Voice Platform Resource Manager

Known Issues and Recommendations

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Known Issues and Recommendations

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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.