



Avaya Message Recording Snap-in Reference

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Chapter 1: Introduction

Purpose

This document describes Avaya Message Recording Snap-in characteristics and capabilities, including overview and feature descriptions, interoperability, and performance specifications. The document also provides instructions on how to configure and troubleshoot Avaya Message Recording Snap-in.

Intended audience

This document is intended for people who need to install and configure Avaya Message Recording Snap-in. This document contains specific information about this snap-in. For an overview of Avaya Breeze™, see *Avaya Breeze™ Overview and Specification*. For general information about Avaya Breeze™ snap-in deployment, see *Quick Start to Deploying Avaya Breeze™ Snap-ins*.

Related Resources

Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to	Audience
Overview		
<i>Avaya Breeze™ Overview and Specification</i>	Find information about the product characteristics and capabilities, including feature descriptions, interoperability performance specifications, security, and licensing requirements.	Avaya professional services, implementation engineers, support personnel, and system administrators

Table continues...

Title	Use this document to	Audience
Administering		
<i>Administering Avaya Breeze™</i>	Find the procedures to administer and configure Avaya Breeze™.	System administrators and support personnel
<i>Administering Avaya Aura® System Manager for Release 7.0.1</i>	Find the procedures to administer and configure System Manager.	System administrators and support personnel
Implementing		
<i>Deploying Avaya Breeze™</i>	Find the procedures to Avaya Breeze™.	System administrators and support personnel
<i>Quick Start to Deploying Avaya Breeze™ Snapins</i>	Find the checklists to deploy snap-ins.	System administrators and support personnel

Finding documents on the Avaya Support website

About this task

Use this procedure to find product documentation on the Avaya Support website.

Procedure

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2. At the top of the screen, enter your username and password and click **Login**.
3. Put your cursor over **Support by Product**.
4. Click **Documents**.
5. In the **Enter your Product Here** search box, type the product name and then select the product from the drop-down list.
6. If there is more than one release, select the appropriate release number from the **Choose Release** drop-down list.
7. Use the **Content Type** filter on the left to select the type of document you are looking for, or click **Select All** to see a list of all available documents.

For example, if you are looking for user guides, select **User Guides** in the **Content Type** filter. Only documents in the selected category will appear in the list of documents.
8. Click **Enter**.

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Course code	Course title
3C00142W	Designing Avaya Snap-ins for Collaboration Environment

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Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

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Procedure

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 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

Note:

Videos are not available for all products.

Developer resources

Avaya DevConnect provides resources for Avaya Breeze™ developers.

You must register to access the DevConnect.

Basic DevConnect membership is free and gives you access to the following information and resources:

- Programming and product documentation
- Sample applications
- Videos
- Webinar recordings
- Forums

Upgraded membership options offer developer-oriented technical support and other program services.

Use a browser to navigate to the Avaya Breeze™ DevConnect website at <http://www.avaya.com/breezedev>.

Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Chapter 2: Avaya Message Recording Snap-in description

Snap-in Overview

Avaya Message Recording Snap-in is a service that runs on the Avaya Breeze™ platform. The Avaya Breeze™ platform allows developers to create enterprise applications quickly and easily for the Avaya Aura® Platform.

*** Note:**

Avaya Engagement Development Platform is renamed as Avaya Breeze™. During this rebranding transition, both names are used in Avaya products and documentation.

Avaya Message Recording Snap-in provides the capability to allow a short audio message to be recorded by initiating a call, played back to check, re-record and save or discard the message on that call.

All recorded messages when saved are stored on an end user supplied HTTP Web server. When a recording is saved the Avaya Message Recording Snap-in issues a POST request with the saved file and the user must implement a web server that can accept this request. The web server can be hosted on a Windows or Linux server and supports both HTTP and HTTPS requests.

The snap-in also provides the functionality to delete a saved recording by specifying a URL to the saved file on the web server. This is provided by a POST request with the recording file URL and the user supplied Web Server must be configured to accept this request.

The Avaya Message Recording Snap-in does not provide a pre-built web server to save the recorded wav file. However Avaya Message Recording Snap-in SDK contains information about how a developer can implement an application and host the application on Apache Tomcat web server. This application should be able to receive a POST request with recording as wav file. For more information, see HttpWebServer folder.

