Release Notes for Cisco MediaSense, Release 8.5(3)

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Contents

Introduction

Cisco MediaSense is a media recording platform which uses Web 2.0 Application Programming Interfaces (APIs) to expose its functionality to third-party customers so they can create custom applications.

Cisco MediaSense can be used by compliance recording companies whose regulatory environment requires all conversations to be recorded and maintained. These recordings can later be used by a compliance auditor or a contact center supervisor to resolve customer issues or for training purposes. These recordings can also be used by speech analytics servers or transcription engines.

Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Cisco MediaSense is not dependent on the use of any other contact center product. However, it is capable of working with all contact center products. Its only dependency is Unified Communication Manager (Unified CM), which is used to set up the recording profile and call control service connection (SIP trunk) information.

Related Documentation

Cisco MediaSense, Release 8.5(3), includes the following documents:

Document	URL
Cisco MediaSense 8.5 Solution Reference Network Design (SRND)	http://www.cisco.com/en/US/products/ps11389/products_implementation_design_guides_list.html
Release Notes for Cisco MediaSense, Release 8.5(3) - these release notes	http://www.cisco.com/en/US/products/ps11389/prod_release_notes_list.html
Open Source Used In Cisco MediaSense 8.5(3)	http://www.cisco.com/en/US/products/ps11389/products_licensing_information_listing.html
Installation and Administration Guide for Cisco MediaSense, Release 8.5(3)	http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html
Developer Guide for Cisco MediaSense, Release 8.5(3)	http://developer.cisco.com/web/mediasense/docs
Virtualization for Cisco MediaSense, Release 8.5(3)	http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_MediaSense
Troubleshooting Tips for Cisco MediaSense, Release 8.5	http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Cisco_MediaSense_8.5
Frequently Asked Questions for Cisco MediaSense	http://docwiki.cisco.com/wiki/FAQs_for_Cisco_MediaSense

Note The latest version of each document is available at http://www.cisco.com/en/US/products/ps11389/tsd_products_support_series_home.html or as identified below.

New and Changed Information

This section explains the features introduced in Cisco MediaSense, Release 8.5(3).

Scalability Enhancements

In Release 8.5(3), Cisco MediaSense increases its concurrent media handling capacity in two ways. First, each server can now support 400 concurrent media streams (up from 340 in Release 8.5(2)). This number represents the total of all recording, HTTP download, monitoring, and playback streams. Since each call represents two streams, each server can record up to 200 calls (up from 170 in Release 8.5(2)) at a time, assuming none of the other operations are active.

Together, these enhancements enable support for up to 2000 simultaneous media streams, which corresponds to a record-only capacity of up to 1000 concurrent calls.

See the *Cisco MediaSense 8.5 Solution Reference Network Design (SRND)* at http://www.cisco.com/en/US/products/ps11389/products_implementation_design_guides_list.html.

VMware Hypervisor Support

Cisco MediaSense continues to support VMware ESXi 4.1 in addition to ESXi 4.0.

See the *Virtualization for Cisco MediaSense, Release 8.5(3)* at http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_MediaSense.

Integration with CUBE

Effective Release 8.5(3), Cisco MediaSense integrates with Cisco Unified Border Element (CUBE) to enable recording, without regard to the endpoint type. Because of this capability, Cisco MediaSense can use CUBE to record inbound and outbound media. See the CUBE documentation at www.cisco.com/go/cube for more information on CUBE.

CUBE is Cisco's Session Border Controller (SBC) gateway which facilitates connectivity between independent VoIP networks by enabling SIP, H.323, VoIP, and video conference calls from one IP network to another.

Caution Video and direct outbound recording are not supported for CUBE deployments.

For a list of major differences between Unified CM and CUBE scenarios in Cisco MediaSense, see the following guides:

- See the *Developer Guide for Cisco MediaSense, Release 8.5(3)* at http://developer.cisco.com/web/mediasense/docs.
- See the *Installation and Administration Guide for Cisco MediaSense, Release 8.5(3)* at http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html.

