



Interactive Session Recorder

Version 5.2

Database Schema Definition and Description

The ISR database schema is provided for reference only. Access to the ISR database by components or services not provided as part of the Oracle Interactive Session Recorder is prohibited.

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Last Updated: October 2017

Table Name: account_raws_configuration

Purpose: Configuration and setup of Remote Archival Web Service

| Field Name | Field Type | Null | Supported Value | Default | Description |
|------------------------|------------------|----------|-----------------------------|---------|---|
| account_id | int(10) unsigned | NOT NULL | | | accounts.account_id of account |
| delete_enabled | tinyint(1) | NOT NULL | 0 = disabled 1 = enabled | 0 | Will recordings be deleted from ISR after successful remote archival |
| cdr_max_attempts | int | NOT NULL | | 3 | Number of attempts to try to remote archive before failing |
| exclusive_lock_seconds | int | NOT NULL | | 120 | Number of seconds ra_clients. ra_client_id can lock a recording before it expires and is available for another client to access |

Table Name: accounts

Purpose: Configuration and setup of accounts (tenants)

| Field Name | Field Type | Null | Supported Value | Default | Description |
|-----------------------------|----------------------|----------|---|----------------|---|
| account_id | int(10) unsigned | NOT NULL | | auto increment | Primary key |
| account_name | varchar(45) | NOT NULL | Text | | Name of the account |
| account_description | varchar(45) | NOT NULL | Text | | Description of the account |
| account_misc | varchar(45) | NOT NULL | Text | | Miscellaneous field for account identification |
| percent_to_record | smallint(5) | NOT NULL | 1-100 | 25 | Default recording percentage for routes created under this account |
| recording_enabled | tinyint(3) | NOT NULL | 0=recording disabled 1=recording enabled | 1 | Whether recording is enabled by default for routes created under this account |
| call_meta_data_src | tinyint(1) | NOT NULL | 0 = none 1 = TSAPI | 0 | FOR FUTURE USE |
| announce_enabled | tinyint(1) | NOT NULL | 0= announcement disabled 1=announcement enabled | 0 | DEPRECATED – NO LONGER USED |
| default_announce_audio_file | varchar(100) | | Text | | DEPRECATED – NO LONGER USED |
| default_announce_audio_text | varchar(200) | | Text | | DEPRECATED – NO LONGER USED |
| default_opt_out_vxml_file | varchar(100) | | Text | | DEPRECATED – NO LONGER USED |
| opt_out_enabled | tinyint(1) | NOT NULL | 0 = disabled 1 = enabled | 0 | DEPRECATED – NO LONGER USED |
| recorder_state | smallint(5) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | Whether calls can currently be recorded for calls on routes under this account |
| default_recording_type | tinyint(3) unsigned | NOT NULL | See the admin guide for the supported recording formats. | 0 | The default recording format used for all routes under this account |
| agent_id_editable_flag | tinyint(3) unsigned | NOT NULL | 0 = not editable 1 = editable | 0 | Account default for signaling whether users on this account edit the data in the recordings.agent_id field |
| rating_editable_flag | tinyint(3) unsigned | NOT NULL | 0 = not editable 1 = editable | 0 | Account default - Can users edit the data in the scoring rating? (rec_notes_and_scoring.user_rating) |
| completed_editable_flag | tinyint(3) unsigned | NOT NULL | 0 = not editable 1 = editable | 0 | Account default - Can users edit the data in the complete transaction flag? (rec_notes_and_scoring.complete_status) |
| notes_editable_flag | tinyint(3) unsigned | NOT NULL | 0 = not editable 1 = editable | 0 | Account default - Can users edit the scoring notes (rec_notes_and_scoring.notes) |
| application | varchar(45) | | passthru, conference, callparking, recordandsave, VAMTest | NULL | DEPRECATED – NO LONGER USED |
| play_beep_before_record | tinyint(3) unsigned | NOT NULL | 0 = do not play 1 = play | 0 | DEPRECATED – NO LONGER USED |
| terminate_on_dtmf | tinyint(3) unsigned | NOT NULL | 0 = do not terminate on dtmf press | 0 | DEPRECATED – NO LONGER USED |

| Field Name | Field Type | Null | Supported Value | Default | Description |
|----------------------------------|---------------------|----------|---|----------|---|
| | | | 1 = terminate on dtmf press | | |
| terminate_on_eos | tinyint(4) | NOT NULL | 0 = do not terminate on eos 1 = terminate on eos | -1 | DEPRECATED – NO LONGER USED |
| recurring_beep_enabled | tinyint(3) unsigned | NOT NULL | 0=disabled 1=enabled | 0 | DEPRECATED – NO LONGER USED |
| recurring_beep_interval | int(10) unsigned | NOT NULL | | 30 | DEPRECATED – NO LONGER USED |
| recurring_beep_file | varchar(45) | | File Name | beep.wav | DEPRECATED – NO LONGER USED |
| record_save_dtmf | varchar(1) | NOT NULL | 0-9, #, * | # | single dtmf digit that will save a recording made on a Record & Save route |
| maximum_number_of_ports | int(10) unsigned | NOT NULL | | 24 | Default maximum number of simultaneous sessions a route created on this account will be able to support. |
| number_of_burst_ports | int(10) unsigned | NOT NULL | | 6 | Default number of ports over maximum that the route will be able to use. These ports are reported separately. |
| acct_port_limit | int(11) | NOT NULL | | -1 | -1 for unlimited, The maximum number of sessions ALL routes on this account will be able to use. |
| show_appliance_tab_in_route_view | tinyint(3) unsigned | NOT NULL | | 0 | DEPRECATED – NO LONGER USED |
| codec_profile_id | INT | | | 1 | Default codec profile associated with this account |
| force_rpdd | INT | NOT NULL | 0 = Disabled 1 = Enabled | 0 | Write all recordings to .rpdd files to be converted after recording completion |
| store_dtmf_setting | TINYINT | NOT NULL | -1 = None / Use System Default 0 = Disabled 1 = Enabled | -1 | Should ISR store and display RFC2833 and SIP INFO DTMF digits in the recording details view? |
| download_recording_permission | TINYINT(3) | NOT NULL | 0 = download disabled 1 = download enabled | 1 | Do users created under this account have the option of downloading recordings? Account level control over recording download. |
| playback_recording_permission | TINYINT(3) | NOT NULL | 0 = playback disabled 1 = playback enabled | 1 | Do users created under this account have the option to playback recordings within the dashboard? Account level control over recording playback. |
| delete_recording_permission` | TINYINT(3) | NOT NULL | 0 = delete disabled 1 = delete enabled | 1 | Do users created under this account have the option to delete recordings within the dashboard? Account level control over recording deletion. |

Table Name: accounts_realms

Purpose: Account to realm correlation table

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------|------------|----------|------------------|---------|---------------------|
| id | bigint | NOT NULL | | | auto increment |
| account_id | int(10) | NOT NULL | | | accounts.account_id |
| realm_id | bigint | | | | realms.realm_id |

Table Name: archivers

Purpose: Definition and configuration of archivers

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------------------|----------------------|----------|---|----------------|--|
| archiver_id | int(10) | NOT NULL | | auto increment | Primary key |
| archiver_ip | varchar(45) | NOT NULL | ip addresses | " | Archiver's IP Address – needs to match the RSS SIP IP Address |
| site_id | int(10) | NOT NULL | | 0 | sites.site_id this archiver is associated with |
| archiver_thread_number | smallint(5) unsigned | NOT NULL | | 1 | Number of files to be moved simultaneously |
| max_fail_count | smallint(5) unsigned | NOT NULL | | 0 | Number of times the archiver should attempt to move a file before permanently marking it failed |
| archiver_mode | varchar(10) | | Primary Failover | NULL | Failover archiver deprecated after 2.2.All archivers are Primary. |
| source_free_space_Kb | bigint(30) unsigned | NOT NULL | | 0 | Amount of free space remaining on the source_directory |
| dest_free_space_Kb | bigint(30) unsigned | NOT NULL | | 0 | Amount of free space remaining on the destination_directory |
| delete_enabled | smallint(2) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | Should the archiver delete files from the destination_directory after route_config.minimum_storage_days |
| archiver_state | smallint(2) unsigned | NOT NULL | 0 = paused 1 = active | 1 | Is the archiver active? |
| source_location | bigint(20) | NOT NULL | | -1 | locations.location_id of the source location for this archiver |
| dest_location | bigint(20) | NOT NULL | | -1 | locations.location_id of the destination location for this archiver |
| dir_date_structure | tinyint(1) | NOT NULL | 0 = do not archive with date structure 1 = archive with date structure | 1 | Should recordings be archived by date |
| move_non_existing_record | tinyint(1) | NOT NULL | 0 = do not move non-existing files 1 = move non-existing files | 0 | If recording is not found, should record be removed from recordings db and added to recordings missing table for tracking. |
| conversion_mode | tinyint | NOT NULL | 0 – disabled 1 – enabled 2 - convert by percentage | 1 | Configures Archival for requesting codec conversion for playback. |
| conversion_percentage | tinyint | NOT NULL | | 100 | The percentage value of recorded files to request codec conversion for playback during Archival. |
| convert_all_on_last_hop | tinyint(1) | | 0 – disabled 1 – enabled | 1 | If all or some of the archived recordings in their final destination need conversion for playback, archiver can request conversion for all of the remaining files. |
| default_conversion_file_type | tinyint | | | 8 | DEPRECATED – NO LONGER USED |
| xmlrpc_server_port | int(10) | | | 8886 | Port number to listen on for XMLRPC callbacks from converter. |

Table Name: audit

Purpose: Log user activity within the Admin Dashboard

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------|---------------------|----------|---|----------------|--|
| audit_id | bigint(20) unsigned | NOT NULL | | auto increment | Primary key |
| audit_time | datetime | NOT NULL | | | Date entry added to table |
| user_id | int(10) unsigned | NOT NULL | | | users.user_id performing the action |
| user_email | varchar(100) | NOT NULL | | | users.email performing the action |
| session_id | varchar(50) | NOT NULL | | | User's session ID |
| requesting_ip | varchar(16) | NOT NULL | | | IP address the request originated from |
| action_type | varchar(16) | NOT NULL | | | Action the user performed |
| object_name | varchar(100) | | VIEW_XXX Modify_XXX Create_XXX Delete_XXX where XXX=Account,Route,Site,User,Recording | NULL | Object the action was performed on |
| prev_value | varchar(128) | | | NULL | Value of the field before the edit |
| new_value | varchar(128) | | | NULL | Value of the field after the edit |
| result_flag | tinyint(3) unsigned | NOT NULL | 0 = failed 1 = success | 0 | Was the action successful |