*** Note:**

If the web server runs out of space, Avaya Message Recording Snap-in fails to save recordings.

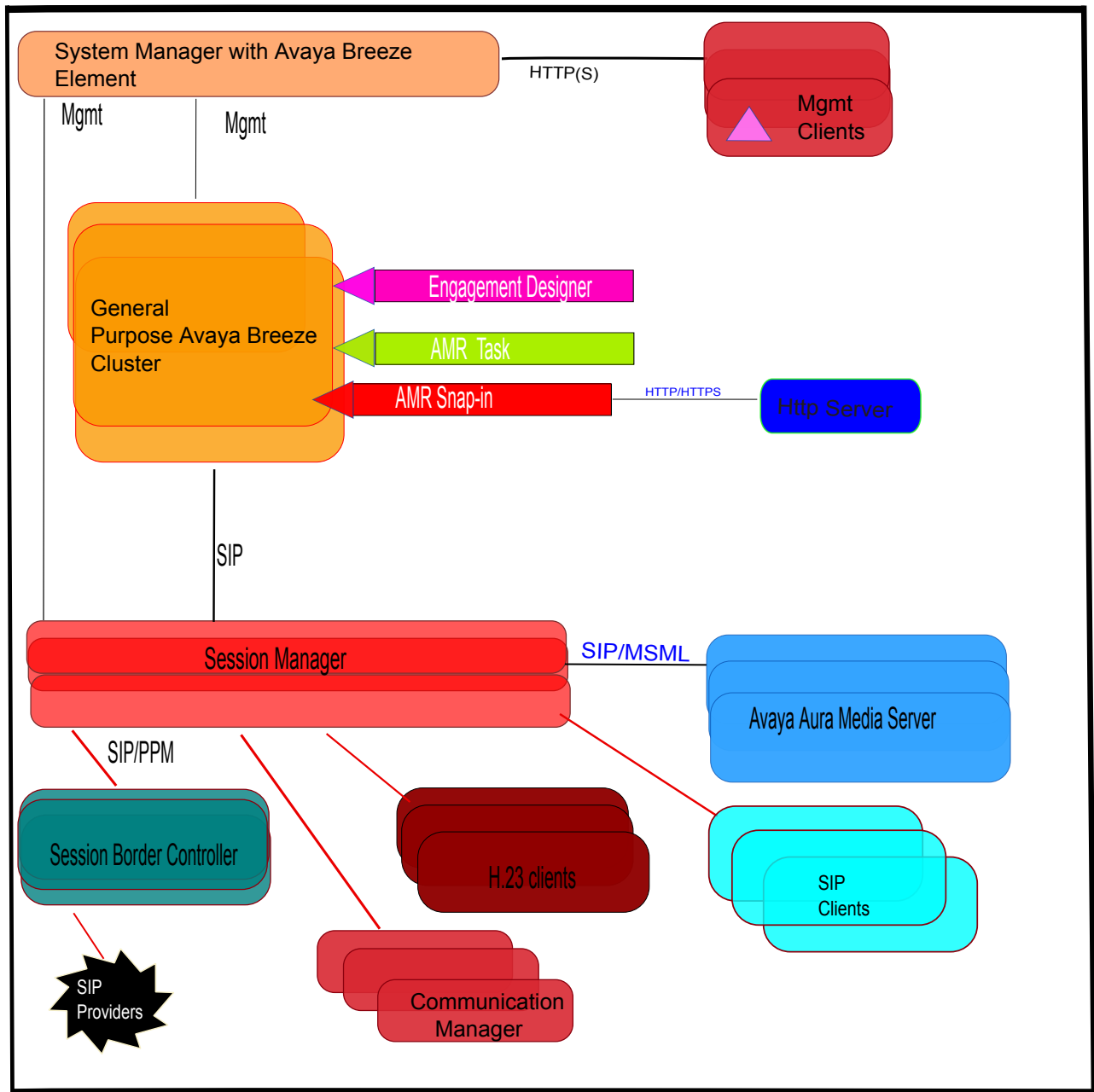
Avaya Message Recording Snap-in enables the developers to create Avaya Breeze™ applications that require audio messaging to deliver the flexibility and agility that businesses need to grow.

