Voice Platform Resource Manager

Release Notes 8.5.x

1/3/2022

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Voice Platform Resource Manager 8.5.x Release Note

This Release Note applies to all 8.5.x and above releases of Voice Platform Resource Manager. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Voice Platform Resource Manager, see the cumulative 8.1.x Release Note.

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Genesys Voice Platform page in the *Genesys Supported Operating Environment Reference Guide*.

You can find Release Notes for particular releases of Voice Platform Resource Manager at the following links:

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.185.37	02/19/18	Hot Fix			X		X
8.5.185.01	01/22/18	General			X		X
8.5.181.66	10/06/17	Hot Fix					X
8.5.181.61	09/15/17	General			X		X
8.5.178.80	06/30/17	Hot Fix			X		
8.5.178.79	06/09/17	General			X		X
8.5.178.66	05/15/17	General	Unavailable		X		X
8.5.176.04	03/03/17	Hot Fix					X
8.5.175.95	01/30/17	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.170.77	12/20/16	Hot Fix			X		
8.5.170.64	09/27/16	General			X		X
8.5.160.74	06/16/16	General			X		X
8.5.150.94	02/05/16	Hot Fix			X		
8.5.141.30	01/13/16	Hot Fix			X		
8.5.141.29	12/18/15	Hot Fix			X		
8.5.141.27	11/17/15	Hot Fix			X		
8.5.141.18	08/28/15	General			X		X
8.5.130.75	07/01/15	Hot Fix			X		
8.5.130.74	06/01/15	Hot Fix					X
8.5.130.73	05/22/15	General			X		X
8.5.130.58	03/23/15	General			X		X
8.5.120.67	02/11/15	Hot Fix					X
8.5.120.62	12/18/14	General			X		X
8.5.110.50	09/26/14	General			X		X
8.5.110.26	09/19/14	General			X		X
8.5.101.21	07/15/14	General			X		X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.050.37	07/25/14	Hot Fix			X		
8.5.050.36	05/05/14	Hot Fix			X		
8.5.050.34	03/10/14	Hot Fix			X		
8.5.050.27	01/20/14	Hot Fix			X		
8.5.001.89	12/20/13	General			X		X

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

Microsoft SQL Server 2005 support is discontinued as of release 8.5.170.50.

Red Hat Enterprise Linux (RHEL) 4 support is discontinued as of release 8.5.0.

Windows Server 2003 support is discontinued as of release 8.5.0.

Link to Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 releases of Voice Platform Resource Manager, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our Customer Care website.

The following documentation contains information about this software. See also the Genesys Documentation website.

- GVP 8.5 Deployment Guide, which provides information about installing and configuring Genesys Voice Platform (GVP).
- GVP 8.5 User's Guide, which provides information about configuring, provisioning, and monitoring GVP and its components.
- Genesys Media Server 8.5 Deployment Guide, which provides information about installing and configuring Genesys Media Server.
- Genesys Voice Platform 8.1 Genesys VoiceXML 2.1 Reference Help, OR GVP Voice XML Help, which provides information about developing Voice Extensible Markup Language (VoiceXML) applications. It presents VoiceXML concepts, and provides examples that focus on the GVP Next Generation Interpreter (NGI) implementation of VoiceXML.
- GVP 8.1 Legacy Genesys VoiceXML 2.1 Reference Manual, which describes the VoiceXML 2.1 language as implemented by the Legacy GVP Interpreter (GVPi) in GVP 7.6 and earlier, and which is now supported in the GVP 8.1 release.
- Genesys Voice Platform 8.5 CCXML Reference, which provides information about developing Call Control

Extensible Markup Language (CCXML) applications for GVP.

- Genesys Voice Platform 8.1 Troubleshooting Guide, which provides troubleshooting methodology, basic troubleshooting information, and troubleshooting tools.

- Genesys Voice Platform 8.5 SNMP and MIB Reference, which provides information about all of the Simple Network Management Protocol (SNMP) Management Information Bases (MIBs) and traps for GVP, including descriptions and user actions.

- GVP 8.5 Configuration Options Reference, which provides information about all the GVP configuration options, including descriptions, syntax, valid values, and default values.

- Media Server 8.5 Configuration Options Reference, which provides information about all the GVP configuration options, including descriptions, syntax, valid values, and default values.

- Genesys Voice Platform 8.5 Metrics Reference, which provides information about all the GVP metrics (VoiceXML and CCXML application event logs), including descriptions, format, logging level, source component, and metric ID.

- Genesys Voice Platform 8.1 Web Services API, which describes the Web Services API that the Reporting Server supports.

- VP Solution 8.1 Integration Guide, which provides information about integrating GVP, SIP Server, and, if applicable, IVR Server.

- Composer 8.1 Deployment Guide, which provides installation and configuration instructions for Composer.

- Composer 8.1 Help, which provides online information about using Composer, an Integrated Development Environment used to develop applications for Genesys Voice Platform and Universal Routing.

- Framework 8.5 Deployment Guide, which provides information about configuring, installing, starting, and stopping Framework components.

