

Interactive Session Recorder

RAWS Reference Guide



Release 5.2
January 2018

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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About This Guide

The Interactive Session Recorder (ISR) Remote Archival Web Services (RAWS) Reference Guide provides information including:

- What is the Remote Archival Web Service
- The Web Service Control methods, their request parameters, return results, and return code
- WSDL definitions
- DataType Definitions
- Sample getAdministrativeData Response
- Sample siprecDataSets Response
- Importing the Remote Archival Webservice's certificate into the client keystore

Note:

This document covers the Server-side Web Service functions only and is in no way intended to represent a complete solution. This guide documents the SOAP functions that are available on the ISR for users looking to integrate the Remote Archival Web Service to retrieve recordings from the ISR.

Use this document in conjunction with the following documents:

- Interactive Session Recorder Administrator's Guide
 - User and Server Configuration
 - Running the Client
- Interactive Session Recorder Release Notes
 - SSL Configuration
- Interactive Session Recorder Maintenance Release Guide
 - Multiple Client Support

Related Documentation

The following table describes the documentation set for this release.

| Document Name | Document Description |
|------------------------|--|
| ISR Release Notes | Contains information about new ISR features, fixes, and known issues. |
| ISR Installation Guide | Provides an overview of the ISR, hardware/software requirements and recommendations, storage considerations, pre-installation information, installation procedures, post-install verification procedures, making the first call, and additional advanced topics about the ISR. |

| Document Name | Document Description |
|--|---|
| ISR User Guide | Contains information about using the ISR Dashboard for all levels of users. Provides information about viewing, playing, deleting recordings, running reports, and managing user profiles. |
| ISR Administrator Guide | Contains information about using the ISR Dashboard for the Administrator level user (Super User, Account Administrator, Tenant Administrator). Provides information about creating and managing accounts, routes, and users. Also provides information about configuring the ISR, running reports, viewing active calls, and securing the ISR deployment. |
| ISR API Reference Guide | Contains information about ISR FACE, VoiceXML Commands, legacy application programming interfaces (APIs), Recording File Types/Formats Supported, Return Codes, sendIPCRCommand.jsp Subdialog, Advanced Options, and Troubleshooting. |
| ISR Monitoring Guide | Contains information about installing and configuring the ISR Monitor, the Monitor database schema, and the Monitor MIB. |
| ISR Remote Archival Web Services Reference Guide | Contains information about the Remote Archival Web Service, its methods, WSDL definitions, DataType definitions, sample responses, and importing its certificates into the client keystore. |
| ISR Security Guide | Contains information about security considerations and best practices from a network and application security perspective for the ISR product. |

Revision History

| Date | Description |
|--------------|---|
| August 2016 | <ul style="list-style-type: none"> Initial release of ISR 5.2 software. |
| January 2018 | <ul style="list-style-type: none"> Updates the Remote Archival Web Service Control Methods' return codes for accuracy. |

1

About the Remote Archival Web Service

ISR Remote Archival (RA) allows customers to pull their recordings, in bulk, to a premise location. The RA Client (not provided) connects to the Remote Archival Web Service (RAWS) and retrieves all recordings for a single account configured on the host platform.

Remote Archiver Web Service Control Methods

The following are the supported Web Service control methods:

- `getNewAdministrativeData`—Retrieves account and route configuration information
- `getList`—Retrieves a list of the recordings that have not yet been moved to the remote site
- `getFile`—Retrieves the file and metadata for the requested recording
- `statusUpdate`—Updates the server with the status of a retrieval
- `getSessionStats`—Returns the call statistics configuration used by the ISR Dashboard reports, allowing the client application to offer historical reporting.
Note: All RAWS control methods require authorization using the email address and password of the RA User of the account associated with the IP of the originating request.

To use the RAWS efficiently, attempt the file retrieval process in the following order:

- Retrieve the list of recordings with `getList`
- For each item in the returned list, `getFile` is called to retrieve the file
- Upon completion (or failure) of the file retrieval, `statusUpdate` is called to update the ISR's data so that successfully retrieved recordings (as well as those that have failed the 'Max Allowed Attempts') no longer appear in the `getList` response.

`getNewAdministrativeData`

To facilitate account and user segregation, the Client application may require the account and route hierarchy used to generate recordings. The `getNewAdministrativeData` method returns the account configuration for each account associated with the IP address of the originating request, as well as all route configurations and metadata parameters for those accounts.

Request Parameters

| Name | Type | Description |
|--------------------------|--------------------------|---|
| <code>lastRunTime</code> | <code>xs:dateTime</code> | Date and Time of the last <code>getNewAdministrativeData</code> Request Note: If this value is null, all administrative data for the account is returned. If this value is a valid date, only administrative data that has changed since the date is returned. |

Return Results

| Name | Type | Description |
|----------------|------------------------|--|
| returnCode | xs:int | Return code |
| returnString | xs:string | Return message |
| currentRunTime | xs:dateTime | The time of the run for the data currently being returned. Note: This value should be used as the lastRunTime value for the next run. |
| account[] | Account Data Set | *See Appendix B for contents |
| route[] | Route Data Set | *See Appendix B for contents |
| memberRoute[] | Member Route Data Set | *See Appendix B for contents |
| metadataType[] | Metadata Type Data Set | *See Appendix B for contents |

Note: Arrays are omitted if empty and are detailed in Appendix B.

Return Codes

| Return Code | Return String |
|-------------|---|
| 0 | |
| 1 | No provisioned accounts for IP address and user |
| 3 | Error retrieving accounts |
| 4 | Error retrieving routes |
| 5 | Error retrieving member routes |
| 6 | Error retrieving metadata types |

getList

The RA Client calls the **getList** method. Upon receipt, the RA Server authorizes the user, queries the CIS database for the account(s) associated with the user and originating IP address, and returns a list of completed recordings that have not been marked as already received by the RA Client.

The **getList** request requires no arguments.

Request Parameters

None

Return Results

| Name | Type | Description |
|-------------|-----------|---------------------|
| cdrId | xs:long | Unique CDR ID |
| recordingId | xs:long | Unique Recording ID |
| fileName | xs:string | Recording File Name |

Return Codes

| Return Code | Return String |
|-------------|--|
| 0 | |
| -1 | No provisioned accounts for IP address |

| Return Code | Return String |
|-------------|--|
| -1 | GetList: error querying record details %SQL_Exception% |
| -1 | GetList Exception: %Exception% |

getFile

For each recording returned in response to a **getList** request, the RA Client initiates a **getFile** request to retrieve the recording metadata and file.

Request Parameters

| Name | Type | Description |
|-------------|-----------|---------------------|
| recordingId | xs:long | Unique Recording ID |
| fileName | xs:string | Recording File Name |

Return Results

| Name | Type | Description |
|-------------------|-------------|---|
| cdrId | xs:long | Unique CDR ID |
| downloadable | xs:boolean | File downloadable |
| fileNotFound | xs:boolean | File Not Found on last playback |
| splitFile | xs:boolean | Recording made in two separate files (one for each channel) |
| recordingId | xs:long | Unique Recording ID |
| fileName | xs:string | Recording File Name |
| ani | xs:string | Calling Party Number |
| dnis | xs:string | Called Party Number |
| accountId | xs:int | Account ID for Recording |
| duration | xs:long | Recording duration; ms |
| timestamp | xs:dateTime | Date/Time recording started |
| vmgId | xs:int | ID of RSS server that completed recording |
| agentId | xs:string | Value added to Agent ID field by Dashboard user/third party application |
| custom1 | xs:string | Value added to Custom 1 field by Dashboard user/third party application |
| custom2 | xs:string | Value added to Custom 2 field by Dashboard user/third party application |
| custom3 | xs:string | Value added to Custom 3 field by Dashboard user/third party application |
| custom4 | xs:string | Value added to Custom 4 field by Dashboard user/third party application |
| fileStatus | xs:int | Recording File Status |
| directory | xs:string | Directory of the Recording File |
| archivalFailCount | xs:int | Count of failed Archival attempts |
| agentTerminal | xs:string | Value added to Agent Terminal field by Dashboard user/third-party application |
| sensitive | xs:int | Sensitive |
| lastPauseTime | xs:dateTime | Date/Time of last unresumed pause |

| Name | Type | Description |
|------------------|---------------------------|---|
| pauseLength | xs:int | Total length (ms) of pauses, without silence padding during recording |
| deleteFlag | xs:boolean | Delete flag |
| previousFileName | xs:string | Previous Recording File Name, used if file name change is pending |
| archiverAction | xs:int | Archiver action |
| conversionStatus | xs:int | Conversion status |
| isrUcid | xs:string | ISR UCID |
| ingressCallId | xs:string | Ingress Call ID |
| egressCallId | xs:string | Egress Call ID |
| dtmfEntry[] | DTMF Entry Data Sets | *See Appendix B for details |
| archived | xs:int | Archival Status |
| routeId | xs:long | Original Route ID |
| archiverMode | xs:string | Primary/Secondary Archiver |
| archivalRemarks | xs:string | Archival Remarks |
| siprecData[] | SIPREC Metadata Data Sets | *See Appendix B for details |
| return | xs:base64Binary | Recording File |
| returnCode | xs:int | Recording File Stream Return Code |
| returnString | xs:string | Recording File Stream Return String |