Table Name: authentication_service

Purpose: Defines 3rd party user authentication services

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------------------|--------------|----------|-----------------------------|----------------|------------------------------------|
| authentication_service_id | int | NOT NULL | | auto increment | Primary key |
| url | varchar(255) | | | | location of authentication service |
| name | varchar(255) | | | | name of auth service (descriptive) |
| enabled | tinyint(1) | | 0 = disabled 1 = enabled | 0 | Can this auth service be used? |
| src_type_id | int | NOT NULL | | | Src_type.src_type_id |

Table Name: call_stats

Purpose: Track various system statistics to be used for reports

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------------------|------------------|----------|------------------|---------------------|---|
| route_id | int(10) | NOT NULL | | 0 | route_config.route_id that is being tracked |
| call_date | datetime | NOT NULL | | 0000-00-00 00:00:00 | date of statistical information |
| total_number_of_calls | int(10) unsigned | NOT NULL | | 0 | Total number of INVITEs received by the RSS |
| peak_number_of_calls | int(10) unsigned | NOT NULL | | 0 | Maximum number of simultaneous sessions for the call_date |

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|---------------------------------|----------------------------|----------|------------------|---------|--|
| <i>number_of_calls_rejected</i> | <i>int(10) unsigned</i> | NOT NULL | | 0 | Total number of sessions RSS did not accept because session exceeds accounts.acct_port_limit or route_config.maximum_number_of_ports + route_config.number_of_burst_ports or RSS total licensed session capacity |
| <i>number_of_burst_calls</i> | <i>int(10) unsigned</i> | NOT NULL | | 0 | Number of sessions handled on a burst port, if configured |
| <i>recording_length_ms</i> | <i>bigint(20) unsigned</i> | NOT NULL | | 0 | Total length of all recordings on route_id for call_date |
| <i>number_of_calls_recorded</i> | <i>int(10) unsigned</i> | NOT NULL | | 0 | Total number of RECORD START commands received by RSS |
| <i>system_capacity_reached</i> | <i>int(10) unsigned</i> | NOT NULL | | 0 | Total number of calls rejected due to exceeding the session limit of the system |
| <i>route_capacity_reached</i> | <i>int(10) unsigned</i> | NOT NULL | | 0 | Total number of sessions rejected due to exceeding a route's configured capacity. |
| <i>account_capacity_reached</i> | <i>int(10) unsigned</i> | NOT NULL | | 0 | Number of sessions rejected due to exceeding the configured account capacity. |
| <i>reject_by_not_recorded</i> | <i>int(10) unsigned</i> | NOT NULL | | 0 | Total number of sessions rejected when not recorded and PercentToRecordRejectionEnabled is configured on an RSS. |

Table Name: categories

Purpose: Track various system statistics to be used for reports

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------|---------------------|----------|----------------------------|----------------|--|
| <i>id</i> | <i>int(11)</i> | NOT NULL | | auto increment | Primary key |
| <i>account_id</i> | <i>int(11)</i> | NOT NULL | | | accounts.account_id category pertains to |
| <i>name</i> | <i>varchar(255)</i> | NOT NULL | | | name of category |
| <i>active</i> | <i>tinyint(1)</i> | | 0 = inactive 1 = active | 0 | Is category still used? |
| <i>created_at</i> | <i>datetime</i> | | | NULL | Date category was created |
| <i>updated_at</i> | <i>datetime</i> | | | NULL | Date category last updated |

Table Name: cdr_receive

Purpose: Log of CDR records received on Remote Archiver Appliance

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------------|-----------------------------|----------|---|---------------------|--------------------------------------|
| <i>cdr_id</i> | <i>bigint(20) unsigned</i> | NOT NULL | | auto increment | Primary key |
| <i>ANI</i> | <i>varchar(45)</i> | NOT NULL | | | ANI |
| <i>DNIS</i> | <i>varchar(45)</i> | NOT NULL | | | DNIS |
| <i>timestamp</i> | <i>datetime</i> | NOT NULL | | 0000-00-00 00:00:00 | Time of call |
| <i>duration_ms</i> | <i>bigint(20) unsigned</i> | NOT NULL | | 0 | Duration of Call (in milliseconds) |
| <i>status</i> | <i>varchar(20)</i> | NOT NULL | | Complete | Status of receipt |
| <i>status_code</i> | <i>integer unsigned</i> | NOT NULL | 0 = pending 1 = success 2 = fail 3 = maxfail 4 = processing | 0 | Status code for remote archiving |
| <i>archival_fail_count</i> | <i>smallint(5) unsigned</i> | NOT NULL | | 0 | Number of failed attempts to archive |

| | | | | |
|------------------------|---------------------|----------|------|---|
| <i>archival_remark</i> | text | | NULL | Comments about archival |
| <i>file_name</i> | varchar(255) | NOT NULL | | Recording file name |
| <i>recording_id</i> | bigint(20) unsigned | NOT NULL | | recordings.recording_id of the recording file |

Table Name: cdr_remote

Purpose: Log of CDR records received on Remote Archiver Appliance

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|---------------------|---------------------|----------|---|----------------|---|
| <i>cdr_id</i> | bigint(20) unsigned | NOT NULL | | auto increment | Primary key |
| <i>recording_id</i> | bigint(20) unsigned | NOT NULL | | | recordings.recording_id of the recording file |
| <i>file_name</i> | varchar(255) | NOT NULL | | | recordings.file_name - Recording file name |
| <i>account_id</i> | int | | | | account.account_id of the recording file |
| <i>ra_client_id</i> | bigint | | | | ra_clients.ra_clients_id that is currently acting on this recording |
| <i>locked_time</i> | int | | | | Seconds ra_clients.ra_clients_id has been acting on this recording |
| <i>status</i> | tinyint | NOT NULL | 0 = pending 2 = attempted 3 = sent 4 = aborted | 0 | Status code for remote archiving |
| <i>try_count</i> | int | NOT NULL | | 0 | Number of failed attempts to archive |

Table Name: cdr_transmit

Purpose: Log of CDR records sent to Remote Archiver Appliance

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------|---------------------|----------|---|----------------|--|
| <i>crd_id</i> | bigint(20) unsigned | NOT NULL | | auto_increment | Primary key |
| <i>recording_id</i> | bigint(20) unsigned | NOT NULL | | | recordings.recording_id value transmitted |
| <i>webservice_id</i> | bigint(20) unsigned | NOT NULL | | | webservice_destinations.webservice_id used |
| <i>status</i> | tinyint(3) unsigned | NOT NULL | 0 = pending 2 = attempted 3 = sent 4 = aborted | 0 | status of CDR transmission |
| <i>try_count</i> | tinyint(3) | NOT NULL | | 0 | number of transmission attempts currently made |

Table Name: codec_map

Purpose: Correlation table between codec_profiles and transmission_codecs and recording_formats

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------------------|------------|----------|------------------|----------------|---|
| <i>codec_map_id</i> | int | NOT NULL | | auto increment | Primary key, zero fill |
| <i>codec_profile_id</i> | int | NOT NULL | | | codec_profiles.codec_profile_id |
| <i>transmission_codec_id</i> | int | NOT NULL | | | transmission_codecs.transmission_codec_id |
| <i>recording_format_id</i> | int | NOT NULL | | | recording_formats.recording_format_id |

Table Name: codec_profiles

Purpose: Define codec profiles

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------------|--------------|----------|------------------|----------------|---|
| <i>codec_profile_id</i> | int | NOT NULL | | auto increment | Primary key, zero fill |
| <i>name</i> | varchar(45) | | | | Name of codec profile |
| <i>description</i> | varchar(255) | | | | Description of codec profile |
| <i>preferences</i> | int | | 0-100 | | A numeric value representing the weighting of recording quality over recording file size, where 0 is smallest size and 100 is best quality. |

Table Name: custom_data_types

Purpose: Define custom data types

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------------|--------------|----------|------------------|----------------|---|
| <i>custom_data_type_id</i> | int unsigned | NOT NULL | | auto increment | Primary key |
| <i>name</i> | varchar(45) | NOT NULL | | | Name of custom data field, must be unique |

Table Name: dash_config

Purpose: Global dashboard settings

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------------------------|---------------------|----------|------------------|------------------|---|
| <i>config_id</i> | tinyint(3) unsigned | NOT NULL | | auto_increment | Primary key |
| <i>account_id</i> | int(10) | | | | accounts.account_id this configuration is associated with |
| <i>admin_help_url</i> | varchar(255) | NOT NULL | | adminHelp.jsp | Page to display when an Admin selects Help link |
| <i>user_help_url</i> | varchar(255) | NOT NULL | | userHelp.jsp | Page to display when a user selects Help link |
| <i>login_help_url</i> | varchar(255) | NOT NULL | | loginHelp.jsp | Page to display when a user selects Login help |
| <i>max_csv_entries_per_download</i> | bigint(20) unsigned | NOT NULL | | 10000 | Maximum number of records to allow for a CSV download |
| <i>banner_url</i> | varchar(255) | | | logo2.gif | URL of banner to be displayed in User Dashboard |
| <i>base_app_url</i> | varchar(255) | | | http://localhost | URL of base user dashboard application |
| <i>header_footer_color</i> | varchar(255) | | | #C1398B | Color to be used for header/footer show on user dashboard |
| <i>logo_url</i> | varchar(255) | | | oracle.png | URL of logo for User dashboard branding |

Table Name: db_slaves

Purpose: Configure database slaves to be used for read only access for certain accounts

| <i>Field Name</i> | <i>Field Type</i> | <i>Nullable</i> | <i>Supported Values</i> | <i>Default</i> | <i>Description</i> |
|-------------------|----------------------------|-----------------|-------------------------|-----------------------|---|
| <i>id</i> | <i>bigint(20) unsigned</i> | <i>NOT NULL</i> | | <i>auto_increment</i> | <i>Primary Key</i> |
| <i>url</i> | <i>varchar(255)</i> | <i>NOT NULL</i> | | | <i>URL of database slave to be used</i> |
| <i>user</i> | <i>varchar(45)</i> | <i>NOT NULL</i> | | | <i>Database User</i> |
| <i>password</i> | <i>varchar(45)</i> | <i>NOT NULL</i> | | | <i>Database password (DEPRECATED)</i> |
| <i>account_id</i> | <i>bigint(20) unsigned</i> | | | <i>NULL</i> | <i>accounts.account_id for which this db will be used</i> |

