: <JKS_PASSWORD>]
webDAVTrustedCA: [ToBeChangedOrRemoved: "true" | "false" | <PATH_TO_CA_FILE>]
webDAVJksPassword: [ToBeChangedOrRemoved: <WEBDAV_JKS_PASSWORD>]
rcsTrustedCA: [ToBeChangedOrRemoved:"true" | "false" | <PATH_TO_CA_FILE>]
rcsJksPassword: [ToBeChangedOrRemoved: <RCS_JKS_PASSWORD>]
speechMinerTrustedCA: [ToBeChangedOrRemoved: "true" | "false" | <PATH_TO_CA_FILE>]
speechMinerJksPassword: [ToBeChangedOrRemoved: <SMIR_JKS_PASSWORD>]

# CORS
crossOriginSettings:
  allowedOrigins: [ToBeChangedOrRemoved: <CROSS_ALLOWED_ORIGINS>]
  allowedMethods: [ToBeChangedOrRemoved: <CROSS_ALLOWED_METHODS>]
  allowedHeaders: [ToBeChangedOrRemoved: <CROSS_ALLOWED_HEADERS>]
  allowCredentials: [ToBeChangedOrRemoved: <CROSS_ALLOW_CREDENTIALS>]
  corsFilterCacheTimeToLive: 120
  exposedHeaders: [ToBeChangedOrRemoved: <CROSS_EXPOSED_HEADERS>]

# Elasticsearch
elasticSearchSettings:
  retriesOnConflict: 3
  useTransportClient: true
  transportClient:
    nodes:
      - {host: [ToBeChanged: <ELASTIC_SEARCH_NODE1>], port: [ToBeChanged: <ELASTIC_SEARCH_PORT>]}
      - {host: [ToBeChanged: <ELASTIC_SEARCH_NODE2>], port: [ToBeChanged: <ELASTIC_SEARCH_PORT>]}
    useSniff: false
    ignoreClusterName: false
    pingTimeout: 5000
    nodesSamplerInterval: 5000
  waitToIndexTimeout: 5000
  scanReadTimeoutSeconds: [ToBeChangedOrRemoved: <ELASTIC_SEARCH_SCAN_READ_TIMEOUT_SECONDS>]
  countReadTimeoutSeconds: [ToBeChangedOrRemoved: <ELASTIC_SEARCH_COUNT_READ_TIMEOUT_SECONDS>]
  scrollTimeoutSeconds: [ToBeChangedOrRemoved: <ELASTIC_SEARCH_SCROLL_TIMEOUT_SECONDS>]
```

```
# Recording Settings
recordingSettings:
  auditLogDeletedFiles: [ToBeChangedOrRemoved: "true"|"false"]
  recordCryptoServerDecryptMaxConnection: 50
  recordCryptoServerDecryptMaxTotalConnection: 500
  recordCryptoServerDecryptSocketTimeout: 30000
  keyspaceNameSettingsCacheSecondsTTL: 300
  regionsSettingsCacheSecondsTTL: 300
  readOnlyRetryAfterSeconds: 1200

# Screen Recording
screenRecordingSettings:
  enableSameSiteCookieForScreenRecordingPlayback: [ToBeChangedOrRemoved: "true"|"false"]
  screenRecordingVoiceEnabled: [ToBeChangedOrRemoved: "true"|"false"]
  screenRecordingEServicesEnabled: [ToBeChangedOrRemoved: "true"|"false"]
  recordingInteractionEventsTTL: 172800
  clientSessionManagerCacheTTL: 60
  contactCenterInfoManagerCacheTTL: 90

# Caching Settings
cachingSettings:
  enableSystemWideCaching: [ToBeChangedOrRemoved: "true"|"false"]
  contactCenterFeaturesTTL: 30
  contactCenterSettingsTTL: 30

# Screen Recording Connections Reporting
screenRecordingConnectionReportingSettings:
  reportingEnabled: [ToBeChangedOrRemoved: "true"|"false"]
  createReportingCF: [ToBeChangedOrRemoved: "true"|"false"]
  connectionInfoHoursTTL: 168
  historyCountsMinutesTTL: 1440

