Breaking the Lab

V1.45-- Last update: 5/31/2023 by Tamas Pasztor ([Tamas.pasztor@verint.com](mailto:Tamas.pasztor@verint.com))

Documentation for the excercise scripts breaking / fixing the recorder functions.

## Overview

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Status** | **Role** | **Customer View** | **Impact to the recording (what’s seen by the user?)** | **Root cause (what’s broken?)** |
| 1 | OK | Recorder | No audio being recorded | MultipleRegistration stations will fail to register | Extension password changed |
| 2 | OK | Recorder | There is no audio calls | Capture will fail | invalid network interface |
| 3 | FAIL | Archiver | Archive status not showing any progress | Archive media will become faulty | invalid share name |
| 4 | OK | Recorder | Nothing is being recorded | Capturing stops | missing buffer |
| 5 | OK | RIS | There is no CTI and no recordings | Missing CTI from Avaya TSAPI | AES disconnected |
| ~~6~~ | ~~SKIP~~ | ~~RIS~~ | ~~-~~ | ~~Extensions no longer being monitored / recorded~~ | ~~?~~ |
| 7 | FORK | Agent PC | No screen recording is found | Screen capturing will fail always | incorrect RIS address specified |
| ~~8~~ | ~~SKIP~~ | ~~RIS~~ | ~~-Nothing shown on the interaction list~~ | ~~Tagging will fail~~ | ~~non-defined hunt group~~ |
| ~~9~~ | ~~SKIP~~ | ~~(multiple)~~ | ~~-NO new calls seen~~ | ~~No marking and archiving~~ | ~~App server location changed~~ |
| ~~10~~ | ~~SKIP~~ | ~~RIS~~ |  | ~~Remove CTI adapter~~ |  |
| 11 | OK | RIS | There is no recording | No CTI | CTI adapter is disabled |
| 12 | PLAN | DC?? |  | Archive user account – change password |  |
| 13 | FAIL | archiver?? |  | Local drive mapping – change name |  |
| 14 | OK | RIS |  | Breaking TLINK definition in adapter conf |  |
| 15 | PLAN | RIS |  | Insecure (TLS) without actual tls |  |
| 16 | PLAN | Agent PC |  | Stop capture service |  |
| ~~17~~ | ~~SKIP~~ | ~~RIS~~ |  | ~~Agent lan datasource entry removed~~ |  |
| ~~18~~ | ~~SKIP~~ | ~~RIS~~ |  | ~~Screen subnet change~~ |  |
| ~~19~~ | ~~SKIP~~ | ~~RIS~~ |  | ~~Screen recording rule percentage to 0% -generic~~ |  |
| ~~20~~ | ~~SKIP~~ | ~~RIS~~ |  | ~~Screen recording rule percentage to 0% -per user~~ |  |
| 21 | FORK | Agent PC |  | Stop listener + wcapw32b |  |
| 22 | PLAN | Recorder |  | Wcap.dll removed |  |
| ~~23~~ | ~~SKIP~~ | ~~RIS~~ |  | ~~RecordAlways vs. DoNotRecord~~ |  |
| 24 | OK | Recorder |  | Enter MAINTENANCE MODE |  |
| 25 | OK | RIS |  | Java .exe missing / path removed |  |
| 26 | OK | RIS | No screen logons / Recordings | Agent Server stopped |  |

