

Verba Import API

Enabling the Verba Import Service

Step 1 - In the Verba Web Interface go to **System > Servers > Select your Media Repository (or Single) Server > Click on the Service Activation** tab.

Step 2 - Activate the **Verba Import Service** by clicking on the  icon.

Step 3 - Click on the **Service Control** tab.

Step 4 - Start the **Verba Import Service** by clicking on the  icon.

Creating a Verba Import API import source

Follow the steps below to create a new Verba Import source for Cloud9:

Step 1 - Open the Verba Web interface then select **Data > Import Sources** from the top menu

Step 2 - Click on the **Add New Import Source** link on the top right

Step 3 - Complete the configuration according to the requirements in the following table

Configuration item	Description
Name	Name your import source. This name will identify this source across the system.
Type	Select Verba Rest API
HTTP Port	HTTP Port, where the Verba Rest API service will be listening for incoming HTTP requests. Any free port (aka not in use by other applications running on the Verba server) is good.
HTTPS Port	HTTPS Port, where the Verba Rest API service will be listening for incoming HTTPS requests. Any free port (aka not in use by other applications running on the Verba server) is good. Please, don't try to use the port 443 because the Verba web application is already using that.
TLS Certificate File / Thumbprint	Specify the certificatefile/certificatethumbprint that is being used for the connection. If left empty then the Verba default certificate will be used
TLS Key File	Specify the file where the certificate key is stored if not in the windows certificate store
TLS Key File Password	Specify the password for the file that contains the certificate keys
TLS Trust List	Specify the list of certificates that Verba trusts from a 3rd-party connection. Available options: <ul style="list-style-type: none"> • .pem file with a list of certificates • comma separated certificate thumbprints • comma separated CA thumbprints
Connection Timeout [seconds]	Specify after how many seconds of communication inactivity should we consider an incoming HTTP or HTTPS request a failure. For bad network infrastructures you may want to increase this setting.

Step 4 - Click **Save** to save the settings

Import policy configuration

Follow the steps below to configure the Data Import action:

Step 1 - In the Verba web interface, navigate to **Data > Data Management Policies**

Step 2 - Click on the **Add New Data Management Policy** button at the top-right corner of the page

Step 3 - For the action, select **Data Import**

Step 4 - Under Available Import Sources, **select the Import Source** that you created, then click on the Add button just below the text field

Step 5 - Configure the policy details, based on the information that is shown in the **configuration items summary table** below

Step 6 - Scheduling must not be configured because this is an API where we must listen all the time for incoming requests

Step 7 - Click on **Save**

Configuration Parameter Name	Description
Enable Recording Rules	Specifies if all data should be processed in the imported data set or just the records of the recorded users as configured in Verba
Execute Only on Selected Servers	If enabled, a specific server can be chosen that will run this policy

HTTP, HTTPS request format

The requests have to be multipart ([rfc1341](#)).

The Verba Import API accepts the [Verba CDR XML](#) format alongside with a media file.

For SMS import you can place the text of the sms in the CDR XML's sms field and omit sending a media file.

For chat import you have to use our [IM XML](#) format to attach the chat messages (next to the CDR XML) as a .im 'media' file.

Load balancer configuration

AVAILABLE SINCE 9.7.4

Load balancer health probe configuration must be HTTP GET with path = '/healthprobe'.