# Multimedia Disaster Recovery
drMonitoringDelay: 1800

# DoS Filter Settings
enableDosFilter: [ToBeChanged: "true"|"false"]
dosFilterSettings:
  maxRequestsPerSec: 25
  delayMs: 100
  maxWaitMs: 50
  throttledRequests: 5
  throttleMs: 30000
```

```
    maxRequestMs: 30000
    maxIdleTrackerMs: 30000
    insertHeaders: [ToBeChangedOrRemoved: <DOS_FILTER_INSERT_HEADERS>]
    trackSessions: [ToBeChangedOrRemoved: <DOS_FILTER_TTACK_SESSIONS>]
    remotePort: [ToBeChangedOrRemoved: <DOS_FILTER_REMOTE_PORT>]
    ipWhitelist: [ToBeChangedOrRemoved: <DOS_FILTER_IP_WHITE_LIST>]

  multiPartResolverMaxUploadSize: 536870912
  multiPartResolverMaxInMemorySize: 67108864

  # Media Life Cycle Management
  backgroundScheduledMediaOperationsSettings:
    enableBackgroundScheduledMediaOperations: [ToBeChangedOrRemoved: "true"|"false"]
    schedulerThreads: 4
    schedulePollingInterval: 60
    speechMinerMaxConnection: 20
    speechMinerMaxTotalConnection: -1
    speechMinerSocketTimeout: 60000
    defaultBackupExportURI: [ToBeChangedOrRemoved: <DEFAULT_BACKUP_EXPORT_URI>]
    useFullPathInMediaFileBackup: false
    enableScanAndScroll:  [ToBeChangedOrRemoved: "true"|"false"]
    scanIntervalsPerDay: [ToBeChangedOrRemoved: <SCHEDULE_MEDIA_OPERATION_SCAN_INTERVALS_PER_DAY>]

  # CometD Settings
  cometDSettings:
    cometdSessionExpirationTimeout: 60
    closeHttpSessionOnCometDExpiration: true
    maxSessionsPerBrowser: 1
    multiSessionInterval: 2000

  # Log Header Settings
  logHeaderSettings:
    enableLogHeader: [ToBeChangedOrRemoved: "true"|"false"]
    updateOnPremiseInfoInterval: 600

  # Update on startup settings
  updateOnStartup:
    opsCredentials: false
    features: false
```

Important

If you are using Elasticsearch 7.16.3, refer to the below **elasticSearchSettings** section for setup.

