



Enghouse
Interactive



Call Recording Microsoft-Lync Installation Guide

This document is for the contact center system administrator who installs, configures, and integrates Lync/OCS with Enghouse Interactive Recording version 5.3.

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About This Document

This chapter contains the following information.

- **Audience**, [page 7](#)
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Audience

This document is for the contact center system administrator who installs, configures, and integrates Lync/OCS with Enghouse Interactive Recording version 5.4.

Contents

The Enghouse Interactive Call Recording Microsoft®-Lync® Installation Guide contains the following chapters and information:

- **Solution Overview** – General information about the Enghouse Interactive Call Recording solution.
- **Installing the Software** – Steps for installing Enghouse Interactive Call Recording 5.4 with Microsoft Lync 2010/OCS 2007 R2/2013 follow these steps

Reference materials

This document should be read in conjunction with the information and procedures in the following documents or Help:

- Enghouse Interactive Quality Management Suite 5.4 Help
- Quality Management Suite Installation Guide
- QMS Computer Recording Installation Guide
- QMS Packet Forwarding Service Installation Guide

Document conventions

This document uses the following text formats and notation conventions.

Text format

Bold text indicates a button, field, link, option name, or similar function requiring an action.

Italicized text indicates new terms, directory paths, or references to external documents.

Text in this font indicates code.

Notes and cautions

Icons used throughout this document identify additional details or special conditions.



Note

Provides additional information or describes special circumstances.



Caution

Warns of user actions that may cause system failure or irreversible conditions.



Stop

Describes actions that you should only perform under the supervision of Enghouse Customer Support.

Document feedback

To submit comments or questions regarding the content in this document, email DocFeedback-CRD@telrex.com.

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For more information regarding Enghouse Interactive products, services, and support, please visit www.enghouseinteractive.com.

Solution Overview

The QMS Call Recording solution supports two recording methods for the Microsoft Lync PBX; recording can be performed via packet capture or callers can be put into a conference and the conference can be recorded via the UCMA API. Recording via the packet capture method requires installing the RTP Data Collector component to capture RTP packets and forward them to the Recording Server. The RTP Data Collector can be deployed at each recorded desktop when recording soft phones or USB-based hard phone. Alternatively, a single RTP Data Collector can record many soft and hard phones at once when it is attached to a port mirroring connection of a network switch, or when deployed on an Edge server with all recorded media being forced through the Edge Server. UCMA based conference recording does not require the RTP Data Collector. Instead, calls to or from a recorded user are rerouted to the Recording Server which is hosting a UCMA trusted application. The trusted application establishes a conference, joins the conference invisibly, and invites the called and calling parties to the conference. The conference based recording does introduce some subtle differences in the appearance of calls as seen by a recorded user at the Lync client. These differences are detailed in the **UCMA Conferencing limitations** section on [page 21](#).

Installing the Software

To install QMS Call Recording 5.4 with Microsoft Lync 2010/OCS 2007 R2/2013 follow these steps:

- **Step 1: Satisfy the requirements**, on [page 11](#)
- **Step 2: Download the installers**, on [page 12](#)
- **Step 3: Install the Standard Call Recording Services**, on [page 12](#)
- **Step 4: Configuring Call Recording Services**, on [page 16](#)
- **Step 5: Install the TelRexNetService on the Lync/OCS Front-end Server** , on [page 17](#)
- **Step 6: Configure the TelRexNetService using the QMS Lync Component Configuration tool**, [page 18](#)
- **Step 7: Install RTP Data Collector Service at the endpoints**, [page 20](#)

To install the RTP Data Collector Service, complete the following steps.

1. Unzip the downloaded installation zip file.
2. Double-click RtpDataCollectorSetup.exe
3. The QMS RTP Data Collector Service installation wizard runs.
4. In the wizard, click Install to begin the installation..
5. If WinPcap isn't installed, the WinPcap 4.1.3 installer is run as a sub-installer.
 - a. Click Next to start the installation.
 - b. Click I agree to accept the licensing terms.
 - c. Make sure the box to automatically start the WinPcap driver at boot time is checked and click Install.
 - d. Click Finish to close the sub-installer.
6. In the wizard, click Next. The End-User License Agreement page displays.
7. Select the I accept the terms in the License Agreement checkbox on the License Agreement page, and then click Next. The Customize Service Setting page displays.
8. Enter the QMS Call Recording Service host machine or the IP address in the Enghouse Interactive Recording Service Address field. You can enter one address or two addresses and separate them by a comma. Click Next.
9. Click Install. The installation progress window displays.
10. Click Finish.
11. Click Close to exit out the window.
12. Set the deployment type for the RTP Data Collector using the QMS Lync Component Configuration tool on page xx. Restart the RTPDataCollector..

