Release Notes for Cisco MediaSense, Release 8.5(1)

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Introduction

Note Product documentation may reflect varying names that appear in the application user interfaces and application programming interfaces of this product. These names may include Cisco Unified Media Capture Platform (Unified MCP), Media Capture Platform (MCP/mcp), or Open Recording Architecture (ORA/ora).

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

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

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

License Requirements

The primary licensing and feature activation method for Cisco MediaSense is trust-based licensing.

Cisco MediaSense does not require any licenses from Cisco Systems for this initial release.

System Requirements

Cisco MediaSense, Release 8.5(1) is packaged with the Linux-based Unified Communications Operating System (Unified OS), an appliance model developed by Cisco Systems. This appliance model provides a collection of frameworks, such as installation, serviceability, service management, and other services. Cisco MediaSense uses this model to integrate, communicate, and coordinate with Unified CM.

Memory Requirements

The Cisco MediaSense memory requirements are listed in the Virtualization for Cisco MediaSense DocWiki page at http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_MediaSense.

Hardware Supported

An approved server on which you install Cisco MediaSense must meet the following hardware requirements:

- All servers run on virtual machines using the Unified OS. For more information on virtual machines, see the Unified Communications Virtualization web page at http://cisco.com/go/uc-virtualized.
- Information specific to Cisco MediaSense is listed in the Virtualization for Cisco MediaSense DocWiki page at http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_MediaSense
- Cisco MediaSense does not co-reside with any product, including Unified CM. Cisco MediaSense requires a dedicated server.

Software Supported

An approved server on which you install Cisco MediaSense must meet the following software requirements:

- Unified CM must be configured and deployed before you set up Cisco MediaSense.
- The Cisco MediaSense Administration web interface uses approved web browsers. For a list of approved web browsers and other supported software, see the *Cisco Unified Contact Center Hardware and Software Compatibility Guide* available at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_device_support_tables_list.html.

Feature Set

The following features are offered in this initial release of Cisco MediaSense:

- Audio recording, Audio live monitor, and Audio play
- Video recording and play
- Open Web 2.0 APIs
- Playback support
- Metadata Storage and Search
- Virtualization Environment
- Media Storage and Management
- High availability and failover
- Real-Time Monitoring Tool (RTMT)
- Cisco MediaSense administration
- Cisco MediaSense Serviceability Administration
- Cisco MediaSense Command Line Interface

Installation Notes

Cisco MediaSense is installed on a Virtual Machine (VM) and runs on the Cisco Unified Voice Operating System platform, similar to Cisco Unified Communications Manager (Unified CM). This platform does not support navigation into, or manipulation of, the file system.

To install Cisco MediaSense, you must first obtain the Cisco MediaSense ISO file and the Cisco MediaSense Virtual Server template (OVA) file. You can download both files from **Support** > **Download Software** on cisco.com.

You can find detailed installation instructions in the Installation and Administration Guide for Cisco MediaSense, which you can open from the Cisco MediaSense Documentation page on cisco.com (CDC).

Related Documentation

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

Cisco MediaSense, Release 8.5(1), includes the following documents:

- *Cisco MediaSense 8.5 Solution Reference Network Design (SRND)*
- *Release Notes for Cisco MediaSense, Release 8.5(1)* - these release notes
- *Open Source Used In Cisco MediaSense 8.5(1)*
- *Installation and Administration Guide for Cisco MediaSense, Release 8.5(1)*
- *Developer Guide for Cisco MediaSense, Release 8.5(1)*
  URL: http://developer.cisco.com/web/mediasense/docs
- *Virtualization for Cisco MediaSense, Release 8.5(1)*
  URL: http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_MediaSense
- *Troubleshooting Tips for Cisco MediaSense, Release 8.5(1)*
  URL: http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Cisco_MediaSense_8.5

Localization

Cisco MediaSense, Release 8.5(1) is only available in the English language. The user interface is not localized.

Accessibility Features for Cisco MediaSense

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

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

The following features were tested by Cisco Systems:

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

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

Limitations and Restrictions

This section lists the limitations for Cisco MediaSense, Release 8.5(1).

Hardware Limitations

- Cisco MediaSense only supports built-in-bridge (BIB) phones.
- Cisco MediaSense is available with the following phones which support audio forking (can be enabled for audio recording): 7906, 7911, 7921, 7925, 7941, 7942, 7945, 7961, 7962, 7965, 7970, 7971, 7975, 8961, 9951, 9971, and IP Communicator.

Software Limitations

This section lists the software limitations for Cisco MediaSense, Release 8.5(1).

- Cisco MediaSense only supports IPv4.
- Cisco MediaSense does not support SRTP.
- Cisco MediaSense does not support RTCP.

Reset Database Limitations

If you have restored the database in your Cisco MediaSense, Release 8.5(1) deployment:, then be sure to follow this procedure before you continue:

Procedure

Step 1 Complete you restore procedure.

Step 2 Reboot both the primary and secondary servers.

Step 3 Run the **run db_reset_replication** CLI command on the secondary server.

Storage Limitations

This section lists the storage limitations for Cisco MediaSense, Release 8.5(1).

- Cisco MediaSense supports up to 4 TB of media storage per server at the VM level.

Caveats

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Using Bug Toolkit

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

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

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

Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com (CDC) user ID and password

Procedure

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

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

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

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

Open Caveats

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

Table 1 Open Caveats for Cisco MediaSense

CDETS Number	Severity	Component	Headline
CSCtk19374	3	api	Missing events and closing subscription if a lot of sessions are deleted.
CSCtk55457	3	install	ORA Admin login returns unexpected system error.
CSCtk35367	3	callcontrol-sip	Call Control Service assumes, API service is enabled on expansion node.

Table 1 Open Caveats for Cisco MediaSense (continued)

CDETS Number	Severity	Component	Headline
CSCtk58809	3	capture	Monitoring & playback of recording don’t work intermittently upon reboot
CSCtk60933	3	capture	Failed to record entire conversation - Sip Service restarts
CSCtk16174	3	mma	Storage Management Agent attempts to clear un-raised system condition.
CSCtj88691	6 (P2)	api	getSessionsByMediaType spoils the system performance.

Resolved Caveats

This is an initial release, and there is no list of Resolved Caveats to present in this document.

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

Documentation Updates

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

Documentation Feedback

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

mailto:ccbu_docfeedback@cisco.com

We appreciate your comments.

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