```
# Elasticsearch
  elasticSearchSettings:
    retriesOnConflict: 3
    useTransportClient: false
    transportClient:
      nodes:
        - {host: [ToBeChanged: <ELASTIC_SEARCH_NODE1>], port: [ToBeChanged:
<ELASTIC_SEARCH_PORT>]}
        - {host: [ToBeChanged: <ELASTIC_SEARCH_NODE2>], port: [ToBeChanged:
<ELASTIC_SEARCH_PORT>]}
      useSniff: false
      ignoreClusterName: false
      pingTimeout: 5000
      nodesSamplerInterval: 5000
    useRestClient: true
    restClient:
       nodes:
         - {host: [ToBeChanged: <ELASTIC_SEARCH_NODE1>], port: [ToBeChanged:
<ELASTIC_SEARCH_PORT>]}
         - {host: [ToBeChanged: <ELASTIC_SEARCH_NODE2>], port: [ToBeChanged:
<ELASTIC_SEARCH_PORT>]}
    waitToIndexTimeout: 5000
    scanReadTimeoutSeconds: [ToBeChangedOrRemoved: <ELASTIC_SEARCH_SCAN_READ_TIMEOUT_SECONDS>]
    countReadTimeoutSeconds: [ToBeChangedOrRemoved:
<ELASTIC_SEARCH_COUNT_READ_TIMEOUT_SECONDS>]
    scrollTimeoutSeconds: [ToBeChangedOrRemoved: <ELASTIC_SEARCH_SCROLL_TIMEOUT_SECONDS>]
```

Make sure you update all settings marked as `[ToBeChanged]`. You should also be sure to do the following:

- Set the applicationName to the name of the application you created in Creating the IRWS Node Application — for example, `IRWS_Node`.
- In each Interaction Recording Web Services cluster or shared Interaction Recording Web Services and Web Services and Applications cluster, if both are deployed, one node in the cluster must be configured as the synchronization node: `syncNode: true`. All other nodes in the cluster must have `syncNode: false`.

Important

- To create the **ops** user and credentials in Cassandra and to enable the features in the **Interaction Recording Web Services** node, set the following parameters to true during the first Interaction Recording Web Services startup in the **application.yaml** file:

  updateOnStartup

opsCredentials: true

features: true

After Interaction Recording Web Services is started, you must change both options to false for production:

updateOnStartup
opsCredentials: false
features: false

- A User object with user name set to `default` is a predefined object from Configuration Database and it is referred to as the Master Account. The Master Account is not alterable in any way, and you should not use it to perform regular contact center administrative tasks. For more information, see Configuration Database.

  The synchronization node is not responsible for importing the user name called `default` from Configuration Server into Cassandra, subscribing to change notifications with Configuration Server, or processing updates.

See serverSettings for details about all supported configuration settings for this section.

On Premise Settings

The settings in the **onPremiseSettings** section instruct Interaction Recording Web Services on how to communicate with the Configuration Server. The **application.yaml.sample** file includes the following default **onPremiseSettings** section:

```
# On Premise Settings (when syncNode is true)
onPremiseSettings:
  cmeHost: [ToBeChanged: <CONFIG_SERVER_HOST>]
  cmePort: [ToBeChanged: <CONFIG_SERVER_PORT>]
  backupCmeHost: [ToBeChanged: <BACKUP_CONFIG_SERVER_HOST>]
  backupCmePort: [ToBeChanged: <BACKUP_CONFIG_SERVER_PORT>]
  countryCode: [ToBeChanged: "US" | "CA" | etc]
  tlsEnabled: [ToBeChangedOrRemoved: "true"|"false"]
```

Make sure you update all settings marked as `[ToBeChanged]`. See onPremiseSettings for details about all supported configuration settings for this section.

Important

Note that settings under **onPremiseSettings** are used only once during the first

initialization of RWS on the sync node. Further changes in the environment are retrieved from the Configuration Server directly. If a setting is configured incorrectly, please contact Genesys Customer Care for support.

Tuning the Interaction Recording Web Services Host Performance

Complete the following steps on each **Interaction Recording Web Services** node to tune the performance of the host environment.

Start

1. To optimize TCP/IP performance, add the following to the **/etc/sysctl.conf** file:

```
net.core.rmem_max=16777216
 net.core.wmem_max=16777216
 net.ipv4.tcp_rmem=4096 87380 16777216
 net.ipv4.tcp_wmem=4096 16384 16777216
 net.core.somaxconn=4096
 net.core.netdev_max_backlog=16384
 net.ipv4.tcp_max_syn_backlog=8192
 net.ipv4.tcp_syncookies=1
 net.ipv4.tcp_congestion_control=cubic
```

2. Increase the file descriptors by adding the following to the **/etc/security/limits.conf** file:

```
gir        hard nofile        100000
 gir        soft nofile        100000
```

3. Run **sysctl -p** to reload the new values. These values will now always be loaded when rebooting.

End

Enabling features in the Feature Definitions file

The Feature Definitions file contains a list of features that are available for your contact center. The file is used to define features for the contact center by both Web Services (when installed) and Interaction Recording Web Services. For this reason, the procedure has a dependency on whether Web Services is being deployed along with Interaction Recording Web Services.

Perform the following operations on one of the **Interaction Recording Web Services** nodes.

For Web Services and Interaction Recording Web Services Installations

1. Locate the **gir-feature-definitions.json** file in the **installation_CD/config-templates** folder.

2. If you have already followed the Enabling features in the Feature Definitions file instructions from the *Web Services and Applications Deployment Guide (GWS)*, locate the **feature-definitions.json** file that was installed and edited into the **GWS_CONF** folder on the **Web Services** nodes.
   If you did not already follow the **Enabling features in the Feature Definitions** file instructions, locate the **gws-feature-definitions.json** file in the **installation_CD/config-templates** folder.

3. Merge the contents of the two files together into a **feature-definitions.json** file in the **GWS_CONF** folder, as follows:
   a. Ensure there is only one set of enclosing [...] (for example, first and last lines).
   b. Ensure there is a comma after each { ... } excluding the last.
   c. Ensure there are no duplicate items, for instance **api-provisioning-read** and **api-provisioning-write**.

4. Edit the file and for each feature that you want to enable for a new contact center, set the **autoAssignOnContactCenterCreate** flag to `true`. If you have already created your contact center or you are unsure of which Interaction Recording Web Services features to enable at this point, leave the **autoAssignOnContactCenterCreate** flags as they appear.

> **Important**
>
> The instructions that follow provide more detail about the Interaction Recording Web Services features and how to enable or disable them using **REST API** endpoints. For additional information, refer to Configuring Features.

Merged Feature Definitions File - Example [+] Show example.

```
[
   {
      "id":"api-provisioning-read",
      "displayName":"API Provisioning Read",
      "description":"General provisioning read",
      "autoAssignOnContactCenterCreate":true
   },
   {
      "id":"api-provisioning-write",
      "displayName":"API Provisioning Write",
      "description":"General provisioning write",
      "autoAssignOnContactCenterCreate":true
   },
   {
      "id":"api-voice",
      "displayName":"Voice API",
      "description":"API for Voice",
      "autoAssignOnContactCenterCreate":true
   },
   {
      "id":"api-voice-predictive-calls",
      "displayName":"Voice API - Predictive calls",
      "description":"Enables predictive calls for a contact center",
      "autoAssignOnContactCenterCreate":true
   },
   {
```

```
    "id":"api-voice-outbound",
    "displayName":"Voice API Outbound",
    "description":"API for Outbound",
    "autoAssignOnContactCenterCreate":true
},
{
    "id":"api-supervisor-agent-control",
    "displayName":"API Supervisor Agent Control",
    "description":"API for Supervisors to Control Agent State",
    "autoAssignOnContactCenterCreate":true
},
{
    "id":"api-supervisor-monitoring",
    "displayName":"API Supervisor Monitoring",
    "description":"API for Supervisors to Monitor Agents",
    "autoAssignOnContactCenterCreate":true
},
{
    "id":"api-multimedia-chat",
    "displayName":"Multimedia Chat API",
    "description":"API for Multimedia Chat",
    "autoAssignOnContactCenterCreate":false
},
{
    "id":"api-multimedia-email",
    "displayName":"Multimedia Email API",
    "description":"API for Multimedia Email",
    "autoAssignOnContactCenterCreate":false
},
{
    "id":"api-multimedia-facebook",
    "displayName":"Multimedia Facebook API",
    "description":"API for Multimedia Facebook",
    "autoAssignOnContactCenterCreate":false
},
{
    "id":"api-multimedia-twitter",
    "displayName":"Multimedia Twitter API",
    "description":"API for Multimedia Twitter",
    "autoAssignOnContactCenterCreate":false
},
{
    "id":"api-multimedia-workitem",
    "displayName":"Multimedia Workitem API",
    "description":"API for Multimedia Workitem",
    "autoAssignOnContactCenterCreate":false
},
{
    "id":"api-user-account-management-email",
    "displayName":"User Account Management via Email",
    "description":"API for account management via email",
    "autoAssignOnContactCenterCreate":true
},
{
    "id":"api-devices-webrtc",
    "displayName":"WebRTC Support",
    "description":"API for WebRTC provisioning",
    "autoAssignOnContactCenterCreate":true
},
{
    "id":"api-ucs-voice",
    "displayName":"Support UCS for voice",
    "description":"For support contact center in voice",
```