API Changes

The API changes in Cisco MediaSense, Release 8.5(3), are listed in this section and explained in the *Developer Guide for Cisco MediaSense, Release 8.5(3)* at http://developer.cisco.com/web/mediasense/docs.

API User Provisioning

In Release 8.5(3), even with the CUBE deployment model, Cisco MediaSense requires Unified CM authentication for all Cisco MediaSense API users. All Unified CM User ID restrictions apply.

API Version

The API version number for Cisco MediaSense, Release 8.5(3) is Version **1.2**.

Scalable Session Query APIs

Effective Release 8.5(3), you must protect the system against queries which return an excessive amount of results by using the *minSessionStartDate* and the *maxSessionStartDate* parameters in the applicable wrapper APIs as well as the *sessionStartDate* parameter in the **getSessions** API.

See the applicable Session Query APIs for more information on using these parameters.

CUBE-Related API Changes

Effective Release 8.5(3), you can also record calls using CUBE. Regardless of Cisco MediaSense being deployed with Unified CM or CUBE, events, response codes, and parameter definitions are the same for both scenarios.

To correlate calls across solution components, use the *ccid* (Call Correlation ID—CCID), the *callControllerType*, and the *callControllerIP* parameters. These three parameters are contained in the session metadata.

Track-Level Tags

A track can now have SYSTEM_DEFINED tags. The following tagName enumeration values are available at the track level:

- TrackActive
- TrackInactive

Caution You cannot add USER_DEFINED tags at the track level.

Filtering Tag Events

When subscribing to tag events, clients can optionally specify a Java Regular Expression-based parameter, *tagNameRegEx*, to match the tagName. If a client subscribes to a tagEvent and specifies the *tagNameRegEx* parameter in the subscription request, Cisco MediaSense sends an event notification to the client only if the tagName (for which this event is being generated) matches the *tagNameRegEx* parameter specified by the client.

Searching for Sessions by sessionId

- The **getSessions** API no longer supports *sessionId* as a searchable field name.
- Use the **getSessionBySessionId** API to search for a particular session.

Modified APIs and Events

The APIs and events modified in Cisco MediaSense, Release 8.5(3), are listed in this section and explained in the *Developer Guide for Cisco MediaSense, Release 8.5(3)* at http://developer.cisco.com/web/mediasense/docs.

The following APIs were modified in Release 8.5(3):

- tagNameRegEx

- unsubscribeFromEvents
- verifyEventSubscription
- startRecording
- stopRecording
- getAllActiveSessions
- getAllPrunedSessions
- getSessions
- getSessionsByDeviceRef
- getSessionsByMediaType
- getSessionsByTag

The following events were modified in Release 8.5(3):

- sessionEvent
- tagEvent

New APIs

The following new APIs were introduced in Release 8.5(3):

- **getSessionBySessionId**: Use this API to search and retrieve a recorded or live session by its session ID.
- **getSessionsByCCID**: Use this API to search and retrieve recorded/live sessions based on the CCID.

See the *Developer Guide for Cisco MediaSense, Release 8.5(3)* at http://developer.cisco.com/web/mediasense/docs.

Serviceability Enhancements

Cisco MediaSense Diagnostics is a new network service. This service is present in all Cisco MediaSense servers for debugging and troubleshooting purposes.

See the *Installation and Administration Guide for Cisco MediaSense, Release 8.5(3)* at http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html.

Changing the IP Address Using CLI Commands

Effective Release 8.5(3), you can change the IP address of any server in a Cisco MediaSense cluster using one or more of the following CLI commands:

- **`set network cluster server ip`**: This command updates the Cisco MediaSense cluster configuration with the new IP address of a specific server. It does not effectively change the IP address of the server itself.
- **`set network cluster primary ip`**: This command configures the primary server's IP address mapping in a given server.
- **`set network cluster secondary ip`**: This command configures the secondary server's IP address mapping in a given server.
- **`set network ip eth0`**: This command sets the IP address for Ethernet interface 0.

- **`show network cluster`**: This command displays the network information for all servers in the Cisco MediaSense cluster.

See the *Installation and Administration Guide for Cisco MediaSense, Release 8.5(3)* at http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html.

Storage-Related Updates

Effective Release 8.5(3), no single media partition may be smaller than 200GB.

