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Voice Platform Media Control Platform

Release Notes 8.5.x

12/29/2021

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Voice Platform Media Control Platform 8.5.x Release Note

This Release Note applies to all 8.5.1 and above releases of Voice Platform Media Control Platform. Links in the Available Releases section enable you to access information regarding a specific release.

For information about 8.1.x releases of Voice Platform Media Control Platform, see the cumulative [8.1.x Release Note](#).

Available Releases

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.

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](#).

You can find Release Notes for particular releases of Voice Platform Media Control Platform at the following links:

Release 8.5.1:

| Release | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|----------------------------|--------------|--------------|--------------|-----|-------|---------|---------|
| 8.5.185.34 | 01/22/18 | General | | | X | | X |
| 8.5.181.78 | 09/15/17 | General | | | X | | X |
| 8.5.178.94 | 06/05/17 | Hot Fix | | | | | X |
| 8.5.178.78 | 05/24/17 | General | | | X | | X |
| 8.5.176.16 | 04/24/17 | Hot Fix | | | X | | |
| 8.5.176.13 | 02/17/17 | Hot Fix | | | X | | |
| 8.5.176.05 | 01/30/17 | General | | | X | | X |
| 8.5.170.86 | 11/28/16 | Hot Fix | | | X | | |
| 8.5.170.71 | 09/27/16 | General | | | X | | X |
| 8.5.161.49 | 07/13/16 | Hot Fix | | | X | | |
| 8.5.161.34 | 06/16/16 | General | | | X | | X |

| Release | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|------------|--------------|--------------|--------------|-----|-------|---------|---------|
| 8.5.150.91 | 04/28/16 | Hot Fix | | | | | X |
| 8.5.150.90 | 03/24/16 | Hot Fix | | | X | | |
| 8.5.150.84 | 02/15/16 | Hot Fix | | | X | | |
| 8.5.150.81 | 01/21/16 | Hot Fix | | | X | | |
| 8.5.150.63 | 12/15/15 | General | | | X | | X |
| 8.5.141.08 | 11/24/15 | Hot Fix | | | X | | |
| 8.5.141.00 | 08/28/15 | General | | | X | | X |
| 8.5.130.93 | 06/10/15 | Hot Fix | | | | | X |
| 8.5.130.91 | 05/21/15 | Hot Fix | | | | | X |
| 8.5.130.82 | 04/17/15 | General | | | X | | X |
| 8.5.120.68 | 02/03/15 | Hot Fix | | | | | X |
| 8.5.120.66 | 12/18/14 | General | | | X | | X |
| 8.5.110.33 | 09/19/14 | General | | | X | | X |
| 8.5.101.52 | 08/20/14 | General | | | X | | |
| 8.5.101.41 | 07/15/14 | General | | | X | | X |
| 8.5.100.58 | 12/19/14 | General | | | X | | X |

Release 8.5.0:

| Release | Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|------------|--------------|--------------|--------------|-----|-------|---------|---------|
| 8.5.050.41 | 05/27/15 | Hot Fix | | | X | | |
| 8.5.050.40 | 05/23/14 | Hot Fix | | | X | | X |
| 8.5.050.38 | 03/24/14 | Hot Fix | | | X | | X |
| 8.5.050.37 | 03/10/14 | Hot Fix | | | X | | X |
| 8.5.050.13 | 01/10/14 | Hot Fix | | | X | | X |
| 8.5.041.14 | 12/20/13 | General | | | X | | X |

Discontinued Support

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*.

- Microsoft SQL Server 2005

Discontinued as of: release 8.5.170.46.

- Red Hat Enterprise Linux (RHEL) 4

Discontinued as of: release 8.5.0.

- Windows Server 2003

Discontinued as of: release 8.5.0.

Known Issues

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of the product. It includes information on when individual items were found and, if applicable, corrected. The Corrections and Modifications section for each release may list additional issues that were corrected without first being documented as Known Issues.

You can find information about Known Issues and Recommendations that apply to some 8.5 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](#)

Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our [Customer Care website](#).

The following documentation contains information about this software.

- [Documentation Supplement for GVP 8.5.x and Media Server 8.5.x](#).
- [GVP 8.5 Deployment Guide](#), which provides information about installing and configuring Genesys Voice Platform (GVP).
- [GVP 8.5 User's Guide](#), which provides information about configuring, provisioning, and monitoring GVP and its components.
- [Genesys Media Server 8.5 Deployment Guide](#), which provides information about installing and configuring Genesys Media Server.
- Genesys Voice Platform 8.1 Genesys VoiceXML 2.1 Reference Help, which provides information about developing Voice Extensible Markup Language (VoiceXML) applications. It presents VoiceXML concepts, and provides examples that focus on the GVP Next Generation Interpreter (NGI) implementation of VoiceXML.
- Genesys Voice Platform Legacy Genesys VoiceXML 2.1 Reference Manual, which describes the VoiceXML 2.1 language as implemented by the Legacy GVP Interpreter (GVPI) in GVP 7.6 and earlier, and which is

now supported in the GVP 8.1 release.

- Genesys Voice Platform 8.5 CCXML Reference, which provides information about developing Call Control Extensible Markup Language (CCXML) applications for GVP.
- Genesys Voice Platform 8.1 Troubleshooting Guide, which provides troubleshooting methodology, basic troubleshooting information, and troubleshooting tools.
- Genesys Voice Platform 8.5 SNMP and MIB Reference, which provides information about all of the Simple Network Management Protocol (SNMP) Management Information Bases (MIBs) and traps for GVP, including descriptions and user actions.
- Genesys Voice Platform Configuration Options Reference, which provides information about all the GVP configuration options, including descriptions, syntax, valid values, and default values.
- Genesys Voice Platform Media Server Configuration Options Reference, which provides information about all the GVP configuration options, including descriptions, syntax, valid values, and default values.
- Genesys Voice Platform 8.5 Metrics Reference, which provides information about all the GVP metrics (VoiceXML and CCXML application event logs), including descriptions, format, logging level, source component, and metric ID.
- Genesys Voice Platform 8.1 Web Services API, which describes the Web Services API that the Reporting Server supports.
- Voice Platform Solution 8.1 Integration Guide, which provides information about integrating GVP, SIP Server, and, if applicable, IVR Server.
- Composer 8.1 Deployment Guide, which provides installation and configuration instructions for Composer.
- Composer 8.1 Help, which provides online information about using Composer, an Integrated Development Environment used to develop applications for Genesys Voice Platform and Universal Routing.
- Framework 8.5 Deployment Guide, which provides information about configuring, installing, starting, and stopping Framework components.
- Framework 8.5 Genesys Administrator Deployment Guide, which provides information about installing and configuring Genesys Administrator.
- Framework 8.5 Genesys Administrator Help, which provides information about configuring and provisioning contact center objects by using the Genesys Administrator.
- Framework 8.5 Configuration Options Reference Manual, which provides descriptions of the configuration options for Framework components.
- Framework 8.1 SIP Server Deployment Guide, which provides information about configuring and installing SIP Server.
- 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.

Product documentation is provided on the [Customer Care website](#), the [Genesys Documentation website](#), and the Documentation Library DVD (produced monthly).

Note: For the DVD, the *New Documents on this DVD* page indicates the production date for that disc. Due to disc production schedules, documentation on the Genesys Documentation website may be more up-to-date than what is available on disc immediately after a product is released or updated. To determine the version of a document, check the version number that is located on the second page in PDFs or on the *About This File* topic in Help files.