Return Codes

| Return Code | Return String |
|-------------|--|
| 0 | <null> |
| 0 | ACK |
| -1 | File Not Found |
| -1 | Unable to retrieve recording detail |
| 1 | No provisioned accounts for IP address and user |
| 3 | Recording file requested is not of any user provisioned accounts |
| 4 | File locked by another client |

statusUpdate

Once the RA Client successfully receives the recording file and metadata for each **getFile** command, it initiates a **statusUpdate** to alert the RA Server that it has successfully received the information. This triggers the RA server to update the database, marking the record as already sent, and delete the recording and data from the hosted instance, if enabled.

Request Parameters

| Name | Type | Description |
|-------------|-----------|--|
| cdrId | xs:long | Unique CDR ID |
| recordingId | xs:long | Unique Recording ID |
| status | xs:int | Status Code; 0 = successful receipt, -1 = receipt failed |
| reason | xs:string | Status Comment |

Return Results

| Name | Type | Description |
|--------------|-----------|----------------|
| returnCode | xs:int | Return code |
| returnString | xs:string | Return message |

Return Codes

| Return Code | Return String |
|-------------|---|
| 0 | ACK |
| -1 | No provisioned accounts for IP address and user |
| -1 | Unable to retrieve recording detail |
| -1 | Invalid Parameters |
| 1 | Could not delete file from server |
| 4 | File locked by another client |

getSessionStats

The ISR maintains session statistics to be used for ISR Dashboard reports, which can also be useful for RA Client applications to provide similar reports. The **getSessionStats** method retrieves the call statistics for the accounts associated with the user and IP address of the originating request.

Request Parameters

| Name | Type | Description |
|------|-------------|--|
| date | xs:dateTime | Date for which statistics are requested. If null, all statistics are returned. |

Return Results

| Name | Type | Description |
|----------------|------------------------|-------------------------------|
| returnCode | xs:int | Return code |
| returnString | xs:string | Return message |
| sessionStats[] | Session Stats Data Set | * See Appendix B for contents |

Return Codes

| Return Code | Return String |
|-------------|--|
| 0 | <null> |
| 1 | No provisioned accounts for IP address |
| 3 | Error retrieving session statistics |

A

WSDL Definitions

This appendix provides the WSDL definitions used by the RAWs.

```
<?xml version="1.0" encoding="UTF-8"?>
<definitions
  targetNamespace="http://www.acmepacket.com/NNISR/RemoteArchiverWS"
  xmlns="http://schemas.xmlsoap.org/wsdl/"
  xmlns:tns1="http://www.acmepacket.com/NNISR/RemoteArchiverWS"
  xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:impl="http://www.acmepacket.com/NNISR/RemoteArchiverWS"
  xmlns:apachesoap="http://xml.apache.org/xml-soap"
  xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xs="http://www.w3.org/2001/XMLSchema"
  xmlns:wsdlsoap="http://schemas.xmlsoap.org/wsdl/soap/"
  xmlns:intf="http://www.acmepacket.com/NNISR/RemoteArchiverWS"
  xmlns:soap12="http://schemas.xmlsoap.org/wsdl/soap12/"
  >
  <types>
    <schema targetNamespace="http://www.acmepacket.com/NNISR/
RemoteArchiverWS" xmlns="http://www.w3.org/2001/XMLSchema"
      xmlns:ns0="http://www.acmepacket.com/NNISR/RemoteArchiverWS"
      xmlns:ns1="http://www.acmepacket.com/NNISR/RemoteArchiverWS"
      xmlns:ns2="http://www.acmepacket.com/NNISR/RemoteArchiverWS"
      xmlns:ns3="http://www.acmepacket.com/NNISR/RemoteArchiverWS"
      xmlns:ns4="http://www.acmepacket.com/NNISR/RemoteArchiverWS"
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      xmlns:ns7="http://www.acmepacket.com/NNISR/RemoteArchiverWS"
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```

```

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<xs:element name="completedEditableFlag" type="xs:boolean"/>
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type="xs:int"/>
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type="xs:string"/>
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nillable="true" type="xs:string"/>
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```

```

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type="xs:boolean"/>
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```

```

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type="xs:string"/>
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type="xs:dateTime"/>
<xs:element maxOccurs="unbounded" minOccurs="0"
name="accounts" type="tnsl:account"/>
<xs:element maxOccurs="unbounded" minOccurs="0"
name="routes" type="tnsl:route"/>
<xs:element maxOccurs="unbounded" minOccurs="0"
name="memberRoutes" type="tnsl:memberRoute"/>
<xs:element maxOccurs="unbounded" minOccurs="0"
name="metadataTypes" type="tnsl:metadataType"/>
</xs:sequence>
</complexType>
<complexType name="sessionStats">
<xs:sequence>

```

```

        <xs:element name="routeId" type="xs:int"/>
        <xs:element name="sessionDate" type="xs:dateTime"/>
        <xs:element name="totalNumberOfSessions" type="xs:int"/>
        <xs:element name="peakNumberOfSessions" type="xs:int"/>
        <xs:element name="numberOfSessionsRejected" type="xs:int"/>
        <xs:element name="numberOfBurstSessions" type="xs:int"/>
        <xs:element name="recordingLengthMs" type="xs:long"/>
        <xs:element name="numberOfSessionsRecorded" type="xs:int"/>
        <xs:element name="systemCapacityReached" type="xs:int"/>
        <xs:element name="routeCapacityReached" type="xs:int"/>
        <xs:element name="accountCapacityReached" type="xs:int"/>
    </xs:sequence>
</complexType>
<complexType name="getSessionStatsReqObject">
    <xs:sequence>
        <xs:element name="date" nillable="true" type="xs:dateTime"/>
    </xs:sequence>
</complexType>
<complexType name="getSessionStatsRespObject">
    <xs:sequence>
        <xs:element name="returnCode" type="xs:int"/>
        <xs:element name="returnString" nillable="true"
type="xs:string"/>
        <xs:element maxOccurs="unbounded" minOccurs="0"
name="sessionStatsArray" nillable="true"
            type="tnsl:sessionStats"/>
    </xs:sequence>
</complexType>
<complexType name="reqObject">
    <xs:sequence>
        <xs:element name="recordingId" type="xs:long"/>
        <xs:element name="fileName" nillable="true"
type="xs:string"/>
    </xs:sequence>
</complexType>
<complexType name="respObject">
    <xs:sequence>
        <xs:element minOccurs="0" name="cdrId" type="xs:long"/>
        <xs:element name="recordingId" type="xs:long"/>
        <xs:element name="fileName" type="xs:string"/>
        <xs:element minOccurs="0" name="fileStatus" type="xs:int"/>
        <xs:element minOccurs="0" name="ani" nillable="true"
type="xs:string"/>
        <xs:element minOccurs="0" name="dnis" nillable="true"
type="xs:string"/>
        <xs:element minOccurs="0" name="accountId" type="xs:int"/>
        <xs:element minOccurs="0" name="duration" type="xs:long"/>
        <xs:element minOccurs="0" name="timestamp"
type="xs:dateTime"/>
        <xs:element minOccurs="0" name="directory" nillable="true"
type="xs:string"/>
        <xs:element minOccurs="0" name="vmgId" type="xs:int"/>
        <xs:element minOccurs="0" name="custom1" nillable="true"
type="xs:string"/>
        <xs:element minOccurs="0" name="custom2" nillable="true"
type="xs:string"/>
        <xs:element minOccurs="0" name="custom3" nillable="true"
type="xs:string"/>
        <xs:element minOccurs="0" name="custom4" nillable="true"
type="xs:string"/>
        <xs:element minOccurs="0" name="archived" type="xs:int"/>
    </xs:sequence>
</complexType>

```



