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GVP Documentation Supplement

Remove references to Remdial

Contents

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 - 1.1 Genesys Media Server Deployment Guide
 - 1.2 Genesys 8.5 User's Guide
 - 1.3 Genesys 8.1 User's Guide

Remove references to Remdial

SUMMARY: Remdial is not supported. Remove all references to Remdial.

The next publication of the [Media Server Deployment Guide](#), [GVP 8.5 User's Guide](#), [Genesys Voice Platform 8.1 User's Guide](#) will include this revision:

Genesys Media Server Deployment Guide

CHAPTER: Chapter 4: Deploying Genesys Media Server

SECTION: Provisioning Media Server

EDIT In the procedure titled "Start of Procedure" under the sub section **Procedure: Integrating Media Server with the Resource Manager**, remove step 5 "If Remdial is used, select sip to find the routeset option". Renumber the steps accordingly.

Genesys 8.5 User's Guide

SUMMARY: Remdial is not supported. Remove all references to Remdial.

CHAPTER: Chapter 3: Configuring Common Features

SECTION: Configuring Session Timers and Timeouts

EDIT On page 79, in the sub section **Additional Timeouts**, delete reference to remdial.

Change:

This timer should be greater than the connect timeout of the outbound call (depending on how the outbound call is initiated, the connect timeout can be specified in the transfer tag, or in the remdial command).

To:

This timer should be greater than the connect timeout of the outbound call (depending on how the outbound call is initiated, the connect timeout can be specified in the transfer tag).

CHAPTER: Chapter 7: Configuring the Media Control Platform

SECTION: Important Media Control Platform Configuration Options

EDIT On page 154, remove the bullet following bullet:

- remdial—Parameters determine remote dialer behavior.

CHAPTER: Chapter 7: Configuring the Media Control Platform

SECTION: Important Media Control Platform Configuration Options

EDIT On page 171, remdial section from Table 23: Selected Media Control Platform Configuration Options. A half-page contains the remdial Section--four rows of Table 23: Selected Media Control Platform Configuration Options, describing Remdial Port, Remdial Max Calls, Remdial Max Client, and Remdial Telnet.

CHAPTER: Appendix A: Module and Specifier IDs

SECTION: Media Control Platform
EDIT

- On page 388, remove the REMDIAL row from Table 70: Media Control Platform Application Module Names and IDs.
- On page 394, remove the REMDIAL section from Table 71: Media Control Platform Specifier Names and IDs.

CHAPTER: Appendix K: SIP Customizable Headers and Parameters
SECTION: Session Variables for VXML
EDIT

- On page 562, remove the highlighted text:
This feature is supported for transfers **and calls initiated using RemDial**, and can be enabled by configuring sip.out.invite.headers, sip.out.invite.params, sip.out.refer.headers and sip.out.refer.params.
- On page 563, remove the highlighted text:
 - Below is an example Media Control Platform configuration for customizing request URI's paramA, request URI's paramB and HeaderC in outgoing INVITE messages (for <transfer> involving two call legs **and remdial calls**):
 - If the following signaling variables are defined **(or the equivalent name/value list is defined and appended to the remdial call request)**:

CHAPTER: Index

EDIT On pages 576, 578, and 584, remove the multiple index entries the refer to remdial.

Genesys 8.1 User's Guide

SUMMARY: Remdial is not supported. Remove all references to Remdial.

CHAPTER: Chapter 3: Configuring Common Features

SECTION: Configuring Session Timers and Timeouts

EDIT On page 83, in the sub section **Additional Timeouts**, delete reference to remdial.

Change:

This timer should be greater than the connect timeout of the outbound call (depending on how the outbound call is initiated, the connect timeout can be specified in the transfer tag, or in the remdial command).

To:

This timer should be greater than the connect timeout of the outbound call (depending on how the outbound call is initiated, the connect timeout can be specified in the transfer tag).

CHAPTER: Chapter 7: Configuring the Media Control Platform

SECTION: Important Media Control Platform Configuration Options

EDIT On page 158, remove the bullet following bullet:

- remdial—Parameters determine remote dialer behavior.

CHAPTER: Chapter 7: Configuring the Media Control Platform

SECTION: Important Media Control Platform Configuration Options

EDIT On page 175, remdial section from Table 23: Selected Media Control Platform Configuration Options. A half-page contains the remdial Section--four rows of Table 23: Selected Media Control Platform Configuration Options, describing Remdial Port, Remdial Max Calls, Remdial Max Client, and Remdial Telnet.

CHAPTER: Appendix A: Module and Specifier IDs

SECTION: Media Control Platform

EDIT

- On page 392, remove the REMDIAL row from Table 70: Media Control Platform Application Module Names and IDs.
- On page 398, remove the REMDIAL section from Table 71: Media Control Platform Specifier Names and IDs.

CHAPTER: Appendix K: SIP Customizable Headers and Parameters

SECTION: Session Variables for VXML

EDIT

- On page 566, remove the highlighted text:
This feature is supported for transfers **and calls initiated using RemDial**, and can be enabled by configuring sip.out.invite.headers, sip.out.invite.params, sip.out.refer.headers and sip.out.refer.params.
- On page 567, remove the highlighted text:
 - Below is an example Media Control Platform configuration for customizing request URI's paramA, request URI's paramB and HeaderC in outgoing INVITE messages (for <transfer> involving two call legs **and remdial calls**):
 - If the following signaling variables are defined **(or the equivalent name/value list is defined and appended to the remdial call request)**:

CHAPTER: Index

EDIT On pages 580, 582, and 588, remove the multiple index entries the refer to remdial.