



Avaya Message Recording Snap-in Release Notes

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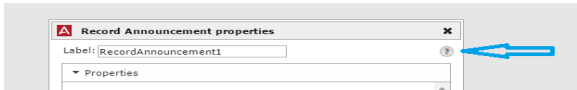
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Introduction

The Avaya Message Recording Snap-in release notes document provides details on the known issues for the 1.0.0.0 release. This document also provides the Software Lineup for Avaya Message Recording Snap-in.

Known issues and workarounds:

Reference ID (for developers)	Issue	Workaround
ZEPHYR-40667	When 0 is passed as the duration for recording in the REST call, call stays up and doesn't get disconnected	Avoid 0 as duration
ZEPHYR-40278	If one is using H.323 sets and with CM shuffling enabled, approximately 1 second of recording gets cut out	<ol style="list-style-type: none"> 1. Disable CM shuffling or 2. Use SIP Phones
ZEPHYR-40269	If one is using H.323 phones, sometimes, button press especially # has no impact	Press the button again
ONEXC-13114	While using SIP soft client sets (OneX), one might find that DTMF button clicks have no impact	Configure the AMS Digit Relay to a number other than 80 in the valid range and change the Telephone event on CM trunk to the same number
WORKFLOW-4479	In the top right corner of Engagement Designer, help for Message Recording Task won't be displayed	Individual tasks have help links which can be viewed as an alternate 
ZEPHYR-39704, ZEPHYR-40138, ZEPHYR-40326	Under heavy traffic, it is seen intermittently that the calls <ol style="list-style-type: none"> a. don't trigger b. stay on for long after an announcement is played c. fail with errors in the logs	No workaround
ZEPHYR-4996	Sometimes it is seen that the events generated by Avaya Message Recording snap-in may not be caught by Engagement Designer. Hence any workflows written to start execution on receipt of AMR events will not be executed	Restart the Breeze node, if you encounter such a situation
ZEPHYR-40973	If a user passed invalid	Ensure to have valid arguments –

	arguments (eg. Invalid URL, invalid cstore notation) in either the PromptFile or InitialPromptFile, the call is hung and so unresponsive to DTMF tones	<p>An example of a valid announcement format is</p> <pre>{ "calledParty": "72705", "initialPromptFileUrl":"cstore://InitialPrompt.wav?ns=AMR&cg=Announcements" }</pre> <p>where NameSpace on AMS is called "AMR" and the Content Group is called "Announcements" and the audio file is called InitialPrompt.wav</p>
ZEPHYR-41174	When the HTTP server runs out of space, some of the WAV files are not saved and web server still sends 200 ok. As a result, the RECORD_FAILED event will not be received by the endpoint	<p>When customer is designing their own Http Web App they must understand the Snap-in is waiting for a Http response. If the response is 200 the Snap-in will play the File Save Success Announcement. If the Web app for whatever reason doesn't verify a file save or does not implement exceptions to cover the various scenarios and still issues a 200 response the Snap-in will play the File Save Success Announcement regardless. This can be misleading behavior as the customer would think the recording is saved when it has not. The customer must design the Http Web app to issue all types of responses such as 400 or 500 if required so the Snap-in knows what Announcement to play.</p>

Note: For other issues, see the *Troubleshooting* section in the *Avaya Message Recording Snap-in Reference book (Release 1.0.0.0)*.

Avaya Message Recording Snap-in Software Line-up for release 1.0.0.0:

- Avaya Breeze 3.1.1
- System Manager 7.0 SP1
- Avaya Media Server 7.7 version 292
- Engagement Designer 3.1.0.2
- Session Manager 7.0
- Communication Manager 6.3.3 SP13 or above

Avaya Message Recording snap-in download

Download the following snap-ins from the PLDS Web site at <https://plds.avaya.com>.

Snap-in	PLDS Download ID
AvayaMessageRecording-1.0.0.0.100012.svar	AMR000000001
MessageRecordTask-1.0.0.0.100012.svar	AMR000000002
MESSAGE-RECORDING-SDK-1.0.0.0.100013.zip	AMR000000003

Note: Download for the above snap-ins is authorized and supported only for official Avaya Message Recording Snap-in 1.0.0.0 sites.

Deployment – Avaya Message Recording snap-in

Avaya Breeze Configuration

- AMR snapin supports all Breeze deployment footprints - 1 to 4. Deploy the Breeze nodes and administer them on SMGR
- Create General Purpose / General Purpose Large Cluster
- Secure Grid enablement is supported
- Add nodes to the cluster
- Wait for replication to complete before going ahead with snapin installation
The Breeze nodes part of this cluster will get added automatically to Replication group
- Ensure that the CallEventControl and EventingConnector preferred versions are set to what are listed in the Environment Table above
- As Avaya Message Recording sequences in Avaya Messaging Service, once the REST request is submitted, you cannot use a station that has any other snap-in that also uses Avaya Messaging Service, sequenced into the call.

Note: For deployment in private networks without DNS, the /etc/hosts file on each Breeze node should have a valid entry of other Breeze nodes

For using Engagement Designer, ensure below steps are executed in order:

1. Enable cluster DB on cluster
2. Save cluster changes. Once cluster DB is setup , install Engagement Designer snapin
3. Once this snap-in is installed, install the DTT recorder.svar task on cluster

Installing Avaya Message Recording snap-in

1. Install Avaya Message Recording snapin in the cluster created using steps above
2. Configure the snapin attribute values as per recommendations from *Avaya Message Recording Snap-in reference guide (1.0.0.0)*
3. Click Commit. Once replication is complete within a few seconds, the snapin picks up these values

For more information on installing the Avaya Message Recording snap-in, see the *Deployment* section in the *Avaya Message Recording Snap-in Reference book (Release 1.0.0.0)*.