Release Notes for Cisco MediaSense, Release 8.5(4)

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Introduction

Cisco MediaSense is a media recording platform that 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.

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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 Cisco Unified Communications 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(4) 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(4)—These release notes	http://www.cisco.com/en/US/products/ps11389/prod_release_notes_list.html
Open Source Used in Cisco MediaSense 8.5(4)	http://www.cisco.com/en/US/products/ps11389/products_licensing_information_listing.html
Installation and Administration Guide for Cisco MediaSense, Release 8.5(4)	http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html
Developer Guide for Cisco MediaSense, Release 8.5(4)	http://developer.cisco.com/web/mediasense/docs.
Virtualization for Cisco MediaSense, Release 8.5(4)	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.

New and Changed Information

This section explains the features introduced in Cisco MediaSense, Release 8.5(4).

Scalability Enhancements

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 8.5(4) continues to support VMware ESXi 4.1 and ESXi 4.0. Cisco MediaSense 8.5(4) also supports ESXi 5.0. Be aware that for ESXi 4.1 and ESXi 5.0, Large Receive Offload (LRO) must be disabled.

See the *Virtualization for Cisco MediaSense, Release 8.5(4)* at http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_MediaSense.

Integration with Cisco Unified Border Element

Cisco MediaSense continues to support integration with Cisco Unified Border Element (CUBE) to enable audio recording without regard to the endpoint type. The Unified Border Element can be configured for a basic deployment or a High Availability deployment.

See the Unified Border Element documentation at www.cisco.com/go/cube for more information.

Caution Video and direct outbound recording are not supported for Unified Border Element deployments.

SRE Support

Effective Release 8.5(4), Cisco MediaSense supports deployment on a Services Ready Engine (SRE). A Cisco SRE is a router blade intended for use on second-generation Cisco Integrated Service Routers (ISR G2). A MediaSense deployment on SRE will provide call recording and support for API requests, but on a smaller scale than other deployment platforms.

Support for SRE requires SRE-V 2.0 software. An SRE installation is limited to single-server and dual-server deployments only.

For more information about approved SRE models, 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.

API Changes

The API changes in Cisco MediaSense Release 8.5(4) are listed in this section and are explained in the *Developer Guide for Cisco MediaSense, Release 8.5(4)* at http://developer.cisco.com/web/mediasense/docs.

API User Provisioning

In Release 8.5(4), even with the Unified Border Element deployment model, Cisco MediaSense still requires Unified CM authentication for all Cisco MediaSense API users. All Unified CM user ID restrictions still apply.

API Version

The API version number for Cisco MediaSense, Release 8.5(4) is 1.3.

MediaSense API version 1.3, includes the following change: Removal of the createJob API.

Recording Mode Updates

In Release 8.5(3), the recording mode (for instance, New Recording Priority Mode or Old Recording Retention Mode) was specified by the user when completing the MediaSense installation on the primary server. After specifying the mode and completing the installation, the recording mode could not be changed.

Effective Release 8.5(4), you do not configure the recording mode when completing the installation. Rather, you can specify a recording (pruning) behavior in MediaSense Administration by using the Administration > Prune Policy Configuration page. Moreover, if required, you can make subsequent changes to the pruning behavior using the options on the Prune Policy Configuration page.

In addition, the Prune Policy Configuration page provides options for determining how the clean-up of data and mp4 files associated with pruned recordings will be handled.

The default recording behavior for MediaSense 8.5(4) places emphasis on providing space for new recordings, by automatically pruning older recordings (New Recording Priority Mode).

For more information see the *Installation and Administration Guide for Cisco MediaSense, Release 8.5(4)* at http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html.

Automatic Removal of Metadata

Effective Release 8.5(4), Cisco MediaSense provides an option for automatic removal of Metadata and mp4 files associated with pruned recordings. A MediaSense user can configure this automatic removal option from the Prune Policy Configuration page (Administration > Prune Policy Configuration)**.**

Users can use radio buttons to choose (or decline) automatic removal of the metadata associated with pruned recordings.