Step 1: Satisfy the requirements



Note

This document makes frequent reference to the Quality Management Suite Installation Guide, so you must have access to that document before proceeding.

Server requirements

Under 50 Simultaneous Recordings on a Dedicated Server

- Processor: Work station class or better, two total cores minimum
- Memory: 4 GB minimum
- Storage: 7200 RPM disk minimum

50 to 100 Simultaneous Recordings on a Dedicated Server

- Processor: Work station class or better, two total cores minimum
- Memory: 4 GB minimum
- Storage: 7200 RPM disk minimum

100 to 300 Simultaneous Recordings on a Dedicated Server

- Processor: Server class processor(s), 8 total cores minimum
- Memory: 8 GB minimum
- Storage: 10,000 RPM minimum

Greater than 300 Simultaneous Recordings on a Dedicated Server

- Contact Enghouse Interactive to discuss specifications.

Virtual Machines

- All VMware® applications are supported
- Virtual machines must be configured to the above specifications

Additional requirements

- A single user account on the Lync/OCS front-end server that is a member of these groups:
- RTCHSUniversalServices (Active Directory group)
- RTCUniversalServerAdmins (Active Directory group)
- RTC Server Applications (Local to Front-end Server)

Packet Capturing installations requirements

A Packet Capture installation has the following system requirements:

Operating Systems

- Windows Server 2012

Call Recording Microsoft-Lync

- Windows Server 2012 R2
- Windows Server 2008 x86
- Windows Server 2008 x64 and Windows Server 2008 x64 R2
- Windows 7 and Windows 8

Network Interface Cards

Two Interface 100/1000 MB NICs (a dedicated connection to the data switch and a client/internet connection)

- A working Lync 2013, Lync 2010 or OCS R2 installation

UCMA Conferencing installations requirements

Operating Systems

- Windows Server 2008 R2 x64
- Windows 7 x64
- Windows 8
- Windows 2012
- Windows Server 2012 R2

Network Interface Cards

- One 100/1000 MB NIX

Other Prerequisites

- A working Lync 2013 or Lync 2010 installation
- .NET 4.5 needs to be installed
- PowerShell 3.0 needs to be installed
- Lync Server Web Conference needs to be enabled in the Lync environment

Step 2: Download the installers

Download the following installers, as required:

- QMS 5.4.x –

http://www.telrexsupport.com/downloads/qms_520_suite_current.zip

Step 3: Install the Standard Call Recording Services



Note

Running the Lync integration steps should be done with a Domain Admin user account.

Packet Capturing installations

To install QMS for packet capture based recording, complete the following step.

- Install the Standard Quality Management Services (Quality Management Services and Quality Management Suite Client) as described in Quality Management Suite Installation Guide. After completing this step, go on to Configuring Call Recording Services on [page 16](#)

UCMA Conferencing installations

To use the Call Recording services in a Lync UCMA conferencing configuration, several steps need to be completed on both the Lync Front-End Server and the server that will host the Enghouse Interactive Quality Management Suite.

Return to the Lync Front-end Server:

1. Start Lync Topology Builder.
2. On the Topology Builder pop-up window, select the Download Topology from existing deployment option and click OK.
3. When prompted to save the Topology, select a folder and enter a file name, then click Save.
4. On the tree view in the left pane of the Topology Builder window, expand the Site node where QMS is to be installed.
5. Right-click the Trusted application servers node, and select New Trusted Application Pool. The Define the Trusted Applications pool FQDN page displays.



Note

For Lync 2013 deployments make sure the Trusted application servers node is under the Lync 2010 node and not the Lync 2013 node.

