# Voice Platform Media Control Platform

Release Notes 9.0.x

9/24/2025

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# Voice Platform Media Control Platform 9.0.x Release Note

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

This Release Note applies to all 9.0.x releases of Voice Platform Media Control Platform. 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 |
|---------|-------------|-------------|-------------|-----|-------|---------|---------|
| 9.0.086.08 | 03/06/25 | General | | | X | | X |
| 9.0.086.06 | 02/28/25 | Hot Fix | | | X | | X |
| 9.0.086.02 | 12/20/24 | General | | | X | | X |
| 9.0.083.23 | 11/13/24 | Hot Fix | | | X | | X |
| 9.0.083.21 | 10/17/24 | General | | | X | | X |
| 9.0.083.13 | 09/26/24 | General | | | X | | X |
| 9.0.083.10 | 06/24/24 | General | | | X | | X |
| 9.0.083.09 | 06/24/24 | General | | | X | | X |
| 9.0.083.07 | 05/15/24 | General | | | X | | X |
| 9.0.078.78 | 09/22/23 | General | | | X | | X |
| 9.0.071.96 | 07/07/23 | General | | | X | | X |
| 9.0.071.32 | 06/02/23 | General | | | X | | X |
| 9.0.070.43 | 04/06/23 | General | | | X | | X |
| 9.0.068.97 | 12/16/22 | General | | | X | | X |
| 9.0.066.23 | 11/04/22 | Hot Fix | | | X | | X |

| Release | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---------|--------------|--------------|--------------|-----|-------|---------|---------|
| 9.0.066.19 | 10/27/22 | Hot Fix | | | X | | X |
| 9.0.065.95 | 09/29/22 | General | | | X | | X |
| 9.0.063.49 | 07/29/22 | Hot Fix | | | X | | X |
| 9.0.062.99 | 06/24/22 | General | | | X | | X |
| 9.0.059.13 | 03/25/22 | General | | | X | | X |
| 9.0.054.94 | 12/16/21 | General | | | X | | X |
| 9.0.052.00 | 09/30/21 | General | | | X | | X |
| 9.0.048.84 | 06/29/21 | General | | | X | | X |
| 9.0.046.06 | 03/30/21 | General | | | X | | X |
| 9.0.042.31 | 12/16/20 | General | | | X | | X |
| 9.0.039.01 | 09/30/20 | General | | | X | | X |
| 9.0.036.92 | 09/04/20 | Hot Fix | | | | | X |
| 9.0.036.53 | 06/26/20 | General | | | X | | X |
| 9.0.033.00 | 03/26/20 | General | | | X | | X |
| 9.0.029.92 | 02/13/20 | Hot Fix | | | | | X |
| 9.0.029.58 | 12/16/19 | General | | | X | | X |
| 9.0.026.26 | 09/24/19 | General | | | X | | X |
| 9.0.022.91 | 07/10/19 | Hot Fix | | | X | | X |
| 9.0.022.90 | 07/03/19 | Hot Fix | | | X | | X |
| 9.0.022.86 | 06/21/19 | General | | | X | | X |
| 9.0.022.27 | 05/06/19 | General | | | X | | X |
| 9.0.019.68 | 03/29/19 | General | | | X | | X |
| 9.0.017.30 | 03/05/19 | Hot Fix | | | X | | X |
| 9.0.017.20 | 01/14/19 | General | | | X | | X |
| 9.0.013.61 | 10/11/18 | General | | | X | | X |
| 9.0.010.72 | 07/10/18 | General | | | X | | X |
| 9.0.000.52 | 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 Media Control Platform, 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 2012

| Discontinued as of | Date: **February 13, 2020** | Release: **9.0.029.92** |
|---|---|---|

- Windows Server 2008

| Discontinued as of | Date: **February 13, 2020** | Release: **9.0.029.92** |
|---|---|---|

- Red Hat Enterprise Linux 6

| Discontinued as of | Date: **February 13, 2020** | Release: **9.0.029.92** |
|---|---|---|

- Red Hat Enterprise Linux 5

| Discontinued as of | Date: **January 14, 2019** | Release: **9.0.017.20** |
|---|---|---|

## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Voice Platform Media Control Platform, 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 Media Control Platform, 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 Media Control Platform.

- 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 Media Control Platform

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Voice Platform Media Control Platform. 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.

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The integration between MCP and SmartHeap is removed in MCP version 9.0.065.95 and later. As a result, the memory usage may be different from older releases (that is, 9.0.065.95 and later) depending on the complexity of VoiceXML applications. Note that the SmartHeap integration is added back to MCP version 9.0.070.43 and later and you'll not see different memory usage when compared with releases prior to 9.0.065.95.

---

The Media Control Platform (MCP) updates the metadata file only when posting recording files. If the parameter **recordnumparallelpost** in the **MPC section** is set to **0** (to disable posting of recording files), the metadata file will not be updated. In such cases, the **duration** field in the metadata JSON may remain **0** instead of reflecting the actual length of the recording.

**Scenario:** During WebDAV migration, the parameter **recordnumparallelpost** is sometimes set to **0** to prevent posting recordings to WebDAV.

**Workaround:** It is not necessary to set **recordnumparallelpost** to **0**. If MCP attempts to post to WebDAV and the post fails, MCP will automatically move the recording and its metadata file to:**<MCPInstallDir>/cache/record/failed** .The metadata will be fully updated before the move. Recordings from the failed directory can then be resent using LVR.

---

When using Google Text-to-Speech to play audio prompts to the callers, the audio will not begin to play until the full prompt is synthesized. To enhance the user experience, it is recommended to split the longer prompts into multiple smaller prompts (50 words max in each prompt).

---

Media Control Platform may terminate if typeahead DTMFs are entered before the <record> tag, in a VXML application.
Workaround: Clear all typeahead DTMFs that are present before the <record> tag.

| ID: **GVP-22046** | Found In: **Unspecified** | Fixed In: **8.5.1** |
| --- | --- | --- |

Stereo Opus recordings might fail when the ptime RTP stream is not 20ms.
Workaround: To avoid this, ensure the Session Border Controller (SBC) delivers 20ms ptime RTP streams.

| ID: **GVP-43688** | Found In: **9.0.048.84** | Fixed In: |
|---|---|---|

In rare cases, MCP may take significant time to close the stream with Google Speech-to-Text when an ASR session is finished, in which case a worker thread may be blocked for a while, resulting in ASR errors. You can optionally set **vrm.client.grpc.closestreamexplicitly** to `false` to instruct MCP to not close the stream. Errors may be seen on the Google reporting console, but you can ignore those errors.

| ID: **GVP-43098** | Found In: **9.0.042.31** | Fixed In: |
|---|---|---|

When the MCP configuration parameter **[fm]https_proxy** is blank, GoogleASR and GoogleTTS RAP objects have **vrm.client.resource.proxy**=`<http url>`, and MCP has "GRPC" in **[vrm].client.modules** and is connected to Google RAP objects, the Linux MCP Fetching Module uses the GoogleASR and GoogleTTS RAP objects' **vrm.client.resource.proxy** value when fetching files using HTTPS.

**Workaround**: Set NO_PROXY=* in MCP startup command line parameters. Example:

```
NO_PROXY=* LD_LIBRARY_PATH=$LD_LIBRARY_PATH:. ./pwcallmgr -host configserver -port 2020 -app "MCP9041"
```

The workaround will also disable the use of http proxy (if set in **[fm]http_proxy**).

| ID: **GVP-42661** | Found In: **9.0.041.92** | Fixed In: |
|---|---|---|

Media Control Platform (MCP) v8.5.178.xx does not reuse the SIP request's TCP connection when responding to the request. Subsequently, MCP tries to initiate a new TCP connection to the FQDN or IP (and port) present in the VIA header of the request.

