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Interaction Recording Web Services

8.5.201.60

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Interaction Recording Web Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/16	General	Under Shipping Control		X		

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What's New

This release contains the following new features and enhancements:

- Support for the following components running in the same environment:
 - Web Services and Applications
 - Interaction Recording Web Services
- Support for Hot Seating.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Genesys Interaction Recording—Voice Edition](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Interaction Recording Web Services (RWS) now has additional validation on WebDAV credentials and URLs. Previously, the format and validity of the credentials and URLs were not validated properly. (GIR-6325)

Recording now stops when an agent changes status to Log Off or Not Ready. Previously, the recording did not stop when the agent logged off or set the status to Not Ready. (GIR-5544)

During purging, Interaction Recording Web Services now adjusts the page offset according to the purged recordings number when it performs a search using Elasticsearch. Previously, Interaction Recording Web Services did not consider that the Elasticsearch reindex was affected by purging recordings and the pagination skipped recordings. . (GIR-4585)

If Workspace Web Edition and Screen Recording Service sessions are handled by separate instances of Interaction Recording Web Services and the agent logs off without exiting Workspace, Interaction Recording Web Services is unable to send the StopRecording event to the Screen Recording Service for non-voice channels triggered by ready(x) and loggedin(x). Note: Blended agents are still routable, and there is no workaround for blended agents. (GIR-1667)

Additional validation is now performed on call recording storage settings:

PUT `http://<htcc-cluster-address>/api/v2/ops/contact-centers/<contact-center-id>/settings/recordings`

POST/PUT `http://<htcc-cluster-address>/api/v2/ops/contact-centers/<contact-center-id>/settings/call-recordings`

```
{
  "store": [
    {
      "awsS3": {
        "accessKey": "AAAAASAJKSJKAJSK",
        "secretKey": "AAAAKSJKSJDKEWUIFHJSJKS",
        "bucketName": "bucket-example1"
      }
    },
    {
      "webDAV": {
        "userName": "user1",
        "password": "pass@32",
        "uri": "http://10.10.15.89/webdav"
      }
    }
  ]
}
```

The following additional validations are performed:

- Each webDAV credential has a unique URI value among the other webDAV credentials specified in the POST/PUT.
- Each awsS3 credential has a unique bucket value among the other awsS3 credentials specified in the POST/PUT. (GIR-7111, GIR-7087)

When the Hystrix circuit breaker is tripped for the thread pool associated with the OPS POST to `/internal-api/contact-centers/<contactCenterId>/recordings`, RWS now returns the correct message:

```
503 Service Unavailable
{
  "statusMessage": "API is not available",
  "statusCode": 25
}
```

instead of returning the misleading error:

```
500 Internal Server Error
{
  "statusMessage": "error writing the call recording",
  "statusCode": 4
}
```

(GIR-6670)

The PSDK library has been upgraded to version 8.5.201.04 in the RWS jar (gir.jar) file. (GIR-6629)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.201.60.