Avaya Message Recording Snap-in is targeted at enterprises and organizations that want to embed short message recording technology into Avaya contact center and communication business processes and applications.

Getting the application:

Avaya Message Recording Snap-in is available from Avaya Snapp Store at <http://snappstore.avaya.com/>.

Architecture



! Important:

The preferred clients for recording are SIP clients.

Features

The key features of Avaya Message Recording Snap-in are:

- REST interface that enables REST Record/Delete API.
- Support for up to 40 concurrent User message recording sessions with an average length of 120 seconds. The maximum length of recording is 300 seconds.
- Support for customers to subscribe Event Notifications using the Eventing Connector Snap-in to receive call and record status events.
- Recording a message in WAV Audio format.
- Playing back and rerecording a message.
- Saving the recording to configured External HTTP/HTTPS server. For more information about HTTP server configuration, see the *Web Server Configuration* document available in the SDK.
- Access to the REST API of the Avaya Message Recording Snap-in is provided through HTTP/HTTPS protocol to enable secure connection to the speech services.
- Support for dynamic task in Avaya Engagement Designer. For more information see “Engagement Designer Task Type”.

Avaya Message Recording Snap-in SDK

Avaya Message Recording Snap-in SDK provides SDK that contains the following:

- License.txt
- Readme.txt
- Avaya Message Recording Snap-in sample Snap-in
- Avaya Message Recording Snap-in API documentation (Swagger supported).
- Sample application with infrastructure for:
 - REST API
 - Java API
 - install.sh file: Linux Installer for Avaya Message Recording Snap-in SDK.
 - install.bat file: Windows installer for Avaya Message Recording Snap-in SDK.
 - install.command: To install Avaya Message Recording Snap-in SDK on a MacBook.

- Documentation that includes the following:
 - How to use the Test snap-in.
 - Avaya SDK EULA.
 - HTTP Web Server configuration information.

 **Note:**

Sample application is not suitable for production use.

Chapter 3: Product Interoperability and requirements

Interoperability

Avaya product	Minimum supported version
Avaya Aura® System Manager	7.0
Avaya Breeze™	3.1.1
Avaya Aura® Media Server (MS)	7.7
<p>* Note: Avaya Message Recording Snap-in supports only virtual Avaya Aura® Media Server (MS).</p>	
Avaya Engagement Designer	3.1
Avaya Aura® Session Manager	6.3.8
Avaya Aura® Communication Manager	6.3.6
Avaya Aura® Application Enablement Services	6.3.3
Avaya Session Border Controller for Enterprise	6.3

Product requirements

Table 1: Avaya Breeze™ 3.1.1 Server Requirements

Product	Requirement
VMware Version	ESXi 5.x
CPU Core(s)	4 floating cores
CPU reservation	9600MHz = 4x2400MHz
Memory reservation	6 GB
Storage reservation	50GB (Thin)
Shared NIC(s)	One @ 1000 Mbps

Product Interoperability and requirements

For information about Avaya Aura® Media Server (MS) requirements, refer to Avaya Aura® Media Server (MS) documentation.

Chapter 4: Licencing

Licensing

Avaya Message Recording Snap-in does not require a key code License.

Chapter 5: Deployment

Avaya Message Recording Snap-in deployment checklist

Prerequisites:

Avaya Message Recording Snap-in requires the **EventingConnector** and **CallEventControl** snap-ins to be installed.


Avaya Message Recording Snap-in is deployed on General Purpose and General Purpose Large cluster types.

Avaya Message Recording Snap-in is not a call intercept service and should not be sequenced in using the service profile on Avaya Breeze™. The attributes work on with Cluster and Global attributes.

