GENESYS™

GVP Documentation Supplement

Supplement to Documentation for: GVP 8.5 and Media Server 8.5

5/2/2025

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This document lists additions and changes to the docs for Genesys Voice Platform 8.5.x and Media Server 8.5.x, as part of Continuous Delivery.

Latest Available IPs

The following tables document the latest IPs available for the Genesys Media Server and Genesys Voice Platform products.

Genesys Media Server

Component	8.5.1 available	Latest IP Version	Windows	Linux
Resource Manager (RM)	Y	8.5.185.37	Y	Y
Media Control Platform (MCP)	Y	8.5.185.34	Y	Y
T-Server-CUCM to Media Server Connector	Y	8.5.184.06	Y	Y
Reporting Server (RS)	Y	8.5.181.77	Y	Y
GVP Reporting Plugin for GAX	Y	8.5.151.29	Y	Y
Management Information Base (MIB)	Y	8.5.130.40	Y	Y

See the Supported Operating Environment: Genesys Voice Platform page for more detailed information and a list of all supported operating systems.

Genesys Voice Platform

Component	8.5.1 available	Latest IP Version	Windows	Linux
MRCP Proxy	Y	8.5.185.06	Y	Y
Supplementary Services Gateway (SSG)	Y	8.5.160.97	Y	Y
CTI Connector (CTIC)	Y	8.5.160.80	N	Y
		8.5.160.73	Y	Y
Squid Caching Proxy	Y	8.5.100.06	Y	N/A
Call Control Platform (CCP)	Y	8.5.010.82	Y	N
		8.5.010.81	Y	Y
Policy Server (PS)	N	8.5.010.10	Y	Y

Note: See the *Genesys Supported Operating Environment Reference Guide* page for more detailed

information and a list of all supported operating systems.

New in 8.5.1

Date	Feature
05 February 2016	• Users can now use the GVP Reporting plugin for GAX to provision IVR profiles and manage DID groups for IVR profiles. See the GVP Reporting plugin for GAX Release Note. **Note:** In large-scale deployments of GVP (with 10,000+ DIDs), users may experience up to 15-20 seconds response times when editing or saving DIDs in a DID group, through the GVP Reporting plug-in for GAX. • Tenant Administrators can now provision DIDs to DID Group mapping. **Note:** DID group provisioning succeeds when you remove the conflicting entries in overlapping ranges (example: 100-200 and 150-250). • Backend filtering no longer removes the call record from a report when you use an IVR profile or Tenant or component in the filter. Instead, certain filtering rules apply. See the GVP Reporting plug-in for GAX Release Note. • Resource Manager (RM) has three new configuration options in the CTI Connector (CTIC) Logical Resource Group (LRG) for handling CTIC failover. See the Resource Manager Release Note. • The TCP setup timer is now configurable. See the Resource Manager Release Note. • MRCP Proxy supports provisioning MRCP resources with the same URI, if the resource names or types are different.
January 2016	• MCP uses the SpiderMonkey 1.7 engine to perform ECMAScript (JavaScript) processing. SpiderMonkey 1.7 supports ECMA-262 3rd edition.
15 December 2015	• The `Sip.Body` value in the `[vxmli] session_vars` configuration option enables access to the body of SIP INVITE messages. See the MCP Release Note. • Use the configuration parameter `[callmgr] enable_sip_response_in_transfer_metric` to configure Media Control Platform to append the SIP response code (when it is available) to `transfer_result` metrics. See the MCP Release Note. • **TCP Timer Setup**—You can configure the wait time to keep a needed resource available, when waiting to establish a TCP or TLS connection. See the MCP Release Note.
16 November 2015	• You can use the GVP Reporting plugin for GAX to "self-service" provision IVR