```

        <xs:element minOccurs="0" name="routeId" type="xs:long"/>
        <xs:element minOccurs="0" name="archivalRemarks"
nillable="true" type="xs:string"/>
        <xs:element minOccurs="0" name="archivalFailCount"
type="xs:int"/>
        <xs:element minOccurs="0" name="agentId" nillable="true"
type="xs:string"/>
        <xs:element minOccurs="0" name="agentTerminal"
nillable="true" type="xs:string"/>
        <xs:element minOccurs="0" name="archiverMode"
type="xs:string"/>
        <xs:element minOccurs="0" name="sensitive" type="xs:int"/>
        <xs:element minOccurs="0" name="lastPauseTime"
nillable="true" type="xs:dateTime"/>
        <xs:element minOccurs="0" name="pauseLength" type="xs:int"/>
        <xs:element minOccurs="0" name="deleteFlag"
type="xs:boolean"/>
        <xs:element minOccurs="0" name="previousFileName"
nillable="true" type="xs:string"/>
        <xs:element minOccurs="0" name="archiverAction"
type="xs:int"/>
        <xs:element minOccurs="0" name="conversionStatus"
type="xs:int"/>
        <xs:element minOccurs="0" name="isrUcid" nillable="true"
type="xs:string"/>
        <xs:element minOccurs="0" name="ingressCallId"
nillable="true" type="xs:string"/>
        <xs:element minOccurs="0" name="egressCallId"
nillable="true" type="xs:string"/>
        <xs:element maxOccurs="unbounded" minOccurs="0"
name="siprecDataSets" type="tns1:siprecData"/>
        <xs:element maxOccurs="unbounded" minOccurs="0"
name="dtmfEntries" type="tns1:dtmfEntry"/>
        <xs:element name="returnCode" type="xs:int"/>
        <xs:element name="returnString" nillable="true"
type="xs:string"/>
        <xs:element minOccurs="0" name="downloadable"
type="xs:boolean"/>
        <xs:element minOccurs="0" name="fileNotFound"
type="xs:boolean"/>
        <xs:element minOccurs="0" name="splitFile"
type="xs:boolean"/>
        <xs:element maxOccurs="2" minOccurs="0" name="return"
nillable="true" type="xs:base64Binary"/>
    </xs:sequence>
</complexType>
<complexType name="metadataCorrelationSet">
    <xs:sequence>
        <xs:element name="mcsId" type="xs:long"/>
        <xs:element name="metadataTypeId1" type="xs:int"/>
        <xs:element name="metadataValue1" type="xs:string"/>
        <xs:element name="metadataTypeId2" type="xs:int"/>
        <xs:element name="metadataValue2" type="xs:string"/>
    </xs:sequence>
</complexType>
<complexType name="extensionData">
    <xs:sequence>
        <xs:element name="extensionDataId" type="xs:long"/>
        <xs:element name="nodeId" type="xs:long"/>
        <xs:element name="metadataTypeId" type="xs:int"/>
        <xs:element minOccurs="0" name="value" nillable="true"

```

```

type="xs:string"/>
    <xs:element minOccurs="0" name="indexedValue"
nillable="true" type="xs:string"/>
    <xs:element minOccurs="0" name="mcs" nillable="true"
type="impl:metadataCorrelationSet"/>
  </xs:sequence>
</complexType>
<complexType name="siprecParticipant">
  <xs:sequence>
    <xs:element name="participantId" type="xsd:long"/>
    <xs:element name="siprecParticipantId" nillable="true"
type="xsd:string"/>
    <xs:element name="participantAor" nillable="true"
type="xsd:string"/>
    <xs:element name="participantName" nillable="true"
type="xsd:string"/>
    <xs:element name="participantStart" nillable="true"
type="xsd:dateTime"/>
    <xs:element name="participantEnd" nillable="true"
type="xsd:dateTime"/>
    <xs:element maxOccurs="unbounded" minOccurs="0"
name="participantExtensionData"
      type="impl:extensionData"/>
  </xs:sequence>
</complexType>
<complexType name="siprecSession">
  <xs:sequence>
    <xs:element name="sessionId" type="xsd:long"/>
    <xs:element name="siprecSessionId" nillable="true"
type="xsd:string"/>
    <xs:element name="sessionStart" nillable="true"
type="xsd:dateTime"/>
    <xs:element name="sessionEnd" nillable="true"
type="xsd:dateTime"/>
    <xs:element maxOccurs="unbounded" minOccurs="0"
name="sessionExtensionData" type="impl:extensionData"/>
  </xs:sequence>
</complexType>
<complexType name="siprecStream">
  <xs:sequence>
    <xs:element name="streamId" type="xsd:long"/>
    <xs:element name="siprecStreamId" nillable="true"
type="xsd:string"/>
    <xs:element name="streamLabel" nillable="true"
type="xsd:string"/>
    <xs:element name="streamMode" nillable="true"
type="xsd:string"/>
    <xs:element name="participantId" nillable="true"
type="xsd:long"/>
    <xs:element name="streamStart" nillable="true"
type="xsd:dateTime"/>
    <xs:element name="streamEnd" nillable="true"
type="xsd:dateTime"/>
    <xs:element maxOccurs="unbounded" minOccurs="0"
name="streamExtensionData" type="impl:extensionData"/>
  </xs:sequence>
</complexType>
<complexType name="siprecData">
  <xs:sequence>
    <xs:element maxOccurs="unbounded" minOccurs="0"
name="siprecParticipants" nillable="true"

```

```

        type="impl:siprecParticipant"/>
        <xs:element name="siprecSession" nillable="true"
type="impl:siprecSession"/>
        <xs:element maxOccurs="unbounded" minOccurs="0"
name="siprecStreams" nillable="true"
        type="impl:siprecStream"/>
    </xs:sequence>
</complexType>
<complexType name="dtmfEntry">
    <xs:sequence>
        <xs:element minOccurs="0" name="msOffset" type="xs:long"/>
        <xs:element minOccurs="0" name="originSource" type="xs:int"/>
        <xs:element minOccurs="0" name="dtmfDigit" type="xs:int"/>
    </xs:sequence>
</complexType>
<complexType name="reqObject_Array">
    <xs:sequence>
        <xs:element maxOccurs="unbounded" minOccurs="0"
name="gfRequest" nillable="true" type="tns1:reqObject"/>
    </xs:sequence>
</complexType>
<complexType name="respObject_Array">
    <xs:sequence>
        <xs:element maxOccurs="unbounded" minOccurs="0"
name="gfResponse" nillable="true" type="tns1:respObject"/>
    </xs:sequence>
</complexType>
<complexType name="getListReqObj">
    <xs:sequence/>
</complexType>
<complexType name="recordItem">
    <xs:sequence>
        <xs:element name="cdrId" type="xs:long"/>
        <xs:element name="recordingId" type="xs:long"/>
        <xs:element name="fileName" nillable="true"
type="xs:string"/>
    </xs:sequence>
</complexType>
<complexType name="recordItem_array">
    <xs:sequence>
        <xs:element maxOccurs="unbounded" minOccurs="0"
name="recordItemArray" nillable="true"
        type="tns1:recordItem"/>
    </xs:sequence>
</complexType>
<complexType name="getListRespObj">
    <xs:sequence>
        <xs:element name="recordingList" nillable="true"
type="tns1:recordItem_array"/>
        <xs:element name="returnCode" type="xs:int"/>
        <xs:element name="returnString" nillable="true"
type="xs:string"/>
    </xs:sequence>
</complexType>
<complexType name="statusUpdateReqObj">
    <xs:sequence>
        <xs:element name="cdrId" type="xs:long"/>
        <xs:element name="recordingId" type="xs:long"/>
        <xs:element name="status" type="xs:int"/>
        <xs:element name="reason" nillable="true" type="xs:string"/>
    </xs:sequence>

```