No.	Task	Reference	✓
1	Ensure that Avaya Aura® System Manager is running.	—	
2	Install and configure the Avaya Breeze™ server.	See <i>Deploying Avaya Breeze™</i> .	
3	Create Avaya Breeze™ cluster.	Creating Avaya Breeze cluster on page 19	
4	Download the Avaya Message Recording Snap-in service from PLDS.	The Avaya Message Recording Snap-in service is available as Service Archive (SVAR) zip file.	
5	Load the Avaya Message Recording Snap-in SVAR file in System Manager.	Loading Avaya Message Recording Snap-in on page 19	
6	Install Avaya Message Recording Snap-in.	Installing Avaya Message Recording Snap-in on page 20	
6	Configure the Avaya Message Recording Snap-in attributes.	Configuring Avaya Message Recording Snap-in on page 25	
7	Deploy a Web Server to store the recordings.	Refer to the <i>Avaya Message Recording Snap-in Web Server configuration</i> document.	

Creating Avaya Breeze™ cluster

Procedure

1. On the System Manager web console, navigate to **Elements > Avaya Breeze**.
2. Click **Cluster Administration**.
3. Select the Avaya Breeze™ cluster, and click **New**.
4. On the Create Cluster page, select **General Purpose** or **General Purpose Large**.
5. Enter the details of the cluster.
 - Assign a unique name in the **Cluster Name** field.
 - Assign a unique IP address in the **Cluster IP** field.
 - Select the **Enable Cluster Database** field.
 - Select the **Enable Database Auto Switchover** field.
6. Enter the cluster attributes.
 -  **Note:**
Make sure you enter a value in the **Default SIP Domain** field.
For information about the cluster attributes, see *Administering Avaya Breeze™*.
7. Click **Commit**.

Loading Avaya Message Recording Snap-in

Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze**.
2. In the left navigation pane, click **Service Management**.
3. Click **Load**.
4. On the Load Service page, depending on the browser used, click **Browse** or **Choose File**, and browse to Avaya Message Recording Snap-in file location.
5. Click **Open**.

Avaya Message Recording Snap-in file should end with `.svar`. The Service Archive (svar) file is provided by service developers.
6. On the Load Service page, click **Load**.

You will be prompted to accept the Avaya End User License Agreement (EULA).
7. If you agree to the Avaya EULA, click **Accept**.

Your snap-in displays on the Service Management page with a **State** of **Loaded**.
If you clicked **Cancel** to reject the agreement, the load action stops.

Installing Avaya Message Recording Snap-in

About this task

For .svar files larger than 50 MB, schedule snap-in installation during a maintenance window.

Procedure

1. On the System Managerweb console, click **Elements > Avaya Breeze**.
2. In the left navigation pane, click **Service Management**.
3. Select Avaya Message Recording Snap-in.
4. Click **Install**.
5. Select the cluster where you want Avaya Message Recording Snap-in to reside, and click **Commit**.
6. To see the status of the snap-in installation, click the Refresh Table icon located in the upper-left corner of the **All Services** list.

Installed with a green check mark indicates that the snap-in has completed installation on all the Avaya Breeze™ servers in the cluster. **Installing** with a yellow exclamation mark enclosed in a triangle indicates that the snap-in has not completed installation on all the servers.

Uninstalling Avaya Message Recording Snap-in

About this task

When you uninstall Avaya Message Recording Snap-in, the service attributes are not removed.

Procedure

1. On the System Manager, click **Elements > Avaya Breeze**.
2. In the navigation pane, click **Service Management**.
3. On the Service Management page, select the check box for **Avaya Message Recording Snap-in**.
4. Click **Uninstall**.
5. On the Confirm uninstall service page, perform the following steps:
 - a. Select the cluster.
 - b. Select the **Do you want to force the uninstall?** check box to force the uninstall.
 - c. Click **Commit**.

6. To verify that the snap-in service is uninstalled, perform the following steps:
 - a. On the Server Administration page, verify that the **Service Install Status** field shows **Uninstalling**.
 - b. On the Service Management page, verify that the **State** field shows **Loaded**.
 - ★ **Note:**
If the snap-in is installed on any other clusters, the **State** field will still show **Installed**.
 - c. On the Cluster Administration page, verify that the Service Status page does not display the uninstalled service.

Deleting Avaya Message Recording Snap-in

About this task

After all versions of Avaya Message Recording Snap-in have been deleted, the service attributes are removed.

Before you begin

Ensure that the snap-in service is uninstalled.

