Active Recording Ecosystem Solution Guide

12/18/2025

1. REDIRECT Documentation:GVP:Solution:MediaServerforMSR:8.1.0

Configuring Media Server for MSR

This section outlines how to configure Media Server to enable MSR recording.

1. Creating a Resource Access point

Each recorder for the recording server is assigned as a resource access point. The `.apd` file, when provided with the IP Address of the resource manager, helps to create this and populates the parameters for the resource access point. The host part configuration is not as important as configuring the host for the recording server itself, because the host part configuration is a Resource Access Point (external), Management Framework is not going to ping or check its status. Configure the Resource Access Point in Configuration Manager or Genesys Administrator.
After creating the object, verify the following:

- That the `gvp.rm` section exists.
- That the `aor` parameter points to the recording server address.
- Whether the provision section has the parameter `recording-server=1` (this should be by default).

2. Configuring Media Control Platform Options

Configure the following Media Control Platform (MCP) parameters:
1. Navigate to `vrmrecorder > sip.routset`. Set `sip.routset` to `<sip:[rm-ip]:[rm-port];lr>`. This defines the route that MCP uses to access recording server. Set to the Resource Manager to allow the Resource Manager to invite the SLR servers from Call Recording. The syntax is very important, the expression must have < and > (without the < and > MCP would not invite the Resource Manager and recordings will fail).

2. Create the `recordingserver` resource group using the resource group wizard in Genesys Administrator. Select the service type for a recording server. GA finds the Resource Access Points with `provision.record-server=1`, and displays a list to choose from.

3. For the selected recorder resource, set the `port-capacity` and set the `redundancy-type` to `Active`.

4. Also, as for any resource group, select which Resource Manager should manage this group.

3. Configuring the Media Control Platforms

When assigning the Media Control platforms (MCPs) for handling call recording, the IP address and Port must match the details of the MCP. Set the `max ports` option to double the number of calls that

you want to handle with the MCP. One port is used per stream in the call, one for the customer leg and one for the caller leg. If `max ports` is set to `1000`, the MCP can handle 500 calls.

4. Configuring the Recording Servers

Add recording servers to the resource group.

5. Configuring the Database Access Points

The access points are simply representations and do not include any configuration data for the SLR servers. The port is defined but is not used.

6. Configuring the Recording Server Group

1.In Genesys Administrator, navigate to `PROVISIONING > Voice Platform > Resource Groups`, and click `New`. This will start the Resource Group Wizard.

2. In Resource Manager Selection, select the Resource Manager.

3. In `Group Name` and Type, enter the group name and select `Recording Server` in Group Type.

4. Use the defaults for Tenant Assignment and Group Properties.

5. Add `recordingclient.recmediactl=fixed,2` to the service parameters.

7. Assigning Resources

1. Set the IP Address and SIP Port of the Recording Servers to those of the installed third party recording component.

2. Set the Max Ports option to double the number of calls you want to be able to record.

3. When configuring recording servers, all Recording servers must have the Redundancy set to Active. If not they will not be seen as an available resource to Resource Manager and calls will not be recorded.

4. In the `gvp.service-parameters` section, add the `recordingclient.recdest=fixed,sip:[rm-ip]:[rm-port]` option.

8. Configuring the IVR Profile

1. In Genesys Administrator, navigate to `Environment > Tenants`, select `Environment`, and go to the `Options` tab. Check what the default profile for tenants is (look under the section `gvp.general`, `gvp.general/default-application` .The value is set to the Default application).

2. Nagivate to `Voice platform > IVR profiles > Default` application. On the `Options` tab, under the `gvp.service-parameters` section, configure the following options:

- `recordingclient.recmediactl = fixed, 2`
- `recordingclient.recdest = fixed,sip:[rm-ip]:[rm-port]`

In case of RM active-active setup, for enabling duplicate recording, you may specify recdest2 parameter which will be configured similar to recdest parameter in the following way:

```
recordingclient.recdest = fixed,sip:[rm-ip-ha-1]:[rm-port]
recordingclient.recdest2 = fixed,sip:[rm-ip-ha-2]:[rm-port]
```

For example,

```
[gvp.service-parameters]
recordingclient.recdest=fixed,sip:172.27.166.76:5060
recordingclient.recdest2=fixed,sip:172.27.206.41:5060
```

9. Configuring a Recording Service

1.Create a new DN of type `Voice over IP`. Enter the recorder server name for the `Number`.

2. In the `Annex` section, create a `TServer` section, and configure the following options:

- `contact`—Set to `SIP URI`. This option specifies the contact URI that SIP Server uses for communication with the recorder server.
- `request-uri`—Set to `SIP URI`. This specifies the value of the Request-URI address to be used in the INVITE message, if that address is different from the address where the message will be sent.
- `service-type`—Set to `recorder`.

> **Important**
>
> SIP Server can also record a file name when emergency recording is initiated by an agent. See the `emergency-recording-filename` configuration option in the SIP Server Deployment Guide for more information.

10. Configuring a Treatment Service

1.Create a new DN of type `Voice over IP`. Enter the treatment server name for the `Number`.

2. In the Annex section, create a `TServer` section, and configure the following options:

- `contact`—Set to `SIP URI`. This option specifies the contact URI that SIP Server uses for communication with the treatment server.
- `service-type`—Set to `treatment`.

11. Configuring an MSML Service

1.Create a new DN of type `Voice over IP`. Enter the MSML server name for the `Number`.

2. In the Annex section, create a `TServer` section, and configure the following options:

- `contact`—Set this to the Resource Manager IP address and port. Use the following format: `sip:<Resource Manager_IP_address:Resource Manager_SIP_port>`. This option specifies the contact URI that SIP Server uses for communication with the MSML server.
- `msml`—Set to `msml`.
- `prefix`—Set to `msml`.
- `subscription-id`—Set to <TenantName> where <TenantName> is the name of the tenant to which this SIP Server belongs.
- `refer-enabled`—Set to `false`.
- `make-call-rfc3725-flow`—Set to 1.
- `ring-tone-on-make-call`—Set to `false`. If multiple Resource Managers are configured, then create multiple VoIP DNs of the `service-type=msml`. In this case, SIP Server will balance the load between the multiple Resource Managers.