- Framework 8.5 Genesys Administrator Deployment Guide, which provides information about installing and configuring Genesys Administrator.

- Genesys Administrator Extension 8.5 Deployment Guide

- Framework 8.5 Configuration Options Reference Manual, which provides descriptions of the configuration options for Framework components.

- Framework 8.5 SIP Server Deployment Guide, which provides information about configuring and installing SIP Server.

- The Genesys Voice Platform page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Genesys Voice Platform components.

Product documentation is provided on the Customer Care website, the Genesys Documentation website, and the Documentation Library DVD (produced monthly).

Note: For the DVD, the *New Documents on this DVD* page indicates the production date for that disc. Due to disc production schedules, documentation on the Genesys Documentation website may be more up-to-date than what is available on disc immediately after a product is released or updated. To determine the version of a document, check the version number that is located on the second page in PDFs or on the *About This File* topic in Help files.

Known Issues and Recommendations

Voice Platform Resource Manager

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Voice Platform Resource Manager. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

RM runs into a race condition at the transport layer which results in call leg rejections.

ID: **GVP-23925**	Found In: **8.5.178.66**	Fixed In: **8.5.178.80**

When a media-service type that is required for a call was not configured in a Logical Resource Group (LRG) and Resource Manager falls back to using MSML, if RM retries a different resource (the first resource returned error), the call is rejected.
Workaround: Configure the media-service type in the LRG.

ID: **GVP-23378**	Found In: **8.5.130.78**	Fixed In: **8.5.175.95**

Resource Manager may occasionally terminate unexpectedly, when the network is unstable.

ID: **GVP-22163**	Found In: **8.5.120.62**	Fixed In: **8.5.141.18**

In a High Availability Active-Active configuration, the Resource Manager with member id=2 sometimes terminates at start-up if it is immediately started after the Resource Manager with member id=1 is started.

ID: **GVP-21586**	Found In: **8.5.110.03**	Fixed In: **8.5.130.58**

Resource Manager may terminate if it encounters issues around establishing a TLS connection, when the Media Control Platform contact is configured as DNS SRV.

ID: **GVP-21518**	Found In: **8.5.101.16**	Fixed In:

Resource Manager might crash on shutdown if there are active calls during shutdown.

ID: **GVP-21516**	Found In: **8.5.101.16**	Fixed In: **8.5.120.62**

A bridge transfer will fail if the DNS SRV is used as the Media Control Platform contact.

ID: **GVP-21240**	Found In: **8.5.050.34**	Fixed In:

When Resource Manager is in active-active mode, some calls may fail during this race condition scenario: `treat-campaign-as-conference` is `true` for OCS calls, and calls with the same campaign ID arrive on both of the nodes simultaneously.

ID: **GVP-21815**	Found In: **8.5.010.89**	Fixed In: **8.5.130.58**

A Resource Manager in a high-availability, active-active configuration may terminate upon receiving a conference call, if both nodes in the configuration use the same hardware address.

ID: **GVP-21065**	Found In: **8.1.700.71**	Fixed In: **8.5.130.58**

Resource Manager, in an active-active or active-standby HA deployment, no longer terminates in a race condition when a CANCEL from SIP Server and responses for INVITE from the resources managed by RM occur at the same time.

ID: **GVP-21484**	Found In: **8.1.700.68**	Fixed In: **8.5.110.26**

A Resource Manager in a high availability active-active configuration may respond to OPTIONS pings with a 503 error for a brief period of time when a node with higher priority comes online. As a result, calls are not directed to that RM during that brief period of time.

ID: **GVP-19668**	Found In: **8.1.700.21**	Fixed In: **8.5.120.62**

Resource Manager does not support key name values that are expressed in UPPER CASE LETTERS in OPM parameters. **Workaround:** When you use a key name in an OPM parameter value, use only lower case letters.

ID: **GVP-18808**	Found In: **8.1.601.10**	Fixed In:

Resource Manager, in an active-active configuration, may not set the Record-Route header properly if the `virtual-ip` parameter (in the [cluster] section) is configured to an IPv6 address.

ID: **GVP-22673**	Found In: **8.1.502.56**	Fixed In:

Each Resource Manager in a High Availability Active-Active configuration that is running on Windows 2012 can sustain a maximum load of 500 Call Arrivals Per Second (CAPs) .

ID: **GVP-21670**	Found In: **8.5.1**	Fixed In:

Resource Manager (RM) MIB data (stored in a scalar table) for an active-standby deployment mode may not reflect the correct number when RM is run in a high availability active-active configuration.

ID: **GVP-22432**	Found In: **8.1.7**	Fixed In:

The Resource Manager (RM) MIB data (stored in a scalar table) for an A-A deployment mode may not reflect the correct number when RM is run in a high availability active-active configuration.

ID: **GVP-20257**	Found In: **8.1.7**	Fixed In: **8.5.150.94**

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.1

Voice Platform Resource Manager Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Voice Platform Resource Manager, if available, in the tree menu on the left or in the list of Available Releases.