Procedure

1. On the **System Manager**, click **Elements > Avaya Breeze**.
2. In the navigation pane, click **Service Management**.
3. On the Service Management page, perform the following steps:
 - a. Select **Avaya Message Recording Snap-in**, and click **Delete**.
 - b. Select the **Please Confirm** check box to confirm the deletion.
 - c. Click **Delete**.
4. Verify that the Service Management page does not display the deleted service.

Engagement Designer Task Type

Avaya Message Recording Snap-in provides a dynamic task type which is deployed on the Avaya Breeze™ platform along with Avaya Engagement Designer Snap-in. This task is designed for the Engagement Designer users and for the business analysts who don't have programming knowledge and can easily drag and drop the task, and create their business scenarios in the form of workflows.

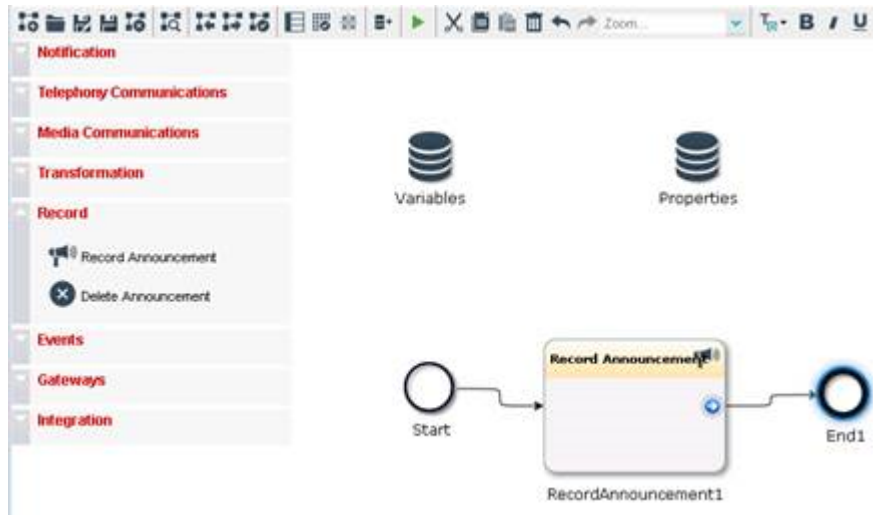
On bundle install, the Engagement Designer GUI will have this task in drawer.

For more information, see *Avaya Engagement Designer Snap-in Reference*.

Deployment

This task will have input and output schema along with properties window in accordance with Avaya Message Recording Snap-in APIs.

This task is drag and drop activity on Engagement Designer GUI administration page.



Working on an Engagement Designer task

Procedure

1. On the System Manager navigate to **Home > Elements > Avaya Breeze > Cluster Administration**.
2. In the row for the cluster where Engagement Designer is installed, click Select in the Service URL column.
3. Select **Admin Console URL**.

Administration Console

Workflows Instances Event Catalog

+ Create Instance View Usage Archival

	Workflow Name	Version	Description
<input type="checkbox"/>	AMRGADeleteValidFile	1	Attempts to delete http://172.18.60.
<input type="checkbox"/>	AMRGADeleteInvalidFile	1	Attempt to delete an invalid file
<input checked="" type="checkbox"/>	AMRGACalledPartyOnly72604	1	AMR Call to 72604
<input type="checkbox"/>	AMRInvalidMaxAttempts	1	String passed for max attempts
<input type="checkbox"/>	AMRInvalidStartDigit	1	Start passed as start digit
<input type="checkbox"/>	AMRInvalidSaveDigit	1	Save passed for save digit

4. Click **Workflows**.
5. Click **Create Instance**.



6. Click **OK**.

Administration Console

Created instance "197"

Workflows Instances Event Catalog AMRGACalledPartyOnly72604-1 Instance Detail

Refresh

Workflow Name: AMRGACalledPartyOnly72604
Version: 1
Instance ID: 197

Variables Properties

Start → Record Announcement1 (called party: 72604) → End1

Input	Output	Error Message	Bundle
()	{'callId':'00025168781459854079','fileUrl':'http://172.18.60.123:8080/MessageRecordingHttpApp/FileSaveServlet/has/levya/Traffic/72604_20160405120119.wav'}	none	Message record tasks

Usage of Avaya Message Recording Snap-in tasks

Usage of Avaya Message Recording Snap-in tasks.