Table Name: extension_data_importers

Purpose: DEPRECATED – NO LONGER USED

| <i>Field Name</i> | <i>Field Type</i> | <i>Nullable</i> | <i>Supported Values</i> | <i>Default</i> | <i>Description</i> |
|-----------------------------------|----------------------------|-----------------|-------------------------|-----------------------|--------------------|
| <i>extension_data_importer_id</i> | <i>bigint(20) unsigned</i> | <i>NOT NULL</i> | | <i>auto_increment</i> | |
| <i>ip_address</i> | <i>varchar(45)</i> | <i>NOT NULL</i> | | | |
| <i>cron_schedule</i> | <i>varchar(45)</i> | <i>NOT NULL</i> | | <i>0 0/15 * ? * *</i> | |
| <i>import_directory</i> | <i>varchar(45)</i> | <i>NOT NULL</i> | | | |
| <i>skip_lines</i> | <i>int(11)</i> | | | <i>0</i> | |
| <i>session_matching_field</i> | <i>varchar(255)</i> | <i>NOT NULL</i> | | <i>apkt:ucid</i> | |
| <i>file_matching_header</i> | <i>varchar(255)</i> | <i>NOT NULL</i> | | <i>UUID</i> | |
| <i>delimiter</i> | <i>char(1)</i> | <i>NOT NULL</i> | | <i>,</i> | |
| <i>max_lines_per_batch</i> | <i>int</i> | | | | |
| <i>post_import_action</i> | <i>varchar(45)</i> | | | | |
| <i>post_import_move_directory</i> | <i>text</i> | | | | |
| <i>next_run</i> | <i>datetime</i> | | | | |
| <i>last_run</i> | <i>datetime</i> | | | | |
| <i>last_import</i> | <i>datetime</i> | | | | |
| <i>last_update</i> | <i>datetime</i> | | | | |
| <i>ast_error</i> | <i>datetime</i> | | | | |

Table Name: face_actions_requirements

Purpose: Defines the requirements for FACE policy actions

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-----------------------|--------------|----------|------------------|----------------|--|
| action_requirement_id | int unsigned | NOT NULL | | auto_increment | Primary Key |
| policy_action_id | int unsigned | NOT NULL | | | face_event_policy.policy_action_id that applies to this requirement |
| requirement_type_id | int unsigned | NOT NULL | | | Face_requirement_type.requirement_type_id that applies to this requirement |
| correlating_parameter | varchar(100) | NOT NULL | | " | The parameter required for this policy action |

Table Name: face_event_policies

Purpose: Defines event policies for FACE API

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------|--------------|----------|------------------|----------------|--|
| event_policy_id | int unsigned | NOT NULL | | auto_increment | Primary Key |
| event_trigger | varchar(100) | NOT NULL | | " | ISR Defined Event that will trigger policy to kick off |
| policy_action_id | int unsigned | | | | Face_policy_actions.policy_action_id that will be triggered when this event occurs |

Table Name: face_policy_actions

Purpose: Define supported policy actions

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------|--------------|----------|---|----------------|--------------------------------|
| policy_action_id | int unsigned | NOT NULL | | auto_increment | Primary Key |
| action | varchar(100) | NOT NULL | InitiateRecordScreen TerminateRecordScreen | " | Action available to be enacted |

Table Name: face_requirement_types

Purpose: Define list of data requirements

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|---------------------|--------------|----------|------------------|----------------|------------------|
| requirement_type_id | int unsigned | NOT NULL | | auto_increment | Primary Key |
| requirement | varchar(100) | NOT NULL | | " | Data requirement |

Table Name: failover_db_status

Purpose: Track the status of failover databases

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|--------------------------|----------------------|----------|------------------|---------------------|--|
| min_before_retry_primary | smallint(3) unsigned | NOT NULL | | 0 | Minutes before db connection will be reattempted |
| last_primary_fail_time | timestamp | NOT NULL | | 0000-00-00 00:00:00 | Timestamp of last failure to connect to primary db |

Table Name: general_tracking_events

Purpose: Track changes to various ISR objects

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------------|----------------------------|-----------------|--|----------------------------|---|
| <i>id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | | <i>Primary key</i> |
| <i>object_type</i> | <i>smallint(2)</i> | <i>NOT NULL</i> | 0 = account 1 = route 2 = obgateway 3 = route_groups 4 = transmission_codecs 5 = codec_map 6 = codec_profiles 7 = recording_formats 8 = metadata_types | | <i>Object this event pertains to</i> |
| <i>action_type</i> | <i>bigint(20) unsigned</i> | <i>NOT NULL</i> | 0 = add 1 = changed 2 = delete | | <i>Type of action taken on object_type</i> |
| <i>action_time</i> | <i>datetime</i> | <i>NOT NULL</i> | | <i>0000-00-00 00:00:00</i> | <i>Time action_type was taken on object_type</i> |
| <i>associate_id</i> | <i>int(10)</i> | <i>NOT NULL</i> | | | <i>could be site ID for RouteMap or Acct ID for rArchiver</i> |
| <i>additional_info</i> | <i>varchar(100)</i> | | | | <i>Any comments or descriptors about the action</i> |

Table Name: heartbeats

Purpose: DEPRECATED – NO LONGER USED

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-----------------------|----------------------------|-----------------|---|----------------------------|------------------------------------|
| <i>heartbeat_id</i> | <i>bigint(20) unsigned</i> | <i>NOT NULL</i> | | <i>auto_increment</i> | <i>Primary key</i> |
| <i>component_type</i> | <i>int(20) unsigned</i> | <i>NOT NULL</i> | 0 = unspecified 1 = archiver 2 = VxmlApi 3 = Dashboard | | <i>Component being monitored</i> |
| <i>component_id</i> | <i>bigint(20) unsigned</i> | <i>NOT NULL</i> | | | <i>The relevant foreign key</i> |
| <i>timestamp</i> | <i>datetime</i> | <i>NOT NULL</i> | | <i>0000-00-00 00:00:00</i> | <i>Timestamp of last heartbeat</i> |
| <i>notes</i> | <i>varchar(100)</i> | <i>NOT NULL</i> | | | |

Table Name: isr_event_types

Purpose: List of supported event types

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------|-------------------------|-----------------|------------------|---------|--------------------------|
| <i>event_type_id</i> | <i>integer unsigned</i> | <i>NOT NULL</i> | | | <i>Event ID</i> |
| <i>event_name</i> | <i>text</i> | <i>NOT NULL</i> | | | <i>Event Description</i> |

Table Name: isr_events_destination

Purpose: FOR FUTURE USE

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|---------------------|----------------------|----------|------------------|----------------|-------------------------------|
| destination_id | integer unsigned | NOT NULL | | auto_increment | Primary key |
| event_type_id | integer unsigned | NOT NULL | | | isr_event_types.event_type_id |
| route_id | integer(10) unsigned | | | | |
| account_id | integer(10) unsigned | | | | |
| realm_id | bigint(20) unsigned | | | | |
| destination_service | text | NOT NULL | | | |
| destination_params | text | | | | |
| last_error_time | datetime | | | | |

Table Name: isr_platform_event_config

Purpose: FOR FUTURE USE

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-----------------------------------|------------------|----------|------------------|----------------|-------------------------------|
| eventing_service_id | BIGINT unsigned | NOT NULL | | auto_increment | Primary key |
| retry_timer_msecs | integer unsigned | NOT NULL | | 100 | Retry timer (in milliseconds) |
| max_delivery_time_msecs | integer unsigned | NOT NULL | | 1000 | |
| service_state | tinyint(1) | NOT NULL | | 0 | |
| event_threads | smallint | NOT NULL | | 10 | |
| event_queue_depth | integer | NOT NULL | | -1 | |
| notification_threads | smallint | NOT NULL | | 30 | |
| notification_queue_depth | integer | NOT NULL | | -1 | |
| notification_timeout_msecs | integer unsigned | NOT NULL | | 100 | |
| disable_ssl_hostname_verification | tinyint(1) | NOT NULL | | 0 | |

Table Name: isr_thirdparty_correlation

Purpose: Correlates recording and service session information

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------------------|--------------|----------|------------------|----------------|---|
| isr_thirdparty_correlation_id | int unsigned | NOT NULL | | auto increment | Primary key |
| thirdparty_service_id | int unsigned | NOT NULL | | | thirdparty_service_config.thirdparty_service_id |
| isr_service_session_id | varchar(100) | NOT NULL | | | ID for recording entry. Can be session_id, filename or recording_id |
| thirdparty_service_session_id | varchar(100) | NOT NULL | | | ID for thirdparty service used to correlate recording to thirdparty index |

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|--------------------------------------|-----------------|----------|------------------|------------|--|
| <i>thirdparty_service_start_time</i> | <i>datetime</i> | NOT NULL | | 0000-00-00 | MySQL Server Timestamp for thirdparty service start event. |
| <i>thirdparty_service_end_time</i> | <i>datetime</i> | NOT NULL | | 0000-00-00 | MySQL Server Timestamp for thirdparty service end event. |

Table Name: isr_thirdparty_correlation_field

Purpose: Correlates datatypes to a third party authorization service

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|--|---------------------|----------|------------------|----------------|---|
| <i>isr_thirdparty_correlation_field_id</i> | <i>int unsigned</i> | NOT NULL | | auto increment | Primary key |
| <i>thirdparty_service_id</i> | <i>int unsigned</i> | NOT NULL | | | thirdparty_service_config.thirdparty_service_id |
| <i>isr_thirdparty_correlation_field_name</i> | <i>varchar(255)</i> | NOT NULL | | | The data field name to correlate to this service_id |

Table Name: locations

Purpose: Locations for recording storage and archival

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|---|----------------------------|----------|-----------------------------|----------------|---|
| <i>location_id</i> | <i>bigint(20)</i> | NOT NULL | | auto_increment | Primary key |
| <i>www_served_from</i> | <i>varchar(250)</i> | | | NULL | URL where files stored in this location will be served from |
| <i>destination_directory</i> | <i>varchar(250)</i> | | | NULL | Directory files will be moved to |
| <i>source_directory</i> | <i>varchar(250)</i> | | | NULL | Directory files will be moved from |
| <i>description</i> | <i>varchar(250)</i> | | | NULL | Descriptive text about this location |
| <i>source_free_space_KB</i> | <i>bigint(30) unsigned</i> | NOT NULL | | 0 | Source directory free space |
| <i>source_free_space_perc</i> | <i>tinyint(3) unsigned</i> | NOT NULL | | -1 | Source directory percentage of free space |
| <i>dest_free_space_KB</i> | <i>bigint(30) unsigned</i> | NOT NULL | | 0 | Destination directory free space |
| <i>dest_free_space_perc</i> | <i>tinyint(3) unsigned</i> | NOT NULL | | -1 | Destination directory percentage of free space |
| <i>site_id</i> | <i>int(20)</i> | NOT NULL | | -1 | The site_id of the site this location belongs to |
| <i>converter_xmlrpc_ip</i> | <i>varchar(45)</i> | | | | The IP address of the converter which can process recordings for this location |
| <i>converter_xmlrpc_port</i> | <i>bigint</i> | | | 8890 | The port on which to contact the converter service for this location via XMLRPC |
| <i>converter_rest_webservice_port</i> | <i>int</i> | | | 9999 | The port on which to contact the converter service for this location via REST |
| <i>converter_rest_webservice_sslenabled</i> | <i>tinyint(1)</i> | | 0 – disabled 1 – enabled | 1 | Flag to enable SSL for converter webservice requests |