```

</complexType>
<complexType name="statusUpdateRespObj">
  <xs:sequence>
    <xs:element name="returnCode" type="xs:int"/>
    <xs:element name="returnString" nillable="true"
type="xs:string"/>
  </xs:sequence>
</complexType>
<xsd:element name="getNewAdministrativeData">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element form="unqualified" name="parameters"
type="ns0:getNewAdministrativeDataReqObject"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="statusUpdate">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element form="unqualified" name="parameters"
type="ns1:statusUpdateReqObj"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="getFile">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element form="unqualified" name="parameters"
type="ns2:reqObject_Array"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="getSessionStats">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element form="unqualified" name="parameters"
type="ns3:getSessionStatsReqObject"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="getList">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element form="unqualified" name="parameters"
type="ns4:getListReqObj"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="getNewAdministrativeDataResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element form="unqualified" name="parameters"
type="ns5:getNewAdministrativeDataRespObject"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="statusUpdateResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element form="unqualified" name="parameters"
type="ns6:statusUpdateRespObj"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>

```

```

        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="getFileResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element form="unqualified" name="parameters"
type="ns7:respObject_Array" />
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="getSessionStatsResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element form="unqualified" name="parameters"
type="ns8:getSessionStatsRespObject" />
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="getListResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element form="unqualified" name="parameters"
type="ns9:getListRespObj" />
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
</schema>
</types>
<message name="getNewAdministrativeDataRequest">
    <part name="parameters" type="tns1:getNewAdministrativeDataReqObject" />
</message>
<message name="getNewAdministrativeDataResponse">
    <part name="parameters" type="tns1:getNewAdministrativeDataRespObject" />
</message>
<message name="getSessionStatsRequest">
    <part name="parameters" type="tns1:getSessionStatsReqObject" />
</message>
<message name="getSessionStatsResponse">
    <part name="parameters" type="tns1:getSessionStatsRespObject" />
</message>
<message name="getFileRequest">
    <part name="parameters" type="tns1:reqObject_Array" />
</message>
<message name="getFileResponse">
    <part name="parameters" type="tns1:respObject_Array" />
</message>
<message name="getListRequest">
    <part name="parameters" type="tns1:getListReqObj" />
</message>
<message name="getListResponse">
    <part name="parameters" type="tns1:getListRespObj" />
</message>
<message name="statusUpdateRequest">
    <part name="parameters" type="tns1:statusUpdateReqObj" />
</message>
<message name="statusUpdateResponse">
    <part name="parameters" type="tns1:statusUpdateRespObj" />
</message>
<portType name="RemoteArchiverWSPortType">
    <operation name="getNewAdministrativeData">

```

```

        <input name="getNewAdministrativeDataRequest"
message="tnsl:getNewAdministrativeDataRequest" />
        <output name="getNewAdministrativeDataResponse"
message="tnsl:getNewAdministrativeDataResponse" />
    </operation>
    <operation name="getSessionStats">
        <input name="getSessionStatsRequest"
message="tnsl:getSessionStatsRequest" />
        <output name="getSessionStatsResponse"
message="tnsl:getSessionStatsResponse" />
    </operation>
    <operation name="getFile">
        <input name="getFileRequest" message="tnsl:getFileRequest" />
        <output name="getFileResponse" message="tnsl:getFileResponse" />
    </operation>
    <operation name="getList">
        <input name="getListRequest" message="tnsl:getListRequest" />
        <output name="getListResponse" message="tnsl:getListResponse" />
    </operation>
    <operation name="statusUpdate">
        <input name="statusUpdateRequest"
message="tnsl:statusUpdateRequest" />
        <output name="statusUpdateResponse"
message="tnsl:statusUpdateResponse" />
    </operation>
</portType>
<binding name="RemoteArchiverWSSoapBinding"
type="tnsl:RemoteArchiverWSPortType">
    <wsdlsoap:binding style="rpc" transport="http://schemas.xmlsoap.org/soap/
http" />
    <operation name="getNewAdministrativeData">
        <wsdlsoap:operation soapAction="" />
        <input name="getNewAdministrativeDataRequest">
            <wsdlsoap:body use="literal" namespace="http://
www.acmepacket.com/NNISR/RemoteArchiverWS"
encodingStyle="http://schemas.xmlsoap.org/soap/encoding" />
        </input>
        <output name="getNewAdministrativeDataResponse">
            <wsdlsoap:body use="literal" namespace="http://
www.acmepacket.com/NNISR/RemoteArchiverWS"
encodingStyle="http://schemas.xmlsoap.org/soap/encoding" />
        </output>
    </operation>
    <operation name="getSessionStats">
        <wsdlsoap:operation soapAction="" />
        <input name="getSessionStatsRequest">
            <wsdlsoap:body use="literal" namespace="http://
www.acmepacket.com/NNISR/RemoteArchiverWS"
encodingStyle="http://schemas.xmlsoap.org/soap/encoding" />
        </input>
        <output name="getSessionStatsResponse">
            <wsdlsoap:body use="literal" namespace="http://
www.acmepacket.com/NNISR/RemoteArchiverWS"
encodingStyle="http://schemas.xmlsoap.org/soap/encoding" />
        </output>
    </operation>
    <operation name="getFile">
        <wsdlsoap:operation soapAction="" />
        <input name="getFileRequest">
            <wsdlsoap:body use="literal" namespace="http://
www.acmepacket.com/NNISR/RemoteArchiverWS"

```