```
    "autoAssignOnContactCenterCreate":false
},
{
    "id":"api-voice-instant-messaging",
    "displayName":"API Voice Instant Messaging",
    "description":"API for Internal Agent-to-Agent Chat",
    "autoAssignOnContactCenterCreate":true
},
{
    "id":"api-platform-configuration-read",
    "displayName":"Platform Configuration API - read",
    "description":"Low-level configuration API",
    "autoAssignOnContactCenterCreate":true
},
{
    "id":"api-platform-configuration-write",
    "displayName":"Platform Configuration API - write",
    "description":"Low-level configuration API",
    "autoAssignOnContactCenterCreate":true
},
{
    "id":"api-voice-recording",
    "displayName":"Voice API Recording",
    "description":"API for Voice Recording",
    "autoAssignOnContactCenterCreate":false
},
{
    "id":"api-voice-screenrecording",
    "displayName":"Screen Recording API (Voice)",
    "description":"API for Agent Voice Screen Recording",
    "autoAssignOnContactCenterCreate":false
},
{
    "id":"api-supervisor-recording",
    "displayName":"API Supervisor Recording",
    "description":"API for Call Recording Supervisor",
    "autoAssignOnContactCenterCreate":true
},
{
    "id":"api-multimedia-screenrecording",
    "displayName":"Screen Recording API (Multimedia)",
    "description":"API for Agent Multimedia Screen Recording",
    "autoAssignOnContactCenterCreate":false
},
{
    "id":"api-recordings-decryption-proxying",
    "displayName":"API Recordings Decryption Proxying",
    "description":"API For HTCC proxied interaction recording decryption",
    "autoAssignOnContactCenterCreate":true
},
{
    "id":"api-screenrecording-connection-reporting",
    "displayName":"API Screen Recording Connections Reporting",
    "description":"APIs for reporting on screen recording client connections",
    "autoAssignOnContactCenterCreate":false
},
{
    "id":"schema-elasticsearch-v2-call-recording",
    "displayName":"Schema Elasticsearch Call Recording Index V2",
    "description":"Elasticsearch call recording index schema v2",
    "autoAssignOnContactCenterCreate":true
},
{
```

```
      "id":"schema-elasticsearch-migration-to-v2-call-recording",
      "displayName":"Schema Elasticsearch Migration To Call Recording Index V2",
      "description":"Elasticsearch call recording index schema v2 migration support",
      "autoAssignOnContactCenterCreate":false
   },
   {
      "id":"schema-elasticsearch-v2-screen-recording",
      "displayName":"Schema Elasticsearch Screen Recording Index V2",
      "description":"Elasticsearch screen recording index schema v2",
      "autoAssignOnContactCenterCreate":true
   },
   {
      "id":"schema-elasticsearch-migration-to-v2-screen-recording",
      "displayName":"Schema Elasticsearch Migration To Screen Recording Index V2",
      "description":"Elasticsearch screen recording index schema v2 migration support",
      "autoAssignOnContactCenterCreate":false
   },
   {
      "id":"data-skip-attach-screenrecording-data-to-callrecording",
      "displayName":"Skip Attaching Screen Recording Data To Call Recording",
      "description":"Whether or not to skip attaching screen recording data to call
recording metadata",
      "autoAssignOnContactCenterCreate":false
   }
]
```

5. Follow the steps in the Ensuring the Feature Definitions file is Read at Start-Up section.

For Interaction Recording Web Services Only Installations

1. Locate the **gir-feature-definitions.json** file in the **installation_CD/config-templates** folder.

2. Copy the file to **feature-definitions.json** file in the **GWS_CONF** folder, and open the file.

3. For each feature that you want to enable for a new contact center, set the **autoAssignOnContactCenterCreate** flag to **true**. If you are unsure of which Interaction Recording Web Services features to enable, leave them as they appear.

> ### Important
>
> The instructions that follow provide more detail about the Interaction Recording Web Services features and how to enable or disable them using **REST API** endpoints. For additional information, refer to Configuring Features.

Feature Definitions File - Example [+] Show example.