8.5.185.37

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/19/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Resource Manager now generates the MEDIA_SERVICE stat report with the proper value for the component-type parameter. Previously, it generated an invalid value for this parameter. (GVP-35959)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.185.37.

8.5.185.01

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/22/18	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Resource Manager (RM) no longer crashes during a race condition when receiving 200 OK response to INVITE and simultaneous re-transmission of INVITE over User Datagram Protocol (UDP) transport, after the INVITE transaction is abandoned. (GVP-35566)

RM now supports certificate and key file paths of up to 259 characters. Previously RM supported up to 128 characters only, which resulted in truncated file paths. (GVP-35477)

RM no longer supports SSLv2 for security reasons as per OpenSSL recommendation. (GVP-35331)

RM now supports the use of internal DNS cache to improve DNS response times. The configuration parameter **sip.enable_dns_cache**, under the sections [proxy], [subscription], and [monitor], enables internal DNS caching when set to true. This parameter is enabled by default. (GVP-35060)

RM does not raise an SNMP trap "Application / IVR Profile was not found" when:

- IVR Profile that is assigned to a DID group is removed

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- A new DID group is created without assigning IVR Profile and DID in GAX

RM now raises the trap when a mapped IVR Profile is not found for a tenant. (GVP-35044)

RM now correctly assigns service tenants to Logical Resource Groups (LRGs) when tenants are added as dynamic updates to LRGs. (GVP-35028)

RM now supports LRG's dynamic update of the **preference** configuration parameter. Previously the dynamic update of the **preference** configuration parameter was not supported. (GVP-35023)

RM raises an SNMP trap "Resource Status changed" when an RM-monitored resource (MCP) that is online goes offline. The log ID for the same got changed to 20148. (GVP-34549)

RM raises an SNMP trap "Resource port usage exceeded" if resource usage reaches available port limit. Previously RM raised an SNMP trap "A matching logical group for the specified service type was not defined" when resource usage exceeded the available port limit. (GVP-34548)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.185.01.

8.5.181.66

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/06/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

During dynamic updates, Resource Manager (RM) now handles the service tenant assignments for Logical Resource Groups (LRGs) correctly even if the LRG folders are created under RM's linked tenant. Previously in this scenario, RM assigned its linked tenant as one of the service tenants for an LRG, even when the LRG was exclusively assigned to the child tenants. (GVP-35015)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.181.66.

8.5.181.61

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/15/17	General			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

RM now checks the SIP transaction state when timer B fires, and abandons/cancels the transaction only if the SIP Transaction state is CALLING. (GVP-24113)

RM no longer runs into the race condition at the transport layer which resulted in call leg rejections. Previously, some recordings were lost due to RM returning 500 and 408 timeout responses. (GVP-24043)

RM now supports resource monitoring. RM does not declare a resource offline unless the pinging by RM through SIP OPTIONS fails because it has reached the counter's maximum limit. In this scenario, RM defaults to 1, that is, RM on not receiving a response for the SIP OPTIONS, declares the resource offline immediately. (GVP-24039)

RM no longer routes delayed responses back to the INVITE transaction after the transaction is timed out. Previously, when the INVITE transaction timed out, RM routed the request to the next available Media Control Platform (MCP) from its list. If the first MCP responded, RM routed it back to the SIP Server statelessly, thereby establishing a SIP dialog with the first MCP and causing record failures. (GVP-23999)

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RM now prints the MCP resource ID (IP address) instead of MCP AOR when it performs resource matching before bypassing MCP resources. Previously, if MCP was configured with SIPS AOR, then RM did not print the matched MCP's IP address in logs. (GVP-23938)

RM now bypasses MCP resources that are specified in the `userpart@<ip>:<port>` format in the X-`Genesys-bypass-resource-list` header. (GVP-23937)

RM now reverts to the weight value 100 (default) for a site whose weight is specified with special/invalid characters. Previously, RM calculated weight incorrectly when the `gvp.site.weight` parameter contained special characters. (GVP-23892)

RM no longer terminates abnormally with a race condition when the following conditions apply:

- It is in active-standby configuration.
- It has just been declared either primary or secondary.
- It is sending inter-node data to the other RM node.
- LAN recovery happens at the time when inter-node data is being sent to the other RM node. (GVP-23870)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.181.61.

8.5.178.80

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/30/17	Hot Fix			X		

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Resource Manager (RM) no longer rejects call legs due to a race condition at the transport layer. Previously, some recordings were lost due to RM returning SIP response 500 because of the race condition. (GVP-23925)

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RM no longer routes back delayed responses to INVITE transaction after the transaction is timed out. Previously, when the INVITE transaction timed out, RM routed the request to the next available Media Control Platform (MCP) from its list. If the first MCP responded, RM routed it back to the SIP Server statelessly, thereby establishing SIP dialog with the first MCP and causing record failures. (GVP-23924)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.178.80.

8.5.178.79

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/09/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Resource Manager (RM) logging has been enhanced to enable better debugging, when the logging level is set to trace. The additional log details for a call now include:

    - Call-ID

    - Session-ID

    - Tenant

    - IVR Profile

    - LRG

    - Inter-node messages

- RM no longer accepts calls when the **weight** parameter of a site is set to zero in the corresponding **gvp.site** folder.