```

        encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" />
    </input>
    <output name="getFileResponse">
        <wsdlsoap:body use="literal" namespace="http://
www.acmepacket.com/NNISR/RemoteArchiverWS"
        encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" />
    </output>
</operation>
<operation name="getList">
    <wsdlsoap:operation soapAction="" />
    <input name="getListRequest">
        <wsdlsoap:body use="literal" namespace="http://
www.acmepacket.com/NNISR/RemoteArchiverWS"
        encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" />
    </input>
    <output name="getListResponse">
        <wsdlsoap:body use="literal" namespace="http://
www.acmepacket.com/NNISR/RemoteArchiverWS"
        encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" />
    </output>
</operation>
<operation name="statusUpdate">
    <wsdlsoap:operation soapAction="" />
    <input name="statusUpdateRequest">
        <wsdlsoap:body use="literal" namespace="http://
www.acmepacket.com/NNISR/RemoteArchiverWS"
        encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" />
    </input>
    <output name="statusUpdateResponse">
        <wsdlsoap:body use="literal" namespace="http://
www.acmepacket.com/NNISR/RemoteArchiverWS"
        encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" />
    </output>
</operation>
</binding>
<service name="RemoteArchiverWS">
    <port name="RemoteArchiverWSService"
binding="tns1:RemoteArchiverWSSoapBinding">
        <wsdlsoap:address location="http://169.254.1.30:8080/RemoteArchiver/
services/RemoteArchiverWS/" />
    </port>
</service>
</definitions>

```

B

Data Type Definitions

This appendix provides the ISR RAWs Data Type definitions.

Account Data Set

| FieldName | FieldType | Supported Values | Description |
|--------------------------|-------------------------|--|--|
| action | int | 0=add 1=update 2=delete | |
| accountId | int(10) unsigned | | Primary key |
| accountName | varchar(45) | Text | Name of the account |
| accountDescription | varchar(45) | Text | Description of the account |
| accountMisc | varchar(45) | Text | Miscellaneous field for account identification |
| percentToRecord | smallint(5) | 0-100 | Default recording percentage for routes created under this account |
| recordingEnabled | tinyint(3) | 0=recording disabled 1=recording enabled | Whether recording is enabled by default for routes created under this account |
| callMetaDataSrc | tinyint(1) | 0=none 1=TSPAI | Reserved for future use |
| announceEnabled | tinyint(1) | 0=announcement disabled 1=announcement enabled | Whether announcements are enabled by default for routes created under this account |
| defaultAnnounceAudioFile | varchar(100) | Text | Default announcement audio file for routes created under this account |
| defaultAnnounceAudioText | varchar(200) | Text | Default announcement text for routes created under this account |
| defaultOptOutVxmlFile | varchar(100) | Text | Default VXML file for implementing opt-out on routes created under this account |
| optOutEnabled | tinyint(1) | 0=disabled 1=enabled | Whether opt out is enabled by default for routes created under this account |
| recorderState | smallint(5) unsigned | 0=disabled 1=enabled | Whether calls are recorded by default for routes under this account |
| defaultRecordingType | tinyint(3) unsigned | See the Oracle Communications Interactive Session Recorder Administrator Guide for supported recording formats | The default recording format used for all routes under this account |

| FieldName | FieldType | Supported Values | Description |
|-------------------------|------------------------|---|--|
| customDataLabelSource | tinyint(3) unsigned | 0=Route 1=Account | If 0, custom field labels defined at route are shown. If 1, labels defined at account are shown |
| agentIdEditableFlag | tinyint(3) unsigned | 0=not editable 1=editable | Whether users can edit the data in the recordings.agent_id field |
| ratingEditableFlag | tinyint(3) unsigned | 0=not editable 1=editable | Whether users can edit the data in the Rating field (rec_notes_and_scoring.user_rating) |
| completeEditableFlag | tinyint(3) unsigned | 0=not editable 1=editable | Whether users can edit the data in the Complete Transaction field (rec_notes_and_scoring.complete_status) |
| notesEditableFlag | tinyint(3) unsigned | 0=not editable 1=editable | Whether users can edit the data in the Notes field (rec_notes_and_scoring.notes) |
| customData1Name | varchar(45) | Text | Name of Custom Data 1 Field (must match API calls) |
| customData1FriendlyName | varchar(45) | Text | Displayed name of Custom Data 1 Field |
| customData1EditableFlag | tinyint(3) unsigned | 0=not editable 1=editable | Whether users can edit Custom Data 1 Field |
| customData2Name | varchar(45) | Text | Name of Custom Data 2 Field (must match API calls) |
| customData2FriendlyName | varchar(45) | Text | Displayed name of Custom Data 2 Field |
| customData2EditableFlag | tinyint(3) unsigned | 0=not editable 1=editable | Whether users can edit CustomData 2 Field |
| customData3Name | varchar(45) | Text | Name of Custom Data 3 Field (must match API calls) |
| customData3FriendlyName | varchar(45) | Text | Displayed name of Custom Data 3 Field |
| customData3EditableFlag | tinyint(3) unsigned | 0=not editable 1=editable | Whether users can edit CustomData 3 Field |
| customData4Name | varchar(45) | Text | Name of Custom Data 4 Field (must match API calls) |
| customData4FriendlyName | varchar(45) | Text | Displayed name of Custom Data 4 Field |
| customData4EditableFlag | tinyint(3) unsigned | 0=not editable 1=editable | Whether users can edit CustomData 4 Field |
| application | varchar(45) | passthru, conference, callparking, recordandsave, VAMTest | Default route type used for routes under this account |
| playBeepBeforeRecord | tinyint(3) unsigned | 0=do not play 1=play | Whether the beep tone is played by default on a conference route under this account |
| terminateOnDtmf | tinyint(3) unsigned | 0=do not terminate on dtmf press 1=terminate on dtmf press | Whether a conference mode recording terminates on DTM entry |

| FieldName | FieldType | Supported Values | Description |
|-----------------------------|------------------------|---|---|
| terminateOnEos | tinyint(4) | 0=do not terminate on eos 1=terminate on eos | Whether a conference mode recording terminates on End of Speech* |
| recurringBeepEnabled | tinyint(3) unsigned | 0-disabled 1=enabled | Enables or disables recurring beep played during recording |
| recurringBeepInterval | int(10) unsigned | | If recurringBeenEnabled is enabled, how often the beep is played |
| recurringBeepFile | varchar(45) | File Name | Name of file, stored in RSS Cache, that should be played |
| recordSaveDtmf | varchar(1) | 0-9, #, * | Single DTMF digit that saves a recording made on a Record & Save route |
| maximumNumberOfPorts | int(10) unsigned | | Default maximum number of simultaneous sessions a route created on this account is able to support |
| numberOfBurstPorts | int(10) unsigned | | Default number of sessions over maximum that the route is able to use. These sessions are reported separately |
| acctPortLimit | Int(11) | | The maximum number of sessions ALL routes on this account are able to use (-1 for unlimited) |
| showApplianceTabInRouteView | tinyint(3) unsigned | | Whether account's routes are allowed to see and use the Appliance Tab |
| storeDtmfSetting | tinyint(4) | 0=do not store DTMF 1=store DTMF | Whether or not DTMF should be stored for recordings created on this account. |

Route Data Set

| FieldName | FieldType | Supported Values | Description |
|------------------|------------------------|---|--|
| action | int | 0=add 1=update 2=delete | |
| routeId | int(10) unsigned | Auto increment | Primary key |
| routeType | tinyint(3) unsigned | 0=DNIS 1=ANI 2=ANI/DNIS | Type of route |
| routePattern | varchar(100) | | Value to be evaluated |
| label | varchar(100) | | Value to be shown as DNIS in recording list |
| accountId | int(10) unsigned | | accounts.account_id to which the route belongs |
| percentToRecord | smallint(5) | 0-100 | Percentage of sessions to record |
| recordingEnabled | tinyint(3) | 0=recording disabled 1=recording enabled | Whether recording is enabled for this route |

| FieldName | FieldType | Supported Values | Description |
|-------------------------|---------------------|--|--|
| defaultRecordingType | tinyint(3) unsigned | See the Oracle Communications Interactive Session Recorder Administrator Guide for supported recording formats | The default recording format used for this route |
| virtualRoutePattern | varchar(100) | | User value that is set in the SIP URI on call leg from the RSS |
| announceAudioFile | varchar(100) | Text | Announcement to be played on this route |
| announceAudioText | varchar(200) | Text | TTS fallback in the event the announcement file is not available |
| optOutVxmlFile | varchar(100) | Text | VXML file for implementing opt-out on this route |
| optOutEnabled | boolean | 0=disabled 1=enabled | Whether opt out is enabled |
| announceEnabled | boolean | 0=announcement disabled 1=announcement enabled | Whether announcements are enabled for this route |
| customData1Name | varchar(45) | Text | Name of Custom Data 1 Field (must match API calls) |
| customData1FriendlyName | varchar(45) | Text | Displayed name of Custom Data 1 Field |
| customData1EditableFlag | boolean | 0=not editable 1=editable | Whether users can edit Custom Data 1 Field |
| customData2Name | varchar(45) | Text | Name of Custom Data 2 Field (must match API calls) |
| customData2FriendlyName | varchar(45) | Text | Displayed name of Custom Data 2 Field |
| customData2EditableFlag | boolean | 0=not editable 1=editable | Whether users can edit CustomData 2 Field |
| customData3Name | varchar(45) | Text | Name of Custom Data 3 Field (must match API calls) |
| customData3FriendlyName | varchar(45) | Text | Displayed name of Custom Data 3 Field |
| customData3EditableFlag | boolean | 0=not editable 1=editable | Whether users can edit CustomData 3 Field |
| customData4Name | varchar(45) | Text | Name of Custom Data 4 Field (must match API calls) |
| customData4FriendlyName | varchar(45) | Text | Displayed name of Custom Data 4 Field |
| customData4EditableFlag | boolean | 0=not editable 1=editable | Whether users can edit CustomData 4 Field |
| application | varchar(45) | passthru, conference, callparking, recordandsave, VAMTest | Route type used for this route |
| playBeepBeforeRecord | boolean | 0=do not play 1=play | Whether the beep tone is played on route |

| FieldName | FieldType | Supported Values | Description |
|---------------------------|---------------------|---|---|
| terminateOnDtmf | boolean | 0=do not terminate on DTMF 1=terminate on DTMF | Whether a conference mode recording terminates on DTMF entry |
| terminateOnEos | tinyint(4) | | Whether a conference mode recording terminates on End of Speech |
| priority | float | | Order in which routes are evaluated |
| maximumNumber OfPorts | int(11) unsigned | | Maximum number of simultaneous sessions this route is able to support |
| minimumStorage Days | int(10) | | Minimum number of days recordings are kept |
| numberOfBurstPo rts | int(10) unsigned | | Default number of ports over maximum that the route is able to use. These ports are reported separately |
| storageGracePerio d | int(10) unsigned | | Number of days over minimumStorageDays that archiver should keep the recording before deleting |
| recurringBeepEna bled | boolean | 0=disabled 1=enabled | Enables or disables recurring beep played during recording |
| recurringBeepInte rval | int(10) unsigned | | If recurringBeepEnabled is enabled, how often should the beep be played |
| recurringBeepFile | varchar(45) | File Name | Name of file, stored in RSS Cache, that should be played |
| recordSaveDtmf | varchar(1) | | Single-digit DTMF that saves a recording made on a Record & Save route |
| callMetaDataSrc | | | Reserved for future use |
| agentIdEditableFl ag | boolean | 0=not editable 1=editable | Whether users can edit the data in the agent_id field |
| ratingEditableFla g | boolean | 0=not editable 1=editable | Whether users can edit the data in the Rating field |
| completedEditabl eFlag | boolean | 0=not editable 1=editable | Whether users can edit the data in the Complete Transaction field |
| notesEditableFlag | boolean | 0=not editable 1=editable | Whether users can edit the Notes field |
| storeDtmfSetting | tinyint(4) | 0=do not store DTMF 1=store DTMF | Whether or not DTMF should be stored for recordings created on this route. |

Member Route Data Set

| FieldName | FieldType | Supported Values | Description |
|------------------------|---------------------|-------------------------------|-------------|
| action | int | 0=add 1=update 2=delete | |
| routeGroupMemb erId | int(10) unsigned | Auto increment | Primary key |

| FieldName | FieldType | Supported Values | Description |
|---------------------|---------------------|------------------|--|
| routeGroupMasterId | int(10) unsigned | | RouteId of Master Route |
| routePattern | varchar(100) | | Value to be evaluated |
| virtualRoutePattern | varchar(100) | | User value set in the SIP URI on the call leg from the RSS |

Metadata Type Data Set

| FieldName | FieldType | Supported Values | Description |
|--------------------------|-----------|---|--|
| action | int | 0=add 1=update 2=delete | |
| metadataTypeId | int | Auto increment | Primary key |
| name | string | Parameter Name | Metadata field name |
| sessionCorrelationNumber | int | | |
| nodeType | string | session, participant, stream | Identifies which extension data node the value is found in |
| srcTypeId | int | 1 2 | |
| searchable | boolean | 0=not searchable in Dashboard 1=searchable in Dashboard | |
| isDisplayed | boolean | 0=not displayed in recording details 1=is displayed in recording details | |

Siprecdata Data Sets

| FieldName | FieldType | Supported Values | Description |
|--------------------|-------------------|------------------|-----------------------------------|
| siprecSession | SiprecSession | | SiprecSession data element |
| siprecParticipants | SiprecParticipant | | SiprecParticipant data element(s) |
| siprecStreams | SiprecStream | | SiprecStream data element(s) |

SiprecSession Data Sets

| FieldName | FieldType | Supported Values | Description |
|-----------------|-----------|------------------|-----------------------------|
| sessionId | Long | Auto increment | Primary key |
| sipredSessionId | String | | SIPREC Session ID |
| sessionStart | Calendar | | Session Start Date and Time |
| sessionEnd | Calendar | | Session End Date and Time |

| FieldName | FieldType | Supported Values | Description |
|----------------------|---------------|------------------|--------------------------|
| sessionExtensionData | ExtensionData | | ExtensionData element(s) |

SiprecParticipant Data Sets

| FieldName | FieldType | Supported Values | Description |
|--------------------------|---------------|------------------|--|
| participantId | Long | Auto increment | Primary key |
| siprecParticipantId | String | | SIPREC Participant ID |
| participantName | String | | Participant's CID name |
| participantAor | String | | Participant's AOR |
| participantStart | Calendar | | Date and Time Participant joined session |
| participantEnd | Calendar | | Date and Time Participant exited session |
| participantExtensionData | ExtensionData | | ExtensionData element(s) |

SiprecStream Data Sets

| FieldName | FieldType | Supported Values | Description |
|---------------------|---------------|------------------|--|
| streamId | Long | Auto increment | Primary key |
| siprecStreamId | String | | SIPREC Stream ID |
| streamLabel | String | | Stream Label |
| streamMode | String | | Stream Mode |
| participantId | Long | | Participant ID associated with this Stream |
| streamStart | Calendar | | Date and Time Stream started |
| streamEnd | Calendar | | Date and Time Stream ended |
| streamExtensionData | ExtensionData | | ExtensionData element(s) |

ExtensionData Data Sets

| FieldName | FieldType | Supported Values | Description |
|-----------------|-----------|------------------|--|
| extensionDataId | Long | Auto increment | Primary key |
| nodeId | Long | | Associated Session, Stream, or Participant ID |
| metadataTypeId | int | | MetadataType ID |
| value | String | | The non-searchable value associated with the Metadata Type. Only one of value or indexedValue is filled. |

| FieldName | FieldType | Supported Values | Description |
|--------------|----------------------------|------------------|--|
| indexedValue | String | | The searchable value associated iwth the Metadata Type. Only one of value or indexedValue is filled. |
| mcs | MetadataCorrelati onSet | | MetadataCorrelationSet element(s) |

MetadataCorrelationSet Data Sets

| FieldName | FieldType | Supported Values | Description |
|-----------------|-----------|------------------|-------------|
| mcsId | Long | Auto increment | Primary key |
| metadataTypeId1 | Int | | |
| metadataValue1 | String | | |
| metadataTypeId2 | Int | | |
| metadataValue2 | String | | |

DtmfEntry Data Sets

| FieldName | FieldType | Supported Values | Description |
|--------------|-----------|------------------|---|
| dtmfDigit | int | 0-9, #, * | DTMF digit |
| msOffset | long | | Offset of the DTMF digit in milliseconds from start of recording. |
| originSource | int | | Source of the DTMF digit (1=caller, 2=callee) |

C

Sample getAdministrativeData Response

This appendix provides an example response to a getAdministrativeData request.