6. Enter the Fully Qualified Domain Name (FQDN) of the application pool you want to create for QMS into the Pool FQDN field.
7. Select the Multiple computer pool option, and click Next. The Define the computers in this pool page displays.



Note

It is recommended to use the Multiple computer pool option, even if there is only one QMS server in your environment. Using the Multiple computer pool allows for expansion in the future if another QMS server needs to be added as a Data Collector.

8. Enter in the FQDN names of the call recording servers into the Computer FQDN field, one at a time, and click Add to include all recording servers into the application pool. The Select the next hop page displays.
9. Select the Front End pool that will be the next hop, essentially the Front End pool that the new application pool communicates with, and click Finish. The Topology Builder window displays.
10. Select Topology under the Actions menu on the right pane, and select Publish. The Publish the topology page displays.
11. Click Next to start the Publish process. The Publishing wizard complete page displays.
12. Click Finish.
13. Close the Topology Builder window.
14. Open a PowerShell command prompt.
15. At the PS> prompt, type Import-Module Lync and hit Enter. This makes Lync-specific commands available within the PowerShell session.
16. Type in the following PowerShell commands at the PS> prompt and press Enter after each. Words enclosed in <> describe what should be entered, and are dependent either on settings entered in previous steps or settings from your environment:
 - a. `New-CsTrustedApplication -ApplicationId callrexconferencerecorder -TrustedApplicationPoolFqdn <FQDN name entered in step 6 of the On the Front-End Server steps above> -Port 6001`
 - b. `Enable-CsTopology`
 - c. `New-CsTrustedApplicationEndpoint -SipAddress sip:callrexprinciple@<domain name> -DisplayName "QMS Conference Recorder" -TrustedApplicationPoolFqdn <FQDN name entered in step 6 of the On the Front-End Server steps above> -ApplicationId callrexconferencerecorder`
 - d. `New-CsTrustedApplicationEndpoint -SipAddress sip:callrexprinciple2@<domain name> -DisplayName "QMS Conference Recorder" -TrustedApplicationPoolFqdn <FQDN name entered in step 6 of the On the Front-End Server steps above> -ApplicationId callrexconferencerecorder`
17. Close the PowerShell window.

On the QMS Server:

1. Install the Standard Quality Management Services (Quality Management Services and Quality Management Suite Client) as described in the Quality Management Suite Installation Guide.
2. Connect the Lync Server installation media to the QMS server, either by inserting the Lync Server 2010 installation CD or mounting the Lync Server 2010 installation .iso file.
3. If the Lync Server 2010 Deployment Wizard does not start automatically, run the Setup.exe program in the Setup/amd64 folder from the install media.
4. Click Install, accept the License Agreement, and click OK.
5. Click the Install or Update Lync Server System link.
6. Click the Run button for Step 1: Install Local Configuration Store.

- a. Select the Retrieve directly from the Central Management Store option, and click Next. The Executing Commands page displays.
 - b. Click Finish once the process has completed.
7. Click the Run button for Step 2: Setup or Remove Lync Server Components.
 - a. Click Next. The Executing Commands page displays.
 - b. Click Finish once the process has completed.
8. Click the Run button for Step 3: Request, Install or Assign Certificates.
 - a. On the Certificate Wizard, click the Request button. The Certificate Request page displays.
 - b. Click Next. The Delayed or Immediate Requests page displays.
 - c. Select the Send the request immediately to an online certification authority option and click Next. The Choose a Certification Authority (CA) page displays.
 - d. Select the option applicable to your environment, which is usually the Select a CA from the list detected in your environment option, and click Next. The Certification Authority Account page displays.
 - e. If needed, check the Specify alternate credentials for the certification authority, enter the user name and password, and click Next. The Specify Alternate Certification Template page displays.
 - f. It's recommended to use the default certificate template, but if your environment needs to specify a different template, check the Use alternate certificate template... checkbox, enter the template name, and click Next. The Name and Security Settings page displays.
 - g. Enter the Friendly Name and Bit length for the certificate, make the private key exportable if needed by checking the checkbox, and click Next. The Organizational Information page displays.
 - h. Enter the Organization and Organizational Unit, then click Next. The Geographical Information page displays.
 - i. Select a Country/Region, enter the State and City, then click Next. The Subject Name/Subject Alternate Names page displays.
 - j. Click Next. The Configure Additional Subject Alternate Names page displays.
 - k. Enter any additional Subject Alternate Names if necessary for your environment, then click Next. The Certificate Request Summary page displays.
 - l. Click Next. The Executing Commands page displays.
 - m. Click Next when the process has completed. The Online Certificate Request Status page displays.
 - n. Select the Assign this certificate to Lync Server certificate usages checkbox and click Finish. The Certificate Assignment page displays.
 - o. Click Next. The Certificate Assignment Summary page displays.
 - p. Click Next. The Executing Commands page displays.
 - q. Click Finish when the process has completed.
 - r. Close the Certificate Wizard window.
9. Click the Run button for Step 4: Start Services. The Start Services page displays.