    Setting weight=0 for a site keeps the site in the 'out of service' mode and RM will reject the calls received directly on that site. However, RM will continue to accept the forwarded calls from a different site.

    Previously, RM considered the weight value of 0 as invalid and used the default value of 100 instead and accepted the calls made to those sites.

- You can now use the new configuration option **optionsofflineresp** to configure SIP OPTIONS response codes that RM checks while marking a resource offline.

    - **Section**: monitor

    - **Default**: 503

    - **Valid Values**: SIP response codes >=300

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- **Changes Take Effect**: At Start/Restart

optionsofflineresp - Specifies the list of semi-colon separated SIP-OPTIONS response codes (>=300) which is used to mark a resource offline. If the response code received from the resource is not available in the list, then the resource is considered online. The default value of 503 is the response code that indicates MCP is offline.

Resolved Issues

This release contains the following resolved issues:

RM now bypasses the MCP specified in the **X-Genesys-bypass-resource-list** header of the incoming INVITE message. Previously, RM did not bypass the MCPs in the *sip:userpart@host:port* format in the **X-Genesys-bypass-resource-list** header. (GVP-23888)

RM no longer terminates unexpectedly during a race condition between the Originating Leg (OL) and the Terminating Leg (TL) while setting or resetting the CTIC AOR. (GVP-23819)

RM no longer adds the parent tenant of a Logical Resource Group (LRG) to the list of service tenants of the LRG, when a new child tenant is added dynamically to the RM linked tenant. (GVP-23732)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.178.79.

8.5.178.66

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Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/15/17	General	Unavailable		X		X

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> **Important**
> A critical issue (GVP-24000), described in 8.5 Product Alerts, was discovered during regression testing. As of May 26, 2017, this release is no longer available from software downloads. If you've already downloaded the software, please refer to the 8.5 Product Alerts before installing it. Release 8.5.178.79 corrects the identified issue.

This release contains the following new features and enhancements:

- Resource Manager (RM) additionally records notice level logs for enhanced debugging, when the logging level is set to *trace*. The additional notice level records logged for a call are:

    - Call level - call ID and session ID

    - Inter-node msgs

    - Tenant/IVRProfile/LRG information

- RM no longer accepts calls when the **weight** parameter of a site is set to zero in the corresponding **gvp.site** folder.

  Setting weight=0 for a site keeps the site in the 'out of service' mode and RM will reject the calls received directly on that site. However, RM will continue to accept the forwarded calls from a different site.

  Previously, RM considered the weight value of 0 as invalid and used the default value of 100 instead and accepted the calls made to those sites.

- You can now use the new configuration option **optionsofflineresp** to configure SIP OPTIONS response codes that RM checks while marking a resource offline.

  - **Section**: monitor
  - **Default**: 503
  - **Valid Values**: SIP response codes >=300
  - **Changes Take Effect**: At Start/Restart

  optionsofflineresp - Specifies the list of semi-colon separated SIP-OPTIONS response codes (>=300) which is used to mark a resource offline. If the response code received from the resource is not available in the list, then the resource is considered online. The default value of 503 is the response code that indicates MCP is offline.

Resolved Issues

This release contains the following resolved issues:

RM no longer runs into the race condition at the transport layer which resulted in call leg rejections. (GVP-23925)

RM now bypasses the MCP specified in the **X-Genesys-bypass-resource-list** header of the incoming INVITE message. Previously, RM did not bypass the MCPs in the *sip:userpart@host:port* format in the **X-Genesys-bypass-resource-list** header. (GVP-23888)

RM no longer terminates unexpectedly during a race condition between the Originating Leg (OL) and the Terminating Leg (TL) while setting or resetting the CTIC AOR. (GVP-23819)

RM no longer adds the parent tenant of a Logical Resource Group (LRG) to the list of service tenants of the LRG, when a new child tenant is added dynamically to the RM linked tenant. (GVP-23732)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.178.66.

8.5.176.04

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/03/17	Hot Fix					X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Resource Manager (RM) no longer adds the parent tenant of a Logical Resource Group (LRG) to the list of service tenants of the LRG, when a new child tenant is added dynamically to the RM linked tenant. (GVP-23711)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.176.04.

8.5.175.95

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/30/17	General			X		X

What's New

This release contains the following new features and enhancements:

- Resource Manager (RM) now uses OpenSSL libraries version 1.0.2j. RM supports these versions of Transport Layer Security (TLS): TLSv1.2, TLSv1.1, and TLSv1; and these versions of Secure Sockets Layer (SSL): SSLv2, SSLv3, and SSLv23.

  The following configuration options support the versions of TLS and SSL listed above:
  - **proxy.sip.transport.<n>** type = (default is TLSv1_2)
  - **registrar.sip.transport.<n>** type = (default is TLSv1_2)
  - **monitor.sip.transport.<n>** type = (default is TLSv1_2)
  - **subscription.sip.transport.<n>** type = (default is TLSv1_2)

Note: Please refer to the 8.5 Product Alerts before upgrading RM to this version.