```
<?xml version='1.0' encoding='utf-8'?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <nsl:getNewAdministrativeDataResponse
xmlns:nsl="http://www.acmepacket.com/ISR/RemoteArchiverWS">
      <parameters>
        <returnCode>0</returnCode>
        <returnString xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"
xsi:nil="1" />
          <currentRunTime>2012-08-29T11:36:40.000-04:00</currentRunTime>
          <accounts>
            <action>0</action>
            <accountId>1</accountId>
            <accountName>System</accountName>
            <accountDescription>Systemic</accountDescription>
            <accountMisc>System</accountMisc>
            <percentToRecord>20</percentToRecord>
            <recordingEnabled>1</recordingEnabled>
            <callMetaDataSrc>0</callMetaDataSrc>
            <announceEnabled>>false</announceEnabled>
            <defaultAnnounceAudioFile></defaultAnnounceAudioFile>
            <defaultAnnounceAudioText></defaultAnnounceAudioText>
            <defaultOptOutVxmlFile>opt_out.jsp</
defaultOptOutVxmlFile>
            <optOutEnabled>>false</optOutEnabled>
            <recorderState>1</recorderState>
            <defaultRecordingType>8</defaultRecordingType>
            <customDataLabelsSource>0</customDataLabelsSource>
            <agentIdEditableFlag>>false</agentIdEditableFlag>
            <ratingEditableFlag>>false</ratingEditableFlag>
            <completedEditableFlag>>false</completedEditableFlag>
            <notesEditableFlag>>false</notesEditableFlag>
            <customData1Name></customData1Name>
            <customData1FriendlyName></customData1FriendlyName>
            <customData1EditableFlag>>true</customData1EditableFlag>
            <customData2Name></customData2Name>
            <customData2FriendlyName></customData2FriendlyName>
            <customData2EditableFlag>>true</customData2EditableFlag>
            <customData3Name></customData3Name>
            <customData3FriendlyName></customData3FriendlyName>
            <customData3EditableFlag>>true</customData3EditableFlag>
            <customData4Name></customData4Name>
            <customData4FriendlyName></customData4FriendlyName>
            <customData4EditableFlag>>true</customData4EditableFlag>
            <application>conference</application>
            <playBeepBeforeRecord>>false</playBeepBeforeRecord>
            <terminateOnDtmf>>false</terminateOnDtmf>
            <terminateOnEos>-1</terminateOnEos>
            <recurringBeepEnabled>>false</recurringBeepEnabled>
            <recurringBeepInterval>30</recurringBeepInterval>
```