Table Name: log

Purpose: Log entries for RSS / displayed in Dashboard -> Sites

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|---------------------------|----------------------------|----------|------------------|---------------------|-------------------|
| <i>log_id</i> | <i>bigint(20) unsigned</i> | NOT NULL | | auto increment | Primary key |
| <i>time_of_occurrence</i> | <i>datetime</i> | NOT NULL | | 0000-00-00 00:00:00 | Date of log entry |

| | | | | | |
|----------------------|-----------------------------|-----------------|---|-------------|---------------------------------|
| <i>priority</i> | <i>varchar(10)</i> | <i>NOT NULL</i> | | <i>INFO</i> | <i>Log entry priority</i> |
| <i>description</i> | <i>text</i> | <i>NOT NULL</i> | | | <i>Description of entry</i> |
| <i>componentType</i> | <i>smallint(5) unsigned</i> | <i>NOT NULL</i> | <i>0 = unspecified 1 = archiver 2 = VxmlApi 3 = Dashboard</i> | <i>0</i> | <i>Component being logged</i> |
| <i>componentId</i> | <i>bigint(20) unsigned</i> | <i>NOT NULL</i> | | <i>0</i> | <i>The relevant foreign key</i> |

Table Name: metadata_correlation_sets

Purpose: Correlates metadata_types to a session for searching

| <i>Field Name</i> | <i>Field Type</i> | <i>Nullable</i> | <i>Supported Values</i> | <i>Default</i> | <i>Description</i> |
|--------------------------|---------------------|-----------------|-------------------------|-----------------------|--|
| <i>id</i> | <i>bigint</i> | <i>NOT NULL</i> | | <i>auto increment</i> | <i>Primary key</i> |
| <i>metadata_type_id1</i> | <i>int</i> | | | | <i>Metadata_types.metadata_type_id of this association</i> |
| <i>metadata_value1</i> | <i>varchar(255)</i> | | | | <i>Metadata_type_id1 value</i> |
| <i>metadata_type_id2</i> | <i>int</i> | | | | <i>Metadata_types.metadata_type_id of this association</i> |
| <i>metadata_value2</i> | <i>varchar(255)</i> | | | | <i>Metadata_type_id2 value</i> |

Table Name: metadata_types

Purpose: List of SIPREC metadata ISR will parse

| <i>Field Name</i> | <i>Field Type</i> | <i>Nullable</i> | <i>Supported Values</i> | <i>Default</i> | <i>Description</i> |
|-----------------------------------|---------------------|-----------------|--|-----------------------|---|
| <i>metadata_type_id</i> | <i>int</i> | <i>NOT NULL</i> | | <i>auto increment</i> | <i>Primary key</i> |
| <i>name</i> | <i>varchar(255)</i> | | | | <i>SIPREC metadata field name</i> |
| <i>session_correlation_number</i> | <i>int</i> | | | | <i>Unique correlation number</i> |
| <i>node_type</i> | <i>varchar(255)</i> | | | | <i>The type of metadata, such as participant, stream or session</i> |
| <i>src_type_id</i> | <i>int</i> | | | | <i>Src_types.src_type_id</i> |
| <i>searchable</i> | <i>tinyint(1)</i> | | <i>0 = not searchable 1 = searchable</i> | | <i>Is this variable searchable?</i> |
| <i>is_displayed</i> | <i>tinyint(1)</i> | | <i>0 = not displayed 1 = displayed</i> | | <i>Is this variable displayed in recording details?</i> |

Table Name: outbound_gateway_events

Purpose: DEPRECATED – NO LONGER USED

| <i>Field Name</i> | <i>Field Type</i> | <i>Nullable</i> | <i>Supported Values</i> | <i>Default</i> | <i>Description</i> |
|----------------------------------|----------------------------|-----------------|---|--------------------------|--------------------|
| <i>outbound_gateway_event_id</i> | <i>bigint(20) unsigned</i> | <i>NOT NULL</i> | | <i>auto_increment</i> | |
| <i>gateway_id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | | |
| <i>event_timestamp</i> | <i>timestamp</i> | <i>NOT NULL</i> | | <i>CURRENT_TIMESTAMP</i> | |
| <i>event_type</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | <i>0 = unavailable 1 = tmp_disabled</i> | <i>0</i> | |

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------|------------|----------|--|---------|-------------|
| | | | 2 = disabled 3 = back_in_service 4 = enabled | | |

Table Name: outbound_gateways

Purpose: DEPRECATED – NO LONGER USED

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------|---------------------|----------|--|-------------------|-------------|
| gateway_id | int(10) unsigned | NOT NULL | | auto_increment | |
| site_id | int(10) unsigned | NOT NULL | | | |
| gateway_name | varchar(45) | NOT NULL | | | |
| gateway_ip | varchar(45) | NOT NULL | | | |
| gateway_type | tinyint(3) unsigned | NOT NULL | 0 = in service 1 = temporarily disabled 2 = disabled 3 = failover 4 = temporarily disabled failover 5 = disabled failover | 0 | |
| last_call_sent | timestamp | NOT NULL | | CURRENT_TIMESTAMP | |
| last_call_time | bigint(20) unsigned | NOT NULL | | 0 | |

Table Name: participant_extension_data

Purpose: SIPREC Participant Extension Data

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------------------|--------------|----------|------------------|----------------|--|
| participant_extension_data_id | bigint | NOT NULL | | auto increment | Primary key |
| metadata_correlation_sets_id | bigint(20) | | | | Metadata_correlation_sets.metadata_correlation_sets_id |
| value | varchar(255) | | | | SIPREC participant extension data value |
| metadata_type_id | int | NOT NULL | | | Metadata_types.metadata_type_id |
| participant_id | bigint | NOT NULL | | | participants.participant_id this extension data element relates to |
| indexed_value | varchar(255) | | | | |

Table Name: participants

Purpose: SIPREC Participant Data

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------------------|---------------------|----------|------------------|-----------------------|---|
| <i>participant_id</i> | <i>bigint</i> | NOT NULL | | <i>auto increment</i> | <i>Primary key</i> |
| <i>start_time</i> | <i>datetime</i> | | | | <i>start time of session</i> |
| <i>end_time</i> | <i>datetime</i> | | | | <i>end time of session</i> |
| <i>session_id</i> | <i>bigint</i> | NOT NULL | | | <i>Sessions.session_id this participant was involved in</i> |
| <i>siprec_participant_id</i> | <i>varchar(255)</i> | NOT NULL | | | <i>SIPREC provided participant id value</i> |
| <i>aor</i> | <i>varchar(255)</i> | | | | <i>SIRPEC provided address of record value for this participant</i> |
| <i>name</i> | <i>varchar(255)</i> | | | | <i>SIRPEC provided name value for this participant</i> |

Table Name: peak_stats

Purpose: Track peak number of calls per route/site

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-----------------|-------------------------|----------|------------------|----------|--|
| <i>route_id</i> | <i>int(10) unsigned</i> | NOT NULL | | <i>0</i> | <i>route_config.route_id being tracked</i> |
| <i>site_id</i> | <i>int(10) unsigned</i> | NOT NULL | | <i>0</i> | <i>sites.site_id</i> |
| <i>count</i> | <i>int(10) unsigned</i> | NOT NULL | | <i>0</i> | <i>number of sessions</i> |

Table Name: playback_problems

Purpose: Track recordings with playback issues

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------------|------------------------|----------|------------------|-----------------------|--|
| <i>playback_problems</i> | <i>bigint unsigned</i> | NOT NULL | | <i>auto increment</i> | <i>Primary key</i> |
| <i>recording_id</i> | <i>bigint unsigned</i> | NOT NULL | | | <i>recordings.recording_id with playback issue</i> |
| <i>reported_date</i> | <i>datetime</i> | NOT NULL | | | <i>Date problem reported</i> |
| <i>problem_description</i> | <i>varchar(128)</i> | NOT NULL | | | <i>Description of issue encountered</i> |

Table Name: ra_clients

Purpose: Configured Remote Archival Clients

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|---------------------|--------------------|----------|------------------|-----------------------|--|
| <i>ra_client_id</i> | <i>bigint</i> | NOT NULL | | <i>auto increment</i> | |
| <i>account_id</i> | <i>int</i> | | | | <i>accounts.account_id the client is configured to retrieve recordings for</i> |
| <i>ip_address</i> | <i>varchar(39)</i> | NOT NULL | | | <i>IP address where RA requests will originate from</i> |

Table Name: realms

Purpose: Configured realms

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------|--------------|----------|------------------|---------|--|
| realm_id | bigint(20) | NOT NULL | | | auto increment |
| realm_label | varchar(45) | NOT NULL | | | Name of realm |
| realm_description | varchar(255) | | | | Description of realm for ease of reading |

Table Name: rec_notes_and_scoring

Purpose: Notes and transcription data for recordings

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-----------------|---------------------|----------|------------------|---------|--|
| recording_id | bigint(20) unsigned | NOT NULL | | | recordings.recording_id |
| user_rating | tinyint(3) unsigned | NOT NULL | | 0 | Rating the user assigns to this recording |
| complete_status | tinyint(3) unsigned | NOT NULL | | 0 | Does the recording show a complete transaction |
| hours | float | NOT NULL | | 0 | Hours spent on analysis |
| notes | text | | | | Users notes on the recording |
| transcription | text | | | | Transcription of the session recording |

Table Name: recording_categories

Purpose: Link recordings to categories

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|--------------|------------|----------|----------------------------|----------------|---|
| id | int(11) | NOT NULL | | auto increment | Primary key |
| recording_id | int(11) | NOT NULL | | | recordings.recording_id category assigned to |
| category_id | int(11) | NOT NULL | | | categories.category_id assigned |
| active | tinyint(1) | | 0 = inactive 1 = active | 0 | Is category still used? |
| created_at | datetime | | | NULL | Date category was first affiliated to recording |
| updated_at | datetime | | | NULL | Date affiliation last updated |