- Scheduled task
- Workflow invoked on receipt of an event

Chapter 6: Administration

Configuring Avaya Message Recording Snap-in

Procedure

1. On the System Manager, navigate to **Elements > Collaboration Environment > Configuration > Attributes**.
2. Select the **Service Globals** tab.
3. From the **Service** drop-down menu, select Avaya Message Recording Snap-in.
4. To modify an attribute:
 - a. Click **Override Default** by the attribute you want to change.
 - b. Enter the new value in the **Effective Value** field.

 **Note:**

Avaya Message Recording Snap-in only supports global-level and cluster-level attributes.

5. To save your changes, click **Commit**.
6. You can restore the default by clearing the **Override Default** check box.

Avaya Message Recording Snap-in attribute descriptions

Name	Description
Digit Collection For Accept Recording	This attribute is used to collect a digit for saving recording and disconnect the call. The default value is 4.
Digit Collection For End Recording	This attribute is used to collect a digit for complete the recording. The default value is #
Digit Collection For Reject Recording	This attribute is used to collect a digit for reject the current recording and disconnect the call. The default value is 3.
Digit Collection For Review Recording	This attribute is used to collect a digit for review the last recorded message. The default value is 2.

Table continues...

Name	Description
Digit Collection For Start Recording	This attribute is used to collect a digit for starting the record. The default value is 1.
File Name Pattern	If the value is true then the recording is saved with the name UCID_Timestamp.wav and if the value is false then recording is saved with value CallId_Timestamp.wav.
Identity Address	This attribute is used to Identity Address of the called party. The default value is blank. The value is picked up from the "Default identity for special make call cases" cluster attribute if not provided. The value is in the format: handle@domain.
Identity Display	This attribute is used to display the caller name for the call.
Initial Prompt File Url	The path to the announcement available on an HTTP server which is used in place of default initial prompt file.
Max. Number of retries for Recording	The number of iterations correspond to the number of invalid key presses before the call terminates. The default iteration value is 3. The configured number resets when a valid DTMF is pressed on a call.
Prompt File Url	The path to announcement available on an HTTP server which is used in place of default prompt file and provide user option once recording is completed or reviewed.
Record Call History Persistence	By default it is set to false. If the field is set to true, the record information like record status, termination cause and so on is persisted to the data grid for 3 minutes. The users must set this field to false unless specifically recommended.
Server Path	Provide the url path of Server Address where the recording is saved. if HTTP server, then specify url. For example http(s)://10.10.10.10.8080/HttpWebApp/HttpServlet/folder1/folder2/
Supplier id	Avaya provided supplier ID.

Using artifacts to create Snap-in using Avaya Message Recording Snap-in API

Procedure

1. Download and install the Avaya Breeze™ 3.1.1 SDK.
For more information, see *Avaya Message Recording Snap-in developer guide*.
2. Download and install the Avaya Message Recording Snap-in SDK.

3. Create a snap-in using Avaya Breeze™ SDK archetype.
4. Add the following to the `pom.xml` of the `war` folder of snap-in.

```
<dependency>
  <groupId>com.avaya.zephyr.api.messageRecorder</groupId>
  <artifactId>amr-api</artifactId>
  <version>1.0.0.0.100013</version>
  <scope>compile</scope>
</dependency>
<dependency>
  <groupId>com.avaya.zephyr.api.messageRecorder</groupId>
  <artifactId>amr-api-impl</artifactId>
  <version>1.0.0.0.100013</version>
  <scope>compile</scope>
</dependency>
```

5. Use snap-in code and compile.

Chapter 7: Performance

Capacities and Scalability Specification

Number of Avaya Breeze™ Servers	Number of Avaya Aura® MS	Average Message Length	Concurrent Call Capacity
1	1	2 Minutes	40
2	2	2 Minutes	40
3	3	2 Minutes	40
4	4	2 Minutes	40
1	1	1 Minutes	40
2	2	1 Minutes	40
3	3	1 Minutes	40
4	4	1 Minutes	40

*** Note:**

The capacity may change depending on developed application usage, message length and other latency parameters.