- a. Click Next. The Executing Commands page displays.
 - b. Click Finish when the process has completed.
10. Click Exit to close the Deployment Wizard window.

On the Lync Front-End server:

1. Start the Lync Server Control Panel
2. Click on Topology
3. Verify the QMS server has a green check mark in the Replication column. This may take several minutes, depending on the speed of the servers, speed of the network, and complexity of the Lync environment.
4. Click Refresh every few minutes until the green checkmark.
5. After 30 minutes, if the QMS server still shows a red X, verify the Lync Server Replica Replicator Agent service is running.
6. If the service is running, open a PowerShell window, type the following commands at the PS> prompt, and hit Enter after each:
 - a. Import-Module Lync
 - b. Enable-CsTopology
 - c. Invoke-CsManagementStoreReplication
7. Repeat steps 4 and 5 until the green check mark appears for the QMS server.
 - If your organization plans to enable recording encryption in the Call Recording system, in addition to the permissions detailed in the Enhouse Interactive Call Recording Services Requirements section found in the Enhouse Interactive Call Recording version 5.4 Installation Guide, the account that runs the Enhouse Interactive Call Recording Service needs the following permissions:
 - The account has to be able to read the private key data of the certificate the Recording Server uses to establish TLS connectivity with the Lync Front End Server. This permission can be granted using the Certificate snap-in for the Microsoft Management Console.
 - The account has to be a member of the “RTC Component Local Group” on the Recording Server. This permission can be granted using the “Local users and groups” snap-in for the Microsoft Management Console.

Step 4: Configuring Call Recording Services

To configure Call Recording Services complete the following steps.

1. Select Microsoft Lync for packet capture based installation (Endpoint, Mirroring, or AtEdge) or Microsoft Lync UCMA for conference based recording installations.
2. For each Call Recording User:
 - In the SIP URI field enter the SIP URI, which has the format sip:<user>@<domain>.

- In the Endpoint IP Address field set the Endpoint IP Address to 0.0.0.0. The actual address is detected and updated automatically.

Step 5: Install the TelRexNetService on the Lync/OCS Front-end Server

Install the TelrexNetService on the OCS front-end server:

1. Login to an account that is a member of:
 - RTCHUniversalServices (Active Directory group)
 - RTCUniversalServerAdmins (Active Directory group)
 - RTC Server Applications (Local to Front-end Server)
2. Copy the TelrexNetService installer to the server and unzip it.
3. Double-click TelrexNetServiceSetup.msi.
4. Click **Next** . The License Agreement page displays.
5. Select the **I agree** radio button and click **Next**. The Configure TelrexNetService page displays.
6. Select the version of Lync/OCS that is running on this front-end server.
7. Enter the Fully Qualified Domain Name (FQDN) of your Lync/OCS front-end pool (i.e. Phx-vm-lync13fe.phx-cr-lync13.lab).
8. In the **Hostname** field enter the machine name or IP address of the Call Recording installation.
In an environment where there is more than one consolidated recorder, you can enter multiple machine names or IP addresses separated by spaces.
The value you enter here is inserted into the application configuration file under the key Service.CallRecordingHosts.
TheTelrexNetService creates a persistent TCP connection to the named Quality Management installation(s) on port 8008.
9. Enter the Lync/OCS server domain. For example, if Lync/OCS users are addressed as user@ocs.telrex.com the server domain setting is ocs.telrex.com.
10. Enter a Windows user account, this account will be what the TelrexNetService will run as. The user specified must meet the membership requirements in step 1. Specify the username only.
11. Enter the Domain for the user account in step 10.
12. Enter the Password for the user account in step 10.
13. Click **Next**. The Ready to Install page displays.
14. Click **Install** to begin the installation. The Installation Complete page displays when the installer finishes.
15. Click **Finish** to close the installer. The TelrexNetService should now be installed and the service should now be running.