Known Issues and Recommendations

Voice Platform Media Control Platform

The Known Issues and Recommendations section is a cumulative list for all 8.5.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](#).

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 "I" (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: |
|----------------------|-----------------------------|-----------|

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**

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:

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**

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.userrecordcachedir** to true.

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

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:

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:

When the option **msml.record.userrecordcachedir** 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:

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**

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:

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:

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**

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**

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**

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**

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**

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 connectwhen = 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**

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:

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 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**

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**

A race condition occurs after Media Control Platform fetches a document, causing the time flag fetchaudiominimum 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 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: |
|----------------------|------------------------|-----------|

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: |
|----------------------|-----------------------------|-----------|

Internationalization Issues

Information in this section is included for international customers.

There are no internationalization issues for this product.

Release 8.5.1

Voice Platform Media Control Platform Release Notes

You can find links to Release Notes for particular 8.5.1 releases of Voice Platform Media Control Platform, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.185.34

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 01/22/18 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Media Control Platform (MCP) now supports configuration of the HTTP and HTTPS connection timeout through the parameter `curlconnecttimeout`. This parameter specifies the maximum time in seconds before the HTTP/HTTPS connection attempt times out. This value applies only to the connection phase, and has no effect once the connection is made.
- MCP is no longer blocked while waiting for an SSL connection to a web server through an HTTPS proxy to finish.
- MCP introduces two new configuration options, `cpa.postconnsilresult` and `cpa.postconnsilduration`, to return a configurable CPA result if a configurable length of silence is detected right after the **postconnect** event arrives.
- As part of the Cloud requirement, custom prompts under the `/${installation location}/music/on_hold_saas` folder are now available as a part of MCP installation package.
- MCP now supports OPUS audio codec for RTP transport along with transcoding to and from OPUS. Recording and playback using OPUS are currently not supported. The following are the new MCP configuration parameters:
 - `opuspayload`
 - `opus.apptype`
 - `opus.complexity`
 - `opus.packetloss`
 - `opus.fmt`
- MCP now displays the new Genesys logo for video conference participants who do not provide video input.
- MCP now supports internal caching of DNS A/AAAA queries for SIP interfaces. This feature can be enabled through the parameter `enable_dns_cache`. By default, DNS queries are not cached.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.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 sends the RTSP DESCRIBE message when it connects to the MRCP Proxy regardless of when the MRCP proxy starts. (GVP-35379)

MCP play cache is now cleaned up during MCP installation. (GVP-35375)

MCP no longer crashes when a remote party fails to respond to a REFER request and MCP fails to respond to the BYE message with 200 OK. (GVP-35237)

MCP no longer crashes when a transfer is started immediately after a previous, unsupported transfer fails and an **error.unsupported.transfer** event occurs. (GVP-35143)

MCP now sends a detailed SNMP trap related to fetching errors. If the feature is enabled, MCP sends a new trap for HTTP 4xx failures. The old trap is still used for all other HTTP failures regardless of whether the feature is enabled or disabled. Moreover, the Call-ID is now added to both the new and existing traps. The feature can be enabled by setting the parameter `detailed_fetch_error.enable` to `true`. (GVP-34553)

MCP no longer terminates when the RTCP port is explicitly offered in the SDP message. (GVP-24168)

MCP now accepts the transport offered when MRCP server changes the transport in the Contact header of the 200 OK response. Previously, MCP did not accept the change and responded with the same transport as in the INVITE message. (GVP-24140)

The MCP process no longer deadlocks when it is terminating a recording session and a response to a Re-INVITE message comes in at the same time. (GVP-22802)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.185.34.

8.5.181.78

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 09/15/17 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Media Control Platform (MCP) no longer sends the **swirec.secure_context** or **swirec.mute_wcr** property to the ASR server through MRCPv1. Nuance Recognizer does not support these parameters with MRCPv1.
- A new MCP configuration option **cpa.no_ring_result** specifies the call progress analysis (CPA) result if no ringback is detected before the postconnect event arrives. The default option value is **none (0)**, that is, postconnect CPA proceeds normally after the postconnect event arrives. Other valid values are **busy (2)**, **human (15)**, **machine (16)**, **fax (17)**, and **no_media (18)**. If this option value is set to any one of these values, the specified CPA result is returned immediately after the postconnect event arrives, and no further CPA occurs.
- MCP now supports MRCP 201 response. Previously, MCP was sending an error response for 201 responses.
- MCP now supports a new codec library for MP3 encoding/decoding. Using this codec library resolves the issue where MCP unexpectedly terminates in specific environments while performing MP3 recording using the earlier MP3 encoding library. As this issue occurs only in specific environments, Genesys recommends continuing with the existing default configuration if no issues are observed while performing MP3 recording. The legacy codec continues to be available and is set as the default option.

The default option can be changed using the parameter **mp3.use_current_encoder**. The other new parameters are:

- mp3.use_integer_transcoder_current_encoder**
- mp3.compression_level_current_encoder**

Note: The legacy codec has a bug when writing MP3 format audio, and it is not being evolved by Intel. Prototyping has indicated that the new codec does not exhibit this behavior, but does have somewhat lower

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performance.

- MCP now supports configuring the **TCP_NODELAY** option for LibCurl. Enabling `enabletcpondelay` (default) causes small segments of data to be sent without delay (disabling the Nagle algorithm).

Resolved Issues

This release contains the following resolved issues:

MCP no longer crashes during heavy load IVR Recording scenarios. Previously, during some extreme scenarios, the VXML call leg was terminated before the IVR recording started, due to delays in the media layer. (GVP-24088)

MCP now terminates the call and throws a trap when the allocated JS memory limit for the call is exceeded. Previously, MCP continued processing the call and terminated after running out of JS memory. (GVP-24192)

MCP now respects the value in **msml.record.amazonpostmode** parameter used to perform the Get bucket location request required for the Amazon Web Services (AWS) V4 signature. Previously, the AWS Get bucket location request required for the V4 Signature did not respect the **msml.record.amazonpostmode** configuration, and used HTTP, even when it was configured to use HTTPS. (GVP-24007)

When Voiceprint CPD is enabled with a short `postconnecttimeout` value, MCP returns **cpd.silence** as the CPD result if it does not detect the actual CPD result. Previously, MCP sent **cpd.preconnect_timeout** as the CPD result when the postconnect event arrived. (GVP-23943)

MCP now validates the namelist elements of the send tag by evaluating them. If an element is found to be a Document Object Model (DOM) object, MCP returns an error and does not process the namelist further. Previously, MCP crashed when the DOM object was sent as a namelist property. (GVP-23874)

Timestamps of Real-time Transport Protocol (RTP) packets sent to a third-party recording server now reflect the real-time stream when DTMF interleaves with audio packets. Previously, when MCP forwarded audio/DTMF interleave packets to a third-party recording server, the timestamps that the recording server relied on, were disarrayed. This resulted in the caller's audio stream becoming unsynchronized in the recorded file. (GVP-23821)

MCP now reuses the SIP request's TCP connection when responding to the request. Previously, MCP

tried 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 failed to send a SIP response to the request if the remote did not accept a new TCP connection (for example, if the remote was a F5 load balancer or Genesys Composer). (GVP-35065)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.181.78.

8.5.178.94

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 06/05/17 | Hot Fix | | | | | X |

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

When Voiceprint Call Progress Detection (CPD) is enabled with a short duration set in the **postconnecttimeout** option, MCP returns `cpd.silence` if MCP does not detect the CPD result.