Date	Feature
	profiles, Map individual DIDs to DID groups, and Map DID Groups to IVR profiles. Read complete details here.
28 August 2015	- The Supplementary Services Gateway now supports including custom HTTP response headers in the HTTP responses to HTTP requests. Enable this behavior with the [http]ResponseHeaders configuration parameter. Enter the value in this format: Header1:Value1|Header2:Value2 **Notes:** - If your value includes the characters | or :, precede them with a backslash (\\\| or \\:). - The default value for this parameter will be set to X-Frame-Options:DENY—part of Genesys software defense against "clickjacking". - This behavior also applies to accessing the SSG root page. - The Media Control Platform supports DTMF Masking while agent and caller are in conference with IVR. See Managing DTMF Clamping in MSML Recordings. - Now you can configure the duration of the MP3 recording buffer. Use the option [mpc] mediamgr.recordmp3audiobuffer (in the MCP application) to specify the duration of the audio buffer for MP3 recording, in milliseconds. mediamgr.recordmp3audiobuffer must be an integer 2000 or greater; the default is 4000. Any change takes effect at start/restart. - The Media Control Platform's NGI VXML interpreter supports caching of JavaScript (JS) content, which improves performance. - The Media Control Platform supports mp3 compression at 8 kbps for mono recording. To enable 8 kbps mono recording, make these settings: [mpc] mp3.bitrate=8 - msml.record.channels=1 OR msml.record.channels2=1 The default compression remains 16 kbps. - The Media Control Platform supports mono-channel recording during MSML GIR recording for all file formats. - Use the parameters (both in the gvp.service-paramaters section of the IVR profile record) to specify the channel information: Both options recordingclient.channels=fixed and recordingclient.channels2=fixed can have the possible value 1(mono) or 2(stereo, the default). If a parameter is missing from the IVR profile configuration, then MCP uses the configuration parameters msml.record.channels and msml.record.channels2 (which specify the number of channels that MCP must use for MSML recording to dest2). These two have the same possible values (1=mono and 2=stereo, the default). Any change takes effect immediately. - Use the configuration option [msml]record.amazonallowpublicaccess to enable public download access to an MSML recording file that was uploaded to Amazon s3. Set to true to enable access to the uploaded recording file,

Date	Feature
	and to `false` (the default) to disable access. This option will grant access to both the primary recording destination (`recdest`) and the secondary recording destination (`recdest2`), if you configure both destinations to use the s3 URI format (`s3:bucketname`). Any change takes effect at start/restart.
17 April 2015	Voiceprint Carrier Message Detection Setup
23 March 2015	• The Media Server function Call Progress Detection (CPD) now performs voice print analysis and beep analysis to identify the specific preconnect carrier messages that occur in different countries. 1. Media Server's configurable database of preconnect tones is initiated during installation and loaded when Media Server starts. You can update the database with different carrier messages at any time, without stopping Media Control Platform. 2. Other features include the ability to leave postconnection messages such as voicemail. You can read about additional CPD functionality in "Appendix C: Tuning Call Progress Detection" of the GVP 8.5 User's Guide. 3. Some new VoicePrint Configuration Options support this functionality. • The Reporting Server (RS) adds support for Windows 2012 64-bit and MS SQL Server 2012, in native 64-bit mode using the 64-bit version of the Java Virtual Machine. RS also adds support for Standard and Enterprise editions of the SQL Server 2012 database. • Resource Manager can now be configured to reject a call request if the geo-location of the targeted Logical Resource Group (LRG) does not match the geo-location attribute of the call request. This extends to all calls, a behavior that previously applied only to recording solution calls. Read about this behavior and the option that controls it, `reject-on-geo-location-nomatch` (new in release 8.5.1), in Locating Resources Using Geo-Location.
18 December 2014	• GVP added support for Genesys Interactive Recording (GIR): • Media Control Platform added two new mp3 encoding compressions—16kbps (new default) and 24kbps—to the existing configuration option `[mpc]mp3.bitrate`. • • VP Reporting Plugin for GAX added new support and compatibility requirements: • Added support for Management Framework 8.5 and Genesys Administrator Extension 8.5. • Added support for Windows Server 2012 R2 64-bit. • The plugin now requires GAX 8.5.0; support for GAX 8.1.4 is discontinued.

Date	Feature
	• VP Reporting Plugin for GAX Help is now online. • Management Information Base (MIB) added support for Windows Server 2012 R2 64-bit.
19 September 2014	• Added support for Windows Server 2012 64-bit for the Resource Manager (RM), Media Control Platform (MCP), and CTI Connector (CTIC) components.
15 July 2014	• Added support for Nuance Vocalizer 6.0.2 and Nuance Speech Server 6.2.5. • Route Unavailable Wakeup • Reliable Connection Retry • Third Party Recording with MCP and the Resource Manager • Configuration Options Changed

Documentation Corrections

Document	Corrections
Genesys Media Server 8.5 Deployment Guide	• Using the parallel-forking load-balance-scheme • Only one SNMP Master Agent per GVP Component • Remove Note about legacy GVPi functionality support • Horizontal version of table 1 on page 20 • File-based Call Recording • Remove references to Remdial
GVP 8.5 User's Guide	• Correct Name for transaction object ID • Multiple Parameter Support in Operational Parameter Management • Audio MP3 Support • Missing Audio File Solution • Correction to the SSL Version value in the GVP User's Guide • CCP Metric (1013) not logged or sent to RS • Limits to SRTP implementation • Recommendation about Database Retention Periods