Disk Usage Change

If you have set up the primary server to use the New Recording Priority mode, then a recording is subject to pruning if the disk usage has crossed the 90% mark (effective Release 8.5(3)). In the previous releases, this threshold was 95%.

Software Upgrade

You can upgrade to Cisco MediaSense, Release 8.5(3), software from Release 8.5(2). Upgrades from earlier releases are not supported.

Note Release 8.5(3) only supports VM snapshot-based rollback.

Caution When you upgrade to Cisco MediaSense, Release 8.5(3), the system reboots as part of the upgrade process. Be sure to perform the upgrade during your regularly scheduled down time to avoid service interruptions.

See the *Installation and Administration Guide for Cisco MediaSense, Release 8.5(3)* at http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html.

Compatibility Matrix

See the *Cisco MediaSense 8.5 Solution Reference Network Design (SRND)* at http://www.cisco.com/en/US/products/ps11389/products_implementation_design_guides_list.html for compatibility-related information.

Product Limitations in Release 8.5(3)

The following limitations apply to Cisco MediaSense, Release 8.5(3):

- There are known inaccuracies in the session metadata for calls which are forked by CUBE and which include conference operations. In particular, the `isConference` parameter is never set to true, since CUBE is not actually aware that a conference is in progress. Also, some participants may be omitted, or their start times and durations may be incorrect. In general, it is not advisable to rely on session metadata of participants for CUBE recordings if a conference operation is involved.
- When a Cisco MediaSense server is overloaded, the Cisco MediaSense Call Control Service does not raise the following system conditions.
  - CallControlLoadCritical
  - RecordingLatencyWarning

  To avoid this issue, try to reduce the load (by decreasing the number of phones, that are configured for recording in a given cluster) or install an additional Cisco MediaSense server.

Localization

Cisco MediaSense, Release 8.5(3) is only available in the English language. The user interface is not localized.

Accessibility Features for Cisco MediaSense

Cisco MediaSense extends accessibility to areas in the administration of the system which are interoperable with screen reader applications, thus allowing visually impaired people to administrate the system.

Many of the standard accessibility features can be used without requiring any special configuration.

The following features were tested by Cisco Systems:

- Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.
- No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface.
- Page Titled: Web pages have titles that describe topic or purpose.
- On Focus: When any component receives focus, it does not initiate a change of context.
- On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

Cisco is committed to designing and delivering accessible products and technologies to meet the needs of your organization. You can find more information about Cisco and its commitment to accessibility at this URL: www.cisco.com/go/accessibility.

Caveats

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1, 2, and 3 bugs.
- Significant severity level 4 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need internet connection and a Cisco.com (CDC) user ID and password.

Procedure

Step 1 To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs.

Step 2 Log in with your Cisco.com user ID and password.

Step 3 To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Open Caveats

The caveats in Table 1 describe possible unexpected behavior in the latest Cisco MediaSense release. Bugs are listed in order of severity and then in alphanumeric order by bug identifier.

Table 1 Open Caveats for Cisco MediaSense

CDETS Number	Severity	Component	Headline
CSCtt00103	3	callcontrol-sip	CUBE Conference scenario session remained in active state
CSCto60804	3	server	A lot of timeout errors, when opening RTSP session
CSCtj88691	6 (P2)	api	GetSessionsByMediaType spoils the system performance

Resolved Caveats

In general, you can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

The caveats in Table 1 describe possible unexpected behavior in the latest Cisco MediaSense release. Bugs are listed in order of severity and then in alphanumeric order by bug identifier.

Table 2 Resolved Caveats for Cisco MediaSense , Release 8.5(3)

CDETS Number	Severity	Component	Headline
CSCtn99831	2	admin	Secondary node activation fails when the Primary node has 75GB Data

Documentation Updates

The latest version of all documents are available on Cisco.com (CDC) and DocWiki.

Documentation Feedback

You can provide comments about this document by sending e-mail to the following address:

mailto: ccbu_docfeedback@cisco.com

We appreciate your comments.

This document is to be used in conjunction with the documents listed in the "Related Documentation" section.

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