```

        <recurringBeepFile>beep.wav</recurringBeepFile>
        <recordSaveDtmf>#</recordSaveDtmf>
        <maximumNumberOfPorts>24</maximumNumberOfPorts>
        <numberOfBurstPorts>6</numberOfBurstPorts>
        <acctPortLimit>-1</acctPortLimit>
    <showApplianceTabInRouteView>>false</showApplianceTabInRouteView>
        <storeDtmfSetting>0</storeDtmfSetting>
    </accounts>
    <routes>
        <action>0</action>
        <routeId>2</routeId>
        <routeType>1</routeType>
        <routePattern>blah</routePattern>
        <label></label>
        <accountId>1</accountId>
        <percentToRecord>0</percentToRecord>
        <recordingEnabled>1</recordingEnabled>
        <defaultRecordingType>0</defaultRecordingType>
        <virtualRoutePattern>blah</virtualRoutePattern>
        <announceAudioFile></announceAudioFile>
        <announceAudioText></announceAudioText>
        <optOutVxmlFile></optOutVxmlFile>
        <optOutEnabled>>true</optOutEnabled>
        <announceEnabled>>false</announceEnabled>
        <customData1Name
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="1" />
        <customData1FriendlyName>Custom Data Field
1</customData1FriendlyName>
        <customData1EditableFlag>>true</customData1EditableFlag>
        <customData2Name
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="1" />
        <customData2FriendlyName>Custom Data Field
2</customData2FriendlyName>
        <customData2EditableFlag>>true</customData2EditableFlag>
        <customData3Name
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="1" />
        <customData3FriendlyName>Custom Data Field
3</customData3FriendlyName>
        <customData3EditableFlag>>true</customData3EditableFlag>
        <customData4Name
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="1" />
        <customData4FriendlyName>Custom Data Field
4</customData4FriendlyName>
        <customData4EditableFlag>>true</customData4EditableFlag>
        <application>conference</application>
        <playBeepBeforeRecord>>false</playBeepBeforeRecord>
            <terminateOnDtmf>>false</terminateOnDtmf>
        <terminateOnEos>-1</terminateOnEos>
        <priority>0.5</priority>
        <maximumNumberOfPorts>-1</maximumNumberOfPorts>
        <minimumStorageDays>90</minimumStorageDays>
        <numberOfBurstPorts>6</numberOfBurstPorts>
        <storageGracePeriod>0</storageGracePeriod>
        <recurringBeepEnabled>>true</recurringBeepEnabled>
        <recurringBeepInterval>7</recurringBeepInterval>
        <recurringBeepFile>beep.wav</recurringBeepFile>
        <recordSaveDtmf>#</recordSaveDtmf>
        <callMetaDataSrc>0</callMetaDataSrc>
        <agentIdEditableFlag>true</agentIdEditableFlag>
    <ratingEditableFlag>true</ratingEditableFlag>
    <completedEditableFlag>true</completedEditableFlag>

```

```

        <notesEditableFlag>true</notesEditableFlag>
    </storeDtmfSetting>0</storeDtmfSetting>
</routes>
<routes>
    <action>0</action>
    <routeId>4</routeId>
    <routeType>0</routeType>
    <routePattern>sdf</routePattern>
    <label></label>
    <accountId>1</accountId>
    <percentToRecord>-1</percentToRecord>
    <recordingEnabled>-1</recordingEnabled>
    <defaultRecordingType>0</defaultRecordingType>
    <virtualRoutePattern></virtualRoutePattern>
    <announceAudioFile
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="1" />
    <announceAudioText
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="1" />
    <optOutVxmlFile xmlns:xsi="http://www.w3.org/2001/
XMLSchema-
instance" xsi:nil="1" />
    <optOutEnabled>>false</optOutEnabled>
    <announceEnabled>>false</announceEnabled>
    <customData1Name
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="1" />
    <customData1FriendlyName>Custom Data Field
1</customData1FriendlyName>
    <customData1EditableFlag>>false</customData1EditableFlag>
    <customData2Name
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="1" />
    <customData2FriendlyName>Custom Data Field
2</customData2FriendlyName>
    <customData2EditableFlag>>false</customData2EditableFlag>
    <customData3Name
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="1" />
    <customData3FriendlyName>Custom Data Field
3</customData3FriendlyName>
    <customData3EditableFlag>>false</customData3EditableFlag>
    <customData4Name
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:nil="1" />
    <customData4FriendlyName>Custom Data Field
4</customData4FriendlyName>
    <customData4EditableFlag>>false</customData4EditableFlag>
    <application xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance" xsi:nil="1" />
    <playBeepBeforeRecord>>false</playBeepBeforeRecord>
    <terminateOnDtmf>>false</terminateOnDtmf>
    <terminateOnEos>-1</terminateOnEos>
    <priority>0.5</priority>
    <maximumNumberOfPorts>24</maximumNumberOfPorts>
    <minimumStorageDays>90</minimumStorageDays>
    <numberOfBurstPorts>6</numberOfBurstPorts>
    <storageGracePeriod>0</storageGracePeriod>
    <recurringBeepEnabled>>false</recurringBeepEnabled>
    <recurringBeepInterval>30</recurringBeepInterval>
    <recurringBeepFile>beep.wav</recurringBeepFile>
    <recordSaveDtmf>#</recordSaveDtmf>
    <callMetaDataSrc>0</callMetaDataSrc>
    <agentIdEditableFlag>true</agentIdEditableFlag>
    <ratingEditableFlag>true</ratingEditableFlag>
    <completedEditableFlag>true</completedEditableFlag>

```

```

        <notesEditableFlag>true</notesEditableFlag>
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</routes>
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  <metadataTypeId>1</metadataTypeId>
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  <isDisplayed>>false</isDisplayed>
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  <name>apkt:callerOrig</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>1</srcTypeId>
  <searchable>>false</searchable>
  <isDisplayed>>false</isDisplayed>
</metadataTypes>
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  <metadataTypeId>3</metadataTypeId>
  <name>apkt:callingParty</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>participant</nodeType>
  <srcTypeId>1</srcTypeId>
  <searchable>>false</searchable>
  <isDisplayed>>false</isDisplayed>
</metadataTypes>
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  <metadataTypeId>4</metadataTypeId>
  <name>apkt:ReferringParty</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>1</srcTypeId>
  <searchable>>false</searchable>
  <isDisplayed>>false</isDisplayed>
</metadataTypes>
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  <metadataTypeId>5</metadataTypeId>
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  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>1</srcTypeId>
  <searchable>>false</searchable>
  <isDisplayed>>false</isDisplayed>
</metadataTypes>
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  <metadataTypeId>6</metadataTypeId>
  <name>apkt:ReferTarget</name>
<sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>1</srcTypeId>
  <searchable>>false</searchable>

```