- RM now checks the write permission of the directory in which the SQLite DB file will be created and does not start if the DB file fails to open.

- You can now override the policy setting for IVR recording by enabling a new configuration option **voicexml-recording-allowed** in the **[rm]** section of the Resource Manager application.

  - When set to `true` (the default), RM enables the IVR recording, provided the relevant tenant or IVR Profile policy options are also enabled appropriately.

  - When set to `false`, RM disables the IVR recording, although the relevant tenant or IVR Profile policy options are enabled.

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Resolved Issues

This release contains the following resolved issues:

RM no longer terminates abnormally when its recorder UserAgent receives the non-REGISTER SIP requests with wrong transports in the VIA header. (GVP-23525)

RM no longer enters into an unresponsive state when the Configuration Server switches from primary to backup or vice-versa. (GVP-23454)

RM now clears the Call data properly for a recording call leg when the corresponding resource (recordingclient, recordingserver) goes offline. (GVP-23412)

RM now retries another MCP for a call within the Logical Resource Group when RM switches from the treatment service to use the MSML service. (GVP-23378)

When using SIP Secure, the RM no longer terminates abnormally. Also, the issue of calls getting dropped is now resolved. (GVP-23562)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.175.95.

8.5.170.77

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/16	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

- You can now override the policy setting for IVR recording by enabling a new configuration option **voicexml-recording-allowed** in the [rm] section of the Resource Manager application.

    - When set to `true` (the default), the Resource Manager enables IVR recording, provided the relevant tenant or IVR Profile policy options are also enabled appropriately.

    - When set to `false`, the Resource Manager disables IVR recording, although the relevant tenant or IVR Profile policy options are enabled.

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Resolved Issues

This release contains the following resolved issues:

Resource Manager no longer enters into a deadlock state when the Configuration Server switches from primary to backup or vice-versa. (GVP-23597)

Resource Manager no longer terminates abnormally on receiving the INVITE messages with incompatible transports in the VIA header on the RM Registrar port. (GVP-23514)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.170.77.

8.5.170.64

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/27/16	General			X		X

What's New

This release contains the following new features and enhancements:

- With this release, Resource Manager enables VXML IVR Recording, in a way similar to MSML GIR recording. Use the configuration option **gvp.policy.voicexml-recording-allowed** to configure VXML IVR Recording. When set to `true` (the default), this option instructs Resource Manager to:

  - Find the matching recording IVR Profile and add a new reference to the recording IVR Profile in a new Request URI parameter (**record-ivr-profile**), so that Media Control Platform will know which IVR Profile contains the encryption certificates.

  - Find the matching recording IVR Profile, and merge all service parameters that have the `recordingclient` prefix to the current IVR Profile service parameters.

- Resource Manager supports the service-type **record** in an IVR Profile. RM locates and selects the appropriate record IVR profile.

- Resource Manager supports geo-location based selection of the record IVR profile, configured by the **gvp.general.geo-location** option in the IVR profile.

Refer to GVP Support for IVR Recording for additional details.

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Resolved Issues

This release contains the following resolved issues:

Resource Manager no longer generates duplicate call IDs when more than one instance of RM is

started in a host at the same moment. (GVP-23397)

Resource Manager now submits the correct peak statistics for the **record** media service-type. Previously RM did not decrement the peak statistics when the **recording** call legs were terminated in third-party recording scenarios. (GVP-23370)

Resource Manager now includes IVR Profile DBID information in the initial INVITE to Media Control Platform, after a failure to contact CTI-Connector when CTI is enabled with the setting ALWAYS. (GVP-23283)

Resource Manager no longer terminates due to a race condition while manipulating internal data structures between a new incoming call leg and a terminating leg for an outbound conference. (GVP-23282)

Resource Manager no longer freezes, unable to shut down, while clearing dead call information during a shutdown. (GVP-23268)

Resource Manager no longer consumes excessive memory when dynamic configuration changes are made. (GVP-22661)

Upgrade Notes

When Resource Manager is upgraded to 8.5.170.64 or later where RM supports IVR recording, you must do either of the following:

- Upgrade Media Control Platform (MCP) to a version greater than or equal to 8.5.170.71.

- If upgrading MCP to a version greater than or equal to 8.5.170.71 is not possible, then disable IVR recording feature (using the above mentioned **gvp.policy.voicexml-recording-allowed** option) for RM either via tenant configuration or RM configuration.

8.5.160.74

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/16/16	General			X		X

What's New

This release contains the following new features and enhancements:

- Support for the following operating systems. See the Genesys Media Server page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all supported operating systems.