Previously, MCP incorrectly sent the `cpd.preconnect_timeout` when the `postconnect` event arrived. (GVP-23942)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.178.94.

8.5.178.78

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 05/24/17 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Media Control Platform (MCP) now supports two new security parameters specific to Nuance Server (version 10.2 and above). The supported parameters are **swirec.secure_context** and **swirec.mute_wcr**. According to Nuance's requirement, MCP sends the **swirec.secure_context** parameter in the RECOGNIZE and DEFINE-GRAMMAR requests; and **swirec.mute_wcr** in the RECOGNIZE request only.

Note: MCP continues to send all other swirec.* parameters in the SET-PARAMS request.

- The description for the **codec** option in the **[mpc]** section within the MCP XML file now provides additional information about the order of codecs that MCP offers.
- The description for the **record.appenduniqueid** option in the **[MSML]** section within the MCP XML file now includes additional information about the exact MSML Dialog Based recording.

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Resolved Issues

This release contains the following resolved issues:

MCP no longer encounters a race condition at the transport layer which, previously, could result in call leg rejections. (GVP-23926)

During a 'hold and resume' scenario in a Genesys Interaction Recording (GIR) call, MCP no longer fills

the recording with silence beyond the expected time regardless of the 'Music on Hold' setting. (GVP-23914, GVP-23877)

MCP now correctly masks the DTMF inputs in the MCP logs in a scenario when the **bargein** option is set to false.

Previously, MCP did not mask the DTMF input received during an announcement playback. (GVP-23894)

MCP now correctly masks the DTMF inputs in the MCP logs in a scenario when the **mask_sensitive_data** option is set to true and when a grammar composed with a specific DIGIT rule is defined in the VXML. (GVP-23891)

When the **mask_sensitive_data** option is set to true, MCP now correctly masks the DTMF inputs in the MCP logs in specific scenarios.

Previously, MCP did not mask the DTMF inputs when an internal DTMF recognizer and grammar files were used or when ASR with MRCPv2 was used. (GVP-23838)

MCP no longer terminates during a bargein event while playing a non-bargein prompt. (GVP-23825)

MCP no longer enters into an error loop when there is a page fetch failure while initializing the main VXML application. (GVP-23747)

MCP installed through RPM no longer becomes unresponsive when performing a graceful Stop/Stop through the Solution Control Server (SCS). (GVP-23746)

MCP now correctly uploads the unencrypted recorded files (in .wav format) to the newly created S3 buckets.

Previously, this did not happen when:

- The option **msml.record.amazonsignedpayload** was set to true.
 - There was a redirection in the POST or PUT requests. (GVP-23720)
-

MCP no longer terminates unexpectedly when the Service Quality Analysis (SQA) is enabled.

Previously, when SQA was enabled, there was a rare chance for MCP to terminate unexpectedly. (GVP-23685)

MCP no longer generates errors if the VXML parameter **gvp:audioinexp** evaluates an empty expression. MCP now correctly validates the empty expression and waits for user input. (GVP-23652)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.178.78.

8.5.176.16

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 04/24/17 | Hot Fix | | | X | | |

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

During a 'hold and resume' scenario in a Genesys Interaction Recording (GIR) call, Media Control Platform no longer fills the recording with silence beyond the expected time. (GVP-23879)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.176.16.

8.5.176.13

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| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 02/17/17 | Hot Fix | | | X | | |

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

MCP no longer becomes unresponsive when performing Stop or Graceful Stop. (GVP-23761)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.176.13.

8.5.176.05

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 01/30/17 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Two new configuration options are now available to allow the Media Control Platform (MCP) to perform health check on the media threads.

health.maxprocessingtime

Section: mpc

Valid values: Any positive integer

Default value: 600000

Takes effect: At start/restart

Specifies the maximum processing time (in milliseconds) that a media thread can take to process a media object, exceeding which, the MCP will be terminated. If the option is set to 0, MCP does not perform any processing time check on media threads.

health.waittime

Section: mpc

Valid values: Any positive integer

Default value: 0

Takes effect: At start/restart

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Specifies the wait time (in milliseconds) after which the health thread performs the health check on the media threads. If the option is set to 0 (the default), MCP does not perform any health check.

Genesys recommends to configure the **health.waittime** option only when necessary. Also, note that the value of the **health.waittime** option must be smaller than the value of the **health.maxprocessingtime** option.

- MCP now uses OpenSSL libraries version 1.0.2j. MCP supports these versions of Transport Layer Security (TLS): TLSv1.2, TLSv1.1, and TLSv1; and these versions of Secure Sockets Layer (SSL): SSLv2, SSLv3, and SSLv23.

The following configuration options support the versions of TLS and SSL listed above:

- **sip.transport.<n>** type = (default is TLSv1_2)
- **mrcpv2client.sip.transport.<n>** type = (default is TLSv1)
- **vrnrecorder.sip.transport.<n>** type = (default is TLSv1_2)
- **fm.ssl_version** = (default is 0)

Note: Please refer to the 8.5 Product Alerts before upgrading MCP to this version.

- You can now mask a customer's sensitive information in MCP log files with asterisks (*) by using a new configuration option **mask_sensitive_data** in the **[log]** section. Masking sensitive data using this new option applies only when the MCP logging level is set to `trace`, `debug`, or `all`. This masking capability is not available for the `standard` or `interaction` levels of MCP logging, use the **gvp:private** option in such cases.

mask_sensitive_data

Section: log

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Determines whether a customer's sensitive information needs to be masked in the MCP log file. This parameter is effective when the logging level is set to `trace`, `debug`, or `all`.

When the **mask_sensitive_data** parameter is set to `true`, the following values in the MCP log file are masked and replaced with four asterisks (****) regardless of the length of input information:

- DTMF and ASR input
- DTMF and TTS output
- All HTTP/HTTPS GET/POST data
- All URL query strings processed in VXML and the fetching modules
- Expressions or values evaluated during VXML runtime

When the **mask_sensitive_data** parameter is set to false, a customer's sensitive information are not replaced with asterisks (*).

Important

A customer's sensitive data logged at the transport level for protocol requests such as SIP, RTSP, and so on are not masked.

- MCP now supports uploading the call recordings to S3 servers that need Amazon Web Services (AWS) V4 signature.

Configure the two new parameters **record.amazonsignatureversion** and **record.amazonsignedpayload** in the **[msml]** section that allows MCP to support the AWS V4 signature.

record.amazonsignatureversion

Section: msml

Valid values: V2, V4

Default value: V4

Takes effect: Immediate or session

Specifies the Amazon's method to generate the authentication signature for GET and PUT requests while uploading the call recordings to S3 servers.

The V4 signature algorithm (the default) requires the bucket location or region information as an authentication criterion. MCP retrieves the bucket or region information using the following methods:

- **Automatic:** MCP retrieves the bucket or region information using an Amazon service automatically.
- **Manual:** MCP retrieves the bucket or region information from the IVR profile parameters **recordingclient.AWSRegion** and **recordingclient.AWSRegion2** that are manually configured by the user.

record.amazonsignedpayload

Section: msml

Valid values: true, false

Default value: false

Takes effect: Immediate or session

Determines if the payload needs to be signed with the Amazon V4 signature. Applies only when the signature authentication is configured as V4 in the option **recordingclient.AWSRegion**.

- When set to false (the default), MCP doesn't calculate the payload hash.
- When set to true, MCP calculates the Hash SHA256 of the Amazon POST payloads.