Table Name: recording_formats

Purpose: Recording output format definitions

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|---------------------|-------------|----------|------------------|----------------|--|
| recording_format_id | int | NOT NULL | | auto increment | Primary key, zero fill |
| name | varchar(64) | | | | Description of recording format |
| size_factor | int | | | | Relative size of playable recording |
| quality_factor | tinyint | | | | Relative quality of playable recording |

| | | | | | |
|-------------------------|----------------|--|--|--|--|
| <i>bit_size</i> | <i>tinyint</i> | | | | <i>Recording format bit rate</i> |
| <i>sampling_rate_hz</i> | <i>int</i> | | | | <i>Recording format sampling rate (in hertz)</i> |

Table Name: recording_custom_data

Purpose: Correlates custom data fields and values with recording entries

| <i>Field Name</i> | <i>Field Type</i> | <i>Nullable</i> | <i>Supported Values</i> | <i>Default</i> | <i>Description</i> |
|---------------------------------|---------------------|-----------------|-------------------------|-----------------------|--|
| <i>recording_custom_data_id</i> | <i>bigint</i> | <i>NOT NULL</i> | | <i>auto increment</i> | <i>Primary key, zero fill</i> |
| <i>recording_id</i> | <i>bigint(20)</i> | <i>NOT NULL</i> | | | <i>Recordings.recording_id the custom data is associated with.</i> |
| <i>custom_data_type_id</i> | <i>int</i> | <i>NOT NULL</i> | | | <i>Custom_data_types.custom_data_type_id</i> |
| <i>value</i> | <i>varchar(100)</i> | <i>NOT NULL</i> | | | <i>Custom data value</i> |

Table Name: recordings

Purpose: Recording details and metadata

| <i>Field Name</i> | <i>Field Type</i> | <i>Nullable</i> | <i>Supported Values</i> | <i>Default</i> | <i>Description</i> |
|----------------------------|------------------------------|-----------------|--|----------------------------|---|
| <i>recording_id</i> | <i>bigint(20) unsigned</i> | <i>NOT NULL</i> | | <i>auto_increment</i> | <i>Primary key</i> |
| <i>file_name</i> | <i>varchar(255)</i> | <i>NOT NULL</i> | | | <i>Recording file name</i> |
| <i>file_status</i> | <i>tinyint(3) unsigned</i> | <i>NOT NULL</i> | <i>0 = normal 1 = 404 File Not Found 2 = Playback problem reported</i> | <i>0</i> | <i>Recent file status</i> |
| <i>ani</i> | <i>varchar(45)</i> | | | <i>NULL</i> | <i>ANI</i> |
| <i>dnis</i> | <i>varchar(45)</i> | | | <i>NULL</i> | <i>DNIS</i> |
| <i>account_code</i> | <i>varchar(45)</i> | <i>NOT NULL</i> | | | <i>accounts.account_id</i> |
| <i>duration</i> | <i>mediumint(8) unsigned</i> | <i>NOT NULL</i> | | <i>0</i> | <i>duration of recording</i> |
| <i>start_time</i> | <i>datetime</i> | <i>NOT NULL</i> | | <i>0000-00-00 00:00:00</i> | <i>Session start time</i> |
| <i>directory</i> | <i>varchar(100)</i> | | | <i>NULL</i> | <i>recording location</i> |
| <i>vmg_id</i> | <i>mediumint(8) unsigned</i> | <i>NOT NULL</i> | | <i>0</i> | <i>vmgs.vmg_id of the RSS the session was recorded on</i> |
| <i>archived</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | <i>0</i> | <i>Archived state</i> |
| <i>route_id</i> | <i>bigint(20) unsigned</i> | <i>NOT NULL</i> | | <i>0</i> | <i>route_config.route_id this session was recorded against</i> |
| <i>archival_remarks</i> | <i>text</i> | | | | <i>Comments about archived state</i> |
| <i>archival_fail_count</i> | <i>smallint(5) unsigned</i> | <i>NOT NULL</i> | | <i>0</i> | <i>Number of failed attempts to archive this recording</i> |
| <i>agent_id</i> | <i>varchar(256)</i> | | | <i>NULL</i> | <i>Agent ID</i> |
| <i>agent_terminal</i> | <i>varchar(128)</i> | | | <i>NULL</i> | <i>Agent Extension</i> |
| <i>archiver_mode</i> | <i>varchar(10)</i> | <i>NOT NULL</i> | <i>Primary Failover</i> | <i>Primary</i> | <i>Whether file archival by primary or failover archiver</i> |
| <i>sensitive</i> | <i>smallint(5) unsigned</i> | <i>NOT NULL</i> | <i>0</i> | <i>0</i> | <i>FOR FUTURE USE</i> |
| <i>last_pause_time</i> | <i>datetime</i> | | | <i>NULL</i> | <i>Last record pause timestamp for this recording. If null, was not paused.</i> |

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------------|--------------------------|----------|---|---------|---|
| <i>pause_length</i> | mediumint(8) unsigned | NOT NULL | | 0 | Duration of last pause |
| <i>delete_flag</i> | tinyint(1) | NOT NULL | 0 = do not delete 1 = delete | 0 | Mark the recording to be deleted after the session ends |
| <i>location</i> | bigint(20) | NOT NULL | | -1 | locations.location_id of the current location of this recording file |
| <i>previous_file_name</i> | varchar(255) | | | | Prior file name if file is in the process of being renamed |
| <i>archiver_action</i> | int(11) | NOT NULL | 0 = no action pending 1 = delete 2 = rename 3 = never expire 4 = rename and never expire | 0 | Flag for which action the archiver process should take on this recording |
| <i>conversion_status</i> | tinyint | NOT NULL | 0 = does not need conversion 1 = needs conversion 2 = conversion in progress 3 = conversion failed 4 = conversion not possible 5 = conversion cancelled 6 = conversion successful | 0 | Flag for converter status |
| <i>isr_ucid</i> | varchar(256) | | | | SIPREC provided isr_ucid value |
| <i>ingress_callid</i> | varchar(256) | | | | SIPREC ingress call id |
| <i>egress_callid</i> | varchar(256) | | | | DEPRECATED – NO LONGER USED |
| <i>paused_with_silence</i> | tinyint(1) | NOT NULL | | | Designates whether a recording was paused and filled with silence packets |

Table Name: remote_archivers

Purpose: Configure archival to remote locations

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|---------------------------------|----------------------|----------|--------------------------|----------------|--|
| <i>remote_archiver_id</i> | bigint(20) unsigned | NOT NULL | | auto_increment | Primary key |
| <i>remote_archiver_ip</i> | varchar(15) | NOT NULL | | | Remote IP address |
| <i>thread_number</i> | smallint(5) unsigned | NOT NULL | | 1 | Number of simultaneous threads |
| <i>dest_location</i> | bigint(20) | | | NULL | location where the remote archiver archives to |
| <i>remote_archiver_state</i> | smallint(2) unsigned | NOT NULL | 0 = paused 1 = active | 0 | Status of remote archiver |
| <i>cron_schedule</i> | varchar(45) | | | NULL | cron schedule of the remote archival job |
| <i>web_service_uri</i> | varchar(255) | NOT NULL | | | remote archival web service URI |
| <i>web_service_uri_failover</i> | varchar(255) | NOT NULL | | | remote archival web service failover URI |

Table Name: route_config

Purpose: Configure recording rules base on DNIS and/or ANI

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------------|---------------------|----------|---|----------|---|
| route_id | int(10) unsigned | NOT NULL | Auto increment | | Primary key |
| route_type | tinyint(3) unsigned | NOT NULL | 0 = DNIS 1 = ANI 2 = ANI/DNIS | 0 | Type of route |
| route_pattern | varchar(100) | NOT NULL | | | Value to be evaluated |
| label | varchar(100) | NOT NULL | | | Value to be shown as DNIS in recordings list |
| account_id | int(10) unsigned | NOT NULL | | 0 | accounts.account_id route belongs to |
| percent_to_record | smallint(5) | NOT NULL | 1-100 | -1 | Percentage of sessions to record |
| recording_enabled | tinyint(3) | NOT NULL | 0=recording disabled 1=recording enabled | -1 | Is recording enabled for this route |
| default_recording_type | tinyint(3) unsigned | NOT NULL | See the admin guide for the supported recording formats. | 0 | The default recording format used for this route |
| virtual_route_pattern | varchar(100) | | | NULL | User value that will be set in the SIP URI on call leg from RSS |
| announce_audio_file | varchar(100) | | Text | NULL | Announcement to be played on this route |
| announce_audio_text | varchar(200) | | Text | | TTS fallback in the event the announcement file is not available |
| opt_out_vxml_file | varchar(100) | | Text | | VXML file for implementing opt-out on this route* |
| opt_out_enabled | tinyint(1) | NOT NULL | 0 = disabled 1 = enabled | 0 | Whether opt out is enabled |
| announce_enabled | tinyint(1) | NOT NULL | 0= announcement disabled 1=announcement enabled | 0 | Whether announcements are enabled for this route |
| application | varchar(45) | | passthru, conference, callparking, recordandsave, VAMTest | NULL | route type used for this route |
| play_beep_before_record | tinyint(3) unsigned | NOT NULL | 0 | 0 | Should the beep tone be played on route |
| terminate_on_dtmf | tinyint(3) unsigned | NOT NULL | 0 | 0 | Should a conference mode recording terminate on DTMF entry |
| terminate_on_eos | tinyint(4) | NOT NULL | | -1 | Should a conference mode recording terminate on End of Speech |
| priority | float | NOT NULL | | 0.5 | order in which routes will be evaluated |
| maximum_number_of_ports | int(11) unsigned | NOT NULL | | 24 | Maximum number of simultaneous sessions this route will be able to support. |
| number_of_burst_ports | int(10) unsigned | NOT NULL | | 6 | Default number of ports over maximum that the route will be able to use. These ports are reported separately. |
| storage_grace_period | int(10) unsigned | NOT NULL | | 0 | Number of days over minimum_storage_days that archiver should keep the recording before deleting |
| recurring_beep_enabled | tinyint(3) unsigned | NOT NULL | 0=disabled 1=enabled | 0 | Enable/Disable recurring beep played during recording |
| recurring_beep_interval | int(10) unsigned | NOT NULL | | 30 | If enabled, how often should the beep be played |
| recurring_beep_file | varchar(45) | | File Name | beep.wav | Name of file, stored in RSS Cache, that should be played |
| record_save_dtmf | varchar(1) | NOT NULL | | # | single-digit dtmf that will save a recording made on a Record & Save route |
| call_meta_data_src | tinyint | NOT NULL | 0 = none 1 = TSAPI | 0 | FOR FUTURE USE |
| agent_id_editable_flag | tinyint(3) unsigned | NOT NULL | 0 = not editable 1 = editable | 0 | Can users edit the data in the agent_id field |