After installing the TelrexNetService, **you need to run the QMS Lync Component Configuration tool** in the installation directory for the TelRexNetService, the tool will make changes to the TelRexNetService.exe.config file in the installation directory.

1. Double click the **QMSLyncComponentConfiguration** executable in the **TelRexNetService** installation directory. Make any required configuration changes and click the “Save” button to save changes. Any changes will be lost if the tool is closed without saving. In all installations the Disallowed IP Addresses should be configured. The configurable parameters the tool exposes are as follows:

QMS Hosts: The hostname or IP address of the QMS call recording server. This is set at installation time, the user has the opportunity to enter up to three call recording servers here in a redundant installation.

Local SIP Domain(s): The name of the local SIP domain. This is set at installation time, the user is given the opportunity to enter up to three SIP domains here if applicable.

Disallowed IP Addresses: A space delimited list of IP addresses a QMS user cannot be associated with. The setting should reflect the IPV4 addresses of both the Recording Server, any OCS/Lync Front-end servers, and any Edge Servers if present in the topology.

Route All Audio Through Edge: Check if your installation captures audio at the Edge server instead of the end points or a mirrored location. If checked, Edge Public IP Addresses should also be administered.

Edge Public IP Addresses: A space delimited list of public IPV4 IP addresses all the Edge servers in the topology.

Edge Relay Gateway(s): A space delimited list of public IPV4 addresses where audio is routed as an intermediary between the public Edge adapter and an end user.

Record Sip Dialogs: Check to create a log of each session dialog in the installation directory. This is for debugging purposes only.

Log all Sip Messaging: Check to log all SIP messages passing through the TelRexNetService in the installation directory. This is for debugging purposes only.

***Disable SS RTP on Replaces Header:** Check to disable pulling updated SRTP keys from a sip message with a replaces header.

***Disable SRTP Key Reset:** Check to prevent SRTP keys from being updated when they are detected as incorrect.

***MSPL Script:** Names the script that filters and dispatches SIP messages to the TelRexNetService. Typically set to TelrexNetService.am. Setting the script value to TelrexNetServiceNotification.am improves scaling, but only supports reviewing rather than changing SIP messages. Routing audio through the Edge and suppressing unsupported codecs or encryption requires changing messages.

***Disallowed User Agents:** Enter a semi colon delimited list of sip uris whose call control messages should be suppressed.

***Suppressed Codecs:** A space delimited numerical list of audio codecs to disallow.

* It's recommended that these settings be adjusted only at the direction of Enghouse support.

2. Restart the **TelrexNetService** to pickup any configuration changed.



Note

The public IP addresses of the Edge server adapters can be determined using the Lync Topology Builder. All External IPV4 addresses assigned to any Edge server in the installation qualify as a public IP address.

Step 6: Install RTP Data Collector Service at the endpoints (Packet capture based installations only)

The RTP Data Collector service captures the audio packets from each Lync/OCS client and sends them to the Call Recording service configured to record the user.

There are three different deployment scenarios for the RTP Data Collector. You can install an RTP Data Collector at each recorded endpoint, or you can deploy a single RTP Data Collector with endpoint traffic being mirrored to it, or an RTP Data Collector on an Edge server where all recorded audio is being forced through the Edge server. These deployments are known as Endpoint, Mirroring and AtEdge respectively.

An RTP Data Collector operating in an Endpoint deployment collects audio data for a single recorded user directly from their desktop PC and forwards it to the QMS Recording Service. This method of audio capture allows both internal calls and PSTN calls made from a user's Lync client software to be recorded. Calls for users residing outside the network and connected via the Lync Edge server will not be recorded. Calls made using non-PC connected hardphones will not be recorded.