Resolved Issues

This release contains the following resolved issues:

MCP no longer enters into an unresponsive state when the Configuration Server switches from primary to backup or vice-versa. (GVP-23620)

MCP now generates the SNMP traps for non-recoverable errors.

The non-recoverable error occurs in specific scenarios during the post-processing operations of the recording files. (GVP-23592)

When using SIP Secure, the MCP no longer terminates abnormally. Also, the issue of calls getting dropped is now resolved. (GVP-23540)

MCP no longer terminates abnormally when its recorder UserAgent receives the non-REGISTER SIP requests with wrong transports in the VIA header. (GVP-23528)

MCP now correctly uploads the recorded files to the newly created Amazon S3 buckets by enabling a new configuration option **enableuploadcontentrewind**.

enableuploadcontentrewind

Section: fm

Valid values: 0, 1

Default value: 1

Specifies whether the libcurl resends the uploaded content during PUT requests when the content is redirected.

- When set to 1 (the default), the libcurl resends the uploaded content to the redirected location.
 - When set to 0, the libcurl doesn't resend the uploaded content to the redirected location. (GVP-23455)
-

Upgrade Notes

No special procedure is required to upgrade to release 8.5.176.05.

8.5.170.86

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/28/16 | Hot Fix | | | X | | |

What's New

This release contains the following new features and enhancements:

- Media Control Platform now supports uploading the call recordings to S3 servers that need Amazon Web Services (AWS) V4 signature.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.170.86.

8.5.170.71

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 09/27/16 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Media Control Platform supports TCP keep-alive functionality. Manage *Keep Alive* functionality with these configuration options, all in the Media Control Platform application:

enabletcpkeepalive

Section: fm

Valid values: 0 or 1

Default value: 1

Takes effect: At start or restart

Set to 1 to enable sending TCP keepalive probes. Manage the delay and frequency of these probes with the **tcpkeepaliveidle** and **tcpkeepaliveinterval** configuration options, described below.

tcpkeepaliveidle

Section: fm

Valid values: any non-negative integer

Default value: 60

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Takes effect: At start or restart

Sets the number of seconds that libcurl will wait while the connection is idle, before sending keepalive probes.

tcpkeepaliveinterval

Section: fm

Valid values: any non-negative integer

Default value: 60

Takes effect: At start/restart

Sets the number of seconds that libcurl will wait for an answer after sending a keepalive probe, before sending another probe.

- **To support IVR Recording** , Media Control Platform honors these recording Request URI parameters when executing VoiceXML applications: **start**, **stop**, **pause**, and **resume**. Previously for recording IVR, MCP supported only the **start** and **stop** parameters.
- Media Control Platform supports pass-through when caller and agent are using the same codecs and GIR recording is enabled. This parameter, new in release 8.5.170.71, configures pass-through:

conference.passthrough_enabled

Section: msml

Valid values: true, false

Default value: true

Takes effect: Immediately
(update through the setting
gvp.config.msml.conference.passthrough_enabled within the
Request-URI parameters.)

Enables (and disables) pass-through.

These configuration parameters were modified to support pass-through:

record_otherdnhearstone

Section: conference

Valid values: 0 (No), 1 (Yes)

Default value: 1

Value required for pass through: 0

Takes effect: Immediately

Specifies whether the second conference participant hears the repeating tone that indicates the call is being recorded.

record_recorddnhearstone

Section: conference

Valid values: 0 (No), 1 (Yes)

Default value: 1

Value required for pass through: 0

Takes effect: Immediately

Specifies whether the first conference participant hears the repeating tone that indicates the call is being recorded.

Resolved Issues

This release contains the following resolved issues:

MCP no longer generates duplicate callid previously it generated duplicate callid when more than 1 instance of MCP in a host is started in the same moment. (GVP-23366)

Placing the tag <gvp:recorder> into the SIP INFO request for a conference creation is now mandatory to start a conference recording. Previously, Media Control Platform started a recording even when the <gvp:recorder> tag was not present, which caused a error. (GVP-23346)

Media Control Platform now correctly generates an ERROR message when a user tries to post a recorded file to Amazon s3 without the mandatory parameters **AWSAccessKeyId** and **AWSSecretAccessKey**. (GVP-23329)

Media Control Platform (MCP) now handles type-ahead DTMF during <record> tag execution without problems. (GVP-23289)

Media Control Platform no longer terminates when, while MCP attempts to fetch failed audio, an abortNotify message arrives before the fetch has completed. (GVP-23263)

Media Control Platform no longer terminates when a consultation transfer call is answered simultaneously with DTMF detection in the primary call, which is then followed by a transfer failure. (GVP-23211)

Media Control Platform no longer terminates when it finds capitalized schemes for http requests in VXML applications. (GVP-23141)

Media Control Platform no longer terminates when it finds an invalid media type configured in the <record> tag. (GVP-22945)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.170.71.

8.5.161.49

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 07/13/16 | Hot Fix | | | X | | |

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

MCP no longer terminates when a type-ahead DTMF terminates a <record> input. Previously, the type-ahead triggered a second recording request before the first one was resolved. (GVP-23236)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.161.49.

8.5.161.34

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 06/16/16 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- GIR call recording can now continue even if the public key recording certificate has expired. This feature is enabled by default, and configured by this option:

mediamgr.ignore_cert_err

Section: mpc

Valid values: 0 (false), 1 (true)

Default value: 1

Takes effect: Immediately

- Now you can use the option **curlredirect** to control how HTTP redirects are handled, so that HTTP redirection can function properly.

curlredirect

Section: fm

Default value: 1

- 1 (default) - Enables HTTP redirection by `libcurl`.
- 0 - Disables HTTP redirection by `libcurl`. Specify to allow MCP to do the redirection.

Takes effect: At start/restart.

Enable or disable HTTP redirects. If it is disabled, MCP will perform redirections whenever necessary.

- Support for the following operating systems. 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.

- CentOS Linux 7
- Red Hat Enterprise Linux (RHEL) 7

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- Genesys Media Server now supports Apple's HTTP Live streaming (draft-pantos-http-live-streaming-16) subset of features. Media Server can now play media and master playlists of the type On-Demand, Event and Live.

Important

Media Server supports only packed audio segments in MP3 format. It does not support media segments formatted as MPEG-2 Transport Stream or WebVTT.

Resolved Issues

This release contains the following resolved issues:

Media Control Platform now can play back all the MP3 recording files generated from a Full Call Recording. (GVP-23130)

MCP no longer terminates, under heavy loads, when a DTMF arrives between the playstop and its notification to the CMAPI layer. (GVP-23127)

Media Control Platform no longer reuses cookies from previous sessions when dealing with 304 HTTP responses to fetching queries during the current session. (GVP-23068)

Media Control Platform now corrects a duplicated user=phone in the Refer-To header, when performing a transfer and the destination is a tel: URI. (GVP-23055)

Media Control Platform no longer buffers DTMF input during voicemail recording in an active ASR session, causing digits to propagate to the next logical page. (GVP-23033)

Media Control Platform now correctly processes RTP DTMF events that arrive at 10 ms intervals. Previously, MCP did not process the all DTMF events that arrived at 10ms duration from the caller (a remote peer). (GVP-23022)

Media Control Platform no longer terminates when cloning the Javascript Date object from the main dialog to a subdialog in a vxml application. (GVP-22990)

Media Control Platform now correctly sends the content-type application/json to RP. (GVP-22968)

Media Control Platform no longer terminates in a race condition when an RTCP application packet arrives while MCP is tearing down the corresponding call. (GVP-22948)

Media Control Platform no longer logs this unnecessary warning: Recognition session does not exist. (GVP-22908)

Media Control Platform now calculates NAL size correctly as required by the H.264 video standard. (GVP-22896)

Media Control Platform no longer terminates when a DTMF is entered immediately after a no-input timer was triggered. (GVP-22863)

Media Control Platform no longer fails to post recordings to S3 due to a mismatched signature. (GVP-22862)

Media Control Platform no longer terminates when <ruleref> contains a <tag> in a DTMF grammar, and an on-board DTMF recognizer is used. (GVP-22861)

Media Control Platform support of pause/resume recording functionality for GIR recording now works correctly for a "mono" recording file. Previously, a pause in a "mono" recording lasted only 4 seconds, even when the original duration was longer. (GVP-22730)

Media Control Platform no longer logs successive file open failed errors related to an MSML play request. (GVP-22406)

Media Control Platform no longer terminates unexpectedly when a transfer is terminated immediately after it was started. (GVP-21467)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.161.34.