```
 {
    "id": "api-provisioning-read",
    "displayName": "API Provisioning Read",
    "description": "General provisioning read",
```

```
  "autoAssignOnContactCenterCreate": true
},
{
  "id": "api-provisioning-write",
  "displayName": "API Provisioning Write",
  "description": "General provisioning write",
  "autoAssignOnContactCenterCreate": true
},
 {
    "id":"api-voice-recording",
    "displayName":"Voice API Recording",
    "description":"API for Voice Recording",
    "autoAssignOnContactCenterCreate": false
 },
 {
    "id":"api-voice-screenrecording",
    "displayName":"Screen Recording API (Voice)",
    "description":"API for Agent Voice Screen Recording",
    "autoAssignOnContactCenterCreate": false
 },
 {
    "id":"api-supervisor-recording",
    "displayName":"API Supervisor Recording",
    "description":"API for Call Recording Supervisor",
    "autoAssignOnContactCenterCreate":true
 },
 {
    "id":"api-multimedia-screenrecording",
    "displayName":"Screen Recording API (Multimedia)",
    "description":"API for Agent Multimedia Screen Recording",
    "autoAssignOnContactCenterCreate": false
 },
 {
    "id":"api-recordings-decryption-proxying",
    "displayName":"API Recordings Decryption Proxying",
    "description":"API For HTCC proxied interaction recording decryption",
    "autoAssignOnContactCenterCreate": true
 },
 {
    "id":"api-screenrecording-connection-reporting",
    "displayName":"API Screen Recording Connections Reporting",
    "description":"APIs for reporting on screen recording client connections",
    "autoAssignOnContactCenterCreate": false
 },
 {
    "id":"schema-elasticsearch-v2-call-recording",
    "displayName":"Schema Elasticsearch Call Recording Index V2",
    "description":"Elasticsearch call recording index schema v2",
    "autoAssignOnContactCenterCreate": true
 },
 {
    "id":"schema-elasticsearch-migration-to-v2-call-recording",
    "displayName":"Schema Elasticsearch Migration To Call Recording Index V2",
    "description":"Elasticsearch call recording index schema v2 migration support",
    "autoAssignOnContactCenterCreate": false
 },
 {
    "id":"schema-elasticsearch-v2-screen-recording",
    "displayName":"Schema Elasticsearch Screen Recording Index V2",
    "description":"Elasticsearch screen recording index schema v2",
    "autoAssignOnContactCenterCreate": true
 },
 {
```

```
      "id":"schema-elasticsearch-migration-to-v2-screen-recording",
      "displayName":"Schema Elasticsearch Migration To Screen Recording Index V2",
      "description":"Elasticsearch screen recording index schema v2 migration support",
      "autoAssignOnContactCenterCreate": false
   },
   {
      "id":"data-skip-attach-screenrecording-data-to-callrecording",
      "displayName":"Skip Attaching Screen Recording Data To Call Recording",
      "description":"Whether or not to skip attaching screen recording data to call
recording metadata",
      "autoAssignOnContactCenterCreate": false
   }
]
```

4. Follow the steps in the Ensuring the Feature Definitions file is Read at Start-Up section.

Ensuring the Feature Definitions file is Read at Start-Up

The Feature Definitions file is by default not read at start-up.

To ensure that it is read at start-up:

1. Add the following setting to **application.yaml** under the **serverSettings** section, on one of the **Interaction Recording Web Services** nodes:

   ```
   updateOnStartup:
       features: true
   ```

2. Restart the **Interaction Recording Web Services** node.
3. Ensure you remove the setting after Interaction Recording Web Services has been started.

> **Important**
>
> Instructions about starting can be found in the Starting and Testing page.

Next Step

- Configure additional security (optional).