Document	Corrections
	• Remove references to Remdial
GVP 8.1 Troubleshooting Guide	• Documentation equalization about Reporting Server Options
GVP 8.1 Application Migration Guide	• GVP 8.1+ Handles Play Treatment & Application Differently
GVP 8.1 Voice XML Help	• How to access a nomatch DTMF result • New keyword Record for gvp:dest Attribute of VXML <log> tag • Correction to ECMAScript variable in <submit> tag • Corrections to the VXML tags <send>, <receive>, and <block> • Correction: The SSML <lexicon> tag does not have Audio as a Parent • Correction to `bargein` behavior with GVP interpreters • Enable MCP to accept the audio skip duration value specified in a VCR Control application • Update attribute to gvp:recordutterance • Remove "gvp:expr" <grammar> attribute
VP Solution 8.1 Integration Guide	• Corrections to a TDM PBX Method Explanation • Resource Manager IP Address and Lost Host Name are no longer mandatory parameters

Multiple Documents	• **Warning: The Verbose level of debug tracing affects GVP production environment performance.**
	This warning applies to all mentions of the debug tracing setting `verbose`:
	
	    Warning: Debug tracing has a significant impact on GVP performance under load, especially the `verbose` setting. Genesys recommends that you enable debug tracing in GVP production systems only when recommended by Customer Care or Engineering.
	
	• **Trace** or **tracing** is mentioned in the context of debugging or a logging in several places, in the documentation listed below. In each instance, readers should be aware of its performance impact:
	Genesys Media Server 8.5 Deployment Guide
	
	    • **[+] Procedure: Integrating the Connector with Resource Manager and Cisco T-Server**
	
	      Appendix A: Deploying the T-Server-CUCM to Media Server Connector Section: Deploying the Connector

Document	Corrections
	Procedure: Integrating the Connector with Resource Manager and Cisco T-Server, page 141
	• **[+] Table 23: Selected T-Server-CUCM to Media Server Connector Options**
	Appendix A: Deploying the T-Server-CUCM to Media Server Connector Section: Customizing the Configuration Table 23: Selected T-Server-CUCM to Media Server Connector Options, page 144
	• **[+] Task Summary: Configuring the Connector Common Features**
	Appendix A: Deploying the T-Server-CUCM to Media Server Connector Section: Customizing the Configuration Task Summary: Configuring the Connector Common Features, page 154
	GVP 8.5 User's Guide
	• **[+] Table 8: Selected Configuration Options—log Section**
	Chapter 3: Configuring Common Features Section: Configuring Logging Table 8: Selected Configuration Options—log Section, page 63-67
	• **[+] Table 9: Default Values for Selected log Options**
	Chapter 3: Configuring Common Features Section: Configuring Logging Table 9: Default Values for Selected log Options, page 68
	• **[+] Table 15: Selected Policy Server Configuration Options**
	Chapter 5: Configuring Policy Server Important Policy Server Section: Configuration Options Table 15: Selected Policy Server Configuration Options, pages 100-101
	• **[+] Table 17: IVR Profile Configuration Options for GVPi**
	Chapter 6: Provisioning IVR Profiles IVR Profile Section: Configuration for GVPi Table 17: IVR Profile Configuration Options for GVPi, page 125
	• **[+] Table 25: Selected MRCP Proxy Configuration Options**
	Chapter 8: Configuring the MRCP Proxy Important MRCP Proxy Section: Configuration Options Table 25: Selected MRCP Proxy Configuration Options, pages 200-205
	Trace also appears as a log setting in all sections of the Genesys Voice Platform Configuration Options online documentation, and in many sections of the Genesys Voice Platform Media Server Configuration Options online documentation.

Deployment Notes

Date	Features
19 December 2014	Follow the instructions in:

Date	Features
19 September 2014 15 July 2014	• GVP 8.5 Deployment Guide • Genesys Media Server 8.5 Deployment Guide • Migrating to GVP 8.5
15 July 2014	Two new features require some configuration, following deployment: • Route Unavailable Wakeup • Reliable Connection Retry

Tip

GVP 8.5.1 components are compatible with GVP 8.5 components not yet on version 8.5.1.