As a result, MCP might fail to send a SIP response to the request if the remote doesn't accept a new TCP connection. For example, the remote is a F5 load balancer or Genesys Composer.
**Workaround**: If you have installed MCP v8.5.178.xx, Genesys recommends you uninstall this version and install/upgrade to MCP v8.5.181.78 or a later version.

| ID: **GVP-35065** | Found In: **8.5.178.xx** | Fixed In: **8.5.181.78** |
|---|---|---|

By default, if the RTCP line is not specified in the SDP offer, MCP assigns the value **rtp port +1** to the RTCP port. When the RTCP port is explicitly offered in the SDP message, then the MCP, under very rare conditions, can terminate. To avoid it, just remove the RTCP line from the SDP offer.
**Workaround**: Remove the RTCP line from the offered SDP.

| ID: **GVP-24168** | Found In: **8.5.178.78** | Fixed In: **8.5.185.08** |
|---|---|---|

If the TTS server does not keep the initial transport protocol (that is, does not change from UDP to TCP) within the same session, then MCP might keep using the original transport mode, causing

unexpected behavior from the TTS server.
**Workaround**: Make sure that the TTS server does not change transport protocols during a session.

| ID: **GVP-24140** | Found In: **8.5.178.78** | Fixed In: **8.5.185.08** |
|---|---|---|

When the VXML application goes in a loop executing subdialog, the MCP's NGI does not end the VXML application flow on the BYE response from the caller.

| ID: **GVP-24181** | Found In: **8.5.176.13** | Fixed In: |
|---|---|---|

Media Control Platform does not upload the unencrypted recorded files (.wav format) to the newly created S3 buckets when the option **msml.record.amazonsignedpayload** is set to true and when there is a redirection in the POST or PUT requests.
**Workaround:** Set the options **msml.record.updateheader** and **msml.record.userecordcachedir** to true.

| ID: **GVP-23720** | Found In: **8.5.176.05** | Fixed In: **8.5.178.78** |
|---|---|---|

In a specific scenario, Media Control Platform (MCP) might rarely generate a memory fragmentation. A memory fragmentation is generated when all of the following conditions are met:

- MCP must perform a very high rate of fetches using TLS mutual authentication.
- The fetched content must not be cached.
- The TCP connections used to fetch the content are not reused, or purely reused, meaning, that for every fetch or couple of fetches a new TLS mutual authentication needs to be performed.

This issue will not be fixed.

| ID: **GVP-23653** | Found In: **8.5.176.05** | Fixed In: |
|---|---|---|

For third-party call recording, there are two inbound call legs into the MCP, and each leg negotiates the codec independently with the MCP, and could potentially use a different codec than the other. When starting the recording with a third-party recorder, MCP will try to establish two separate send-only RTP streams with the recorder, regardless of the fact whether a single or dual SIP sessions are used.

When establishing the two recording streams with a third-party recorder, MCP will offer all of the codecs offered by the incoming call legs to the recorder in its INVITE message, and there may be multiple codecs listed in the SDP for each stream. However, each incoming call leg will independently negotiate the codec(s) with MCP and the remote parties will send RTP using the negotiated codec(s). If the recorder, in its answer SDP, does not pick the same codec as the one being streamed by the remote party to be the highest priority codec for each stream, MCP may not send any RTP for the corresponding recording leg; or in some cases, as in the session refresh case below, send RTP using a wrong codec type, albeit without transcoding. This is a defect, related to lack of transcoding support for third-party recording.

**Workaround**: Set **mpc.vrmrecorder.codecpref** to "l" (local) in the MCP configuration.

Even after recording has started fine, the recorder could do a session refresh after a while by sending

a new offer to the MCP. If the highest priority codec in this offer SDP for each stream is not the one originally negotiated, MCP will start streaming PCMU packets to the recorder, in fact, without actually transcoding the audio from the incoming call leg(s). And this will happen even when PCMU is disabled at the "mpc" level. In such cases, the PCMU or any other unsupported codec can be disabled in the MCP for the recorder by listing only the supported codecs in the **[mpc] vrmrecorder.codec** configuration option.

| ID: **GVP-38444** | Found In: **8.5.175.18** | Fixed In: |
|---|---|---|

When the option **msml.record.userecordcachedir** is set to `false` (the default value), the value set in the option **msml.record.updateheader** is not effective.
Although this scenario is reported as an issue, this will not be fixed since it allows Media Control Platform to update the file headers appropriately.

| ID: **GVP-23349** | Found In: **8.5.170.71** | Fixed In: |
|---|---|---|

Media Control Platform might terminate unexpectedly when the Service Quality Analysis (SQA) is enabled, however this is a rare scenario.

| ID: **GVP-23685** | Found In: **8.5.150.63** | Fixed In: |
|---|---|---|

Media Control Platform cannot limit the packet size when `packetization-mode` is set to zero (0), due to a limitation in the library used by MCP for H264 encoding.
This limitation causes issues when using MCP to play video on a Polycom phone using the H264 codec.

| ID: **GVP-21994** | Found In: **8.5.120.66** | Fixed In: |
|---|---|---|

You must follow these steps to enable inline grammar access by URL:

**Windows IIS Environment**

1. Verify that IIS is installed and started, and that MCP is installed.

2. Create and add the directory `inlinetmp` under `C:\Program Files\Common Files\GCTI\www\gvp\mcp\<MCP_application>\grammar\`.

The final two steps are automatically performed by the MCP installation in a Windows 32-bit environment:

3. Add the application `mcp` in IIS, which points to `C:\Program Files\Common Files\GCTI\www\gvp\mcp`.

4. Enable **Directory Browsing** and add the MIME type `application/octet-stream` for the extension * to the application `mcp` in IIS.

**Linux Environment**

1. Verify that MCP is installed.

2. Create the virtual directory `/var/www/gvp/mcp/` by adding these lines of code to the file `/etc/`

```
http/conf/httpd.conf:
```

```
Alias /mcp/ "/var/www/gvp/mcp/"
<Directory "/var/www/gvp/mcp/">
    Options Indexes MultiViews
    AllowOverride None
    Order allow,deny
    Allow from all
    ExpiresActive On
    ExpiresDefault "now plus 5 minutes"
</Directory>
```

3. Enable the `httpd` service
(run `chkconfig` and specify `level 345 httpd on`)

4. Start the `httpd` service
(run `start` in the directory `/etc/init.d/httpd`)

5. Add the directory `inlinetmp`, and grant read and access permission to all files and directories beneath `/var/www/gvp/mcp/<MCP_application>/grammar/`

| ID: **GVP-21625** | Found In: **8.5.110.26** | Fixed In: **8.5.120.66** |
| --- | --- | --- |

Route Unavailable Wakeup functionality does not work correctly when a DNS SRV domain resolves to more than two SRV records.
**Workaround:** Make sure that the DNS SRV domain resolves to two SRV records.

| ID: **GVP-21369** | Found In: **8.5.100.85** | Fixed In: |
| --- | --- | --- |

Media Control Platform may fail to copy a recording file to a drive where MCP is not installed.

| ID: **GVP-21342** | Found In: **8.5.100.85** | Fixed In: **8.5.120.66** |
| --- | --- | --- |

Resource Manager may reject a Picture Fast Update INFO request that was sent by Media Control Platform during a bridge transfer.
**Workaround:**

1.  Change the method in the bridge transfer to `connect` `when = answered`.

2.  Enable PLI (picture loss indicator) requests, instead of SIP INFO based picture fast update requests.

| ID: **GVP-21415** | Found In: **8.5.050.38** | Fixed In: **8.5.130.82** |
| --- | --- | --- |

Prompt playback fails when the Media Control Platform logs the ERROR message `Invalid Media - Cache track header not valid for media type audio`.

| ID: **GVP-21511** | Found In: **8.5.050.13** | Fixed In: **8.5.120.66** |
| --- | --- | --- |

The description of the new parameter `[fm]revalidatestaleresponse` is incorrect inside the MCP configuration XML file (mcp.xml). You can find the correct description in the What's New section of the MCP 8.5.130.93 Release Note.

