

Unable to retrieve recordings (new installation)

Applies from Application Suite 2017.6.2
to version Application Suite 2017.6.3

Applies to

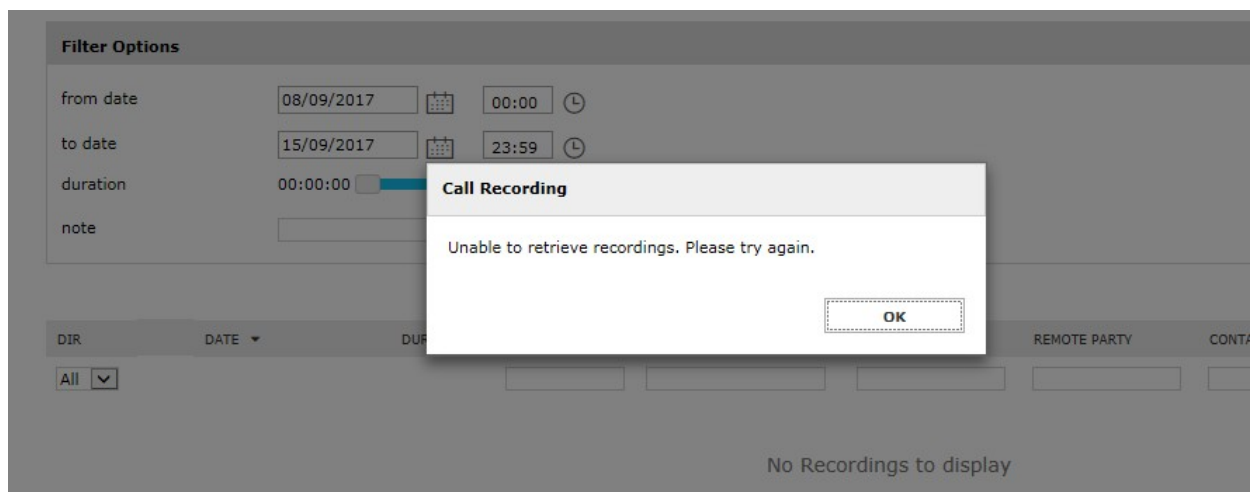
Imgacle Application Suite 2017.Summer.2 or 2017.Summer.3 - installed from scratch

Description

When a standard "User" try to open recording web page it receives:

"Unable to retrieve recordings. Please try again"

While the Administrator user can see web page and all records without any error.



Looking at "<StonevoiceAS>\var\log\w3wp\recorder.log" log file it is possible to observe this exception:

Exception Type {Speedy.Core.Common.SvOperationFailedException}

Message {FindContactsByPhoneNumber: exception occurred}

StackTrace {

```

at Speedy.Directory.Api.SvDirApi.ReverseLookup(ISet`1 phoneNumbers, IContactInfoFinderSettings settings)
at ApplicationSuite.Web.Helper.WebRequestAwareContactInfoFinder.ReverseLookup(ISet`1 phoneNumbers,
ContactInfoFinderSettings settings)
at Speedy.Directory.Api.ReverseLookup.ReverseContactLookup.<>c__DisplayClass11_0.<Lookup>b__1(ISet`1 numbersToSearch)
at Speedy.Directory.Api.ReverseLookup.ReverseContactLookup.LookupMultipleNumbers(IEnumerable`1 phoneNumbers, Func`2
contactSearchFunc)
at Speedy.Directory.Api.ReverseLookup.ReverseContactLookup.Lookup(String userName, IEnumerable`1 phoneNumbers)
at Speedy.Directory.Api.ReverseLookup.ReverseContactLookupWithCache.<>c__DisplayClass13_0.<Lookup>b__1(IEnumerable`1
cacheMisses)
at Speedy.Directory.Api.ReverseLookup.ReverseContactLookupWithCache.Lookup(IEnumerable`1 phoneNumbers, Func`2
createCacheKey, Func`2 lookupCacheMisses)
at Speedy.Directory.Api.ReverseLookup.ReverseContactLookupWithCache.Lookup(String userName, IEnumerable`1
phoneNumbers)
at Recorder.Engine.Recordings.RecordigsWithContactsRepository.LookupContactsForMultipleCalls(PagedResult`1 recordings)
at Recorder.Engine.Recordings.RecordigsWithContactsRepository.GetRecordingsBase(ISearchCriteria options, Func`2 action)
at Recorder.Engine.Recordings.RecordigsWithContactsRepository.GetRecordings(ISearchCriteria options)
at Recorder.WebServices.RecordingsBrowser.GetRecordingsWebMethod.Execute(String username)
    
```

imagicle

```
at ApplicationSuite.Base.Library.WCF.WebService.Execute[TReturn](IWebMethod`1 webMethod)
InnerException {
Exception Type {NHibernate.QueryException}
Message {An empty parameter-list generate wrong SQL; parameter name 'directories'}
StackTrace {
at NHibernate.Impl.AbstractQueryImpl.SetParameterList(String name, IEnumerable vals, IType type)
at NHibernate.Impl.AbstractQueryImpl.SetParameterList(String name, IEnumerable vals)
at ApplicationSuite.Data.NhEntities.Sas.Speedy.SvContactDao.InternalFindContacts(IEnumerable`1 directories, IEnumerable`1
phoneNumbers, IEnumerable`1 phoneNumbersFields, Boolean findInLocalContactsOnly)
at ApplicationSuite.Data.NhEntities.Sas.Speedy.SvContactDao.FindContactsInDirectoriesByPhoneNumbers(IEnumerable`1
directories, IEnumerable`1 phoneNumbers, IEnumerable`1 phoneNumbersFields)
at Speedy.Directory.Api.SvDirApi.ReverseLookup(ISet`1 phoneNumbers, IContactInfoFinderSettings settings)
}
}}, StatusCode
```

Cause

The configuration file <StonevoiceAS>\Apps\Speedy\Settings\Speedy.Configuration.Global.config.xml contains wrong pre-defined values, instead an empty config.

Solution

1. Edit file "<StonevoiceAS>\Apps\Speedy\Settings\Speedy.Configuration.Global.config.xml" and remove the following preference keys:
 - ◆ "directory.internalsdefaultdirname"
 - ◆ "directory.LocalDirectorySpecialDepartment"
 - ◆ "directory.ExcludeThisUsernameFromLocalDirectories"
2. Edit file "<StonevoiceAS>\Apps\Speedy\Server\System\Speedy.ini" and delete the following keys from section [Settings]:
 - ◆ internalsdefaultdirname
 - ◆ LocalDirectorySpecialDepartment
 - ◆ ExcludeThisUsernameFromLocalDirectories
3. Update directories content, following these steps:
 - ◆ Login to the IAS web portal as administrator and go to Speedy, Manage Service web page
 - ◆ Locate the "Internal contacts settings" section and change the radio button value. Click Save. This will start the local contacts update procedure, that may take some seconds..
 - ◆ Reload the page until the radio button becomes enabled (the local contacts update completed)
 - ◆ Change again the radio button value, back to the original value. Click Save.