## Specifications – Prepare the server

1. APP SERVER
   1. Copy break.ps1 to Documents
   2. Create a new shortcut on the desktop
      1. Target: C:\Windows\System32\WindowsPowerShell\v1.0\powershell.exe -WindowStyle hidden "C:\Users\installuser.WFO\Documents\btl\_v1.ps1"
      2. Properties / run as Administrator
   3. Unblock-File .ps1 (as admin)
2. All the others (ARCHIVER, RECORDER, RIS)
   1. Add user to . \Remote Management Users
      1. lusrmgr.msc
      2. Groups
      3. Select Remote Management Users
      4. Enter „installuser”
      5. Check Names
      6. Save
   2. ~~Create DWORD [HKLM\SOFTWARE\Microsoft\Windows( NT???)\CurrentVersion\Policies\System] LocalAccountTokenFilterPolicy = 1~~
   3. ~~Set-Item WSMan:\localhost\Client\TrustedHosts -Value \*~~
   4. Unlock Powershell Remoting
      1. Open PowerShell As Administrator
         1. Start, type „power”’
         2. Right click Powershell icon
         3. Run as Admin
      2. Run the following commands
         1. Enable-PSRemoting -Force
         2. ~~Set-Service WinRM -ComputerName $servers -startuptype Automatic~~
         3. winrm qc
   5. ~~Group policy settings~~
      1. ~~Computer Configuration\Windows Settings\Security Settings\Local Policies\Security Options  
         User Account Control: Run all administrators in Admin Approval Mode  
         User Account Control: Admin Approval Mode for the built-in administrator account~~
3. ARCHIVER
   1. Share K:\archive\_media with installuser
      1. Create the folder
      2. Right click, share
      3. Select user
4. SET UP archive media
   1. Enterprise Manager / Recording Management / Media
      1. Create
      2. Use the share format [\\ADVARCHIVE9\archive\_media](file:///\\ADVARCHIVE9\archive_media), not the drive (K:\...)
      3. Wait 2 minutes for config distribution
   2. Recorder Manager of the Archiver / Operations / Drives
      1. Create
      2. Associate with the just created media
      3. Restart Archiver

(TODO)

Any functionality that is broken should be explicitly described as „alarm seen” / „this or that not working”. User must be able to find the root cause and fix the problem.

The config files determined by the individual scripts will have a file name format of [\\server\d$\folder\etc\FileName.xml](file:///\\server\d$\folder\etc\FileName.xml)

We presume %IMPACT360SOFTWAREDIR% is uniform, pointing to E:\Impact360\Software\.

Breaking the agent PC should be treated as an exception, since none of the agent pc addresses can be determined from the existing configuration. In order to work on desktop… Hostname needs to be determinable. Currently hardcoded, or script installed separately onto the desktop.

Additional Information

## The following changes must be made:

Desktops Graphical user interface, text, application, email

Description automatically generated

On different lab environments, different hosts are seen.

Shall I check the currently logged-on ones?

b100-D01 is the first desktop in Atiq’s lab

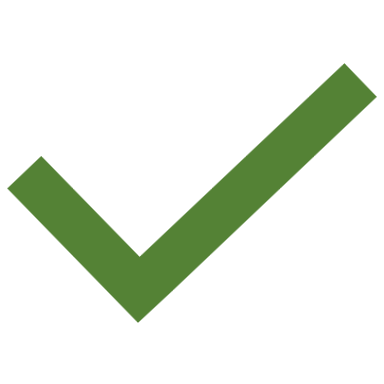
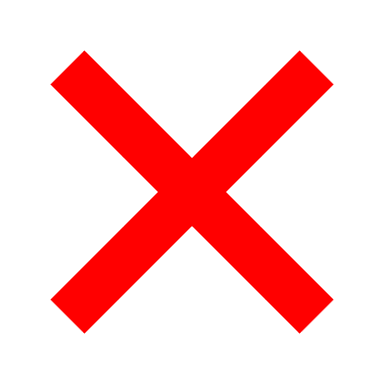
## GUI

The script needs to be run as administrator (rightclick, run as administrator) in order to be able to perform the admin operations.

Table

Description automatically generated with medium confidence

Each row corresponds to a given excercise, „Fix” will only work once „Broken”.

ADD visual feedback to indicate status (broken or fixed) 

(with header)

Impediments

Config change on the data source needs to be done on EM. candidate would look at the EM / datasource settings and would find no problem.

We need to modify the configuration centrally, perhaps in the DB and propagate the changes through CMS.

Inorder to have the archive media item working, I’ve created the share on the K: drive

Graphical user interface, text, application

Description automatically generated