| ID: **GVP-22402** | Found In: **8.5.010.30** | Fixed In: |
| --- | --- | --- |

The first SNMP Get to the Media Control Platform will time out.

| ID: **GVP-21357** | Found In: **8.1.603.59** | Fixed In: **8.5.120.66** |
| --- | --- | --- |

Media Control Platform fails to play a stereo MP3 file for a coaching conference scenario.
**Workaround:** Use a mono MP3 file, and sample at 32KHz maximum.

| ID: **GVP-21528** | Found In: **8.1.603.57** | Fixed In: **8.5.130.82** |
| --- | --- | --- |

The take-back of functionality by Media Control Platform at the end of a call fails when the agent disconnects, if MCP is asked to perform a media redirection transfer, when a caller's end supports only audio, but the agent's end of the call supports both audio and video.

| ID: **GVP-19066** | Found In: **8.1.601.89** | Fixed In: |
| --- | --- | --- |

CTIC may terminate during a PRACK call flow, if the inbound call uses an offerless INVITE.

| ID: **GVP-19011** | Found In: **8.1.601.78** | Fixed In: |
| --- | --- | --- |

Resource Manager does not support key name values that are expressed in UPPER CASE LETTERS in OPM parameters.

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

You may observe a brief loss of audio at the beginning of a treatment, when you are using CTIC with MCP+NGI to handle treatments.
**Workaround:** Insert an intentional brief silence at the beginning of the VXML application treatment.

| ID: **GVP-18039** | Found In: **8.1.502.33** | Fixed In: |
| --- | --- | --- |

The description of the new parameter [fm]revalidatestaleresponse is incorrect inside the MCP configuration XML file (mcp.xml). You can find the correct description in the What's New section of the MCP 8.5.130.93 Release Note. (GVP-22421)

| ID: **GVP-22421** | Found In:  **8.5.1** | Fixed In: **8.5.140.00** |
| --- | --- | --- |

MCP may stop unexpectedly when a transfer is terminated immediately after it was started.

| ID: **GVP-21467** | Found In: **8.5.1** | Fixed In: **8.5.161.34** |
| --- | --- | --- |

A race condition occurs after Media Control Platform fetches a document, causing the time flag fetchaudiomininum to switch to off when the user disconnects the call.

**Workaround:** Disable fetch audio, or set `fetchaudiominimum` to 0.

| ID: **GVP-20355** | Found In: **8.5.1** | Fixed In: |
|---|---|---|

When using `gvp:dest` to write to a file, if "`..\`" are used to get to the root drive (for example, "`C:\path`" or "`D:\path`"), writing will not work.

That is, if this is the log path:
`C:\Program Files\GCTI\VP Media Control Platform 8.1.7\mcp1\logs`

Then the following, which should log to C:\ doesn't work:
`<log gvp:dest="file:..\..\..\..\..\foolog8.txt"> didnt work </log>`

**Workaround**: Create a hardlinked directory under the MCP's log directory:
`mklink /D this_dir_is_a_link c:\install`

And then use a <log> tag like:
`<log gvp:dest="file:this_dir_is_a_link\foolog8.txt"> ...`

| ID: **GVP-22146** | Found In: **8.5.0** | Fixed In: |
|---|---|---|

When it is under load, Media Control Platform may throw an `error.internal` event if the outbound call is declined quickly during a two-call-leg whisper transfer.

| ID: **GVP-20287** | Found In: **8.1.7** | Fixed In: |
|---|---|---|

Media Control Platform interprets a caller-inputed DTMF incorrectly—as a different DTMF, but only in the Polish language.

| ID: **GVP-21297** | Found In: | Fixed In: **8.5.120.66** |
|---|---|---|

## 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 Media Control Platform Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Voice Platform Media Control Platform, if available, in the tree menu on the left or in the list of Available Releases.

# 9.0.086.08

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 03/06/25 | General | | | X | | | X |

## What's New

This release contains the following new features and enhancements:

- Voice Platform Media Control Platform (MCP) now supports Windows Server 2022. 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. (GVP-46734)

## Resolved Issues

This release contains the following resolved issues:

When a switchover or failover of Configuration Servers occur, Media Control Platform (MCP) no longer terminates unexpectedly due to non-generation of SIGPIPE. (GVP-47456)

## Helpful Links

### Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

### Product Documentation

- Voice Platform Media Control Platform

### Genesys Products

- List of Release Notes

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.086.08.

# 9.0.086.06

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 02/28/25 | Hot Fix | | | X | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

Media Control Platform (MCP) generates a *nomatch* event when
Google Speech-to-Text provides non-empty interim results followed by an empty final result in the **single-utterance** model. Previously, MCP would terminate in this scenario. (GVP-47412)

### Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Voice Platform Media Control Platform

Genesys Products

- List of Release Notes

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.086.06.

# 9.0.086.02

## Voice Platform Media Control Platform 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:

- MCP now supports SIPS over TLS 1.3. (GVP-46724)
- MCP 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 9.0.086.02.

### 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

# 9.0.083.23

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 11/13/24 | Hot Fix | | | X | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

When MCP fails a send request to Google Speech-to-Text, the worker thread is no longer stops responding. (GVP-47283)

MCP will not terminate unexpectedly when a DTMF arrives and a *noinput* event fires at the same time. (GVP-47237)

## Helpful Links

### Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

### Product Documentation

- Voice Platform Media Control Platform

### Genesys Products

- List of Release Notes

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.083.23.

# 9.0.083.21

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| 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:

MCP now uses curl 8.9.1 to address security vulnerabilities. (GVP-47206)

Media Control Platform (MCP) 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 Media Control Platform

### Genesys Products

- List of Release Notes

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.083.21.

# 9.0.083.13

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 09/26/24 | General | | | X | | | X |

## What's New

This release contains the following new features and enhancements:

- Google's Speech-To-Text functionality no longer barges-in upon an interim or final recognition result with an empty transcript. (GVP-47097)

## Resolved Issues

This release contains the following resolved issues:

- The treatment dialog started from a conference party will be played properly. For that set **[mpc]rtp.senduponrecv** to **true(1)**. Previously treament dialog was not played properly in above scenario. (GVP-46884)

## Helpful Links

### Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

### Product Documentation

- Voice Platform Media Control Platform

### Genesys Products

- List of Release Notes

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.083.13.

# 9.0.083.10

## Voice Platform Media Control Platform Release Notes

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

### What's New

This release contains the following new features and enhancements:

- Media Control Platform (MCP) 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-46770)

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.083.10.

### Helpful Links

#### Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

#### Product Documentation

- Voice Platform Media Control Platform

#### Genesys Products

- List of Release Notes

# 9.0.083.09

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 05/30/24 | General | | | X | | | X |

## What's New

This release contains the following new features and enhancements:

- Media Control Platform (MCP) now uses OpenSSL 3.0.8 for TLS/ encryption use cases in the following environments.
    - Windows (GVP-46487)
    - Linux (GVP-46457)

> **Important**
>
> As part of this feature, MCP doesn't need Genesys Security Pack. Hence, the Genesys Security Pack installation is no longer required. However, you must enable FIPS by setting the MCP option **fips_enabled** in the **callmgr** section to `true`.

## Helpful Links

### Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

### Product Documentation

- Voice Platform Media Control Platform

### 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 9.0.083.09.

# 9.0.083.07

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 05/15/24 | General | | | X | | | X |

## What's New

This release contains the following new features and enhancements:

- Media Control Platform (MCP) now makes recording channels in sync when audio sources switch back and forth from treatments. (GVP-46817)

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.083.07.