  - CentOS Linux 7

  - Red Hat Enterprise Linux (RHEL) 7

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Resolved Issues

This release contains the following resolved issues:

Resource Manager now properly generates the peak stats for outbound calls. Previously, RM incorrectly generated inbound peak stats for outbound calls. (GVP-23021)

Resource Manager now properly handles configuration updates to Logical Resource Groups (LRGs) when sending SIP OPTIONS to the resources configured under those LRGs. (GVP-23002)

Resource Manager no longer terminates when an INVITE is sent to Recording Server, and the resource was marked offline before the response for INVITE was received. (GVP-22936)

In an active-active Resource Manager configuration, each RM now properly checks the inter-node message from the other RM for the conference reserve parameter, and uses the correct value for incrementing/decrementing resource usage. (GVP-22930)

In an active-active Resource Manager configuration, each RM now properly deletes the inter-node communication timers that scheduled informing the chosen media resource to the other RM. (GVP-22929)

Resource Manager now sends SIP OPTIONS to each physical resource AOR, when the Monitoring Method is SIP OPTIONS even if the AORs are duplicated for the configured physical resources. Previously, RM randomly skipped sending OPTIONS to a few physical resources when AORs of those resources had duplicates. (GVP-22780)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.160.74.

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

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.

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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-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.

8.5.141.30

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/13/16	Hot Fix			X		

What's New

This release includes only resolved issues.

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 status of physical resource AORs being monitored using SIP OPTIONS receive two different updates simultaneously. (GVP-22848)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.141.30.

8.5.141.29

Voice Platform Resource Manager Release Notes

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

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`

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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.

- 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.

8.5.141.27

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/17/15	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

- 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 : 30000 ms
  Min Value: 1000 ms
  Max value: 32000 ms

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Resolved Issues

This release contains the following resolved issues:

RM no longer drops the packets being incorrectly categorized as non-RFC3261 compliant. (GVP-22728)

Resource Manager no longer becomes stuck when the option `monitor-method` is set to MF for an LRG and an SCS resource status change update (online or offline) is received at the same time as a dynamic configuration update (IVR profile or configuration/tenant properties update, etc.) (GVP-22691)

The 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-22671)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.141.27.

8.5.141.18

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/28/15	General			X		X

What's New

This release contains the following new features and enhancements:

- You can now direct Resource Manager to *not* reapply RURI capability when falling back to VXML after CTIC returns a 404 error. Previously, reapplying RURI capability caused the fallback to fail.
  Use a new configuration option in the Gateway LRG section in order to achieve this functionality:

  remove-ruri-capability-on-fallback
  Section: Gateway Resource group section
  Valid Values: `true` or `false` (default)
  Set to `true` to disable Resource Manager's use of the `gvp.rm.resource-req` option's capability during VXML fallback after a CTIC 404 error.
  Set to `false`, to enable Resource Manager's use of the `gvp.rm.resource-req`.
  Note: This option is NOT available during configuration of a Gateway Resource Group via Genesys Administrator. Specify this parameter manually in the Gateway Logical Resource Group (GW LRG) section, using the format `remove-ruri-capability-on-fallback = true` (or `= false`).

- Resource Manager now supports dynamic updating of a child tenant name change.

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Resolved Issues

This release contains the following resolved issues:

The Resource Manager thread no longer freezes due to an internal error when RM retries an INVITE with a different MCP target. (GVP-22561)

The Resource Manager no longer terminates unexpectedly when it encounters a socket error while sending the response to a SIP message that has no branch in the `via` header. (GVP-22293)

The Resource Manager now correctly calculates usage-limits even when the gvp.site weight property for the RM site is empty or set to `0`. (GVP-22222)

When falling back to VXML after CTIC returns a 404 error message, Resource Manager no longer uses the capability specified in the `cti-capability-requirement` option to select a VXML resource. (GVP-22221)

`[ems]rc.certificate` is now a default parameter of the Resource Manager application template (GVP_RM.tpl). This parameter identifies the TLS Certificate for Reporting Client. The TLS Certificate file name is required to be in PEM format, for connection to the Reporting server (ActiveMQ) over TLS. (GVP-22191)

Resource Managers that are configured in a high availability pair no longer stop unexpectedly because a socket in a race condition closed while one of them was sending data. (GVP-22163)

When in a high availability configuration, the Resource Manager node now reports the status of SIP, and the status of SIPS AOR of a physical resource, separately to the other RM node. (GVP-21068)

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

Upgrade Notes

No special procedure is required to upgrade to release 8.5.141.18.

8.5.130.75

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/15	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

You can now direct Resource Manager to *not* use the capability specified in the `gvp.rm.resource-req` param of an INVITE Request URI for selecting a VXML resource, when falling back to VXML after CTIC returns a 404 error. Use a new configuration option in the Gateway LRG section in order to achieve this functionality.

remove-ruri-capability-on-fallback
Section: Gateway Resource group section
Valid Values: `true` or `false` (default)

- Set to `true` to disable Resource Manager's use of the `gvp.rm.resource-req` option for VXML fallback after a CTIC 404 error.

- Set to `false`, to enable Resource Manager's use of `gvp.rm.resource-req`.

Note: This option is NOT available during configuration of a Gateway Resource Group via Genesys Administrator. Specify this parameter manually in the Gateway Logical Resource Group (GW LRG) section, using the format `remove-ruri-capability-on-fallback = true` (or `= false`).

