Breaking the Lab

V0.8-- Last update: 10/10/2022 by Tamas Pasztor ([Tamas.pasztor@verint.com](mailto:Tamas.pasztor@verint.com))

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

## Overview

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| --- | --- | --- | --- | --- | --- |
| **#** | **Status** | **Role** | **Function name** | **Impact to the recording (what’s seen by the user?)** | **Root cause (what’s broken?)** |
| 1 | QA | Recorder | Break-AvayaMRPassCode | MultipleRegistration stations will fail to register | Extension password changed |
| 2 | QA | Recorder | Break-NICConfiguration | Capture will fail | invalid network interface |
| 3 | QA | Archiver | Break-ArchiveMedia | Archive media will become faulty | invalid share name |
| 4 | QA | Recorder | Break-CallsBuffer | Capturing stops | missing buffer |
| 5 | QA | RIS | Break-TSAPI | Missing CTI from Avaya TSAPI | AES disconnected |
| 6 | DEV | RIS | Break-Extensions | Extensions no longer being monitored / recorded | ? |
| 7 | DEV | Agent PC | Break-SCMRis | Screen capturing will fail always | incorrect RIS address specified |
| 8 | TODO | RIS | Break-HuntGroup | Tagging will fail | non-defined hunt group |
| 9 | TODO | (multiple) | Break-AppServerAddress | No marking and archiving | App server location changed |
| 10 | PLAN | RIS |  | Remove CTI adapter |  |
| 11 | PLAN | RIS |  | Disable CTI adapter |  |
| 12 | PLAN | DC?? |  | Archive user account – change password |  |
| 13 | PLAN | archiver?? |  | Local drive maopping – change name |  |
| 14 | PLAN | RIS |  | Breaking TLINK definition in adapter conf |  |
| 15 | PH2 | RIS |  | Insecure (TLS) without actual tls |  |
| 16 | PLAN | Agent PC |  | Stop capture service |  |
| 17 | PLAN | RIS |  | Agent lan datasource entry removed |  |
| 18 | PLAN | RIS |  | Screen subnet change |  |
| 19 | PLAN | RIS |  | Screen recording rule percentage to 0% -generic |  |
| 20 | PLAN | RIS |  | Screen recording rule percentage to 0% -per user |  |
| 21 | PLAN | Agent PC |  | Stop listener + wcapw32b |  |
| 22 | PLAN | Recorder |  | Wcap.dll removed |  |
| 23 | PLAN | RIS |  | RecordAlways vs. DoNotRecord |  |
| 24 | PLAN | Recorder |  | Enter MAINTENANCE MODE |  |

## Specifications

(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\.

Although in the current lab, each role has exactly one server assigned, but breaking anything should be applied to all the roles available. (or random)

Breaking the agent PC should be treated as an exception, since none of the agent pc addresses can be determined from the existing configuration002Eus

## 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”.