## Helpful Links

### Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

### Product Documentation

- Voice Platform Media Control Platform

### Genesys Products

- List of Release Notes

# 9.0.078.78

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 09/22/23 | General | | | X | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

Media Control Platform (MCP) no longer falls into infinite loop when a cache track file is broken. (GVP-46227)

Call Process Detection (CPD) tone detection functionality in preconnect state when Carrier Message Detection is enabled is restored now in MCP. Previously, this functionality stopped working since 9.0.029.58. (GVP-46310)

MCP no longer terminates unexpectedly in the middle of a prompt when the codec is switched from OPUS to other codecs by the remote party.
(GVP-46332)

## Helpful Links

### Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

### Product Documentation

- Voice Platform Media Control Platform

### Genesys Products

- List of Release Notes

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.078.78.

# 9.0.071.96

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| 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:

During the graceful timeout period, Media Control Platform (MCP)
now sends a **480** response to the **OPTIONS** messages which prevents SIP Server from transferring calls away from MCP. When the graceful timeout period expires, the remaining calls are moved from MCP that handles the call. You can configure the graceful timeout period by using the **graceful_timeout_period** parameter in the **Callmgr** section in MCP configuration options. The default value for **graceful_timeout_period** parameter is 600. (GVP-46197)

### Helpful Links

### Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

### Product Documentation

- Voice Platform Media Control Platform

### Genesys Products

- List of Release Notes

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.071.96.

# 9.0.071.32

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 06/02/23 | General | | | X | | | X |

## What's New

This release contains the following new features and enhancements:

- Media Control Platform now supports Google Text-To-Speech Neural2 voices. Also, a new option, vrm.client.grpc.tts.stripvoicetag, is introduced for user's convenience in case Google Text-To-Speech has special treatments to the <voice> tag.

    - By default, this option is set to `false`, meaning MCP keeps the <voice> tag with all attributes.

    - When this option is set to `true`, MCP strips all the attributes in the <voice> tag. (GVP-46191)

- When `single_utterance` is enabled, Google Speech-To-Text no longer requires the caller to speak within 8 seconds. The limitation on the caller to speak within 8 seconds is now removed. (GVP-46186)

## Helpful Links

### Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

### Product Documentation

- Voice Platform Media Control Platform

### 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 9.0.071.32.

# 9.0.070.43

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 04/06/23 | General | | | X | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

When the call is using the Adaptive Multi-Rate Wideband (AMR-WB) codec, a buzz sound is no longer heard between the subsequent prompts. (GVP-45868)

## 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

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.070.43.

# 9.0.068.97

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

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

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

Media Control Platform (MCP) no longer terminates unexpectedly when cleaning up an expired play cache entry while some of its track entries are still being played. (GVP-45791)

## 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

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.068.97.

# 9.0.066.23

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 11/04/22 | Hot Fix | | | X | | | X |

## What's New

This release contains the following new features and enhancements:

- Media Control Platform (MCP) now creates a new Synchronization Source (SSRC) when the media stream is redirected to a new destination. (GVP-45655)

## Resolved Issues

This release contains no resolved issues.

### 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

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.066.23.

# 9.0.066.19

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 10/27/22 | Hot Fix | | | X | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

To save cost, Media Control Platform (MCP) no longer sends a Speech Synthesis Markup Language (SSML) prolog to Google Text-to-Speech. Also, MCP now supports all the attributes of the <voice> tag per < voice> in Google Cloud SSML. (GVP-45654)

## 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

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.066.19.

# 9.0.065.95

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 09/29/22 | General | | | X | | | X |

## What's New

This release contains the following new features and enhancements:

- The configuration parameter **[sip]'**_copyxgenesysheaders_' no longer requires you to configure **bypass-resource-list**. (GVP-45476)

## Resolved Issues

This release contains the following resolved issues:

---

Media Control Platform (MCP) no longer shuts down unexpectedly when trying to start playing HTTP live streaming (HLS) music. Previously, it shut down unexpectedly in rare conditions. (GVP-45280)

---

MCP now stops playing HLS music if the sequence number of the first audio segment in a playlist is lower than the same from the previous playlist. Previously, it shut down unexpectedly sometimes in this scenario. (GVP-45335)

---

## 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

MCP now sets the User-Agent request header in the HLS GET request with the value from the MCP configuration parameter **[vxmli]http.user_agent**. Previously, the header was not set in the HLS audio segment fetch requests. (GVP-45405)

MCP now prints an error log when the configuration parameter **vrm.client.resource.uri** in MRCPV2 TTS or ASR RAP is misspelled or not configured. Previously, in such a scenario, it shut down unexpectedly. (GVP-45496)

MCP now uses the UUID library to generate a unique SIP Call-ID. Previously, MCP used an internal algorithm. (GVP-45531)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.065.95.

# 9.0.063.49

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 07/29/22 | Hot Fix | | | X | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

MCP now stops playing HLS music if the sequence number of the first audio segment in a playlist is lower than the same from the previous playlist. Previously, MCP shut down unexpectedly in this scenario. Also, MCP no longer shuts down unexpectedly when trying to start playing HLS music. Previously, MCP shut down unexpectedly in some rare conditions. (GVP-45382, GVP-45335, GVP-45280)

## 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

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.063.49.

# 9.0.062.99

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

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

## What's New

This release contains the following new features and enhancements:

- The VoiceXML `<property>` tag now has the optional attribute `gvp:cond` introduced. The attribute specifies an ECMAScript expression to be evaluated as a Boolean condition. If the condition is `false`, the `<property>` tag won't apply. The default value of the condition is `true`. (GVP-45073)

- Media Control Platform (MCP) now supports Custom Voice for Google Text-to-Speech on Linux. (GVP-44841)

- MCP now allows the VoiceXML application to switch between onboard and offboard DTMF recognitions within a VoiceXML session using the `com.genesyslab.dtmf.offboard_recognition` property at will. Previously, the `com.genesyslab.dtmf.offboard_recognition` property was in effect during the time of the first input item in execution order.
  For backward compatibility reasons, MCP will stick with the previous type of DTMF recognition unless the `com.genesyslab.dtmf.offboard_recognition` property changes it explicitly. As a result, the `com.genesyslab.dtmf.offboard_recognition` property is removed from the default **default-ng.vxml** file. (GVP-44695)

## 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

## Resolved Issues

This release contains the following resolved issues:

MCP now supports regional endpoints such as eu-speech.googleapis.com or eu-texttospeech.googleapis.com as provisioned in the option **vrm.client.resource.uri** in Google ASR or TTS RAP. To support this, a new option **vrm.client.resource.authority** has been introduced and it must be set to speech.googleapis.com for ASR and texttospeech.googleapis.com for TTS. (GVP-45132)

MCP no longer has the Google TTS source stuck in a recovering state under certain failover scenarios. (GVP-45119)

MCP no longer shuts down unexpectedly under a certain race condition. Previously, it would shut down unexpectedly as a result of a defect introduced in MCP 9.0.052.00. (GVP-45056)

When Interactive Connectivity Establishment (ICE) is not supported, MCP now ignores any ICE attributes in offers it receives, that is, there will be no ICE attributes in the answers from MCP. Previously, MCP might include ICE attributes in its answers by mistake. (GVP-44917)

MCP now chooses the proper file extension when posting recordings using <data>. (GVP-44413)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.062.99.

# 9.0.059.13

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| 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:

- MCP now supports Red Hat Enterprise Linux (RHEL) 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.

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

(GVP-44528)

## 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

## Resolved Issues

This release contains the following resolved issues:

---

When a pool of MRCPv1 or MRCPv2 servers are configured using the same resource name in the Configuration Server app/RAP and used by MCPs without using MRCP Proxy, the MRCPv1 or MRCPv2 client now round robins among the servers in the pool. Previously, when the resource name was set in the IVR profile parameter, **[gvp.policy.speech-resources] authorizedasrengines**, and the VoiceXML app used the default ASR engine name, the MRCPv1 or MRCPv2 client would skip every other server in the pool while doing the round robin. (GVP-44673, GVP-44447)

---

MCP no longer terminates unexpectedly when a semantic error occurs during IVR recording. (GVP-44452)

---

MCP no longer terminates unexpectedly with Google Text-To-Speech (TTS) use due to an assert triggered by a rare deadlock in media threads. Previously, MCP might terminate in such a scenario. (GVP-44226)

---

Empty TTS prompts to Google TTS are no longer treated as TTS errors. (GVP-44404)

---

When the MCP configuration parameter **[log]mask_sensitive_data** is set to $true$, MCP now masks all interpretations in ASR results. Previously, some interpretations were left unmasked. (GVP-41314)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.059.13.

