GENESYS™

Voice Platform Resource Manager

8.5.150.94

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8.5.150.94

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/05/16	General			X		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-unavailable-action`).

    cti-unavailable-respcode
    Valid Values: No value 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 error from CTIC.

    - When no value is specified, RM checks the server-level parameter `rm.cti-unavailable-respcode` and takes the action specified there.

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

    cti-unavailable-action
    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.

    - 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-`

Helpful Links

Releases Info

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action).

When no value is specified, RM uses the server-level parameter `rm.cti-unavailable-action`.

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

- The TCP setup timer is now configurable.

  Use `sip.transport.setuptimer.tcp` parameter in the proxy, monitor, subscription, and registrar sections to configure the timer.

  Default Value : 30000ms (30 seconds)

  Minimum Value: 1000 ms

  Maximum Value: 32000 ms

Resolved Issues

This release contains the following resolved issues:

Resource Manager no longer becomes unresponsive due to a race condition which may occur when the statuses of multiple physical resource AORs being monitored while using SIP OPTIONS are updated simultaneously. (GVP-22865)

Resource Manager no longer drops packets because they have been incorrectly categorized as non-RFC3261 compliant. (GVP-22728)

Resource Manager no longer generates -301 errors that cause it to drop messages. Previously, RM generated -301 errors because the TCP message queue limit was exceeded due to a race condition. (GVP-22707)

Resource Manager now properly closes the current socket connection before accepting a new socket connection. (GVP-22660)

Resource Manager no longer becomes stuck under these conditions:

- The option `monitor-method` is set to MF for an LRG
- An SCS resource status update (online or offline) is received at the same time as a dynamic configuration update such as IVR profile or configuration/tenant properties update. (GVP-22629)

Resource Manager now maintains the correct number of calls forwarded to an MCP for both nodes in an active-active setup, when the number exceeds the `Max Ports` value that is defined in the LRG. (GVP-22586)

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-22585)

Resource Manager now correctly returns a `503 error` response to SIP OPTION messages from SIP Server, when RM is in a suspended state. (GVP-22581)

Resource Manager now remains fully available while recording calls even when tenant configuration updates are received simultaneously. Previously RM terminated in this scenario because of application unavailability. (GVP-22525)

Resource Manager MIB data (stored in a scalar table) for an active-active deployment mode now reflects the correct number when RM is run in a high availability active-active configuration. (GVP-20257)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.150.94.