8.5.150.91

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 04/28/16 | Hot Fix | | | | | X |

What's New

This release contains the following new features and enhancements:

- Now you can use the option `curlredirect` to control how HTTP redirects are handled, so that HTTP redirection can function properly.

curlredirect

Application: Media Control Platform

Section: fm

Enable or disable HTTP redirects. If it is disabled, MCP will perform redirections whenever necessary.

- 0 - Disables HTTP redirection by `libcurl`. Specify to allow MCP to do the redirection.
- 1 (default) - Enables HTTP redirection by `libcurl`.

Takes effect: at start/restart.

(GVP-23057)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.150.91.

8.5.150.90

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| 03/24/16 | Hot Fix | | | X | | |

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Media Control Platform now correctly processes DTMF packets that arrive at 10 ms intervals during call recording. (GVP-23043)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.150.90.

8.5.150.84

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| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 02/15/16 | Hot Fix | | | X | | |

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

During video streaming, Media Control Platform no longer adds an extra padding byte to the end of H.264 RTP packets. (GVP-22806)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.150.84.

8.5.150.81

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 01/21/16 | Hot Fix | | | X | | |

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

MCP no longer fails to post recordings to S3, due to a mismatched signature. (GVP-22781)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.150.81.

8.5.150.63

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 12/15/15 | General | | | X | | X |

What's New

This release includes the following and enhancements:

- The Sip.Body value in the [vxmli] session_vars configuration option enables access to the body of SIP INVITE messages. Now VXML application developers can take advantage of the additional information available in the body of an INVITE message, to better customize their applications.

To enable, add this line to your [vxmli] session_vars default configuration and restart MCP:

```
session.connection.protocol.sip.body | Sip.Body | 0
```

Note: Requires SIP Server v8.1.102.00.

- Use the configuration parameter [callmgr] enable_sip_response_in_transfer_metric to configure Media Control Platform to append the SIP response code (when it is available) to transfer_result metrics. This improves standard/interaction logging and simplifies analysis of the SIP response code in case of a failure.

enable_sip_response_in_transfer_metric

Application: Media Control Platform

Section: callmgr

Valid Values: true (enabled) , false (disabled and the default value)

Takes Effect: Immediately

Specifies whether or not the SIP response code is appended in the transfer_result metrics. If the SIP response code is not available and this parameter is enabled, 'N/A' is appended in the metrics.

Metrics Examples of Valid Value Usage

- False (disabled):
transfer_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho
- True (enabled):
transfer_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho|sip [401]
- True (enabled), but the SIP response code is not available:
transfer_result sip:Restricted@10.5.135.13|1111|N/A|REFER|noautho |sip[N/A]

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- **TCP Timer Setup**

You can configure the wait time to keep a needed resource available, when waiting to establish a TCP or TLS connection.

transport.setuptimer.tcp

Application: MCP

Section: SIP

Takes effect: At start/restart

Valid values: Integers 1,000-32,000 (milliseconds)

Default: 3,0000 (3 seconds)

Resolved Issues

This release contains the following resolved issues:

Certificates saved in the Media Control Platform initialization file now work correctly when Configuration Server is not available. (GVP-22777)

MCP no longer terminates in a race condition when a conference is terminated but the fetch request for some prompts is still in progress. (GVP-22751)

Restarting Media Control Platform no longer generates duplicate SIP call IDs, which can prevent call recording. (GVP-22747)

Media Control Platform no longer generates -301 errors that cause it to drop messages. Previously, MCP sometimes generated -301 errors because the TCP message queue limit was exceeded due to a race condition. (GVP-22708)

Media Control Platform can now send a JavaScript object containing an empty array correctly, using the tag. (GVP-22582)

Media Control Platform no longer becomes unresponsive, because of invalid VAR messages, when the logging queue is overloaded. (GVP-22576)

Media Control Platform no longer terminates when call recording ends, in response to a timing issue. Previously, MCP could terminate when a 200 OK message arrived at the same time that a recording conference was being closed (GVP-22524)

Media Control Platform now updates the recording cache correctly and does not terminate when updating recording certificates in the IVR profile. (GVP-22519)

Now, when Media Control Platform receives a malformed MRCPv1 request message, it generates an error log and sends a proper error message to the server, which allows a normal TTS session cancellation to proceed. (GVP-21490)

Media Control Platform no longer creates empty (size=0) recording files during an unsupported scenario of stereo MP3 8kbps recording. (GVP-22468)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.150.63.

8.5.141.08

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| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 11/24/15 | Hot Fix | | | X | | |

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Media Control Platform restarts no longer generate duplicate SIP call IDs, which could prevent call recording. (GVP-22719)

Media Control Platform no longer terminates in response to a timing issue when call recording ends. Previously, MCP termination could occur when a 200 OK message arrived at the same time that a recording conference was being closed. (GVP-22704)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.141.08.

8.5.141.00

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 08/28/15 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- Use the option `mediamgr.recordmp3audiobuffer` to configure duration of the MP3 recording buffer.

mediamgr.recordmp3audiobuffer

Section: `mpc`

Valid Values: an integer 2000 or greater

Default: 4000

Takes effect: At start/restart.

Specifies the duration of the audio buffer for MP3 recording, in milliseconds.

- The Media Control Platform's NGI VXML interpreter supports caching of JavaScript (JS) content, which improves performance. Use the following configuration options to set the values for this functionality: maximum count of cached script, maximum cache size, minimum cached script size, and enable or disable script caching:

compiled_script_cache.max_cached_scripts_count

Section: `vxmli`

Valid value: An integer 0-1,000,000

Default: 10,000

Takes effect at start/restart. Specifies the maximum number of scripts that may be cached concurrently.

compiled_script_cache.max_cache_size

Specifies the maximum size, in bytes, of all concurrently cached scripts.

Section: `vxmli`

Valid value: An integer 0-50,000,000

Default: 2,000,000

Takes effect at start/restart.

compiled_script_cache.min_cached_script_size

Specifies the minimum size, in bytes, of a script to be cached.

Section: `vxmli`

Valid value: An integer 0- 1,000,000,000

Default: 200

Takes effect at start/restart.

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compiled_script_cache.enable

Enables/disables ECMAScript caching in the VoiceXML interpreter.

Section: vxmli

Valid value: false (default) or true

Takes effect at start/restart.

- The Media Control Platform supports mp3 compression at 8 kbps for mono recording. To enable 8 kbps mono recording, make these settings:
 - [mpc] mp3.bitrate=8
 - msml.record.channels=1 OR msml.record.channels2=1

The default compression remains 16 kbps.