# 9.0.054.94

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| 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:

- Support for Windows Server 2019 operating system (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-43851)

- Media Control Platform (MCP) now supports Certificate Revocation Lists (CRL) in SIPS connections(TLS) and in HTTPS connections(TLS). In addition to the existing parameters, a new option, **crlenabled=true**, is introduced in MCP 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

## Helpful Links

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### Product Documentation

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> content.

New parameters for HTTPS under the **fm** section:

- **ssl_crl_check_enabled = 1** This option is to specify whether or not to enable CRL validation. When this option is set, **ssl_verify_peer** should be set along with **ssl_crl_file_path**.

- **ssl_crl_file_path** = The file name holding one or more certificates of CRL(in PEM format).

Example:

```
[sip]transport.2 = transport2 tls:any:5061 cert=$InstallationRoot$/config/MCP-Server-
Cert.pem key=$InstallationRoot$/config/MCP-Server-Key.pem crlenabled=true
crlpaths=$InstallationRoot$/config/Revoked-Certs-1.pem;$InstallationRoot$/config/
Revoked-Certs-2.pem
[fm].ssl_crl_check_enabled = 1
[fm].ssl_crl_file_path = C:
Program Files\\GCTI\\gvp
VP Media Control Platform 9.0\\MCP\\config
Revoked-Certs.pem
```

(GVP-44209)

## Resolved Issues

This release contains the following resolved issues:

---

MCP can now handle SIP re-INVITE glare properly for third-party recording on reliable transports (TCP/ TLS).  (GVP-44252)

---

MCP can now filter out duplicate RTP packets when the option **mpc.rtp.filteroutduplicate** is enabled. (GVP-44249)

---

MCP now supports Uniform Resource Name (URN) references for grammars. (GVP-44042)

---

MCP no longer has Google Remote Procedure Call (gRPC) send/receive message limit. Previously, the gRPC library enforced the default limit size of 4 MB, which resulted in the `Received message larger than max` error. (GVP-43082)

---

MCP has reduced the number of file write operations of the play cache to improve performance. (GVP-36319)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.054.94.

# 9.0.052.00

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 09/30/21 | General | | | X | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

On Windows, Google STT/TTS resource can now have port 443 specified in the resource URI of its Resource Access Point in order for MCP to cooperate with the proxy that needs a port presented explicitly. (GVP-43939)

MCP now handles SDP capability negotiation in re-INVITEs correctly. Previously, MCP did not do so, resulting in extra m-lines in the 200 OK answer.

## 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

> **Important**
> MCP does not support ICE when SDP capability negotiation is involved.

(GVP-43914)

MCP now properly records RTP streams with various ptime using Opus format. Previously, Opus recording was broken if ptime of the RTP stream was not 20ms. (GVP-43688)

MCP no longer shuts down unexpectedly if the MRCPv2 server sends back the SIP re-INVITE to MCP. (GVP-43651)

The RTP timestamp after a DTMF event from a conference now has the event duration extended. (GVP-43466)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.052.00.

# 9.0.048.84

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 06/29/21 | General | | | X | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

To avoid nuisance warnings, Media Control Platform (MCP) now strips out the MRCP protocol in X-Genesys-Speech-Engine-TTS and X-Genesys-Speech-Engine-ASR headers when sending requests to the MRCPv2 Proxy. (GVP-43615, GVP-43119)

MCP now supports Opus format recording with configurable bitrates. The MPC option **mpc.opus.bitrate** specifies the Opus maximum encoding bitrate in Kbits/second, or 0 to use the Opus codec default, which is 12 kbps for NB codecs. (GVP-42623)

MCP no longer shuts down unexpectedly when media passthrough is enabled and the three-party conference is torn down. (GVP-41023)

### 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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In Windows, when using the `gvp:dest` attribute in the <LOG> tag (in a VXML app) to write to a file, MCP now enables the use of one or more "../" to reach or pass through "[drive letter]:". Previously, this resulted in an error. (GVP-22146)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.048.84.

# 9.0.046.06

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Mac | Solaris | Windows |
|---|---|---|---|---|---|---|---|
| 03/30/21 | General | | | X | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

When Speech-to-Text (STT) sessions are closed using Google, the delay in receiving the closure acknowledgement response from Google no longer impacts new Google STT requests. (GVP-43030)

Media Control Platform (MCP) no longer shuts down unexpectedly when the pointer of the audio buffer for Google Speech-to-Text is invalid. Instead, an error is logged. (GVP-42935)

A solitary # character cannot be the value of the `src` attribute in a VXML application. MCP now detects the invalid solitary # and throws a semantic error. Previously, MCP shut down in such a scenario. (GVP-42817)

### 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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When tenant and/or IVR Profile names include "&", "<", or ">", then Nuance may respond with an error if using MRCPv2. A new configuration parameter, **[vrm]client.EscapeContent**, has been introduced in MRCPv2 ASR/TTS Speech Resource configuration files. **[vrm]client.EscapeContent** is applicable only if the existing configuration parameters **[vrm]client.SendSessionXML** and **[vrm]client.SupportForNuance11** are both set to `true`. The behavior is described as follows:

- If they are both set to `true`, MCP replaces the default company name and application name parameters with the Tenant name and IVR Profile name (chosen for the call) in the default `session.xml` file sent to Nuance (ASR or TTS). This is the existing behavior which remains unchanged.

- If **[vrm]client.EscapeContent** is set to `true`, the special characters "&", "<", and ">" are encoded in both the Tenant and IVR Profile names in the `session.xml` file sent to Nuance. Without encoding, Nuance may respond with a 503 error.

- If the value of **[vrm]client.EscapeContent** is not set, it defaults to `false`.

(GVP-42803)

---

The CallUUID is now appended into call_reference metrics. See the following example:

```
        <metric id="56" label="call_reference">
            <meaning>Call Reference</meaning>
            <description>This maps the association between SIP Call-ID, GVP-SESSION-ID, GVP-
Tenant-ID, IVRProfile Name and X-Genesys-CallUUID</description>
            <format>
                <field name="Network ID"/>
            </format>
            <field-description name="Network ID">SIP Call-ID, GVP-SESSION-ID,GVP-Tenant-ID,
IVRProfile Name, X-Genesys-CallUUID</field-description>
            <constant>VGLOG_CALL_REFERENCE</constant>
                        <example>call_reference NmRlODA5OWMwZWM2N2U0ZWQ0MzI4YmRlZmUzNTE4MGI.|
F7966BC2-EA13-4829-7EB5-DF0BF04593D7|N/A|N/A|N/A</example>
                        <example>call_reference ZDc2ZDQ5ZjY0NTcxNDNiYzJiNjY3NGY4ZDAzMzcxMjQ.|
21E26056-8F17-42F4-5A9A-4A47EB4F0D3C|tenant_B|IVRProfile_Y|
01KMPL0B2GFPJBVNTR8KG2LAES013WER</example>
        </metric>
```

(GVP-42780)

---

MCP no longer fails an MRCPv2 session when the server responds with an SDP that lists the `m=application` line after the `m=audio` line. Previously, MCP failed the session in such a scenario. (GVP-42723)

---

When the MCP configuration parameter **[fm]https_proxy** is blank, MCP would previously use the Google proxy (set in the Google ASR/TTS RAP parameter **vrm.client.resource.proxy**) in error when fetching `https` files. Now, MCP no longer uses a proxy to fetch HTTPS files in this scenario. (GVP-42664)

---

Calls to the MCP, when it has an incorrect `confidencelevel` property set, no longer generates an additional, unnecessary `parse_error`. (GVP-42586)

---

MCP no longer sends an additional RTP stream as long as SRTP is negotiated. Previously, when MCP

had the `srtp` mode enabled (except `offer_selectable`) and the remote server offered both RTP and SRTP, MCP would send two RTP streams using RTP and SRTP, respectively. (GVP-42488)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.046.06 .

