

The Recording Step in CRS Scripting Fails

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Introduction

This document describes two reasons for the failure of the Recording step in Customer Response Solutions (CRS) scripting, and provides a solution in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CRS
- IP Networking

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CRS

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

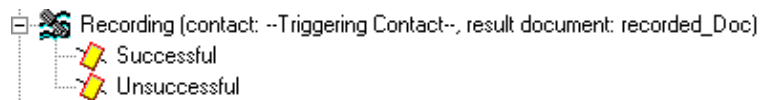
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

The Recording step in CRS records audio input from the caller (see Figure 1). The Recording step then returns the audio input as a Document object that you can later upload as a spoken name, save to the disk or database,

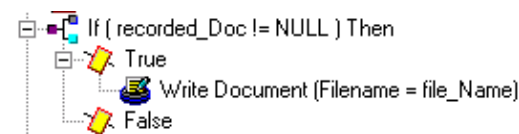
or e-mail to a contact.

Figure 1 Recording Step



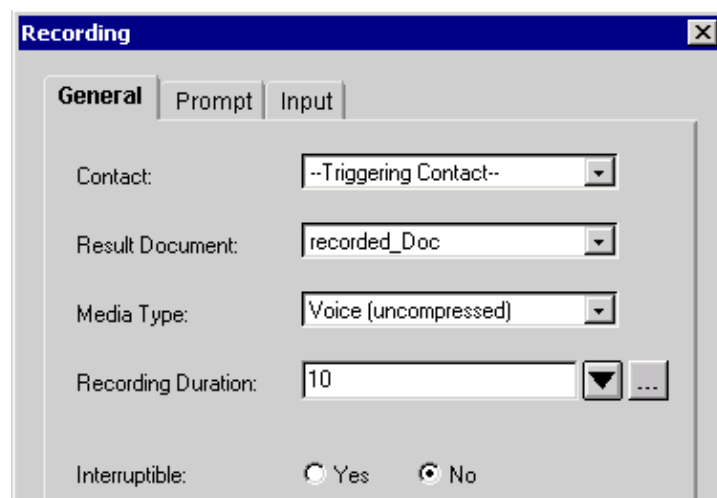
The Write Document step saves the recorded audio to the disk on the CRS server (see Figure 2).

Figure 2 Write Document



Use the **General** tab of the Recording step to label the recorded document. Specify the Recording Duration and Media Type (see Figure 3).

Figure 3 Recording: General Tab



Problem

On the surface, the Recording step runs without errors. However, the recorded file that the Write Document step creates is corrupt. As a result:

- When you play the recorded audio, you do not hear any audio sound.
- The size of the recorded WAV file is incorrect, and is not compatible with the length of recording time.

Cause

Here are two possible causes of this problem:

1. The caller does not press the terminating key to end the recording.
2. The binding order of the Network Interface Card (NIC) is incorrect.

Solution

This section provides possible solutions to the problem on the basis of the cause.

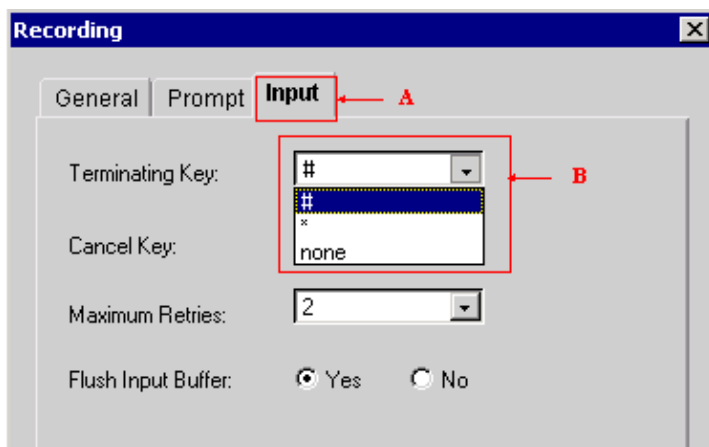
Terminating Key

In order to end the recording, the caller must press the terminating key. The default terminating key is #. You can change the terminating key.

Complete these steps in order to change the terminating key.

1. Open the dialog box for the Recording step.

Figure 4 Recording Dialog Box



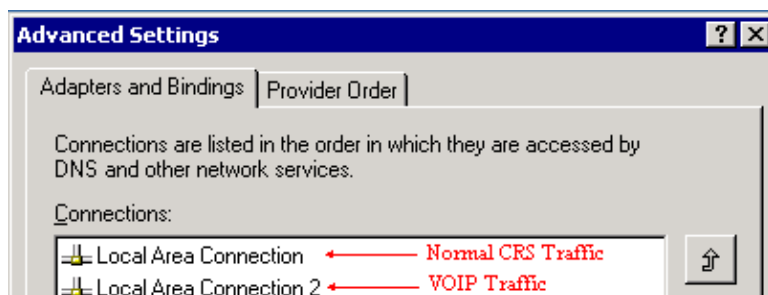
2. Select the **Input** tab (see arrow A in Figure 4).
3. Select the required key from Terminating Key list (see arrow B in Figure 4). You have three choices: #, * and none.

NIC Binding Order

When you have installed two NICs for the CRS server that runs the Voice over IP (VoIP) monitor, you must ensure that you bind the NIC for normal CRS traffic first in the TCP/IP binding order. Bind the NIC for VoIP monitor traffic second in the to TCP/IP binding order. If you change this binding order, the wav file becomes corrupt.

In order to solve the problem, bind the NIC for VoIP monitor traffic second in the TCP/IP binding order, behind the first NIC that you use for the normal CRS traffic (see Figure 5). Refer to CRA Engine Not Starting with Second NIC Installed for information on how to modify the NIC binding order.

Figure 5 NIC Binding Order



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IP Communications and Video: Contact Center

Related Information

- [CRA Engine Not Starting with Second NIC Installed](#)
- [Technical Support & Documentation – Cisco Systems](#)

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