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# Voice Platform Resource Manager

Release Notes 9.0.x

5/15/2025

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# Voice Platform Resource Manager 9.0.x Release Note

## 9.x

This Release Note applies to all 9.0.x releases of Voice Platform Resource Manager. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

### Available Releases

#### [+] Note about release order

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.

Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
<a href="#">9.0.086.56</a>	05/15/25	General			X		X
<a href="#">9.0.086.13</a>	12/20/24	General			X		X
<a href="#">9.0.086.04</a>	11/18/24	General			X		X
<a href="#">9.0.083.08</a>	10/17/24	General			X		X
<a href="#">9.0.082.79</a>	06/20/24	General			X		X
<a href="#">9.0.073.68</a>	07/07/23	General			X		X
<a href="#">9.0.069.28</a>	03/17/23	Hot Fix			X		X
<a href="#">9.0.068.67</a>	12/16/22	General			X		X
<a href="#">9.0.065.30</a>	09/26/22	General			X		X
<a href="#">9.0.061.52</a>	06/24/22	General			X		X
<a href="#">9.0.057.65</a>	03/25/22	General			X		X
<a href="#">9.0.054.53</a>	12/16/21	General			X		X
<a href="#">9.0.051.08</a>	09/17/21	General			X		X
<a href="#">9.0.048.79</a>	07/15/21	General			X		X
<a href="#">9.0.048.54</a>	06/25/21	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.045.53	03/24/21	General			X		X
9.0.041.58	12/16/20	General			X		X
9.0.028.47	12/16/19	General			X		X
9.0.025.64	09/24/19	General			X		X
9.0.022.56	06/21/19	General			X		X
9.0.019.57	03/29/19	General			X		X
9.0.016.61	12/28/18	General			X		X
9.0.013.55	10/11/18	General			X		X
9.0.010.68	07/10/18	General			X		X
9.0.000.49	04/18/18	General			X		X

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](#).

For information about 8.5.x releases of Voice Platform Resource Manager, see the [8.5.x Release Note \(cumulative\)](#).

## Discontinued Support

### [+] Note about discontinued items

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](#).

- Windows Server 2008

#### Discontinued as of

Date: **December 16, 2020**

Release: **9.0.041.58**

- Red Hat Enterprise Linux 5

#### Discontinued as of

Date: **October 11, 2018**

Release: **9.0.013.55**

## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x 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](#)

## Related Resources

For additional information about Voice Platform Resource Manager, see the following documentation:

- The documentation related to this software is available from the [Genesys Voice Platform](#) page.
- The [Genesys Voice Platform Deployment Guide](#) provides details about installing and configuring Voice Platform Resource Manager.
- 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.

Release Notes for other Genesys components are available [here](#).

# Known Issues and Recommendations

## Voice Platform Resource Manager

The Known Issues and Recommendations section is a cumulative list for all 9.0.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](#).

---

There are no known issues or recommendations for this product.

---

## Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Genesys Voice Platform unless otherwise noted in the issue description.

---

There are no internationalization issues for this product.

---

# Release 9.0.0

## Voice Platform Resource Manager Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Voice Platform Resource Manager, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.086.13

## Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/20/24	General			X			X

### What's New

This release contains the following new features and enhancements:

- Resource Manager now supports SIPS over TLS 1.3. (GVP-46724)
- Resource Manager now supports ESXi 8 hypervisor. (GVP-46776)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.086.13.

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Voice Platform](#)

#### Genesys Products

- [List of Release Notes](#)

9.0.086.04

## Voice Platform Resource Manager Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/18/24	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Resource Manager (RM) in Active-Active HA mode now closes the socket properly when RM rejects the unknown connection made in the inter-node connection port. Previously, RM kept the socket open when the unknown connection was rejected. (GVP-46605)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Voice Platform Resource Manager](#)

#### Genesys Products

- [List of Release Notes](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.086.04.

