Knowledge Base Article # ETM ETM6531

ETM® System Inline SIP Application High-Availability (HA) Deployment Call Recording Limitation

Synopsis

Call Recording on ETM® Inline SIP Application High-Availability (HA) deployments has the limitations described in this document.

Description

Call Recording on the Inline SIP Application requires the Call Processor and Media Proxy nodes to be collocated, because the Call Processor provides the Call Recording Cache (CRC) required for Call Recording functionality. However, in an HA deployment, only one instance of the Call Processor exists. Typically, an HA deployment is installed with the Call Processor, one Media Proxy node, and one Signaling Proxy node on one system, and a second Media Proxy node and Signaling Proxy node on a second system for failover.

Since a single instance of the Call Processor is present in an HA deployment, Call Recording functions as intended when the Media Proxy node collocated with the Call Processor is the active (processing) node. However, if the active Media Proxy fails over to the second node (on which no Call Processor and therefore no CRC is present), Call Recording functionality ceases. (All other functions continue as normal.) Call Recording functionality resumes when the active Media Proxy returns to the first system with the Call Processor.

To return Call Recording functionality to a working state, a System Administrator must manually Isolate the second Media Proxy node to force the first Media Proxy node to become the processing node again, and then re-Include the second Media Proxy node after failover so that it is available for future failovers.

More Information

When the second Media Proxy is the processing node, that Media Proxy carries out the Call Recording functions that a Media Proxy normally performs, and the raw recording files are placed in the appropriate folder in the **/opt/slc/callproc.d/crc** folder on system two. However, since the CRC is not running on system two, the raw files remain unprocessed in that folder. They cannot be processed and made available in the CRC or Collection Server.

Since no automated purging is available on system two, it is recommended that a **cron** job be created on system two to periodically purge any raw recording files that may be accumulating. Below is an example that purges every 10 minutes (it could be set to longer periods, such as hourly):

```
*/10 * * * * rm -rf /opt/slc/callproc.d/crc/*
```

Last Update: 10/28/2015

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