An RTP Data Collector operating in a Mirroring deployment collects audio data for many recorded users and forwards that audio to the QMS Recording Service. In a Mirroring deployment the audio traffic for many recordable users is pushed to the RTP Data Collector host using port mirroring from a network data switch. The Mirroring configuration can be used when users have non-PC connected hardphones or in the case where it is undesirable to have the RTPDataCollector software installed on every desktop PC. The mirroring configuration can also be used for recording only PSTN calls when the RTP Data Collector is installed on the Lync Mediation server. In that configuration, port mirroring from a network data switch is not required.

An RTP Data Collector operating in an AtEdge deployment runs on a Lync Edge Server and collects audio data for all recorded users. An AtEdge deployment requires that the TelrexNetService is configured to force all audio through the Edge server. In the AtEdge scenario, the TelrexNetService modifies the audio paths available for the calls of recorded users to insure the audio routes through the Edge server. The AtEdge deployment scenario is easier to manage when compared with putting an RTP Data Collector at each recorded endpoint, but it adds network overhead by forcing audio through the Edge server that may otherwise go point-to-point.



Note

The installation of the RTP Data Collector Service is not required for a UCMA conference based recording installation, this step only applies to the packet capture installations.

To install the RTP Data Collector Service, complete the following steps.

1. Unzip the downloaded installation zip file.
2. Double-click **RtpDataCollectorSetup.exe**
3. The QMS RTP Data Collector Service installation wizard runs.
4. In the wizard, click **Install** to begin the installation..
5. If **WinPcap** isn't installed, the **WinPcap 4.1.3** installer is run as a sub-installer.
 - a. Click **Next** to start the installation.
 - b. Click **I agree** to accept the licensing terms.
 - c. Make sure the box to automatically start the WinPcap driver at boot time is checked and click **Install**.
 - d. Click **Finish** to close the sub-installer.
6. In the wizard, click **Next**. The End-User License Agreement page displays.
7. Select the **I accept the terms in the License Agreement** checkbox on the License Agreement page, and then click **Next**. The Customize Service Setting page displays.
8. Enter the QMS Call Recording Service host machine or the IP address in the **Enghouse Interactive Recording Service Address** field. You can enter one address or two addresses and separate them by a comma. Click **Next**.
9. Click **Install**. The installation progress window displays.
10. Click **Finish**.
11. Click **Close** to exit out the window.
12. Set the deployment type for the RTP Data Collector. The default configuration is Endpoint, when installing an Endpoint data collector this step can be skipped. The deployment type can be modified using the the QMS Lync Component Configuration tool in the installation directory of the RTP Data Collector, the tool will make changes to the RTPDataCollectionService.exe.config file in the installation directory. To change the deployment type, Double click the QMSLyncComponentConfiguration executable in the RTP Data Collector installation directory. Make any required configuration changes and click the "Save" button to save changes. Any changes will be lost if the tool is closed without saving. The configurable parameters the tool exposes are as follows:.

Recording Server(s): The hostname or IP address of the QMS call recording server. This is set at installation time, the user has the opportunity to enter up to three call recording servers here in a redundant installation.

Operation Mode: Select Endpoint if installing at a recorded endpoint. Select Mirroring if installing in a centralized location with endpoint audio mirrored toward it. Select AtEdge if deployed on an Edge Server with the TelrexNetService routing audio to the Edge pool.