9.0.083.08

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/17/24	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Resource Manager (RM) now uses OpenSSL 3.0.14 for TLS/encryption use cases. (GVP-47205)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Voice Platform Resource Manager](#)

#### Genesys Products

- [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.083.08.

9.0.082.79

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/20/24	General			X			X

### What's New

This release contains the following new features and enhancements:

- Resource Manager (RM) now supports an extra recording IVR profile named **record2**. You can define the percentage distribution of recording for this new profile by using the newly added option record2-profile-percentage in the **Tenant > Annex** tab. (GVP-46999)
- RM now supports Red Hat Enterprise Linux (RHEL) version 9. See the [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (GVP-46692)
- RM now uses OpenSSL 3.0.8 in the following environments for TLS/encryption use cases:
  - Windows (GVP-46486)
  - Linux (GVP-46458)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Voice Platform Resource Manager](#)

#### Genesys Products

- [List of Release Notes](#)

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.082.79.

9.0.073.68

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/07/23	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Resource Manager now handles graceful stop response code from Media Control Platform (MCP) for the **OPTIONS** messages and sends appropriate status update to SIP server. This prevents SIP Server from transferring calls away from MCP during the graceful timeout period. When the graceful timeout period expires, the remaining calls are moved from MCP. You can enable this feature by configuring the new option **sip.proxy.sendofflineinprogresstatus** to true in the **RM Monitor** section. (GVP-46099)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Voice Platform Resource Manager](#)

#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.073.68.

9.0.069.28

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/17/23	Hot Fix						X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Resource Manager (RM) now provides a detailed description of the reported SSL error in the RM logs. Previously, the RM logs displayed only error codes for the SSL receive and SSL connect errors without any appropriate description. (GVP-46062)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Voice Platform Resource Manager](#)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.069.28.

9.0.068.67

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/16/22	General			X			X

### What's New

This release contains the following new features and enhancements:

- Resource Manager (RM) now supports Elliptic-curve Diffie-Hellman (ECDHE) ciphers in TLS connections. (GVP-45745)

### Resolved Issues

This release contains the following resolved issues:

---

RM no longer skips processing the Campaign calls. Previously, RM didn't process a few Campaign calls whose SIP INVITEs were received at the same time when the Conference's first call was established. (GVP-45552)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Voice Platform](#)

#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.068.67.

9.0.065.30

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/26/22	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Resource Manager (RM) now generates a unique parameter, **X-Genesys-GVP-Session-ID**, by using the system library UUID in Linux. Previously, RM used its own algorithm to generate the parameter **X-Genesys-GVP-Session-ID**, which caused duplication in some rare circumstances. (GVP-45007)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Voice Platform](#)

#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.065.30.

9.0.061.52

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/24/22	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Resource Manager (RM) in Active-Active HA mode no longer rejects the outbound campaign calls if the previously selected Media Control Platform (MCP) is marked off-line. Previously, sometimes, RM in Active-Active HA mode rejected the outbound campaign calls if the selected MCP was marked off-line. (GVP-44838)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Voice Platform](#)

#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.061.52.

9.0.057.65

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/25/22	General			X			X

### What's New

This release contains the following new features and enhancements:

- Resource Manager (RM) now supports Red Hat Enterprise Linux 8. See the [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
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### Important

RHEL 8.x OS now comes with the libnsl2 library preinstalled. However, RM has a dependency on the libnsl library. Hence, libnsl must be preinstalled using the yum or rpm methods.

(GVP-44521)

---

## Resolved Issues

This release contains the following resolved issues:

---

RM now selects the available SIP-Proxy SRV record to forward the mid-dialog request. Previously, RM selected the SRV record to forward the mid-dialog request without checking the availability of the SRV record. (It was a random selection if the priority and weight of the SRV record were the same). To resolve this issue in Gateway resource configuration, a new parameter, **srv-addr**, is now available to define the SRV address of a specific gateway resource. For example:

```
logical-resource-section=gateway_lrg;aor=sip:sip-proxy-a.genesys.com:5060;redundancy-type=active;port-capacity=100;srv-addr=sipproxy.genesys.com
```

The Address of Record (AOR) of the gateway resource can have either the IP address or FQDN of a specific gateway resource. Along with the AOR, the **srv-addr** parameter must be configured in the gateway resource. In the gateway LRG options, the parameter **monitor-method** must be set to option to enable the above functionality. (GVP-44334)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.057.65.