- MCP now supports mono-channel recording during MSML GIR recording for all file formats. Use these configuration parameters to specify the channel information:
(The two IVR profile parameters below are in the gvp.service-parameters section of the IVR profile record.)

recordingclient.channels

Specifies the number of channels that MCP must use for MSML GIR recording.

Valid values: fixed, 1 (mono) or 2 (stereo, the default)

Takes effect immediately.

recordingclient.channels2

Specifies the number of channels that MCP must use for MSML GIR recording.

Valid values: fixed, 1 (mono) or 2 (stereo, the default)

Takes effect immediately.

If the above parameters are missing from the IVR profile configuration, then MCP uses the parameters below as substitutes, to determine the type of recording (mono or stereo).

msml.record.channels

Specifies the number of channels that MCP must use for MSML recording to dest.

Valid values: 1 (mono) or 2 (stereo, the default) Takes effect immediately.

msml.record.channels2

Specifies the number of channels that MCP must use for MSML recording to dest2.

Valid values: 1 (mono) or 2 (stereo, the default)

Takes effect immediately.

- The Media Control Platform supports DTMF clamping (also known as masking) while agent and caller are in conference with IVR. See [MCP release 8.5.130.93](#) for details.

Resolved Issues

This release contains the following resolved issues:

Third-party recording applications no longer consume excessive memory. (GVP-22567)

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)

The Media Control Platform no longer terminates unexpectedly when it encounters a socket error while sending the response to a SIP message that has no branch in the via header. (GVP-22412)

MCP no longer terminates during a bridge transfer from a caller with a display name that contains the symbol <. (GVP-22411)

MCP no longer provides anonymous download access to recording files uploaded to Amazon Simple Storage Service (S3) during MSML GIR recording. (GVP-22395)

The Media Control Platform no longer terminates after a call transfer failure. (GVP-22368)

MCP no longer terminates after application connections were updated. (GVP-22292)

Media Control Platform no longer terminates when a URL ends with the fragment separator #. (GVP-22284)

SIP INFO DTMF messages generated by Media Control Platform during a conference now conform to the standard format, which enables third-party software to read these messages. (GVP-22259)

Difficulties when sending SIP responses no longer cause MCP to leak calls. (GVP-22258)

The Media Control Platform can now correctly expose a header with multiple dots (.) in its name, when comparing the header with a key from session_vars. (GVP-22216)

The MRCPv1 client now correctly picks an alternate port once it reaches the edge of the port range. (GVP-22215)

Now, when the Media Control Platform is configured with connections to a primary and backup MRCP Proxy, MCP can use the MRCP Proxy backup server if it is needed when the Configuration Server is not accessible and the local configuration file of the MCP is used. (GVP-22213)

When handling SRTP packets, the Media Control Platform no longer terminates calls with the error message Error 7 decrypting an SRTP packet. (GVP-21498)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.141.00.

8.5.130.93

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| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 06/10/15 | Hot Fix | | | X | | |

What's New

This release contains the following new features and enhancements:

- The new configuration parameter `[fm]revalidatestalerresponse` changes the rules for handling a stale response: you can specify to revalidate only a stale response, or to revalidate any response that contains a “must-revalidate” directive.
 - Set `revalidatestalerresponse` to 0 (for false) to specify revalidation of all responses having the “must-revalidate” directive.
 - Set `revalidatestalerresponse` to 1 (for true, the default) to specify that only stale responses are revalidated.

Your new setting takes effect following a start or a restart.
(GVP-22409)

- DTMF clamping (also known as masking) guards a customer's sensitive credit card information from an agent's ears and from call recording. An MSML conference request enables clamping. To filter DTMFs from the recording, set the new option `callrecording.dtmfhandling` to `no-digits`. `[msml]callrecording.dtmfhandling` has three settings:
 - `no-digits`: Mask all DTMF digits.
 - `as-is`: Record everything from the RTP stream as-is. Inband DTMFs are recorded, but not RFC2833 digits.
 - `all-digits`: Record all DTMF digits, including inband; generate audio for RFC2833 digits.

Your new setting is effective immediately.

Use the new option `clampdtmf.presilencepackets` to define the length of time that silence occurs before a clamped DTMF. This is important when a DTMF tone appears before the DTMF RFC2833 event, which might happen when the SIP gateway converts DTMF tones to DTMF RFC2833 events. Beware: setting a big number will cause more audio delays in a conference.

`[msml]clampdtmf.presilencepackets` has a default setting of zero (0), and must be an integer from 0-50. This number specifies how many audio packets are replaced with silence after a clamped DTMF. 1 packet usually = 20ms, but that varies with traffic and other factors.

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Your new setting is effective immediately.

Use the new option `clampdtmf.postsilencepackets` to define the length of time that silence occurs after a clamped DTMF. This is important when a DTMF tone appears after the DTMF RFC2833 event.

[msml]`clampdtmf.postsilencepackets` has a default setting of zero (0), and must be an integer from 0 or greater. This number specifies how many audio packets are replaced with silence after a clamped DTMF. 1 packet usually = 20ms, but that varies with traffic and other factors.

Your new setting is effective immediately.
(GVP-22370)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.93.

8.5.130.91

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 05/21/15 | Hot Fix | | | | | X |

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Media Control Platform no longer terminates when a URL ends with the fragment identifier #. Previously, MCP terminated while passing # in a namelist to the next page. (GVP-22266)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.91.

8.5.130.82

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 04/17/15 | General | | | X | | X |

What's New

This release contains the following new features and enhancements:

- The following parameters now have a maximum limit to their values of 2,147,483,647:
 - [vxmli] cache.document.max_count
 - [vxmli] cache.document.max_size
 - [vxmli] cache.document.max_entry_size
- The Media Server function Call Progress Detection (CPD) now performs voice print analysis and beep analysis to identify the specific preconnect carrier messages that occur in different countries.
 - Media Server's configurable database of preconnect tones is initiated during installation and loaded when Media Server starts. You can update the database with different carrier messages at any time, without stopping Media Control Platform. Refer to the page [Setting Up Voiceprint Carrier Message Detection](#) for more details on how to setup and use the voiceprints.
 - Other features include the ability to leave postconnection messages such as voicemail.

You can read about additional CPD functionality in "Appendix C: Tuning Call Progress Detection" of the [GVP 8.5 User's Guide](#).
 - Some new [VoicePrint Configuration Options](#) support this functionality.
- Media Control Platform now plays a dynamic prompt correctly. Previously, MCP incorrectly encoded the symbols < and > in SSML tags before queuing a dynamic prompt to TTS Servers.

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Resolved Issues

This release contains the following resolved issues:

Media Control Platform now plays a dynamic prompt correctly. Previously, MCP incorrectly encoded the symbols `<`, `>` and `&` in SSML tags before queuing a dynamic prompt to TTS.

Use the new parameter `com.genesyslab.escapespecialchars` in the VXML application to specify not encoding the special characters before queuing the prompt, and thus avoiding the problem.

- Set to `false` to disable encoding.
 - Set to `true` (default) to enable encoding.
-

The option `[ems] rc.amq_connection_send_timeout` (new in GVP 8.5.1) in the Media Control Platform application specifies the maximum time in seconds to wait for ActiveMQ Producer send message response.