*** Note:**

A change in the Avaya Message Recording Snap-in attributes or the nodes in a cluster does not impact Avaya Message Recording Snap-in functionality.

Configuring cluster attributes for production deployment

Procedure

1. On the System Manager web console, click **Elements** > **Avaya Breeze**.
2. In the left navigation pane, click **Cluster Administration**.
3. Select the cluster on which you have deployed the Avaya Message Recording Snap-in, and click **Edit**.
4. While the cluster is in denying state, set the **HTTP or HTTPS limit on connections** to **6000**.
5. Set the **HTTP or HTTPS traffic rate limit in bytes/second** to **0**.

Chapter 8: Security

Port assignment

For Avaya Message Recording Snap-in port information, see the Avaya Breeze™ 3.1.1 Port Matrix document at <http://support.avaya.com/security>.

Chapter 9: Troubleshooting

Logs

Avaya Message Recording Snap-in supports logging that is supported by Avaya Breeze™.

For more information, see *Maintenance and Troubleshooting Avaya Breeze™*.

Changing the Logging level

Procedure

1. On the System Manager web console, navigate to **Home > Elements > Avaya Breeze**.
2. In the navigation pane, click **Configuration > Logging**.

The system displays the Logging page.

3. Select Avaya Message Recording Snap-in.
 4. Select the logging level.
 5. Click **Commit**.
-

Alarms

Avaya Message Recording Snap-in does not generate any alarm.

Events

In order to receive these events, customer is required to develop a hosted endpoint that is capable of receiving and processing the events from Avaya Message Recording Snap-in and include this with their client development. An example of this is included within the Sample Application in the SDK.

Avaya Message Recording Snap-in prompt files residing on windows http server running are not playing

The following call/record events are notified to the clients which subscribe for Avaya Message Recording Snap-in events. The details about these events are available in the Avaya Message Recording Snap-in SDK documentation.

Call/Record Event	Description
CALL_STARTED	When the called party answers the call from Avaya Message Recording Snap-in.
CALL_COMPLETED	When the call ends.
CALL_FAILED	When the call was initiated by the Avaya Message Recording Snap-in/ Avaya Breeze™ node but could not reach called party.
RECORD_STARTED	When the user presses the key 1 to start the recording.
RECORD_COMPLETED	When the user presses the key 4 to complete the recording.
RECORD_REJECTED	When the user presses the key 3 to reject the recording.
RECORD_FAILED	When Avaya Message Recording Snap-in fails to transfer the recorded file to external HTTP storage.

Avaya Message Recording Snap-in events are added from Event Catalog on Engagement Designer and the events might be further used to initiate other workflows.

Avaya Message Recording Snap-in prompt files residing on windows http server running are not playing

Cause

Avaya Message Recording Snap-in allows users to record their own prompts such as InitialPrompt and Prompt announcements for Avaya Message Recording Snap-in and the prompts can be configured through the Avaya Message Recording Snap-in attributes to point to a location on an http server. The prompts were successfully tested with the http java source code contained in the SDK with Tomcat Apache version 7 and 8.

Solution

1. Use Tomcat Apache version 7 or 8.
2. You should always check that the audio file is accessed from the http server by using a Chrome Browser to pass in the full URL.
3. This should be able to play.

Subscriptions work fine but stop working after eight hours

Cause

Subscribe for Avaya Message Recording Snap-in events. The event continues to be sent to the callback URL provided in the subscription request but these subscriptions timeout after eight hours so users must renew the subscriptions before the timeout occurs.

Solution

Renew subscriptions before they expire.

* Note:

Note that subscriptions are lost from the Avaya Breeze™ platform after rebooting.

Cannot find wav files on windows http server

Cause

If the sample source code for the http server web service supplied in the Avaya Message Recording Snap-in SDK is used and this WAR file is deployed on a windows server running apache as a service, by default the service runs from the local system account. In this case, the wav files are saved in the `C:\Windows\System32\config\systemprofile` directory.

Solution

1. You can change the user to Apache Tomcat service.
2. Changing this to a valid user with appropriate permissions results in the wav files saving under the `c:\Users\<UserID >\` directory.
3. The source code is changed to save the file to another location.