# 9.0.042.31

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| 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:

Two new options are introduced in Media Control Platform (MCP):

- **[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`.

- **[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 logically OR'ed (or 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.

  - value 8 - indicates that the SIP message bodies with the content type `application/dtmf-relay` or `application/dtmf` are masked.

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- 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 the 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-42436)

## Resolved Issues

This release contains the following resolved issues:

When the MCP Configuration parameter **[msml]record.channels2** is set to 2, MCP now generates a stereo audio file. Previously, MCP generated a mono audio file by mistake. The bug was introduced in 9.0.026.26. (GVP-42210)

MCP now performs SDP negotiation against local SDP for the re-INVITE transaction initiated by 3rd-party recording server in order to avoid wrong encoding of recording streams. (GVP-41561)

During IVR recording, MCP no longer crashes with an assert if there is an error in parsing the command, for example, when there are spaces (which are not allowed) in a parameter value. An `error.internal` event is now thrown instead. (GVP-41246)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.042.31.

# 9.0.039.01

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 09/30/20 | General | | | X | | X |

## What's New

This release contains the following new features and enhancements:

- New vendor specific parameters for Google Speech-To-Text (GSR) can be set via the following VoiceXML properties (check the documentation of your application authoring tool to confirm support for adding these properties):

  - **com.genesyslab.asr.single_utterance**. The default value is `false`. For more information, see here.

> **Important**
>
> When the value is set to `true`, a recognition timeout may occur if speech is not detected within 8 seconds. This can be a problem when the application uses long barge-in enabled prompts.

  - **com.genesyslab.asr.model**. There is no default value. Google default model applies. For more information, see here.

  - **com.genesyslab.asr.use_enhanced**. The default value is `false`. For more information, see here.

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> ### Important
>
> For best recognition results with EN-US, EN-GB, ES-ES, and RU-RU languages, Genesys recommends setting **com.genesyslab.asr.use_enhanced** to `true` and the model **com.genesyslab.asr.model** to `phone_call`. The above properties may be configurable in the future for other languages when Google supports those. Check here to confirm. Enhanced models have different pricing than standard models. Contact your Google partner if you have questions.

(GVP-41781)

- The SmartHeap library version used by MCP has been upgraded to 11.6.1. (GVP-41715)

## Resolved Issues

This release contains the following resolved issues:

---

SRTP media no longer disconnects unexpectedly in response to SIP re-INVITE for conference recording. (GVP-41920)

---

Media Server no longer becomes unresponsive in a MSML conference scenario where the conference is being cleaned up while a queued MSML request is in progress. Previously, in similar, but rare occurrences, the Media Server became non-responsive. (GVP-41911)

---

When the MCP parameter **[mpc] srtp.mode** is set to none, RFC 5939-based SDP capability negotiation is no longer done when it involves SRTP. (GVP-41516)

---

MCP no longer shuts down unexpectedly when the Google Service Account Key is a malformed JSON file. (GVP-41386)

---

MCP no longer shuts down unexpectedly while handling GIR recording alarms related to certificate validation. (GVP-41303)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.039.01.

# 9.0.036.92

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 09/04/20 | Hot Fix | | | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

SRTP media no longer disconnects unexpectedly in response to SIP re-INVITE for conference recording. (GVP-41537)

## Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.036.92.

# 9.0.036.53

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 06/26/20 | General | | | X | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

MCP now sends the SIP CANCEL message to terminate the MRCPv2 transaction if the remote server cannot send a 200 OK response before the configured duration for receiving the final response expires. (GVP-41144)

Google limits the size of each context phrase sent to it via the VoiceXML property "speech_context" to 100 characters. A delimiter "|" is introduced to separate the phrases set in this property. The Google limit for number of phrases is 5000. For example:

```
<property name = "com.genesyslab.asr.speech_context" value = "first phrase | second phrase" />
```

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Note that each individual phrase among the phrases delimited by "|" is still subjected to the 100-character limit. (GVP-41013)

---

MCP no longer terminates unexpectedly during a gRPC TTS session that is aborted due to a call hangup. Previously, in a few rare occurrences in similar scenarios, MCP terminated. (GVP-40994)

---

gRPC sessions no longer stop responding for a long time when there is a connectivity issue with the gRPC server. For GSR/STT, a `noinput` timeout or a VRM gRPC client timeout gives control back to the VoiceXML application by throwing a `noinput` or `error.internal` event. Previously, at times, the VoiceXML session was stuck with GSR for a considerable duration in such scenarios. For GTTS, a VRM client timeout will continue to trigger the `error.tts` event in VoiceXML, as usual.

A new configuration option, **[vrm] client.grpc.timeout**, is added for changing the gRPC client timeout. (GVP-40654)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.036.53.

# 9.0.033.00

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 03/26/20 | General | | | X | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

Media Control Platform (MCP) no longer terminates unexpectedly during mono channel recording in a CPU starvation situation. (GVP-40892)

MCP now throws a semantic error when the length of the URI expressed by the `srcexpr` attribute of the `<script>` tag exceeds a limit, which is configurable. Previously, the length of the evaluated source URI might be very large, and MCP would terminate in this case. The new MCP parameter, **vxmli.max_scripturl_length**, is used to set the limit:
**Section**: vxmli
**Valid values**: 0 to 65000
**Default value**: 16384
**Takes effect**: At start/restart

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**Description**: There will be no limit when it's set to 0.
(GVP-40752)

---

The MCP fetching thread is no longer stuck in the libcurl library on a Windows system. Previously, in very rare situations, the thread was stuck when the millisecond time value provided by a system function and used by the libcurl library rolled over to 0. Now, the value starts at 0 on system start and rolls over in 49.7 days. The rollover is now avoided by making the libcurl library use a 64-bit time value. (GVP-40721)

---

The `CallUUID`, `GVP-Session-ID`, and `RM-Application-dbid` values are removed from the recommendation in the description of the **copyxgenesysheaders** option as they are not custom headers anymore. (GVP-40646)

---

MCP no longer terminates unexpectedly during shutdown due to active HTTP requests. Previously, it terminated occasionally in such a scenario. (GVP-40469)

---

MCP now can switch to the voice of the specified language when Google Text-to-Speech is used and the gender control is set in SSML. (GVP-40444)

---

MCP no longer terminates unexpectedly on occasion when continuously pinging an MRCPv1 engine that is down. (GVP-40415)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.033.00.

# 9.0.029.92

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 02/13/20 | Hot Fix | | | | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

The MCP fetching thread no longer gets stuck in libcurl on a Windows system. Previously, in very rare situations, it got stuck when the millisecond time value provided by a system function and used by libcurl rolled over to 0. This time value starts at 0 on system start and rolls over in 49.7 days. The rollover is now avoided by making libcurl use a 64-bit time value. (GVP-40720)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.029.92.