For more information see the *Installation and Administration Guide for Cisco MediaSense, Release 8.5(4)* at http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html.

Database Replication and Recovery

If either the primary or secondary node in a MediaSense cluster goes out of service, data will continue to be written on the node that remains in service. If the ora_ersb replication buffer on the working node gets too full (reaches 99% of its capacity) data can no longer be written, and the system will not function properly.

Effective Release 8.5(4), the system will stop replication to prevent the ora_ersb buffer from filling to the point where data can no longer be written. An overview of the process follows.

If the primary or secondary node fails, data will continue to be written to the ora_ersb replication buffer on the working node; but, when the buffer reaches 90% of its capacity, the system will stop replication on the working node (the node will behave like a single node). This will prevent ora_ersb from filling up to a point where data cannot be written.

If the system stops replication on the working node (to prevent the buffer from over-filling), replication will be automatically restored when the failed node comes back into service. After replication is restored the system launches data sync jobs to compare both the metadata and the configuration data on both nodes, and synchronize this data if required. User intervention is not needed.

For more information see the *Installation and Administration Guide for Cisco MediaSense, Release 8.5(4)* at http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html.

MediaSense Codec Changes

Effective Release 8.5(4), MediaSense provides support for the G.722 audio codec. This codec can be used in MediaSense deployments with, or without, Unified Border Element integration.

Software Upgrade

You can upgrade to Cisco MediaSense, Release 8.5(4) software from Release 8.5(3). Upgrades from earlier releases are not supported.

The upgrade process has been improved for MediaSense Release 8.5(4) to provide a simpler and less awkward upgrade procedure. An upgrade from 8.5(3) to 8.5(4) *does not* require VM snapshots to support rollback.

An upgrade to release 8.5(4) requires only one reboot per node. If the upgrade fails, a rollback to Release 8.5(3) can be accomplished by performing switch-versions on the primary node and then on the remaining nodes in the cluster.

Recordings made before the upgrade can still be accessed after the upgrade is complete. If rollback is required, new recordings made after the upgrade but before the rollback, can be located and played back after rollback is complete.

An upgrade from 8.5(3) to 8.5(4) under a full recording load is not supported.

Caution When you upgrade to Cisco MediaSense, Release 8.5(4), the system reboots as part of the upgrade process. Be sure to perform the upgrade during your regularly scheduled downtime to avoid service interruptions.

For more information see the *Installation and Administration Guide for Cisco MediaSense, Release 8.5(4)* 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(4)

The following limitations apply to Cisco MediaSense Release 8.5(4):

- Simple Network Management Protocol (SNMP) is not supported. Configuration of SNMP community strings (in Cisco Unified Serviceability) may lead to unexpected behavior.
- For Cisco MediaSense 8.5(4), when configuring disks for the VM, thin provisioning is not supported for any disks. The size for media disks must be at least 200 GB.
- There are known inaccuracies in the session metadata for calls that are forked by Unified Border Element and that include conference operations. In particular, the `isConference` parameter is never set to True, because Unified Border Element 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, do not rely on session metadata of participants for Unified Border Element recordings if a conference operation is involved.

Localization

Cisco MediaSense, Release 8.5(4) is available only 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 that are interoperable with screen reader applications, allowing visually impaired people to administrate the system.

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

The following features were tested by Cisco Systems:

- Keyboard: All functionality of the content is operable through a keyboard 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 by using a keyboard, then focus can be moved away from that component by using a keyboard.
- On Focus: When any component receives focus, it does not initiate a change of context.
- On Input: If changing the setting of any user interface component automatically changes the context, the user is advised of this behavior.

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 an 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** on the Bug Toolkit page.

Open Caveats

There are no open caveats for Cisco MediaSense Release 8.5(4).

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.

Table 1 Resolved Caveats for Cisco MediaSense Release 8.5(4)

CDETS Number	Severity	Component	Headline
CSCtx20490	3	server	MediaSense does not support hostnames that begin with numbers

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 email 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.