9.0.054.53

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/16/21	General			X			X

### What's New

This release contains the following new features and enhancements:

- Resource Manager (RM) now supports Certificate Revocation Lists (CRL) in SIPs connections (TLS). In addition to the existing **sip.transport** parameters, a new option, **crlenabled=true**, is introduced in RM to support CRL.
  - crlenabled=true** is mandatory for CRL validation. Enabling this parameter only validates the CRL on the client connection (for Server Certificate). To validate the CRL on the server connection (for Client Certificate), the **verifypeer** option should be enabled along with this parameter.
  - crlpaths**=[CRL cert filenames (in PEM format) with absolute file path]. This option is mandatory for CRL validation. To specify more than one CRL file, use a semi-colon as a separator.

#### Important

The changing of CRL files does not happen dynamically. This needs a component restart to read the new content.

Example:

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```
[proxy]sip.transport.2 = transport2 tls:any:5061 cert=$InstallationRoot$/config/RM-Server-Cert.pem key=$InstallationRoot$/config/RM-Server-Key.pem crlenabled=true  
crlpaths=$InstallationRoot$/config/Revoked-Certs-1.pem;$InstallationRoot$/config/  
Revoked-Certs-2.pem
```

(GVP-44209)

## Resolved Issues

This release contains the following resolved issues:

---

RM now logs time according to the format specified in the **log.time\_format** parameter to all levels of logs. Previously, if the **time or local** parameter was set to **log.time\_format**, it didn't reflect in the DEBUG logs. (GVP-44303)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.054.53.

9.0.051.08

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/17/21	General			X			X

### What's New

This release includes the following new features and enhancements:

- Resource Manager (RM) now supports Windows Server 2019 Standard edition. See the [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems. (GVP-43850)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.051.08.

### Helpful Links

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- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Voice Platform](#)

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9.0.048.79

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/15/21	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Resource Manager (RM) in Active-Active HA mode no longer shuts down unexpectedly when it receives a new inter-node connection before closing its previous connection from the same RM. Previously, sometimes, RM in Active-Active HA mode shut down unexpectedly in similar scenarios. (GVP-43207)

RM now logs more accurate error messages about the cause of the gateway LRG selection failure. Previously, the error log statement was not very clear. (GVP-42334)

RM in Active-Active HA mode no longer shuts down unexpectedly while updating call and session information from another RM's inter-node message for CTI Connector call flow. Previously, RM in Active-Active HA mode might shut down unexpectedly when a treatment call from CTI Connector reached the other RM node (which did not know about the originating leg (OL)) and was rejected by

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that RM because of policy violation. On the other hand, RM 1 (which handled the OL) handled the CTI Connector rejection gracefully and established the call with MCP. The inter-node message from RM 1, for the established call of the same session, caused the RM to shut down unexpectedly. (GVP-41409)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.048.79.

9.0.048.54

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/25/21	General			X			X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Now, in a HA deployment, Resource Manager (RM) in MRCPv2 Proxy mode switches from backup mode to primary in a timely manner. (GVP-43623)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Voice Platform](#)

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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.048.54.

9.0.045.53

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/24/21	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 terminates while forwarding the SIP response in TCP to an unavailable destination. Previously, RM terminated sometimes in similar scenarios.(GVP-42918)

For calls that RM rejects, it now sends the end call detail record (CDR). Previously, RM didn't send the end CDR and in GA/GAX the calls were reported forever under the **In-Progress** status. (GVP-42720)

The following Configuration Server-related fixes have been made:

- RM no longer starts if it fails to read the logical resource group (LRG) from Configuration Server. Previously, it started and failed to process calls. (GVP-42654)

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#### Product Documentation

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- 
- When RM is starting and fails to read from the primary Configuration Server, it now reconnects to the backup Configuration Server. Previously, RM didn't try to reconnect, resulting in a stale connection between RM and Configuration Server. (GVP-42653)
  - RM no longer stops responding when it tries to connect to an unavailable Configuration Server. Previously, if RM tried to connect to an unavailable Configuration Server, it either stopped responding or took a long time to try connecting to the backup Configuration Server. The 5-second internal default timeout was added to prevent RM from not responding when connecting to an unavailable Configuration Server. The command line parameter `-cfglib-connect-tmout` is used to override the default timeout interval in seconds.

Example:

To set the timeout interval to 3 seconds:

```
C:\GenesysGVPResource_Manager> resourcemgr.exe -host gvp-cfg.genesys.lab -port 2020  
-app GVP_Resource_Manger -cfglib-connect-tmout 3
```

(GVP-42129)

---

RM no longer terminates when it tries to clean the stuck resource session of a conference call when Media Control Platform (MCP) goes offline. Previously, RM terminated sometimes on race condition where it tried to clean a stuck resource session while the MCP that handled the call went offline. (GVP-42473)

---

RM no longer terminates on having the same SIP AOR configured in different physical resources. Previously, it terminated when it had a duplicate SIP AOR configured in different physical resources. (GVP-41204)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.045.53.

9.0.041.58

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/16/20	General			X			X

### What's New

This release contains the following new features and enhancements:

A new option is introduced in Resource Manager (RM):

- **[proxy]sip.logmsg.allowed, [monitor]sip.logmsg.allowed, [registrar]sip.logmsg.allowed, [subscription]sip.logmsg.allowed** - Specifies whether or not logging SIP message is allowed. This option can disable SIP message logging regardless of the **[log].verbose** setting. By default, this option is set to true.
- **[proxy]sip.logmsg.maskoption, [monitor]sip.logmsg.maskoption, [registrar]sip.logmsg.maskoption, [subscription]sip.logmsg.maskoption** - Specifies the option to restrict SIP message logging. Each bit in the value, starting with the Least Significant Bit (LSB), indicates that a specific entity of the SIP message is masked. These bits can be numerically added and the final value is set. Currently, the following bits are supported:
  - value 1 - indicates that all the unknown headers (headers other than Via, From, To, Max-Forwards, CSeq, Call-ID, Contact, Content-Length, Content-Type, Record-Route, Route, Refer-To, Allow-Events, Subscription-State, Event, RSeq, and RACK) are masked.
  - value 2 - indicates that all the user data headers (headers starting with X-Genesys- except X-Genesys-GVP-Session-Data, X-Genesys-GVP-Session-ID, and X-Genesys-CallUUID) are masked.
  - value 4 - indicates that all the SIP message bodies are masked.

### Helpful Links

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- 
- value 8 - indicates that the SIP message bodies with the content type `application/dtmf-relay` or `application/dtmf` are masked.
  - value 16 - indicates that the values of the Media Server Markup Language (MSML) tag `gvp:param` with the name starting with `X-Genesys-` in the SIP message bodies are masked.

For example, to mask all unknown headers and message bodies, set the value to 5 (i.e. 1 + 4). To mask all the user data headers and the values of the MSML tag `gvp:param` with the name starting with `X-Genesys-` in SIP message bodies, set the value to 18 (i.e. 2 + 16). The default value is 0, which means no masking at all.

(GVP-42506)

## Resolved Issues

This release contains the following resolved issues:

---

Resource Manager operating in MRCPv2 Proxy mode now supports the content type `multipart/mixed` in the received INVITE and it finds the service type from the SDP "a" line. Previously, MRCPv2 Proxy supported only the content type `application/sdp` to find the service type. (GVP-42425)

---

Resource Manager now sends to SIP Server only the status of the MCP that is changed in SIP NOTIFY. Previously, RM had sent the status of all the MCPs in SIP NOTIFY. A new configuration parameter, **[subscription]notify-all-mcp-status**, has been introduced in RM. If set to `false`, this parameter enables the aforementioned new behavior. The default value for the parameter is `true`. The default value makes RM fall back to the old behavior. (GVP-42168)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.041.58.

9.0.028.47

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/16/19	General			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

For Outbound Contact Server (OCS) outbound campaign calls, Resource Manager (RM) now chooses the specific Media Control Platform (RM performs hashing on the received campID and picks an MCP from the LRG list) based on the received campaign ID.

If the selected MCP doesn't have MCP ports available or if it matches with a list of MCP bypass headers, it will fall back to the sorted MCP LRG list, and RM will choose the first MCP from that LRG list.