Option: `rc.amq_connection_send_timeout`

Section: `ems`

Valid Value: An integer ≥ 45 seconds

Default Value: 60

Takes Effect: At start/restart

Use this option to compensate for network disconnect or congestion issues that may block the connection to Reporting Server, by giving MCP more time to wait for the ActiveMQ Producer Send Message response after sending a message. The blocked connection is released once the configured timeout expires. (GVP-22155)

With the option `[mpc] rtp.senduponrecv` set to 1, Media Control Platform now plays the next announcement after playing the first. Previously when using this option, MCP sometimes waited for a trigger that never arrived, and thus did not play the next announcements. (GVP-22151)

Now when two calls with recording enabled are joined successfully, both ends can hear each other. (GVP-22134)

Media Control Platform now obeys the new setting of the configuration parameter `mpc.cpa.maxrings`, following a change. Previously, changing the value had no effect. (GVP-22124)

Media Control Platform RTP threads no longer become stuck if they are idle for 25 days. (GVP-22045)

The BR1A4.1 video conference now works properly. Previously, the BR1A4.1 video conference failed after a re-INVITE and displayed only the Genesys logo. (GVP-21993)

Media Control Platform now updates Play cache entries correctly, when Content-Type for a file on the

webserver is modified to a different type. (GVP-21948)

Media Control Platform now correctly handles a fetch failure. Previously, a fetch failure during root initialization caused the Next Generation Interpreter (NGi) to go into an infinite loop. (GVP-21904)

MCP no longer changes the SDP when responding to a SIP Session Refresh re-INVITE. (GVP-21843)

Media Control Platform can now play a stereo MP3 file for a coaching conference scenario. (GVP-21528)

Media Control Platform now cleans up PEM files from the recording cache correctly, when an mp3 encoder error is encountered during encrypted recording. (GVP-21476)

Media Control Platform no longer uses excessive memory over time, when DOM Object is returned from the subdialog in a VXML application. (GVP-21463)

Resource Manager no longer rejects a Picture Fast Update INFO request that was sent by Media Control Platform during a bridge transfer. (GVP-21415)

Inband DTMF is no longer garbled during recorded conferences. (GVP-21396)

Media Control Platform no longer terminates when releasing a reference to VGMediaInfo. (GVP-19474)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.130.82.

8.5.120.68

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| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 02/03/15 | Hot Fix | | | | | | | X |

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

Media Control Platform RTP threads no longer become stuck if they are idle for 25 days. (GVP-22031)

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|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 12/18/14 | General | | | | | X | | X |

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Voice Platform Media Control Platform.

- This release adds support for MP3 encoding at 16kbps (default) and 24kbps, via the existing session configurable configuration parameter [mpc]mp3.bitrate.

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Corrections and Modifications

This release also includes the following corrections or modifications:

Now Media Control Platform can be stopped gracefully, even when a Reporting Client is blocked from sending data to Reporting Server.

This new configuration option controls this behavior:

Option: rc.amq_thread_exit_timeout

Section: grpReporting

Valid Value: An integer greater than 0, in seconds

Default Value: 60

Takes effect: At start

Specifies in seconds the maximum time to wait for the AMQ thread to exit gracefully, after a shutdown is triggered. If not configured, the graceful exit may slow down or never complete. (GVP-21938)

Media Control Platform no longer terminates when the play cache contains an ASSERT. (GVP-21920)

Media Control Platform no longer terminates when the recording server responds to a re-INVITE with

a 611 Busy Everywhere, after receiving a 491 response from MCP. (GVP-21901)

Now Media Control Platform does not revalidate an HTTP response that contains a must-revalidate directive until it has become "stale" (expired). (GVP-21865)

Media Control Platform and Resource Manager may log incorrect port information when DNS SRV records are configured. For example, SetHostUnavailble for dest[172.24.130.158:5070] port[5060] - port 5060 is incorrect in this log message. (GVP-21853)

Media Control Platform no longer uses a transport that is different from the original SIP request, while sending a CANCEL SIP request. (GVP-21851)

Resource Manager, Media Control Platform, Call Control Platform, and CTI Connector all now send a CANCEL request using the same transport that is used when sending an INVITE request. (GVP-21850)

Media Control Platform now correctly changes the CSeq number to 1 once it reaches the maximum of 2147483647. Previously, MCP began sending a negative CSeq number when the CSeq went above 2147483647. (GVP-21828)

Media Control Platform now retries posts during Genesys Interaction Recording (GIR) correctly, by obeying the setting in the configuration parameter [mpc].recordpostretrybackoff. Previously, MCP did not obey this setting, and sometimes took a long time to retry posts. (GVP-21823)

Media Control Platform no longer terminates when the MRCP ASR Server returns an ASR result with slot variables in an unexpected format. (GVP-21759)

MCP now correctly handles interleaved audio/DTMF packets in direct bridging mode, by dropping the interleaved audio packets. (GVP-21708)

Media Control Platform is now able to fetch files correctly, when the web server redirects it to a different address with a 302 response and Squid is used as a proxy. (GVP-21655)

Call sessions no longer become "stuck" because Media Control Platform now cleans them up properly. Previously, MCP's failure to properly clean up caused some call sessions to become stuck in MCP, which prevented a graceful shutdown of MCP by the Solution Control Interface (SCI). (GVP-21653)

To improve security, OpenSSL library (used by MCP) was updated to version 0.9.8zb (from version 0.9.8q). (GVP-21652)

Media Control Platform now detects SIT tones correctly during Call Progress Detection (CPD). Previously, MCP sometimes detected SIT tones as no answer or answering machine.

This new configuration option control this behavior: Option: `cpa.enable_alternate_signals`
 Section: `grpMedia` Valid Values: `true`, `false` (default) Takes effect: On start Set to `true` to enable CPA alternate signals checking— for when a SIT tone (or a voice following a SIT tone) arrives 100 or fewer milliseconds after a ring tone. (GVP-21651)

The SIP stack is now able to send its first message on the TCP/TLS connection. Previously, the SIP stack sometimes failed to send the first message properly. (GVP-21626)

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/httpd/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/` (GVP-21625)
-

Prompt playback no longer fails when the Media Control Platform logs the ERROR message `Invalid`

Media - Cache track header not valid for media type audio. (GVP-21511)

The first SNMP GET to the Media Control Platform now succeeds—it no longer times out. (GVP-21357)

Media Control Platform no longer fails to copy a recording file to a drive where MCP is not installed. (GVP-21342)

Media Control Platform now correctly interprets a caller-inputted DTMF. Previously, MCP failed this task, in the Polish language. (GVP-21297)

8.5.110.33

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|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 09/19/14 | General | | | | | X | | X |

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Voice Platform Media Control Platform.

- Added support for Windows 2012 64-bit.

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Corrections and Modifications

This release also includes the following corrections or modifications:

Now, the SIP stack is able to send its first message on the TCP/TLS connection. Previously, SIP stack sometimes failed to send the first message properly. (GVP-21626)

Media Control Platform now performs bargein correctly, when it receives a DTMF between issuing MediaPlayer and the actual play. (GVP-21619)

Media Control Platform no longer terminates unexpectedly when the length of an MRCP packet is split across packets. (GVP-21615)

Media Control Platform no longer terminates unexpectedly when the length of an MRCP packet is split across packets. (GVP-21604)

Media Control Platform no longer stops reacting to OPTIONS calls from Resource Manager. Previously, a race condition could occur when MCP tried to send CPD results at the same time that the SIP

transaction timer fired. This conflict could cause MCP to freeze and not respond to OPTIONS calls from Resource Manager. (GVP-21601)

An existing setting for the `video_output_type` option was modified to enable Media Server to identify the speaker in a conference, to the other attendees.