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Resolved Issues

This release contains the following resolved issues:

When falling back to VXML after CTIC returns a 404 error message, Resource Manager no longer uses

the capability specified in the `cti-capability-requirement` option to select a VXML resource. (GVP-22436)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.75.

8.5.130.74

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/01/15	Hot Fix					X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

The Resource Manager no longer terminates unexpectedly when it encounters a socket error while sending response for a SIP message that has no branch in the via header. (GVP-22285)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.74.

8.5.130.73

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/22/15	General			X		X

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Resource Managers that are configured in a High Availability, Active-Active pair no longer stop unexpectedly in a race condition of a socket getting closed while it is sending data. (GVP-22290)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.73.

8.5.130.58

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/23/15	General					X		X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Voice Platform Resource Manager.

- 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 with 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.

- A new option for the Resource Manager application enables releasing the connection when the ActiveMQ Producer sends a method that is blocked due to network disconnect or congestion issues.
  Section: ems
  Option: `rc.amq_connection_send_timeout`
  Valid Values: Any integer greater than or equal to 45.
  Default Value: 60.
  Takes effect: After start/restart. When this option is set to `true`, Resource manager waits for the time specifies in `AMQ Thread Connection Send Timeout` and then releases the connection.

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Corrections and Modifications

This release also includes the following corrections or modifications:

Resource Manager no longer freezes when physical resources in an LRG are dynamically updated. Previously, simultaneous SNMP and dynamic updates triggered a specific race condition, and then the freeze. (GVP-22119)

Resource Manager memory no longer grows excessively when connected to SNMP Master Agent. (GVP-22078)

In a High Availability Active-Active configuration, Resource Manager (RM) now successfully records the call even when the recording request first goes to an MCP that is gracefully shutting down. It locates another MCP and notifies the other node that the new MCP must be used for the conference. Previously, the other RM node continued to use the MCP that was shutting down, which caused the call recording to fail. (GVP-21899)

Upon receiving a SUBSCRIBE request with a TO-tag, Resource Manager now returns the message 481 `Call Leg/Transaction Does Not Exist` if the subscription does not exist. (GVP-21881)

When Resource Manager is in active-active mode, calls no longer fail during this race condition scenario: `treat-campaign-as-conference` is `true` for OCS calls, and calls with the same campaign ID arrive on both of the nodes simultaneously. (GVP-21815)

In a High Availability Active-Active configuration, the Resource Manager with `member id=2` no longer terminates at start-up if it is immediately started after the Resource Manager with `member id=1` is started. (GVP-21586)

In a high availability active-active configuration, the Resource Manager no longer marks physical resources that have `monitor-method` set to `options`, as `offline` instead, when it comes up. Previously, this default behavior caused new calls to an existing conference to be rejected by the newly brought up RM. (GVP-21560)

A Resource Manager in a high-availability, active-active configuration will not terminate upon receiving a conference call, if both nodes in the configuration use the same hardware address. (GVP-21065)

8.5.120.67

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
02/11/15	Hot Fix					X		X

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

Resource Manager memory no longer grows excessively when connected to SNMP Master Agent (GVP-22069)

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8.5.120.62

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
12/18/14	General					X		X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Voice Platform Resource Manager.

- Resource Manager supports Windows 2012 64-bit, in Active-Standby High Availability configurations.

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Corrections and Modifications

This release also includes the following corrections or modifications:

Resource Manager now correctly reports peak data for an IVR profile, even if the same IVR profile name is used by multiple tenants. Previously, if the same IVR profile name existed in more than one tenant, the peak data reported by RM for those IVR profiles was incorrect. (GVP-21951)

Now Resource Manager can be stopped gracefully, even when a Reporting Client is blocked from sending data to Reporting Server. (GVP-21941)

Resource Manager now sends the CANCEL request using the same transport that was used to send the INVITE request. (GVP-21869)

Resource Manager no longer terminates in this scenario: RM receives incorrect resource status replication information from the other node, for a resource that is monitored by itself. (GVP-21861)

Resource Manager now correctly changes the CSeq number to 1 once it reaches the maximum of

2147483647. Previously, RM began sending a negative CSeq number when the CSeq went above 2147483647. (GVP-21834)

The first SNMP GET to the Resource Manager now succeeds—it no longer times out. (GVP-21746)

Resource Manager no longer becomes unresponsive when DNS SRV resolution is enabled. (GVP-21744)

To address a security vulnerability, the version of OpenSSL library used by Resource Manager was updated to 0.9.8zb, from the previous version (0.9.8q). (GVP-21725)

The SIP stack is now able to send its first message on the TCP/TLS connection. Previously, the SIP stack sometimes failed to send the first message properly. (GVP-21700)

Resource Manager no longer terminates unexpectedly (i.e., not "gracefully") if calls remain active during shutdown. (GVP-21516)

A Resource Manager in a high-availability active-active configuration no longer responds to OPTIONS pings with a `503 error` when a node with higher priority comes online. Previously, during the brief time that this behavior lasted, SIP Server did not direct calls to that RM. (GVP-19668)

8.5.110.50

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
09/26/14	General					X		X

New in This Release

There are no restrictions for this release. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

Now, the SIP stack is able to send its first message on the TCP/TLS connection. Previously, the SIP stack sometimes failed to send the first message properly. (GVP-21700)

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8.5.110.26

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
09/19/14	General					X		X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Voice Platform Resource Manager.