A new hidden configuration parameter **rm.hash-campid-for-resource-selection** has been introduced in RM. If set to true, this parameter will enable the above behaviour. The default value for the parameter is false, and it falls back to the old behaviour. (GVP-40301)

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RM in Active-Active mode no longer submits an imbalanced peak to Reporting Server for CCXML call flows when the Terminating Leg (TL) gets established through RM1 and, at the same time, a disconnect on the Originating Leg (OL) is received and processed by RM2. (GVP-40144)

---

RM no longer rejects the call with the 485 Ambiguous SIP response. Previously, RM rejected such a call when the new SIP dialog of the same session was handled by another active RM while the RM that handled the initial SIP dialog was down. (GVP-39719)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.028.47.

9.0.025.64

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/24/19	General			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issue:

Resource Manager now allows configuration of supported TLS cipher suites for SIP interfaces through a sub-parameter **tls-cipher-list** in the **transport.x** parameters configured for TLS.

The sub-parameter **tls-cipher-list** can be used to list the ciphers that are applicable for the SIP socket, and only to the TLS socket for both server and client. This parameter allows selection of a list of cipher suites used in TLS. This option is transferred to a third-party library and describes a possible set of cipher suites. Refer to <https://www.openssl.org/docs/man1.0.2/man1/ciphers.html> for the Cipher list format. The default is ALL:!EXPORT:!LOW:!aNULL:!eNULL:!SSLv2 (GVP-39725)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.025.64.

9.0.022.56

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/21/19	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 runs into the race condition at the TLS transport layer which could result in call leg rejections. Previously, recording call legs were rejected due to RM returning 500 and 408 timeout responses. (GVP-39129)

RM now allows the flexibility of using any of the following methods of DNS resolution to support **[rm]resolve-addr-for-aor-match=true**:

- GLIBC (OS) - This refers to GNU C Library (basically, the C library of the operation system)
- GDNS - This refers to the Genesys' Domain Name System (DNS) library

If the new parameter **rm.enable\_dns\_cache** is set to **true**, RM uses GDNS to resolve FQDNs. And, if **rm.enable\_dns\_cache** is set to **false**, RM uses GLIBC (OS) to resolve FQDNs. (GVP-38666)

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---

RM no longer terminates unexpectedly when resources are moved in and out of a Logical Resource Group (LRG) when the **monitor method** is set to option. (GVP-37307)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.56.

9.0.019.57

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/29/19	General			X		X

### What's New

This release contains the following new feature:

- Resource Manager (RM) now uses OpenSSL 1.0.2q for TLS/ encryption use cases. (GVP-38613)
- Unless enabled through a command line parameter (**-useini**) while starting up, RM does not create an INI file to cache configuration information. (GVP-38556)

### Resolved Issues

This release contains the following resolved issues:

---

RM now connects successfully to Reporting Server through SSL/TLS. Previously, an error occurred stating that TLS was not enabled for the RM's Reporting Client. (GVP-38713)

---

RM no longer terminates unexpectedly on failure to find an IVR profile in the X-Genesys-GVP-Session-Data header when it cannot purge the header due to non-matching gateway configuration. (GVP-38541)

---

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---

RM now tracks the terminated calls in a call session, and does not create call references for terminated calls in a call session. (GVP-38533)

---

RM now deletes all associated IVR profiles of a deleted Tenant correctly. Previously, IVR Profile deletion did not take place correctly, resulting in increased CPU utilization. (GVP-36880)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.57.

9.0.016.61

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/28/18	General			X		X

### What's New

This release contains the following new feature:

- Resource Manager (RM) can now act as an MRCP v2 Proxy. You can configure the **enable\_mrcpv2\_proxy** parameter to switch RM to either the RM or MRCP v2 Proxy mode.

### Resolved Issues

This release contains the following resolved issues:

---

RM now generates SNMP traps when the connection with Configuration Server is lost. (GVP-37905)

---

RM now reconnects with Configuration Server if the connection is lost when ipv6 is disabled at the host level. Previously, RM was unable to reconnect to Configuration Server if ipv6 was disabled for the host. (GVP-37856)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.61.

9.0.013.55

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/11/18	General			X		X

### What's New

This release contains the following new features and enhancements:

- Resource Manager (RM) now supports Windows Server 2016 Standard edition. See the [Genesys Voice Platform](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all supported operating systems.
- RM supports TLS connectivity for inter-node communication in Active-Active and Active-Standby configurations.

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### Resolved Issues

This release contains the following resolved issues:

In a SIP over TLS scenario, RM now retries sending SIP messages after buffering them to overflow cache. Previously, RM discarded failed messages and this resulted in SSL API failure. (GVP-37288)

---

RM startup is faster now if GVP Reporting Server switches roles. (GVP-36712)

---

RM no longer logs conference max size warning logs. (GVP-36103)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.55.

9.0.010.68

## Voice Platform Resource Manager Release Notes

### 9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/10/18	General			X		X

### What's New

This release includes the following new features and enhancements:

- Resource Manager (RM) now supports mutual TLS authentication by using TLS 1.2 with Reporting Server (RS). The following parameters have been introduced for RM. These parameters are required to connect to the RS over TLS:
  - rc.truststore\_certificate
  - rc.keystore\_certificate
  - rc.keystore\_password

All three parameters require Resource Manager (RM) to be restarted to take effect.

#### Important

The [ems].**rc.certificate** parameter is deprecated and no longer valid.

- The x509 certificate is replaced by a new one with a 10-year validity (until 2027). This certificate is used when RM is configured with secure connections by using TLS.

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### Important

This certificate is only for testing purposes, and customers are encouraged to provide and install their own SSL keys and certificates as documented in the [GVP 8.5 User's Guide](#).

## Resolved Issues

This release contains the following resolved issues:

---

RM now stores and loads all configuration entity (Tenant/IVR Profile and so on) properties into/from a local INI file that is used when there is no connection to Configuration Server. Previously, if the size of the properties was more than 32 KB, RM failed to store the properties. (GVP-36615)

---

The RM and TLS1.2 connection now works properly when Configuration Server switchover occurs. Previously, when high-availability Configuration Server was configured with the default port for TLS, along with a TCP port, and a switchover occurred, RM did not connect to the default port of the backup Configuration Server. It connected to the TCP port instead. (GVP-36574)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.68.

9.0.000.49

## Voice Platform Resource Manager Release Notes

**9.x** This is the first 9.x release of **Voice Platform Resource Manager**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/18/18	General			X		X

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Resource Manager (RM) now submits DN statistics correctly. Previously, RM did not decrement the DN statistics submitted for a specific Dialed Number Identification Service (DNIS). (GVP-36161)

---

RM now generates the MEDIA\_SERVICE statistics report with valid values for component-type parameters. Previously, it generated an invalid value for the parameter. (GVP-35989)

---

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## Upgrade Notes

No special procedure is required to upgrade from release 8.5.x to 9.0.000.49.