# 9.0.029.58

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

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

## What's New

This release contains the following new features and enhancements:

- MCP now supports:
  - HTTPS schema for MSML HLS (HTTP Live Streaming) and the `gvp:precheck` attribute of MSML play. (GVP-40324)
  - Voice name and gender expressions in the SSML `<voice>` tag. (GVP-39831)

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## Resolved Issues

This release contains the following resolved issues:

The parameter **[mpc] cpa.mintime_after_tone** now enables you to configure the wait time following a tone detection in the pre-connect stage of Call Progress Analysis (CPA) before confirming the tone. This value was previously hardcoded to 200 ms and is now the current default value. The allowed range is 40 - 400 ms, inclusive. This value might need to be set lower, for example 100 ms,

if the connect event comes in immediately after the Special Information Tone (SIT). (GVP-40167)

---

MCP no longer terminates unexpectedly when self-referenced Date objects are passed and returned from subdialog. For example:

**Main dialog**:
```
<script>
vnow = new Date();
myObj = {vnow:vnow, vnow1:vnow};
</script>
.
.
<subdialog name="sub" src="subdialog.vxml">
<param name="param_myObj" expr="myObj" />
```

**Subdialog - return the obj**:
```
.
.
<return namelist="myObj" />
```

(GVP-40038)

---

MCP now throws a semantic error if the value of the attribute `srcexpr` in `<grammar>` is empty. (GVP-40002)

---

MCP no longer terminates unexpectedly when shutdown is triggered and some recording post requests are still pending. (GVP-39919)

---

CPA carrier message (CM) detection now gets restarted when it fails, for example, due to ringback or another tone preceding the carrier message. Previously, CM detection did not occur when it failed due to such a preceding tone. (GVP-39667)

---

MCP no longer terminates unexpectedly when a VIP (Virtual IP) is used for multiple HTTP Live Streaming (HLS) servers and the VIP is switched from one server to another. (GVP-39562)

---

Buffered DTMF digits are no longer discarded when hitting a VoiceXML input item, if the `<mark>` tag happens to be the first one in the prompt list. Previously, they were incorrectly discarded in such a scenario. (GVP-39499)

---

VRM recorder codec preference is now set to `local`. This is necessary for the recorder audio streams to work as expected when the codec order changes in the recorder's initial SDP response. Previously, with the `remote` preference, streaming would fail in this scenario.

---

> ### Important
>
> There is no reason to use the `remote` preference, given that transcoding for recorder streams is not supported.

The configuration parameter **[mpc] vrmrecorder.codec** has been added to the MCP XML. This parameter is used to restrict the codecs supported on the recorder legs to avoid the issue caused when the codec order changes in the recorder's SIP re-INVITE. If the recorder changes the codec order, and its preferred codec is also in **vrmrecorder.codec**, then streaming to the recorder fails. By removing the recorder's preferred codec from **vrmrecorder.codec**, this issue is avoided. (GVP-38606)

MCP no longer generates an error when the RTP sequence number overflows to 0. (GVP-37627)

MCP no longer terminates unexpectedly at shutdown in SNMP agent. (GVP-19090)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.029.58.

# 9.0.026.26

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

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

## What's New

This release contains the following new features and enhancements:

- The SmartHeap library is upgraded to 11.2 for Linux MCP. (GVP-39644)

- Two Media Control Platform (MCP) Fetching Module (FM) configuration options, forbid_connection_reuse and dns_cache_timeout, have been added so that the reuse of the TCP/HTTP connections to web servers and DNS results caching can be controlled.

> ### Important
> libcurl, used by FM, caches the connections and reuses them if they are idle for less than 118 seconds. Also, when a cached connection is used, DNS lookup is not performed. Hence, DNS change for a hostname will not be picked up and the connection to the new address will not occur.

- **[fm] forbid_connection_reuse**: If set to 1, connections will not be reused. If set to 0 (default), connections will be reused if possible.

- **[fm] dns_cache_timeout**: This option sets the DNS cache timeout in seconds. The default value is 60 (seconds). If set to 0, DNS lookup is made for each new connection. If set to -1, DNS cache

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entries will be valid forever. The TTL property of DNS entries are not used by FM/libcurl.

(GVP-39516)

- RTP statistics in MCP log have been promoted from trace entry to interaction level as the new metric `rtp_stats`. The new metric is enabled with the new MCP configuration template by default. If MCP is upgraded based on existing configurations, users need to add 152 manually in the MCP configuration parameter metricsconfig.MFSINK to enable this metric. (GVP-39437)

## Resolved Issues

This release contains the following resolved issues:

After restart, MCP scans recordings in the cache/record folder and tries to post them. If the post fails, the files are moved to the failed folder. The meta data file in the failed folder was void of values in the previous release. It is now fixed. (GVP-39903)

MCP now allows configuration of supported TLS cipher suites for SIP interfaces through the 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-39792)

An MCP memory leak no longer occurs when the onboard DTMF recognizer encounters a grammar error. (GVP-38763)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.026.26.

# 9.0.022.91

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 07/10/19 | Hot Fix | | | X | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issue:

Media Control Platform (MCP) no longer crashes when a Virtual IP (VIP) is used for multiple HTTP Live Streaming (HLS) servers and the VIP is switched from one server to another server. (GVP-39524)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.91.

# 9.0.022.90

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 07/03/19 | Hot Fix | | | X | | X |

## What's New

This release includes the following enhancement:

- Two Media Control Platform (MCP) Fetching Module (FM) configuration options, **[fm] forbid_connection_reuse** and **[fm] dns_cache_timeout**, have been added so that the reuse of the TCP/HTTP connections to web servers and DNS results caching can be controlled.

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> ## Important
>
> `libcurl`, used by FM, caches the connections and reuses them if they are idle for less than 118 seconds. Also, when a cached connection is used, DNS lookup is not performed. Hence, DNS change for a hostname will not be picked up and the connection to the new address will not occur.

- **[fm] forbid_connection_reuse**: If set to 1, connections will not be reused. If set to 0 (default), connections will be reused if possible.

- **[fm] dns_cache_timeout**: This option sets the DNS cache timeout in seconds. The default value is 60 (seconds). If set to 0, DNS lookup is made for each new connection. If set to -1, DNS cache

entries will be valid forever. The TTL property of DNS entries are not used by FM/libcurl.

(GVP-39516)

## Resolved Issues

This release contains the following resolved issues:

Buffered dual-tone multifrequency (DTMF) digits are no longer discarded when hitting a VoiceXML input item, if the `<mark>` tag happens to be the first one in the prompt list. Previously, they were wrongly discarded in such a scenario. (GVP-39523)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.90.

# 9.0.022.86

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| 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:

Google Speech-to-Text now works in Windows after being idle for ~10 minutes. Previously, if ~10 minutes elapsed since the last nativegsr speech recognize request, the subsequent call detected no input even if there was input. (GVP-39319)

The following log message has been removed:

GRPCSession.C:442 GRPCSession::Process m_bIsASR = 1

(GVP-39262)

Media Control Platform (MCP) no longer terminates when load_once_per_call is enabled and the

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MRCPv2 session is terminated in the idle state. (GVP-38856)

---

MCP no longer terminates unexpectedly when mono recording is engaged using the following configuration parameters:

- **[conference]callrec_default_type**=audio/wav
- **[msml]record.channels**=1
- **[mpc]mediamgr.autorecordformatselect**=1

(GVP-38855)

---

DNS resolution failures are now logged at the Interaction level. Previously, they were logged at the Trace level, making it harder to find a DNS-related issue. (GVP-38757)

---

MCP no longer terminates unexpectedly when a 200 OK retransmission is received for INVITE/Re-INVITE while resolving DNS FQDN for sending SIP ACK. (GVP-35837)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.86.

# 9.0.022.27

# Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 05/06/19 | General | | | X | | X |

## What's New

This release contains the following new feature:

- Supports integration with Google Cloud Text-to-Speech and Speech-To-Text for Voicebots purchased through Genesys. For details on enabling native connection to Google Cloud Text-to-Speech or Speech-to-Text in MCP (Voicebots only), contact Genesys Product Management. (GVP-39060)

## Resolved Issues

This release contains no resolved issues.

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### Product Documentation

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.27.