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------------------|---------------------|----------|---|---------|---|
| rating_editable_flag | tinyint(3) unsigned | NOT NULL | 0 = not editable 1 = editable | 0 | Can users edit the data in the scoring rate information |
| completed_editable_flag | tinyint(3) unsigned | NOT NULL | 0 = not editable 1 = editable | 0 | Can users edit the data in the complete transaction flag? |
| notes_editable_flag | tinyint(3) unsigned | NOT NULL | 0 = not editable 1 = editable | 0 | Can users edit the scoring notes |
| codec_profile_id | INT | | | 1 | Codec_profiles.codec_profile_id of the codec profile to be used for this route |
| force_rpdd | INT | NOT NULL | 0 = Disabled 1 = Enabled | 0 | Write all recordings to .rpdd files to be converted after recording completion |
| store_dtmf_setting | TINYINT | NOT NULL | -1 = None / Use System Default 0 = Disabled 1 = Enabled | -1 | Should ISR store and display RFC2833 and SIP INFO DTMF digits in the recording details view? |
| download_recording_permission | TINYINT(3) | NOT NULL | 0 = download disabled 1 = download enabled | 1 | Do users created under this account have the option of downloading recordings? Account level control over recording download. |
| playback_recording_permission | TINYINT(3) | NOT NULL | 0 = playback disabled 1 = playback enabled | 1 | Do users created under this account have the option to playback recordings within the dashboard? Account level control over recording playback. |
| delete_recording_permission | TINYINT(3) | NOT NULL | 0 = delete disabled 1 = delete enabled | 1 | Do users created under this account have the option to delete recordings within the dashboard? Account level control over recording deletion. |

Table Name: route_groups

Purpose: Create and define a group of routes that should all have the same master requirements

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-----------------------|------------------|----------|------------------|----------------|--|
| route_group_member_id | int(11) | NOT NULL | | auto_increment | Primary key |
| route_group_master_id | int(10) unsigned | NOT NULL | | | route_config.route_id of the master ID |
| route_pattern | varchar(100) | NOT NULL | | | route pattern to be evaluated |
| virtual_route_pattern | varchar(100) | NOT NULL | | | user value of end destination |

Table Name: route_map_tracking_events

Purpose: Track events related to the route map caching

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-----------------|----------------------|----------|---|-------------------|---------------------------------|
| id | int(10) unsigned | NOT NULL | | auto_increment | Primary key |
| object_type | smallint(2) unsigned | NOT NULL | 0 = account 1 = route 2 = obgateway | | Object event pertains to |
| action_type | smallint(2) unsigned | NOT NULL | 0 = add 1 = changed 2 = delete | | Type of action |
| action_time | timestamp | NOT NULL | | CURRENT_TIMESTAMP | Time of event |
| site_id | int(10) | NOT NULL | | -1 | sites.site_id event pertains to |
| additional_info | varchar(100) | NOT NULL | | | Additional information |

Table Name: saved_searches

Purpose: Define searches saved in User Dashboard

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------------|--------------|----------|-------------------------------|----------------|--|
| id | int(11) | NOT NULL | | auto increment | primary key |
| user_id | int(11) | NOT NULL | | | users.user_id which saved the search |
| name | varchar(255) | NOT NULL | | | Name of saved search |
| mode | int(11) | | | 1 | Type of Saved search |
| category_id | int(11) | | | NULL | Search category ID |
| ANI | varchar(255) | | | NULL | ANI provided in search |
| DNIS | varchar(255) | | | NULL | DNIS provided in search |
| filename | varchar(255) | | | NULL | filename provided in search |
| agentid | varchar(255) | | | NULL | agent id provided in search |
| duration | varchar(255) | | | NULL | duration of recordings provided in search |
| vmg | varchar(255) | | | NULL | value to search in vmg |
| duration_start | varchar(255) | | | NULL | search duration minimum duration |
| duration_stop | varchar(255) | | | NULL | search duration maximum duration |
| date_start | varchar(255) | | | NULL | search calls after this date |
| date_stop | varchar(255) | | | NULL | search calls before this date |
| allow_partial | tinyint(1) | | 0 = do not allow 1 = allow | | search for partial match of values within specified fields |
| active | tinyint(1) | | 0 = inactive 1 = active | | Search is currently active |
| date_relative | varchar(255) | | | NULL | search relative to which date |
| date_search_type | varchar(255) | | | range | what type of date search to perform |
| created_at | datetime | | | NULL | Date search initially saved |
| updated_at | datetime | | | NULL | Date of last update to search criteria |
| isr_ucid | varchar(255) | | | NULL | ISR UCID |
| ingress_callid | varchar(255) | | | | SIPREC Ingress leg call ID associated with saved search |
| egress_callid | varchar(255) | | | | DEPRECATED – NO LONGER USED |
| siprec_session | varchar(255) | | | | SIPREC Session ID |
| apkt_callingParty | varchar(255) | | | | CallingParty saved search value |
| apkt_ReferringParty | varchar(255) | | | | ReferringParty saved search value |
| apkt_ReferredParty | varchar(255) | | | | ReferredParty saved search value |
| apkt_ReferTarget | varchar(255) | | | | ReferTarget saved search value |
| extTrackingID | varchar(255) | | | | extTrackingID saved search value |

| <i>Field Name</i> | <i>Field Type</i> | <i>Nullable</i> | <i>Supported Values</i> | <i>Default</i> | <i>Description</i> |
|---------------------------------|---------------------|-----------------|-------------------------|----------------|--|
| <i>groupID</i> | <i>varchar(255)</i> | | | | <i>groupID saved search value</i> |
| <i>userID</i> | <i>varchar(255)</i> | | | | <i>userID saved search value</i> |
| <i>callID</i> | <i>varchar(255)</i> | | | | <i>callID saved search value</i> |
| <i>callingPartyNumber</i> | <i>varchar(255)</i> | | | | <i>callingPartyNumber saved search value</i> |
| <i>calledPartyNumber</i> | <i>varchar(255)</i> | | | | <i>calledPartyNumber saved search value</i> |
| <i>serviceProviderID</i> | <i>varchar(255)</i> | | | | <i>serviceProviderID saved search value</i> |
| <i>participant_aor</i> | <i>varchar(255)</i> | | | | <i>participantAOR saved search value</i> |
| <i>apck_ucid</i> | <i>varchar(255)</i> | | | | <i>Apck_ucid saved search value</i> |
| <i>apkt_request_uri</i> | <i>varchar(255)</i> | | | | <i>Request URI saved search value</i> |
| <i>apkt_diversion</i> | <i>varchar(255)</i> | | | | <i>Diversion Header saved search value</i> |
| <i>apkt_p_asserted_identity</i> | <i>varchar(255)</i> | | | | <i>PAI Saved search value</i> |
| <i>apkt_in_realm</i> | <i>varchar(255)</i> | | | | <i>Realm id saved search value</i> |
| <i>label</i> | <i>varchar(255)</i> | | | | <i>Label saved search value</i> |
| <i>custom_data</i> | <i>varchar(255)</i> | | | | <i>Custom data saved search value</i> |

Table Name: security_settings

Purpose: Configure dashboard security settings

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------------------|---------------------|----------|-----------------------------|----------------|---|
| security_id | int(10) unsigned | NOT NULL | | auto increment | Primary key |
| password_expiry_days | tinyint(3) unsigned | NOT NULL | | 90 | Number of days before a user password expires |
| password_strength_requirements | tinyint(3) unsigned | NOT NULL | 0 = 1 = 2 = | 2 | how strong does a user password need to be |
| lockout_time_seconds | int(10) unsigned | NOT NULL | | 3600 | Length of time a user will be locked out after max_failed_logins_before_lockout |
| max_failed_logins_before_lockout | tinyint(3) unsigned | NOT NULL | | 5 | Number of failed login attempts a user will be allowed before being locked out |
| maximum_password_history | tinyint(3) unsigned | NOT NULL | | 4 | Number of password changes before a user can reuse a password |
| show_forgotten_password_page | tinyint(3) unsigned | NOT NULL | 0 = do not show 1 = show | 0 | Should users see the link to be emailed a password |
| change_date | datetime | NOT NULL | | | Date of last security change |
| changed_by_user_id | int(10) unsigned | NOT NULL | | | users.user_id who made last change |
| aes_cypher_key | varchar(32) | | | NULL | Cypher key used for encryption of data |
| allow_http_cache_of_media | tinyint(3) unsigned | NOT NULL | 0 = no 1 = yes | 0 | Allow browser caching of media and files |
| max_token_expiration_seconds | int unsigned | NOT NULL | | 3600 | Inter-process authorization token expiration |

Table Name: session_extension_data

Purpose: SIPREC Session Extension Data

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------------------|--------------|----------|------------------|----------------|---|
| session_extension_data_id | bigint | NOT NULL | | auto increment | Primary key |
| metadata_correlation_sets_id | bigint(20) | | | | Metadata_correlation_sets.metadata_correlation_sets_id |
| value | varchar(255) | | | | Metadata value |
| metadata_type_id | int | NOT NULL | | | Metadata type id |
| session_id | bigint | NOT NULL | | | session.session_id this extension data element relates to |
| indexed_value | varchar(255) | | | | Value received in SIPREC stream for session_extension_data_id |

Table Name: sessions

Purpose: SIPREC Session Data

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------|------------|----------|------------------|----------------|-----------------------|
| session_id | bigint | NOT NULL | | auto increment | Primary key |
| start_time | datetime | | | | start time of session |
| end_time | datetime | | | | end time of session |

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|--------------------------|---------------------|----------|------------------|---------|--------------------------------------|
| <i>siprec_session_id</i> | <i>varchar(255)</i> | | | | <i>Session ID for SIPREC session</i> |

Table Name: sessions_recordings

Purpose: Correlates Recordings to Sessions

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------------------------|--------------------|----------|------------------|---------|---|
| <i>recording_id</i> | <i>bigint</i> | | | | <i>Recordings.recording_id</i> |
| <i>session_id</i> | <i>bigint</i> | NOT NULL | | | <i>Sessions.session_id</i> |
| <i>tmp_recording_id</i> | <i>bigint</i> | | | | <i>Correlates session with active recording</i> |
| <i>metadata_correlation_sets_id</i> | <i>bigint (20)</i> | | | | <i>Metadata_correlation_sets.metadata_correlation_sets_id</i> |

