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Voice Platform Resource Manager

8.5.170.64

12/19/2025

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

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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.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Genesys Voice Platform](#)

Genesys Products

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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.