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Link to 8.1 Product Release Advisory

Resource Manager (RM) v8.5.178.66 does not reuse the SIP request's TCP connection when responding to the request. Subsequently, RM 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, RM might fail to send a response to the request if the FQDN cannot be resolved. If the request happens to be a SIP OPTIONS request, then SIP can put RM out of service. (GVP-24000)

If you have downloaded RM v8.5.178.66, Genesys recommends you uninstall this version and reinstall RM v8.5.175.95.

Starting from **Media Control Platform (MCP) 8.5.176.xx** and **Resource Manager (RM) 8.5.175.xx**, the default value for SIP TLS communications for various interfaces has been changed to **TLSv1_2**. Setting **TLSv1_2** as default value avoids the security issues associated with the SSLv23 which allowed MCP and RM to downgrade to the vulnerable SSLv2 and SSLv3 protocols.

This means that when using the default configuration, the new MCP 8.5.176.xx and RM 8.5.175.xx versions and above will not support any protocols lower than TLSv1_2 for SIP TLS communications.

Important:

- In scenarios where MCP or RM communicates with other components that support TLSv1 or TLSv1_1 protocols, the default configuration parameters corresponding to those SIP TLS interfaces on MCP or RM must be changed appropriately.

- If only one MCP or RM is upgraded to the latest version, then modify the default configuration for both the MCP and RM to use TLSv1 to support interfacing with other MCPs and RMs running in older versions.

Refer to the Media Control Platform 8.5.176.05 Release Note and Resource Manager 8.5.175.95 Release Note for more details about the configuration parameters that requires changes.

Upgrading the Resource Manager to 8.5.170.64 might cause conferencing issues in the Media Control Platform. Workaround: Upgrade the Media Control Platform to 8.5.170.71 or higher versions. Or, configure the **gvp.policy.voicexml-recording-allowed** option to `false` in the tenant properties, to disable the IVR recording functionality.

VP Reporting Plugin for GAX versions 8.5.151.23 and 8.5.151.28 may not generate Call Peaks Report appropriately. Genesys recommends that customers use this feature in a lower version of the software until an appropriate resolution is provided for this issue. The latest version for this plugin is 8.5.151.14.

The Media Server DVD for the 17 April 2015 release of GVP 8.5.1 is missing the VP Reporting Plugin for GAX 8.5.120.30 in the Linux Installation Package (IP). That omission will be corrected soon; until

then you can download the Linux IP through Genesys software download.

Deploy with GAX, not with GA: **IMPORTANT!** Functionality for deploying Genesys Voice Platform components to remote and local hosts has been discontinued in Genesys Administrator as of version 8.1.303. This functionality is now available in Genesys Administrator Extension; please refer to documentation for Genesys Administrator Extension for details.

Optimize Red Hat Enterprise Linux Performance Tip: GVP 8.1.7 and above support Red Hat Enterprise Linux (RHEL) 6. However, GVP components run at lower capacities on RHEL 6.x, as compared to RHEL 5.x when using ext4. Thus, expect the best performance from GVP while using RHEL 5, or using RHEL 6 with ext3.

Customers using the VP Reporting Plugin for GAX (version 8.5.120.30 or lower) should *not* upgrade to GAX version 8.5.220.19—this combination has not been qualified.

MCP releases 8.5.130.82, 8.5.130.91, and 8.5.130.93 consume excessive memory during Third Party Recording. Other recording configurations, such as MSML GIR recording, are not impacted. This behavior is scheduled to be corrected in the next release of GVP 8.5.1, scheduled for 9 September 2015.

MCP now correctly interprets the specification RFC2616 and does *not* revalidate an HTTP response that contains a "must-revalidate" directive until it has become "stale"(expired).

To achieve the previous behavior (revalidate any response that contains a "must-revalidate" directive) with the version 8.5.1 MCP IP (18 December 2015 and later), configure your application servers/web servers to return the following directives with each HTTP response that requires immediate revalidation:

`Cache-Control: max-age=0` and `must-revalidate`

A memory growth issue discovered in Resource Manager 8.5.120.62 was fixed in Resource Manager version 8.5.120.67. Previously, Resource Manager memory grew excessively when connected to SNMP Master Agent.

Correction: The initial IP ReadMe for components incorrectly stated that GVP 8.5.0 supports 32-bit RHEL 6.

All GVP 8.x versions support live upgrades, in-service migration, and mixed modes.

GVP 8.x HTTP Digest Authentication, for the Conversation Manager Solution.

The GVP User Interface (GVPUI) in Genesys Administrator provides scaling options for multi-site reporting by aggregating reports from multiple independent Reporting Servers, allowing

administrators to view an aggregation of data across multiple sites.

For optimal performance, Genesys recommends a maximum number of 750 tenants per multi-tenant deployment.

Genesys recommends using static IP addresses for all GVP machines running Windows or Linux.

Sometimes while using Genesys Interaction Recording (GIR), you may see a message similar to `Recv failure: Connection was reset` in MCP logs when you try to post recording files to Amazon S3, and fail. Workaround: Configure the MCP configuration parameter [fm].http_proxy to be empty (containing no value), to disable SQUID/proxy server caching. (GVP-20940)

If a child tenant is assigned a Logical Resource Group (LRG) by its parent tenant, and then is moved within the hierarchy, the LRG remains assigned until the assignment is manually removed. (ER# 247518907)

In multi-tenant deployments, child tenant users must be given logon access to Genesys Administrator before they can view and download their reporting data. You can grant access to child tenants by completing the following tasks, the procedures for which can be found in Framework 8.0 Genesys Administrator Help:

1. Create a new tenant by using the Manually Creating New Tenants procedure. You can view the newly created tenant, in the provisioning > Environment > Tenants panel. If you do not see the new tenant immediately, log out and log back in again.

2. Create a new user by using the Creating Users procedure.

3. Add the new user to a group by using the Add Users by Using the Task Panel procedure.

4. Create a new role, add the new user to the role, and assign permissions by using the information in the Users: Overview section.

5. Select **Environment** > **Applications**, double-click the default application, and grant Read and Write permissions to the user.

6. Log out of Genesys Administrator, then log in again as the new user.

In some instances, the Media Server might not be able to play prompts on Linux. To work around this issue, add the machine's IP address to the /etc/hosts file, and then restart the Media Control Platform. For example:
```
127.0.0.1 localhost localdomain.localhost
172.32.45.66 machine1.domain.com machine1
```
(ER# 218690361)