Table Name: sites

Purpose: Configuration of site information

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|--------------------------------------|-------------------------|----------|---|-----------------------|---|
| <i>site_id</i> | <i>int(10) unsigned</i> | NOT NULL | | <i>auto increment</i> | <i>Primary key</i> |
| <i>site_description</i> | <i>varchar(45)</i> | NOT NULL | | | <i>Site name</i> |
| <i>site_level</i> | <i>int(10) unsigned</i> | NOT NULL | <i>0 = Primary 1 = Secondary</i> | <i>0</i> | <i>Site type</i> |
| <i>primary_site_db_ip</i> | <i>varchar(15)</i> | NOT NULL | | | <i>database IP to be used with this site</i> |
| <i>primary_site_db_link_status</i> | <i>int(10) unsigned</i> | NOT NULL | <i>0 = Up 1 = Down 2 = Sync Needed 3 = Sync in Progress</i> | <i>0</i> | <i>DB status</i> |
| <i>gateway_max_failure_count</i> | <i>int(10) unsigned</i> | NOT NULL | | <i>5</i> | <i>Sets the maximum number of outbound gateway failures allowed in gateway_max_fail_seconds before gateway is disabled.</i> |
| <i>gateway_max_failure_secs</i> | <i>int(10) unsigned</i> | NOT NULL | | <i>30</i> | <i>Number of seconds that number of failures can occur before gateway is disabled</i> |
| <i>gateway_min_secs_before_retry</i> | <i>int(10) unsigned</i> | NOT NULL | | <i>300</i> | <i>once temp disabled, how long before the gateway will be retried</i> |

Table Name: src_type

Purpose: FOR FUTURE USE

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------|---------------------|----------|------------------|-------------|-------------|
| <i>src_type_id</i> | <i>int</i> | NOT NULL | | | |
| <i>src_type_name</i> | <i>varchar(255)</i> | | | <i>NULL</i> | |

Table Name: stream_extension_data

Purpose: SIPREC Stream Extension Data

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------------------|--------------|----------|------------------|----------------|--|
| stream_extension_data_id | bigint | NOT NULL | | auto increment | Primary key |
| metadata_correlation_sets_id | bigint(20) | | | | Metadata_correlation_sets.metadata_correlation_sets_id |
| value | varchar(255) | | | | Data set value |
| metadata_type_id | int | NOT NULL | | | Metadata_types.metadata_type_id |
| stream_id | bigint | NOT NULL | | | Streams.streams_id |
| indexed_value | varchar(255) | | | | Searchable value of metadata |

Table Name: streams

Purpose: SIPREC Participant Stream Data

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------|--------------|----------|------------------|----------------|--|
| stream_id | bigint | NOT NULL | | auto increment | Primary key |
| start_time | datetime | | | | start time of stream |
| end_time | datetime | | | | end time of stream |
| session_id | bigint | NOT NULL | | | Sessions.session_id this stream is affiliated with |
| participant_id | bigint | NOT NULL | | | Participants.participant_id this stream is affiliated with |
| siprec_stream_id | varchar(255) | | | | Name of SIPREC Stream |
| label | varchar(255) | | | | Stream label |
| mode | varchar(255) | | 1 = audio | | Stream mode, such as "separate"; codec type |

Table Name: thirdparty_service_config

Purpose: General listing of 3rd party authorization services

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------------|--------------|----------|------------------|----------------|---------------------------------------|
| thirdparty_service_id | int unsigned | NOT NULL | | auto increment | Primary key |
| thirdparty_service_name | varchar(100) | NOT NULL | | | Name of 3 rd Party Service |
| thirdparty_service_content | varchar(100) | | | | Service Location |

Table Name: thirdparty_service_params

Purpose: 3rd party authorization service configuration details

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-----------------------------|--------------|----------|------------------|----------------|---|
| thirdparty_service_param_id | int unsigned | NOT NULL | | auto increment | Primary key |
| thirdparty_service_id | int unsigned | | | | thirdparty_service_config.thirdparty_service_id |
| thirdparty_param | varchar(100) | | | | Third party configuration parameter name |

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------------------|---------------------|-----------------|------------------|---------|-----------------------------------|
| <i>thirdparty_param_value</i> | <i>varchar(256)</i> | <i>NOT NULL</i> | | | <i>Value for thirdparty_param</i> |

Table Name: tokens

Purpose: Assign tokens to sessions

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------|-------------------------|-----------------|------------------|----------------------------|-------------------------------------|
| <i>token_id</i> | <i>int(20) unsigned</i> | <i>NOT NULL</i> | | <i>auto increment</i> | <i>Primary key, zero fill</i> |
| <i>session_id</i> | <i>varchar(256)</i> | <i>NOT NULL</i> | | | <i>Session ID token assigned to</i> |
| <i>timestamp</i> | <i>datetime</i> | <i>NOT NULL</i> | | <i>0000-00-00 00:00:00</i> | <i>Session time</i> |

Table Name: transmission_codecs

Purpose: Configuration of incoming audio codecs

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------------------|--------------------|-----------------|------------------|-----------------------|---|
| <i>transmission_codec_id</i> | <i>int</i> | <i>NOT NULL</i> | | <i>auto increment</i> | <i>Primary key, zero fill</i> |
| <i>name</i> | <i>varchar(64)</i> | | | | <i>Plain text codec identifier</i> |
| <i>type</i> | <i>tinyint</i> | <i>NOT NULL</i> | <i>1 = audio</i> | | <i>Codec type</i> |
| <i>rtp_payload_type_id</i> | <i>int</i> | <i>NOT NULL</i> | | | <i>RTP payload type ID offered in SIPREC INVITE SDP</i> |
| <i>bit_size</i> | <i>tinyint</i> | | | | <i>Bit size used by transmission codec</i> |
| <i>sampling_rate_hz</i> | <i>int</i> | | | | <i>Sampling rate used by transmission codec</i> |

Table Name: user_accounts

Purpose: Affiliate users with accounts

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------------------------|----------------------------|-----------------|-------------------------------------|---------|---|
| <i>user_id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | | <i>users.user_id</i> |
| <i>account_id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | | <i>accounts.account_id</i> |
| <i>all_routes_in_account_access</i> | <i>tinyint(3) unsigned</i> | <i>NOT NULL</i> | <i>0 = disabled 1 = enabled</i> | | <i>does user have access to all routes in account</i> |

Table Name: user_display_preferences

Purpose: configure user preferences in User Dashboard

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-----------------|---------------------|-----------------|------------------|-----------------------|---|
| <i>id</i> | <i>int(11)</i> | <i>NOT NULL</i> | | <i>auto increment</i> | <i>Primary key</i> |
| <i>user_id</i> | <i>int(11)</i> | <i>NOT NULL</i> | | | <i>users.user_id preferences pertain to</i> |
| <i>name</i> | <i>varchar(255)</i> | <i>NOT NULL</i> | | | <i>name</i> |
| <i>priority</i> | <i>int(11)</i> | | | <i>0</i> | <i>Priority</i> |

| | | | |
|-------------------|-----------------|-------------|--------------------------------------|
| <i>created_at</i> | <i>datetime</i> | <i>NULL</i> | <i>Date preferences created</i> |
| <i>updated_at</i> | <i>datetime</i> | <i>NULL</i> | <i>Date preferences last updated</i> |

Table Name: user_routes

Purpose: Affiliate users with routes

| <i>Field Name</i> | <i>Field Type</i> | <i>Nullable</i> | <i>Supported Values</i> | <i>Default</i> | <i>Description</i> |
|-------------------|-------------------------|-----------------|-------------------------|----------------|------------------------------|
| <i>route_id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | | <i>route_config.route_id</i> |
| <i>user_id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | | <i>users.user_id</i> |

Table Name: user_type

Purpose: Define user types and the privileges available to each

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------------------|---------------------|----------|-----------------------------|----------------|--|
| user_type_id | int(10) unsigned | NOT NULL | | auto increment | Primary key |
| user_type_name | varchar(45) | NOT NULL | | | name of this user type |
| account_id | int(10) unsigned | | | NULL | account id this user is specifically tied to |
| priv_sys_create | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can create system elements |
| priv_sys_modify | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can modify system elements |
| priv_sys_view | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can view system elements |
| priv_account_create | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can create accounts |
| priv_account_modify | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can modify accounts |
| priv_account_view | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can view accounts |
| priv_route_create | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can create routes |
| priv_route_modify | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can modify routes |
| priv_route_view | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can view routes |
| priv_user_create | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can create users |
| priv_user_modify | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can modify users |
| priv_user_view | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can view users |
| priv_recording_create | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can create recordings |
| priv_recording_modify | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can modify recording / data |
| priv_recording_view | tinyint(3) unsigned | NOT NULL | 0 = disabled 1 = enabled | 0 | User can view recordings / data |