Default prompts not playing when users answer an Avaya Message Recording Snap-in call

Cause

The Avaya Message Recording Snap-in is packaged with default prompts. The prompts will reside on the Avaya Breeze™ servers the snap-in is installed on. The snap-in requests the Avaya Message Recording Snap-in to play these providing a URL location on the Avaya Breeze™ server to play the prompts from. The Avaya Message Recording Snap-in must be able to play these files.

Solution

To ensure correct behavior ensure the correct security (trusted nodes, security certificates and so on) are configured on both the Avaya Breeze™ servers and the Avaya Message Recording Snap-in.

Custom prompts not playing from http server when users answers an Avaya Message Recording Snap-in call when using FQDN or hostname of http server

Cause

The Avaya Message Recording Snap-in and Breeze servers are able to resolve the hostname provided in the **InitialPromptURL** and **PromptUrl** attributes/parameters.

Solution

1. Ensure that Avaya Message Recording Snap-in and the Avaya Breeze™ servers resolve any hostname or FQDN used for the http file server.
2. Edit the hosts file if DNS is not resolving the names.

Files are not getting saved to the https server

Cause

If your http server has security enabled (using https) the certificate used on the http server must be imported into the Avaya Breeze™ servers through System Manager.

Solution

Using System Manager navigate to **Services > Inventory > Manage Elements** . Select your Avaya Breeze™ servers and under the **More Actions** drop down list select **Configure Trusted Certificates** and proceed to import the https certificate. Repeat this for all Avaya Breeze™ servers in the cluster. You may need to restart the http service or the Breeze servers for this to take effect.

Events not received after subscribing

Cause

The event family used by the Avaya Message Recording Snap-in subscription request using the Eventing Connector Snap-In, is case sensitive. You may receive a valid subscription ID when using something like the following to subscribe for events:

```
{
  "family": "MessageRecording",
  "filter":
  {"user": "72604" },
  "callbackUrl": "http://172.18.60.122:8080/EventReceiver-1.0.0.8-SNAPSHOT/AMRNotificationReceiver"
}
```

However this results in no events received by the callback URL provided.

Solution

You must use upper case letters for the event family that is

```
{
  "family": "MESSAGERECORDING",
  "filter":
  {"user": "72604" },
  "callbackUrl": "http://172.18.60.122:8080/EventReceiver-1.0.0.8-SNAPSHOT/AMRNotificationReceiver"
}
```

Unable to successfully subscribe for events due to callback URL errors

Cause

If you receive the following error when attempting to subscribe for events **CallbackUrl** is invalid, not reachable or not trusted by Avaya Breeze™, then, assuming the **CallbackUrl** provided is actually valid, you need to import the certificate hosted by the **CallbackUrl** endpoint using System Manager if security is enabled on your web service receiving the events.

Solution

1. Using System Manager navigate to **Services > Inventor > Manage Elements** .
2. Select your Avaya Breeze™ servers under the **More Actions** drop down list.
3. Select **Configure Trusted Certificates** and proceed to import the https certificate.
4. Repeat this for all Avaya Breeze™ servers in the cluster.
5. You may need to restart the http service or the Avaya Breeze™ servers for this to take effect.

No call is initiated when a REST or collaboration bus request is issued

Cause

When you initiate a new call using a REST request or a Collaboration Bus request the called party set does not ring.

Solution

Check the correct Default domain is configured in the **Cluster Administration > Cluster Attributes**. The default domain must match the domain that is configured for the **Called Party Set**.

Recording files are being overwritten on the http server

Cause

If the sample code for the http server from the SDK is used, it is currently coded to overwrite existing files if they are named with the same file name.

Solution

If you prefer to avoid this, then you can make appropriate changes to the http web service to prevent.

EULA does not display when installing the SDK

Cause

To install the SDK extract the contents of the zip file and navigate to directory where the files are extracted and run the `install.bat`. If however you see the text `Cannot access file C:\CollaborationEnvironment\Avaya`, then the installer cannot find the directory where the license is stored.

Solution

Ensure the directory structure when the zip file is extracted contains no directory names with spaces.

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