- Resource Manager now retries sending inter-node messages that receive the 10035 socket error (WSAEWOULDBLOCK) while being sent.

- Added support for Windows 2012 64-bit, in Active-Active High Availability configurations.

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Corrections and Modifications

This release also includes the following corrections or modifications:

In an active-active high availability configuration, Resource Manager now replicates the resource status change information (offline vs. online) to the other RM node immediately after it receives notification, in order to avoid issues with conference calls. (GVP-21590)

Resource Manager no longer freezes during shutdown when a call was not cleared properly. (GVP-21583)

Resource Manager no longer terminates when it receives an unknown message from the network, on a replication channel. (GVP-21567)

Resource Manager now evenly distributes calls across the active resources in an LRG, even if passive resources are present, when the load-balance-scheme is round-robin. (GVP-21566)

Resource Manager now clears any stuck resource ports that occur during conference calls, after a configured timeout. (GVP-21334)

8.5.101.21

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
07/15/14	General					X		X

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Voice Platform Resource Manager.

- Route Unavailable Wakeup
- Reliable Connection Retry
- Configuration Options Changed

Corrections and Modifications

This release also includes the following corrections or modifications:

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Resource Manager now decodes the X-Genesys-GVP-Session-ID value, if present, before processing a SIP request. Previously in this situation, when the X-Genesys-GVP-Session-ID was encoded, RM was not able to parse it properly, causing the SessionID not to be cleared from an INVITE from the Gateway, even if invite-custom-header-cleanup was set to true. (GVP-21515)

Resource Manager logging now prints current port utilization for different resources when a call is rejected due to port unavailability. (GVP-21491)

In an Active-Active or Active-Standby HA deployment, Resource Manager no longer terminates in a race condition, when a CANCEL from SIP Server and responses for INVITE from the resources managed by RM occur at the same time. (GVP-21484)

Resource Manager can now discard the replication data buffer from a closed connection and socket (for example, when a VM was moved to a different physical server). Previously, because RM continued to process buffered data from the closed socket and connection, it did not process data

from the new connection quickly enough, and the associated new socket closed. (GVP-21407)

Resource Manager no longer terminates during replication if the node that sent replicated data is disconnected or removed from the cluster that is between the nodes. (GVP-21340)

Resource Manager no longer terminates while sending a SIP message to an invalid TCP destination (resolved by DNS SRV query), due to a network problem. (GVP-21232)

In an Active-Active High Availability configuration, Resource Manager no longer stops processing calls when resources frequently go offline and then come online again. (GVP-21202)

During failover in a SIP Server Active-Active High Availability configuration, the current RM node no longer ignores requests for calls that were processed by the other RM node—a situation that previously resulted in stuck calls. (GVP-21201)

Resource Manager no longer forwards requests to different MCPs, if the AORs of the first-selected MCP are offline. RM now waits, and forwards requests to the first-selected MCP when it comes back online. (GVP-21105)

RM no longer terminates in a race condition where CANCEL message is received while it is forwarding the corresponding INVITE message on the other side. (GVP-21060)

Release 8.5.0

Voice Platform Resource Manager Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Voice Platform Resource Manager in the tree menu on the left or in the list of Available Releases.

8.5.050.37

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
07/25/14	Hot Fix					X		

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

When configured for active-active or active-standby high availability, the Resource Manager (RM) no longer terminates in a race condition when these events occur at the same time:

- a CANCEL message from SIP Server.

- responses for the INVITE from resources that are managed by RM.

(GVP-21398)

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8.5.050.36

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
05/05/14	Hot Fix					X		

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

The Resource Manager (RM) no longer terminates in a race condition when a CANCEL from SIP Server and 4xx/5xx for INVITE from the resources managed by RM occur at the same time. (GVP-21302)

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Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
03/05/14	Hot Fix					X		

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

The Resource Manager no longer becomes stuck while resolving SRV DNS addresses for SIP transport. (GVP-21216)

In an active-active high availability configuration, the Resource Manager no longer stops processing calls when resources are going online/offline frequently. (GVP-21194)

During failover in a SIP server active-active high availability configuration, the Resource Manager no longer ignores requests for calls processed by the other RM node—an action that previously resulted in stuck calls. (GVP-21185)

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Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/20/14	Hot Fix					X		

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

In an environment where the SIP Server and GVP are connected to separate Management Framework components, the Resource Manager (RM) now identifies the tenant based on the RM configuration parameter [rm]ignore-ruri-tenant-dbid. Previously, the RM used the tenant-dbid that was passed by the SIP Server in the INVITE RURI for this purpose. (GVP-21074)

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8.5.001.89

Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
12/20/13	General					X		X

New in This Release

There are no restrictions for this release. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

RM will now enforce session type (inbound/outbound session) usage limit policies configured in Tenant/IVR profile. (GVP-20978)

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