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# GVP 7.6 Documentation Supplement

Genesys Voice Platform 85

1/27/2022

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# Supplement to Documentation for: Genesys Voice Platform 7.6

This document lists additions and changes to the docs for Genesys Voice Platform 7.6.x.

## Documentation Corrections

Date	Corrections
<b>Genesys Voice Platform 7.6 Reference Manual</b>	<ul style="list-style-type: none"><li>• Backup for Sending the ScriptID</li></ul>
<b>Genesys Voice Platform 7.6 Deployment Guide</b>	<ul style="list-style-type: none"><li>• A Note about the EMPS IIS Guest Account User</li></ul>

# Backup for Sending the ScriptID

**SUMMARY:** The configuration instructions for `FetchScriptIDfromURS` require additional information.

**DOCUMENT:** The [Genesys Voice Platform 7.6 Reference Manual](#).

**CHAPTER:** Chapter 1: Element Management Provisioning System

**SECTION:** Provisioning a Customer, Step 2—GenesysCTI

**ADD THIS NOTE** under Step 6 on page 43:

## Important

Because some switches may not be able to provide the proper DNIS, the `FetchScriptIdfromURS` option is set in Behind-the-Switch mode, and Genesys Framework is configured to provide the ScriptID when this happens. The details are:

1. Genesys Queue Adapter (GQA) receives the DNIS and ANI as a part of the `CallInfoResp` from `IServer` to CFA.
2. GQA receives the `RESULT`, `CONNID` and DNIS (set to the `ScriptId` value) as a part of the `CallInfoResp` from `IServer` to CFA.
3. GQA sends `RESULT`, `CONNID` and DNIS (set to the `ScriptId` value).
4. If the `scriptID` is not received, then GQA sends the ANI and DNIS that it received as part of `CallInfoResponse` from the `IServer`, along with the result and `CONNID`.

# A Note about the EMPS IIS Guest Account User

**SUMMARY:** The EMPS IIS Guest Account User instructions require additional information.

**DOCUMENT:** The [Genesys Voice Platform 7.6 Deployment Guide](#).

**CHAPTER:** Chapter 17: Configuring EMPS in the EMPS

**SECTION:** About the EMPS GUI

**ADD THIS NOTE** to page 289:

## Tip

The EMPS Service uses the IIS Guest account user for internal activities such as EventC, Reporter and Network Monitor.