Voice Platform Resource Manager

8.5.141.29

12/17/2025

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Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/15	Hot Fix			X		

Contents

What's New

This release contains the following new features and enhancements:

- Resource Manager (RM) has three new options in the CTI Connector (CTIC) Logical Resource Group (LRG) for handling CTIC failover.
  Important: These options are *not* available during configuration of a CTIC Resource Group via Genesys Administrator. You must specify them manually in the CTIC LRG.

  fail-over-cti-handling
  Valid Values: `reject` (default), `answer`, `script;`*service-type*`;`*URL*
  Takes effect: after restart

  This option specifies RM behavior when all attempts to use CTIC fail. For example: all CTICs are down, or port capacity of the CTIC LRG is exceeded, or all CTICs in the LRG were tried but failed.

  - Set to `reject` to reject the call.

  - Set to `answer` to answer the call.

  - Set to `script;`*service-type*`;`*URL* to specify that RM redirects the call to the service *service-type* and informs that service to run the page at the URL (same behavior as `rm.cti-unavailble-action`).

  cti-unavailable-respcode
  Valid Values: `not specified` (default), `none`, SIP response codes for which next CTI resource should *not* be retried.
  Takes effect: after restart

  - Specifies a list of response codes to be intercepted and given special treatment. Separate each code in the list with a semicolon (;).
    If CTIC returns a response code matching a code provided in the list, RM does not retry any other CTIC; instead RM takes action based on the group-level option `cti-unavailable-action`, or based on the server-level option `rm.cti-unavailable-action` .

  - When set to empty or none, RM retries the next CTIC available in the CTI LRG in response to any any error from CTIC.

  - When set to `not specified`, RM checks the server-level parameter `rm.cti-unavailable-respcode` and takes the action action specified there.

  Note: `cti-unavailable-respcode` overrides the server parameter `rm.cti-unavailable-respcode`.

  cti-unavailable-action - answer/reject/script
  Valid Values: `reject` (default), `answer`, `script;`*service-type*`;`*URL*
  Takes effect: after restart

  Specifies the behavior expected when the SIP response code received from CTIC matches a response code that is configured in `rm.cti-unavailable-respcode`.

  - Set to `reject` to reject the call.

  - Set to `answer` to answer the call.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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- Set to `script;`*`service-type`*`;`*`URL`* to specify that RM redirects the call to the service *service-type* and informs that service to run the page at the URL (same behavior as `rm.cti-unavailble-action`).

When set to `not specified`, RM uses the server-level parameter `rm.cti-unavailable-action`.

Note: This option overrides `rm.cti-unavailable-action`.

Resolved Issues

This release contains the following resolved issues:

Resource Manager (RM) no longer terminates at the place in the CTI call flow where RM returns to non-CTI handling of the call, when all of these conditions occur:

- RM receives an error code that was configured in the option `rm.cti-unavailable-respcode`.
- `rm.cti-unavailable-action` is set to `answer` or `script`.
- the `TerminatingLeg` initiated by CTIC is not cleared.

(GVP-22796)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.141.29.