# 9.0.019.68

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

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

## What's New

This release contains the following new features and enhancements:

- Media Control Platform (MCP) now uses:

    - Expat-2.2.6 for parsing MSML and DTMF calls. (GVP-38630)

    - Freetype-2.9.1 for text overlay with video. (GVP-38551)

    - OpenSSL 1.0.2q for TLS/encryption use cases. (GVP-38169)

- Supports integration with Google Cloud Speech-to-Text use cases. (GVP-37098)

- Unless enabled through a command line parameter (**-useini**) while starting up, MCP does not create an INI file to cache configuration information. (GVP-38555)

- An enhancement to CPD reduces detection time when using the **no_machine** option (fax/voice detection with AM detection disabled). (GVP-38648)

- Music files packaged within MCP IP are now updated to use a different set of audio files. (GVP-38496)

## 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

## Resolved Issues

This release contains the following resolved issues:

MCP now connects successfully to Reporting Server through SSL/TLS. Previously, an error occurred stating that TLS was not enabled for the MCP's Reporting Client. (GVP-38712)

MCP no longer terminates unexpectedly while creating the play cache file when mixed video conference is used with play cache enabled. Now, the play cache feature is disabled automatically to prevent MCP from terminating unexpectedly in this scenario. (GVP-38463)

MCP no longer terminates unexpectedly when the length field in the start-line is 0 in MRCP v2 Proxy messages. (GVP-38482)

MCP now passes JSON objects correctly to a subdialog. Previously, MCP changed the JSON objects, triggering incorrect VXML application behavior. (GVP-38288)

MCP no longer terminates unexpectedly in blind transfers when grammar from the previous input field has just done fetching. (GVP-38090)

MCP no longer terminates unexpectedly when an application server returns a 304 response erroneously for a non-conditional GET request. Now, it fails the internal fetch request with a 500 `Internal Server Error` response and continues to run. (GVP-23619)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.68.

# 9.0.017.30

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 03/05/19 | Hot Fix | | | X | | X |

## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

MCP no longer terminates when the web application server erroneously sends a "304 Not Modified" response for a non-conditional GET request. (GVP-37835)

## 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 9.0.017.30.

# 9.0.017.20

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|---|---|---|---|---|---|---|
| 01/14/19 | General | | | X | | X |

## What's New

This release contains the following new features and enhancements:

- Media Control Platform (MCP) now uses the following:

    - ActiveMQ Client Library 3.9.3.

    - Apache Xerces 3.2.1.

    - Secure Real-Time Transport Protocol (SRTP) 2.1.0.

- A new parameter **vrm.client.mrcpv2.proxy** has been introduced to support MRCP v2 Proxy configuration in MCP. When this parameter is set to `true`, MRCPv2 resources added in the Connection tab of MCP are treated as MRCP v2 Proxy.

- This release of MCP has been tested against Nuance Speech Suite 11 for:

    - Recognizer 11 (Tiers 2-4)

    - Vocalizer 7

    - Dragon Voice (provides support for open-dialog (virtual assistant) applications)

> **Important**
>
> All Recognizer 10.x Languages are compatible with Recognizer 11 (Tiers 2 – 4), and Vocalizer 6

## Helpful Links

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> voices are compatible with Vocalizer 7; however, Speech Suite 11 requires a fresh installation and a new license file. For additional information about Nuance Speech Suite 11, please consult the Nuance Release Notes and Speech Suite documentation available with the Nuance software. For a replacement license file, please contact your Nuance support provider.

## Resolved Issues

This release contains the following resolved issues:

Nuance 11 tier 5 call no longer fails after MCP restart. For Nuance 11 tier 5, the **vrm.client.UniqueGramID** parameter must be configured explicitly and set to true for the ASR application object. (GVP-38201)

MCP no longer halts due to an error event, such as a delayed ASR grammar load error during a DTMF based transfer. (GVP-37853)

VoiceXML applications can now specify the grammar rule name in the grammar URI of a local DTMF grammar that resides on the Media Control Platform and uses the "file://" URI scheme. Previously, this worked only if the grammar was hosted on a web server and used an HTTP URI. (GVP-37686)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.20.

# 9.0.013.61

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| 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:

- Media Control Platform (MCP) 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.

- MCP can now provide file integrity using checksum computation. The checksum is calculated using the SHA256 algorithm while the files are being recorded. The checksum is accessible only if MCP is integrated with the Genesys Interactive Recording (GIR) service.

### 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

## Resolved Issues

This release contains the following resolved issues:

The call duration will not be zero in the meta json files for failed to post recordings anymore. (GVP-40449)

MCP no longer fails to move the recorded files to the failed folder when AWS access key or secret access key values are not provided. (GVP-36949)

MCP no longer crashes when playing HTTP Live Streaming (also known as HLS) with shared streaming enabled. (GVP-36765)

MCP startup is now faster when GVP Reporting Server switches roles. (GVP-36712)

The MSML session is cleared and MCP stops normally if an MSML call is disconnected immediately after the VoiceXML dialog request arrives. (GVP-36561)

MCP can now handle the SRTP streams with UNENCRYPTED_SRTP and UNAUTHENTICATED_SRTP values negotiated in SDP. (GVP-36160)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.61.

# 9.0.010.72

## Voice Platform Media Control Platform Release Notes

**9.x** **Voice Platform Media Control Platform** is part of 9.x starting in 9.0.000.52.

| 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:

- Media Control Platform (MCP) now supports mutual TLS authentication using TLS 1.2 with Reporting Server (RS). The following parameters have been introduced for MCP. These are required to connect to the RS over TLS:

    - rc.truststore_certificate

    - rc.keystore_certificate

    - rc.keystore_password

        All three parameters require MCP to be restarted in order to take effect.

    > ## Important
    >
    > The parameter [ems].**rc.certificate** 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 MCP is configured with secure connections by using TLS.

## 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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> **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.

- MCP now supports Session Description Protocol (SDP) Capability Negotiation as defined in RFC5939 for inbound calls. The following capabilities of the **pcfg** attribute are not supported:

  - Alternative attribute lists using the vertical bar ("|").

  - Optional attribute capabilities using square brackets ("[" and "]").

  - Delete attributes using "-s", "-m" or "-ms".

- When the Session Description Protocol (SDP) negotiation related configuration parameter is misconfigured, there won't be alarms raised. Instead, a debug log will indicate the wrong value.

## Resolved Issues

This release contains the following resolved issues:

The MCP and TLS1.2 connection now works properly when the 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, MCP did not connect to the default port of the backup Configuration Server. It connected to the TCP port instead. (GVP-36575)

Typos in the MCP configuration options XML file have been fixed. The XML file can now be imported into the GA template. (GVP-36504)

The alarm generated by MCP containing the amount of recording post failures now counts for the non-recoverable post failures only. Previously, the recoverable post failures were also counted in the alarm. The recoverable failures are still counted and registered, but no alarm is generated for them. (GVP-36238)

The MCP configuration options XML file has been updated to better explain the possibilities provided by MCP to customize the Genesys Interaction Recording (GIR) and Interactive Voice Response (IVR) recorded file names. (GVP-35892)

MCP no longer terminates unexpectedly when RM closes the SIP TCP connection immediately after sending INVITE for any reasons. (GVP-35600)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.72.

# 9.0.000.52

# Voice Platform Media Control Platform Release Notes

**9.x** This is the first 9.x release of **Voice Platform Media Control Platform**.

| 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:

Media Control Platform (MCP) no longer terminates unexpectedly in the race condition between call termination and a transfer audio fetch. (GVP-35855)

The Music on Hold (MOH) music files in the on_hold_saas folder are now played correctly regardless of the negotiated codec. Previously, MOH files were not played correctly when the negotiated codec was not the same as the MCP default codec. (GVP-36116)

MCP no longer uses the session learned routeset when generating a re-INVITE. Instead, MCP uses the learned routeset within the dialog. (GVP-35823)

## Helpful Links

### Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

### Product Documentation

- Genesys Media Server

### Genesys Products

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MCP no longer crashes if the maximum elements fetched in the JSON file exceeds the limit. (GVP-34516)

## Upgrade Notes

No special procedure is required to upgrade from release 8.5.x to 9.0.000.52.