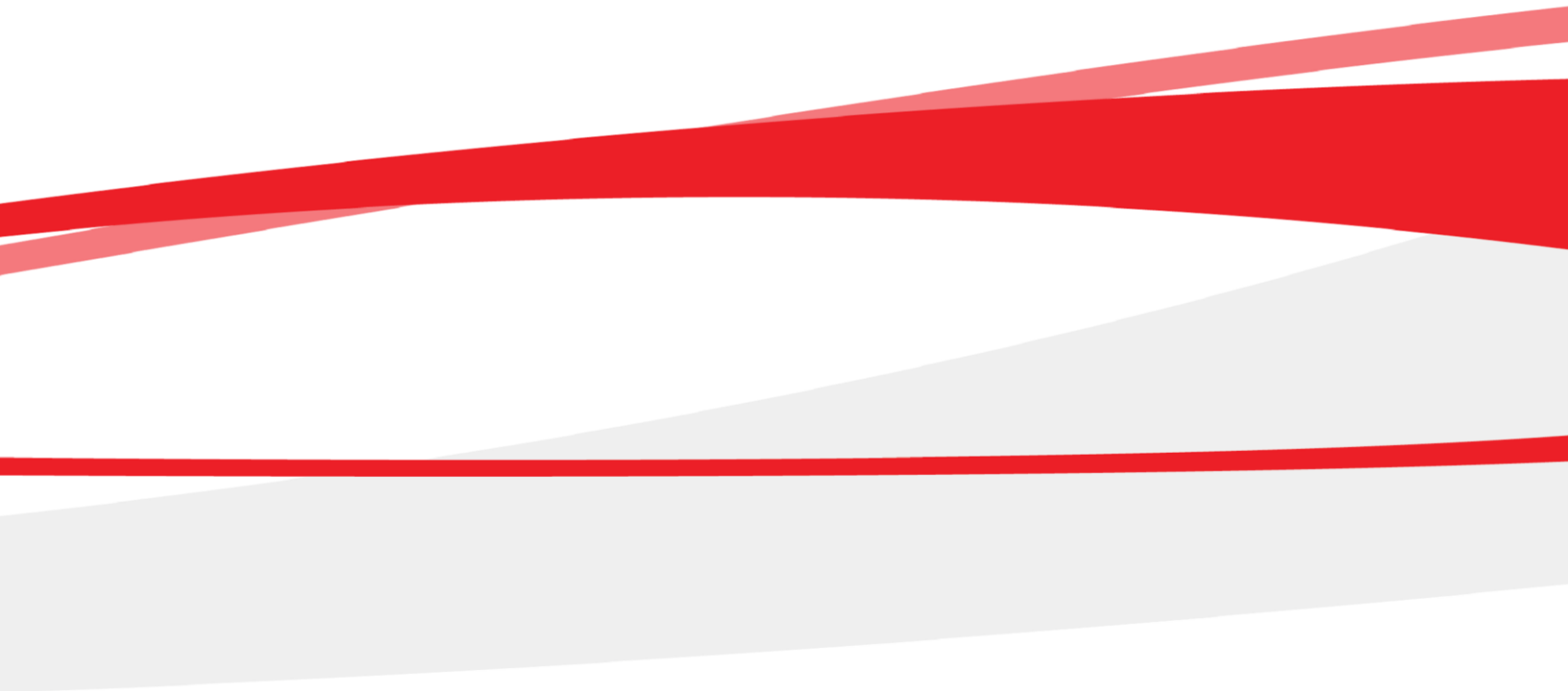
Capture: In AtEdge mode a list of network adapters on the machine is presented in a table. If the "Capture" checkbox for an adapter is checked, that adapter will be sniffed for audio. Both the public and private adapters should be sniffed.

Alternate IPs: In AtEdge mode a list of network adapters on the machine is presented in a table. The “AlternateIps” field for an adapter gives the administrator the opportunity to list other IPV4 IP addresses associated with the adapter. All IPV4 addresses associated with the adapter must be listed, multiple IP’s can be separated with a comma.

13. Restart the **RTPDataCollector** to pick up any configuration changes

UCMA Conferencing limitations

- There are slight differences in the state of Lync client GUI based on whether a user is in a two party or a conference call. For a Lync user configured to record in Enghouse Interactive Call Recording, all calls to or from that user is escalated into a conference call to facilitate recording. The most obvious difference is that a two part call ends when either party drops the call, this is not the case for a conference call where each party remains on the call until they explicitly end their involvement in the call.
- Once a user that is tagged for recording has had a two party call migrated to a conference for recording purposes, it is not possible to perform a blind transfer or supervised transfer of that user out of the conference. It is possible to invite other parties to the conference after which the party that initiated the invitation can choose to drop out of the conference.
- When a call appears at a recorded desktops the result of a call to a Response Group, the name of the ringing Response Group will appear in the Subject line of the incoming call, typically the name of the ringing Response Group that would be in the Title are of the Lync Client window associated with the call.
- There is no feedback notification at a recorded user’s desktop that indicates which member of the response group fields a call to the group.



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