Recording Crypto Server

Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Recording Crypto Server. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

When accessing the Recording Crypto Server (RCS) API to check the version from the browser using the URL, https://example.com/rcs/version, the version number that RCS returns does not match the actual running version.

ID: **GIR-13948**	Found In: **8.5.080.76**	Fixed In:

Recording Crypto Server (RCS) generates too many jetty session-related logs on a per request basis if debug logging is enabled.

Workaround: Add `org.eclipse.jetty.server.session` to the **suppress-debug-loggers** logging option for the RCS application in Configuration Server (CME) using the following steps:

1. Connect and log into Configuration Server using the Configuration Manager.
2. Double click the entry for RCS application under **Environment** >**Applications** and wait for the properties window to open.
3. Switch to the **Options** tab.
4. If `log` entry is not listed under **Sections**, create one by clicking **Create New Section/Option**.
5. Double click the log entry.
6. If `suppress-debug-loggers` is not listed, create one by clicking **Create New Section/Option** and fill the **Option Name** with `suppress-debug-loggers` and click **OK**.
7. Double click the `suppress-debug-loggers` entry, and add the full class name of the class from which debug logs need to be suppressed to the **Option Value** and click **OK**. Note that the value of `suppress-debug-loggers` is a comma-delimited string, a full class name is something like `org.eclipse.jetty.server.session`.
8. Restart RCS for the change to take effect.

ID: **GIR-6899**	Found In: **8.5.060.72**	Fixed In:

If RWS has CSRF enabled, the Recording Crypto Server (RCS) might not work, because the current implementation does not acquire the CSRF token from RWS.

Workaround: Disable CSRF on the RWS to avoid this issue.

ID: **GIR-6540**	Found In: **8.5.060.72**	Fixed In:

Version 8.5.050.73 of Recording Crypto Server (RCS) introduced the `max-read-attempts` and `read-interval` configuration parameter values. However, the application template XML file is missing these two parameters under the `keystore` section.

Workaround: Manually add the `max-read-attempts` and `read-interval` configuration parameters to the configuration. The default value of `max-read-attempts` is 5 and `read-interval` is 1. That is, RCS will retry reading the keystore up to 5 times on startup, with a 1 second delay In between retries. RCS will exit if the maximum number of attempts is exceeded. If RCS must be configured to retry endlessly, the `max-read-attempts` can be set to "-1". For details, refer to the *Genesys Interaction Recording Solution Guide*.

ID: **GIR-5974**	Found In: **8.5.050.73**	Fixed In:

Recording Crypto Server exposes the Base64-encoded Authorization header in the log file when sending requests to Genesys Web Services, if debug logging is enabled.

Workaround: Add `org.apache.http.header` to the value of the `suppress-debug-loggers` option in the `[log]` section.

ID: **GIR-4401**	Found In: **8.5.2**	Fixed In: **8.5.050.73**

If you are a Recording Crypto Server API user and you specify an empty Contact Center ID (CCID) when using the `/rcs/contact-centers/<ccid>/recordings/...` path, you will receive a misleading HTTP 403 Access is denied message.

ID: **GIR-2091**	Found In: **8.5.010.43**	Fixed In:

Recording Crypto Server sends inaccurate response codes. This issue has no functional impact to SpeechMiner.

ID: **GIR-2035, GIR-2036**	Found In: **8.5.010.43**	Fixed In:

Recording Crypto Server will not start if Configuration Server is using UCS-2 encoding.

Workaround: Use UTF-8 or set the Configuration Server option **[confserv] allow-mixed-encoding** to `true`.

ID: **GIR-1986**	Found In: **8.5.010.43**	Fixed In:

Newer versions of Java 7, such as 1.7.0_75, cause problems with some unit tests that are related to recording decryption and playback, and as a result may cause similar problems in a production environment.

Workaround: Downgrade to Java version 1.7.0_67.

ID: **GIR-1597**	Found In: **8.5.006.03**	Fixed In: **8.5.030.47**

Recording Crypto Server does not connect to the Configuration Server if the actively running Configuration Server, on start up, is the backup Configuration Server.

Workaround: Start Recording Crypto Server only when the primary Configuration Server is running.

ID: **GIR-1405**	Found In: **8.5.006.64**	Fixed In:

Recording Crypto Server does not correctly archive all metadata included in the JSON files.

ID: **GIR-1133**	Found In: **8.5.005.82**	Fixed In: **8.5.006.03**

When Java processes the `rcs.properties` Recording Crypto Server local configuration file, the Windows "\" path character is treated as a special character.

Workaround: The Windows "\" path characters in the `rcs.properties` configuration file must be escaped. For example, for a desired value of \\host\share\filename, the parameter value must be set to \\\\host\\share\\filename.

ID: **GIR-395**	Found In: **8.5.002.12**	Fixed In: **8.5.002.93**

If a newly installed Recording Crypto Server fails to start-up due to configuration problems, it may partially initialize the keystore file, such that it remains in an invalid state. Subsequent starts of Recording Crypto Server fail because the keystore file is invalid.

Workaround: Delete the `keystore.bin` file from the `<RCS Installation Directory>`.

ID: **GIR-220**	Found In: **8.5.002.12**	Fixed In:

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.