Table Name: users

Purpose: Define users, track login history and their dashboard preferences

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------------------|----------------------------|-----------------|--|-----------------------|--|
| <i>user_id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | <i>auto increment</i> | <i>primary key</i> |
| <i>user_name</i> | <i>varchar(45)</i> | <i>NOT NULL</i> | | | <i>User's name</i> |
| <i>user_email</i> | <i>varchar(45)</i> | <i>NOT NULL</i> | | | <i>user's login</i> |
| <i>description</i> | <i>varchar(45)</i> | <i>NOT NULL</i> | | | <i>User description</i> |
| <i>user_pass</i> | <i>varchar(45)</i> | | | <i>NULL</i> | <i>user's password</i> |
| <i>password_type</i> | <i>tinyint(3) unsigned</i> | <i>NOT NULL</i> | 0 = MD5 1 = AESJava 2 = AesRuby 3 = AesRubySalt 4 = SHA256 | 0 | <i>what type of encryption was used on password</i> |
| <i>user_type_id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | 0 | <i>user_types.user_type_id</i> |
| <i>last_login</i> | <i>datetime</i> | | | <i>NULL</i> | <i>date of last login</i> |
| <i>account_id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | 0 | <i>Primary account user is affiliated with</i> |
| <i>delete_permission</i> | <i>tinyint(3) unsigned</i> | <i>NOT NULL</i> | 0 = disabled (cannot delete) 1 = enabled (can delete) | 1 | <i>Can user delete recordings</i> |
| <i>last_pass_change</i> | <i>datetime</i> | | | <i>NULL</i> | <i>Date of last password change</i> |
| <i>login_disabled</i> | <i>tinyint(3) unsigned</i> | <i>NOT NULL</i> | 0 = enabled 1 = disabled | | <i>Login active</i> |
| <i>failed_login_attempts</i> | <i>tinyint(3) unsigned</i> | <i>NOT NULL</i> | | 0 | <i>Number of failed login attempts since last successful login</i> |
| <i>last_failed_login_attempt</i> | <i>datetime</i> | | | <i>NULL</i> | <i>Date and time of last failed login attempt</i> |
| <i>previous_password_0</i> | <i>varchar(45)</i> | | | <i>NULL</i> | <i>users prior password</i> |
| <i>previous_password_0_type</i> | <i>tinyint(3)</i> | | 0 = MD5 1 = AESJava 2 = AesRuby 3 = AesRubySalt 4 = SHA256 | | <i>users prior password type</i> |
| <i>previous_password_1</i> | <i>varchar(45)</i> | | | <i>NULL</i> | <i>users prior password</i> |
| <i>previous_password_1_type</i> | <i>tinyint(3)</i> | | 0 = MD5 1 = AESJava 2 = AesRuby 3 = AesRubySalt 4 = SHA256 | | <i>users prior password type</i> |
| <i>previous_password_2</i> | <i>varchar(45)</i> | | | <i>NULL</i> | <i>users prior password</i> |
| <i>previous_password_2_type</i> | <i>tinyint(3)</i> | | 0 = MD5 1 = AESJava 2 = AesRuby 3 = AesRubySalt 4 = SHA256 | | <i>users prior password type</i> |
| <i>previous_password_3</i> | <i>varchar(45)</i> | | | <i>NULL</i> | <i>users prior password`</i> |
| <i>previous_password_3_type</i> | <i>tinyint(3)</i> | | 0 = MD5 1 = AESJava 2 = AesRuby 3 = AesRubySalt 4 = SHA256 | | <i>users prior password type</i> |

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|--|----------------------------|----------|---|---------------------------------------|---|
| <i>audit_view_permission</i> | <i>tinyint(3) unsigned</i> | NOT NULL | 0 = cannot view audit logs 1 = can view audit logs | 0 | Can user view audit logs |
| <i>timezone_offset</i> | <i>tinyint(4)</i> | NOT NULL | | 0 | Users timezone in relation to GMT |
| <i>call_control_permission</i> | <i>tinyint(3) unsigned</i> | NOT NULL | 0 = cannot view 1 = can view | 0 | Can user see call controls option |
| <i>edit_recording_data_permission</i> | <i>tinyint(3) unsigned</i> | NOT NULL | 0 = cannot edit 1 = can edit | 0 | can user edit recording metadata |
| <i>notes_and_scoring_permission</i> | <i>tinyint(3) unsigned</i> | NOT NULL | 1 = cannot view 1 = can view | 0 | Can user view notes and scoring option |
| <i>dash_refresh_rate</i> | <i>tinyint(3) unsigned</i> | NOT NULL | | 10 | Rate at which dashboard refreshes |
| <i>dash_start_page</i> | <i>varchar(20)</i> | NOT NULL | | <i>recordings</i> | page displayed when user logs in |
| <i>dash_max_logs</i> | <i>tinyint(3) unsigned</i> | NOT NULL | | 40 | Number of pages of logs to show |
| <i>dash_max_logs_per_page</i> | <i>tinyint(3) unsigned</i> | NOT NULL | | 10 | Number of logs to show per page |
| <i>dash_max_display_items_per_page</i> | <i>tinyint(3) unsigned</i> | NOT NULL | | 15 | Number of items (not logs) to show per page |
| <i>all_routes_in_account_access</i> | <i>tinyint(3) unsigned</i> | NOT NULL | 0 = not by default 1 = by default | 0 | Does user have access to all routes under their assigned account (only implemented in User Dashboard) |
| <i>reset_confirmation</i> | <i>varchar(255)</i> | | | | Encrypted string for handling dashboard users |
| <i>third_party_auth_group_id</i> | <i>varchar(255)</i> | | | | Group ID associated with a user in the 3 rd party auth service |
| <i>time_zone</i> | <i>varchar(255)</i> | | | <i>Eastern Time (US & Canada)</i> | User selected timezone |
| <i>download_recording_permission</i> | <i>tinyint(3)</i> | NOT NULL | | | Can user download recordings |
| <i>playback_recording_permission</i> | <i>tinyint(3)</i> | NOT NULL | | | Can user playback recordings |

Table Name: vmg_channel_lookup

Purpose: Mapping of sessions to channels on the RSS for sessions in-progress

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|----------------------------|----------------------------|----------|-----------------------------|---------------------|---|
| <i>vmg_id</i> | <i>int(10) unsigned</i> | NOT NULL | | 0 | <i>vmgs.vmg_id</i> ; RSS handling session |
| <i>channel_no</i> | <i>int(10) unsigned</i> | NOT NULL | | 0 | channel number handling session |
| <i>ANI</i> | <i>varchar(45)</i> | NOT NULL | | | ANI of active session |
| <i>DNIS</i> | <i>varchar(45)</i> | NOT NULL | | | DNIS of active session |
| <i>start_of_call</i> | <i>datetime</i> | NOT NULL | | 0000-00-00 00:00:00 | session start time |
| <i>recording_file_name</i> | <i>varchar(100)</i> | | | NULL | name of file being recorded for this session |
| <i>virtual_dnis</i> | <i>varchar(45)</i> | | | NULL | virtual route pattern invoked on this session |
| <i>route_id</i> | <i>bigint(20) unsigned</i> | NOT NULL | | 0 | route ID invoked on this session |
| <i>account_id</i> | <i>int(10) unsigned</i> | NOT NULL | | 1 | account ID for this session |
| <i>call_state</i> | <i>tinyint(3) unsigned</i> | NOT NULL | 0 = Unknown 1 = Observed | 0 | Current call state |
| <i>isr_ucid</i> | <i>varchar(256)</i> | | | NULL | UCID of session |

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-----------------------|---------------------|----------|------------------|-------------|------------------------------------|
| <i>ingress_callid</i> | <i>varchar(256)</i> | | | <i>NULL</i> | <i>Ingress Call Id of session</i> |
| <i>egress_callid</i> | <i>varchar(256)</i> | | | <i>NULL</i> | <i>DEPRECATED – NO LONGER USED</i> |
| <i>session_id</i> | <i>bigint</i> | | | <i>NULL</i> | <i>SIPREC Session ID</i> |

Table Name: vmgs

Purpose: RSS configuration

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|------------------------------------|-------------------------|-----------------|-------------------------------------|-----------------------|--|
| <i>vmg_id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | <i>auto increment</i> | <i>Primary key</i> |
| <i>vmg_ip</i> | <i>varchar(64)</i> | | | <i>NULL</i> | <i>RSS IP address – SIP signaling</i> |
| <i>vmg_description</i> | <i>varchar(64)</i> | | | <i>NULL</i> | <i>Description</i> |
| <i>www_served_from</i> | <i>varchar(255)</i> | | | <i>NULL</i> | <i>URL where recordings stored on this RSS will be served from</i> |
| <i>site_id</i> | <i>int(10) unsigned</i> | <i>NOT NULL</i> | | <i>0</i> | <i>Site this RSS is affiliated with</i> |
| <i>location</i> | <i>bigint(20)</i> | <i>NOT NULL</i> | | <i>-1</i> | <i>locations.location_id for primary recording storage</i> |
| <i>failover_location</i> | <i>bigint(20)</i> | <i>NOT NULL</i> | | <i>-1</i> | <i>locations.location_id for failover recording storage</i> |
| <i>xmlrpc_port</i> | <i>varchar(7)</i> | <i>NOT NULL</i> | | <i>8888</i> | <i>xmlrpc port this RSS is listening on</i> |
| <i>api_url_scheme</i> | <i>varchar(10)</i> | <i>NOT NULL</i> | <i>http https</i> | <i>http</i> | <i>URL Schema to reach RSS API</i> |
| <i>api_url_port</i> | <i>varchar(7)</i> | <i>NOT NULL</i> | | <i>9000</i> | <i>RSS API webserver port</i> |
| <i>api_url_base_path</i> | <i>varchar(10)</i> | <i>NOT NULL</i> | | <i>/IsrApi/rest</i> | <i>RSS API base path of URL</i> |
| <i>rest_webservice_port</i> | <i>int</i> | <i>NOT NULL</i> | | <i>9998</i> | <i>Web service port for the recorder process</i> |
| <i>rest_webservice_ssl_enabled</i> | <i>tinyint(1)</i> | <i>NOT NULL</i> | <i>0 = disabled 1 = enabled</i> | <i>1</i> | <i>Is web service for recorder process SSL enabled?</i> |

Table Name: webservice_destinations

Purpose: DEPRECATED – NO LONGER USED

| Field Name | Field Type | Nullable | Supported Values | Default | Description |
|-------------------------------------|----------------------------|----------|-------------------------------------|-----------------------|---|
| webservice_id | <i>bigint(20) unsigned</i> | NOT NULL | | <i>auto increment</i> | <i>Primary key</i> |
| account_id | <i>int(10) unsigned</i> | NOT NULL | | | <i>accounts.account_id info that will be sent to this webservice</i> |
| route_id | <i>int(10) unsigned</i> | NOT NULL | | | <i>route_config.route_id info that will be sent to this webservice</i> |
| max_retries | <i>tinyint(3) unsigned</i> | NOT NULL | | 5 | <i>Number of attempts to send a record to webservice before marked as failure; 0 = unlimited attempts</i> |
| max_simultaneous_connections | <i>tinyint(3) unsigned</i> | NOT NULL | | 24 | <i>maximum number of simultaneous connections; 0=unlimited</i> |
| url_1 | <i>varchar(255)</i> | NOT NULL | | | <i>Primary web service URL</i> |
| url_2 | <i>varchar(255)</i> | | | NULL | <i>Secondary web service URL</i> |
| url_3 | <i>varchar(255)</i> | | | NULL | <i>Tertiary web service URL</i> |
| webservice_state | <i>tinyint(2) unsigned</i> | NOT NULL | <i>0 = paused 1 = unpaused</i> | 0 | <i>Webservice state</i> |
| delete_enabled | <i>tinyint(2) unsigned</i> | NOT NULL | <i>0 = disabled 1 = enabled</i> | 0 | <i>Can web service delete recordings files / entries</i> |
| pusher_host | <i>varchar(100)</i> | | | NULL | <i>current pusher host name</i> |