```

        <isDisplayed>>false</isDisplayed>
</metadataTypes>
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    <action>0</action>
    <metadataTypeId>7</metadataTypeId>
    <name>apkt:AttendedRefer</name>
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    <nodeType>session</nodeType>
    <srcTypeId>1</srcTypeId>
    <searchable>>false</searchable>
    <isDisplayed>>false</isDisplayed>
</metadataTypes>
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    <sessionCorrelationNumber>0</sessionCorrelationNumber>
    <nodeType>session</nodeType>
    <srcTypeId>2</srcTypeId>
    <searchable>>true</searchable>
    <isDisplayed>>true</isDisplayed>
</metadataTypes>
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    <name>serviceProviderID</name>
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    <isDisplayed>>true</isDisplayed>
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    <sessionCorrelationNumber>1</sessionCorrelationNumber>
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    <srcTypeId>2</srcTypeId>
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    <isDisplayed>>true</isDisplayed>
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    <srcTypeId>2</srcTypeId>
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    <isDisplayed>>true</isDisplayed>
</metadataTypes>
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    <metadataTypeId>12</metadataTypeId>
    <name>callID</name>
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    <srcTypeId>2</srcTypeId>
    <searchable>>true</searchable>
    <isDisplayed>>true</isDisplayed>

```

```

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  <metadataTypeId>13</metadataTypeId>
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  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>2</srcTypeId>
  <searchable>true</searchable>
  <isDisplayed>true</isDisplayed>
</metadataTypes>
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  <action>0</action>
  <metadataTypeId>14</metadataTypeId>
  <name>calledPartyNumber</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>2</srcTypeId>
  <searchable>true</searchable>
  <isDisplayed>true</isDisplayed>
</metadataTypes>
<metadataTypes>
  <action>0</action>
  <metadataTypeId>15</metadataTypeId>
  <name>newExtTrackingID</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>2</srcTypeId>
  <searchable>true</searchable>
  <isDisplayed>true</isDisplayed>
</metadataTypes>
<metadataTypes>
  <action>0</action>
  <metadataTypeId>16</metadataTypeId>
  <name>callType</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>2</srcTypeId>
  <searchable>false</searchable>
  <isDisplayed>true</isDisplayed>
</metadataTypes>
<metadataTypes>
  <action>0</action>
  <metadataTypeId>17</metadataTypeId>
  <name>dialedDigits</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>2</srcTypeId>
  <searchable>false</searchable>
  <isDisplayed>true</isDisplayed>
</metadataTypes>
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  <action>0</action>
  <metadataTypeId>18</metadataTypeId>
  <name>recordingType</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>2</srcTypeId>
  <searchable>false</searchable>
  <isDisplayed>true</isDisplayed>
</metadataTypes>

```

```

<metadataTypes>
  <action>0</action>
  <metadataTypeId>19</metadataTypeId>
  <name>redirectedFromInfo</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>2</srcTypeId>
  <searchable>>false</searchable>
  <isDisplayed>>false</isDisplayed>
</metadataTypes>
<metadataTypes>
  <action>0</action>
  <metadataTypeId>20</metadataTypeId>
  <name>redirectedFromPartyNumber</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>2</srcTypeId>
  <searchable>>false</searchable>
  <isDisplayed>>false</isDisplayed>
</metadataTypes>
<metadataTypes>
  <action>0</action>
  <metadataTypeId>21</metadataTypeId>
  <name>redirectedToPartyNumber</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>session</nodeType>
  <srcTypeId>2</srcTypeId>
  <searchable>>false</searchable>
  <isDisplayed>>false</isDisplayed>
</metadataTypes>
<metadataTypes>
  <action>0</action>
  <metadataTypeId>22</metadataTypeId>
  <name>apkt:in-realm</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>participant</nodeType>
  <srcTypeId>1</srcTypeId>
  <searchable>>true</searchable>
  <isDisplayed>>true</isDisplayed>
</metadataTypes>
<metadataTypes>
  <action>0</action>
  <metadataTypeId>23</metadataTypeId>
  <name>apkt:P-Asserted-Identity</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>participant</nodeType>
  <srcTypeId>1</srcTypeId>
  <searchable>>true</searchable>
  <isDisplayed>>true</isDisplayed>
</metadataTypes>
<metadataTypes>
  <action>0</action>
  <metadataTypeId>24</metadataTypeId>
  <name>apkt:Diversion</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>participant</nodeType>
  <srcTypeId>1</srcTypeId>
  <searchable>>true</searchable>
  <isDisplayed>>true</isDisplayed>
</metadataTypes>
<metadataTypes>

```

```
<action>0</action>
  <metadataTypeId>25</metadataTypeId>
  <name>apkt:request-uri</name>
  <sessionCorrelationNumber>0</sessionCorrelationNumber>
  <nodeType>participant</nodeType>
  <srcTypeId>1</srcTypeId>
  <searchable>true</searchable>
  <isDisplayed>true</isDisplayed>
</metadataTypes>
</parameters>
</ns1:getNewAdministrativeDataResponse>
</soapenv:Body>
</soapenv:Envelope>
```

D

Sample siprecDataSets Response Excerpt

This appendix provides the siprecDataSets portion of an example response to a **getFile** request.

```
<siprecDataSets>
  <siprecParticipants>
    <participantId>133</participantId>
    <siprecParticipantId>part1-1-7386@172.30.58.239</siprecParticipantId>
    <participantAor>sip:+sipp@172.30.58.239:5060</participantAor>
    <participantName>+sipp</participantName>
    <participantStart>2012-01-02T13:44:39.000-05:00</participantStart>
    <participantEnd xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:nil="1" />
  </siprecParticipants>
  <siprecParticipants>
    <participantId>134</participantId>
    <siprecParticipantId>part2-1-7386@172.30.58.239</siprecParticipantId>
    <participantAor>sip:thisUser@172.30.58.152:5060</participantAor>
    <participantName>thisUser</participantName>
    <participantStart>2012-01-02T13:44:39.000-05:00</participantStart>
    <participantEnd xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:nil="1" />
  </siprecParticipants>
  <siprecSession>
    <sessionId>67</sessionId>
    <siprecSessionId>session-1-7386@172.30.58.239</siprecSessionId>
    <sessionStart>2012-01-02T13:44:39.000-05:00</sessionStart>
    <sessionEnd xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:nil="1" />
  </siprecSession>
  <siprecStreams>
    <streamId>133</streamId>
    <siprecStreamId>stream1-1-7386@172.30.58.239</siprecStreamId>
    <streamLabel>l1-1</streamLabel>
    <streamMode></streamMode>
    <participantId>133</participantId>
    <streamStart>2012-01-02T13:44:40.000-05:00</streamStart>
    <streamEnd xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:nil="1" />
  </siprecStreams>
  <siprecStreams>
    <streamId>134</streamId>
    <siprecStreamId>stream2-1-7386@172.30.58.239</siprecStreamId>
    <streamLabel>l2-1</streamLabel>
    <streamMode></streamMode>
    <participantId>134</participantId>
    <streamStart>2012-01-02T13:44:40.000-05:00</streamStart>
    <streamEnd xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:nil="1" />
  </siprecStreams>
</siprecDataSets>
```


E

Importing the RAWs Certificate

This appendix describes the process of importing the RAWs certificate into the Client keystore.

1. From the RAWs host, execute the following:

```
keytool -export -keystore <keystore_path> -alias <your_certificate_alias> -file raws.crt
```

Note: The keystore path may be your jboss conf directory (for example, C:\jboss-4.0.2\server\default\conf).

2. From the RA Client host, execute the following:

```
keytool -import -alias <your_certificate_alias> -file raws.crt -keystore <JAVA_HOME>\jre\lib\security\cacerts
```

Note: You are required to provide the password for the keystore; Java's default password is **changeit**. You may want to change the default password. To change the password, execute the following:

```
keytool -storepasswd -new <new_storepass> -keystore <JAVA_HOME>\jre\lib\security\cacerts
```

Troubleshooting Keystore Errors

This section describes two errors you may see in the log, and what they mean.

The following error means your Client keystore path is not valid:

```
Exception: org.apache.axis2.AxisFault: java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-empty
```

The following error means your keystore path is valid, but the keystore has not been updated with the RAWs exported certificate:

```
Exception: org.apache.axis2.AxisFault: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target
```