Option: `video_output_type`

Application: MCP

Section: conference

Valid values: `single` (this new setting is the default), `mixed`

Takes effect: Immediately

- Set to `single` to specify single stream video output—the video stream from one conference participant is sent to every conference participant. This setting enables Media Server to identify the loudest participant in an audio-and-video conference as the speaker. Details:
 - All participants who are not the speaker, see the speaker in their conference video viewer.
 - The current speaker sees the previous speaker, or the conference's first participant if there is no previous speaker.
 - In a conference with only two participants, they always see each other, even if neither is speaking.
- Set to `mixed` to specify mixed stream video output—the video streams from multiple conference participants are combined into one frame and sent to each participant, i.e., everyone sees everyone else.

(GVP-21574)

During a three-or-more-party conference, Media Control Platform no longer sends out audio packets between telephone-event packets of a DTMF. During a two-party conference recording, MCP no longer adds silence audio packets between telephone-event packets of a DTMF. Previously, the audio/telephone-event interleaved packets could cause problems with SBCs, leading to problems interacting with IVRs. (GVP-21571)

Media Control Platform now sends VAR and custom VAR data to the Reporting Server correctly. (GVP-21570)

64-bit Windows Media Control Platform deployments can now send Maintainer email notifications successfully. (GVP-21564)

Media Control Platform no longer terminates once every 49.7 days, due to a race condition related to Fetch Audio timers. (GVP-21525)

8.5.101.52

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 08/20/14 | General | | | | | X | | |

New in This Release

There are no restrictions for this release. This release contains no new features or functionality.

Helpful Links

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- [8.5.x Known Issues](#)

Corrections and Modifications

This release also includes the following corrections or modifications:

MCP no longer terminates unexpectedly when the length of an MRCP packet is split across packets. (GVP-21615)

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8.5.101.41

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 07/15/14 | General | | | | | X | | X |

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Voice Platform Media Control Platform.

- Support for Nuance Vocalizer 6.0.2 and Nuance Speech Server 6.2.5
- [Route Unavailable Wakeup](#)
- [Reliable Connection Retry](#)
- [Third Party Recording with MCP and the Resource Manager](#)
- [Configuration Options Changed](#)

Helpful Links

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Corrections and Modifications

This release also includes the following corrections or modifications:

The Media Control Platform no longer interleaves DTMF RTP event packets with silent RTP packets during MSML conference recording. (GVP-21495)

The MCP now supports the use of a relative URL reference inside the Location header of a 302 Found response. (GVP-21472)

The configuration options `routefailovertime` and `routererecoverytime` are now unhidden in the MCP configuration template.

Option: `routefailovertime`

Application: Media Control Platform

Section: transport

Valid values: 1-32

Specifies the failover time, in seconds, for SIP static routing and DNS HA routing. If a SIP request has not received a response within the failover time, and SIP static routing or DNS HA routing is enabled, then the SIP request will be retransmitted to an alternate route.

Takes effect: At restart

Option: routerecoverytime

Application: Media Control Platform

Section: transport

Valid Values: 1-600

Takes effect: At restart.

Specifies the recovery time in seconds for SIP static routing and DNS HA routing. When SIP static routing or DNS HA routing is enabled and the route is marked as unavailable due to an error or a SIP response timeout, then the route will be marked as available again after the recovery time. (GVP-21439)

The MCP now correctly passes child variables to the parent VXML page. Previously, during a multi-phase consultation, a transfer semantic error was thrown while MCP accessed child variables in the parent VXML page. (GVP-21412)

The MCP now accepts new incoming calls during mp3 recording. Previously, the MCP rejected those calls on rare occasions. (GVP-21394)

Push-video now plays properly on a pre-existing conference. You can also specify an extension for the push-video file, to avoid unnecessary fetching and optimize the video's performance. (GVP-21358)

The MCP no longer terminates when it encounters a Fetch error or an ASR error while performing audio transcoding. (GVP-21352)

On the RHEL 64-bit platform, the MCP no longer terminates while re-seeding random keys and after the MCP has generated approximately 34,000 SRTP session keys. (GVP-21351)

The MCP can now correctly navigate to the next page inside the catch block. Previously, MCP terminated when in the choice tag contained an invalid URL. (GVP-21331)

MCP now correctly resumes recording a call when an Agent returns to the caller after a consult. (GVP-21273)

The MCP no longer warns of buffer overflow and recording errors during MSML file-based call recording with mp3 files or GIR recording with mp3 files. The buffer capacity was increased to address this issue. (GVP-21269)

MCP no longer terminates when the VoiceXML application has an audio URL set to a directory. (GVP-21265)

Resource Manager no longer terminates while sending a SIP message to an invalid TCP destination (resolved by DNS SRV query), due to a network problem. (GVP-21232)

During a video mix conference, MCP now requests a new iFrame from the endpoints more frequently, to ensure that video is still being processed. Previously, video processing would stop when the buffer filled, because the endpoint's iFrame period was too long. (GVP-21186)

MCP no longer sends an incorrect error message id (20004 instead of 22022) and as a result, the SNMP Trap Receiver now receives this trap correctly. (GVP-21183)

Calls no longer end prematurely after this warning displays: VGDTMFRecognitionThread.C:1349 Recognition session 4612 does not exist. Previously, after this warning displayed, recognition and transfer attempts failed, and the call ended. (GVP-21164)

These configuration options are now session-configurable:

- mp3.bitrate
- mp3.interfrequency.encoding
- mp3.samplingrate
- mp3.use_integer_transcoder
- mp3.use_lpfiler

Previously, they were not, even though the MCP configuration document stated that they were. Now, that statement is true. (GVP-21094)

Mixed video conferencing (video_output_type=mixed) with Genesys SIP endpoints now works correctly. Previously, conferences of this type stopped working after one minute. (GVP-21030)

Alarms with the message id 22022 and message id 22027 now correctly appear in MCP logs for the MRCPv2 TTS/ASR server. (GVP-21011)

To achieve optimal performance for MCP on RHEL 6, you must use the ext3 file system. This change resolves a performance issue with RHEL 6. (GVP-19454)

8.5.100.58

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 12/19/14 | General | | | | | X | | X |

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Voice Platform Media Control Platform.

- This release adds support for MP3 encoding at 16kbps (default) and 24kbps, via the existing session configurable configuration parameter [mpc]mp3.bitrate.

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Corrections and Modifications

This release also includes the following corrections or modifications:

Now Media Control Platform can be stopped gracefully, even when a Reporting Client is blocked from sending data to Reporting Server. (GVP-21938)

Media Control Platform no longer terminates when the play cache contains an ASSERT. (GVP-21920)

Media Control Platform no longer terminates when the recording server responds to a re-INVITE with a 611 Busy Everywhere, after receiving a 491 response from MCP. (GVP-21901)

Now Media Control Platform does not revalidate an HTTP response that contains a must-revalidate directive until it has become "stale" (expired). (GVP-21865)

Media Control Platform and Resource Manager may log incorrect port information when DNS SRV records are configured. For example, SetHostUnavailble for dest[172.24.130.158:5070]

port[5060] - port 5060 is incorrect in this log message. (GVP-21853)

Media Control Platform no longer uses a transport that is different from the original SIP request, while sending a CANCEL SIP request. (GVP-21851)

Resource Manager, Media Control Platform, Call Control Platform, and CTI Connector all now send a CANCEL request using the same transport that is used when sending an INVITE request. (GVP-21850)

Media Control Platform now correctly changes the CSeq number to 1 once it reaches the maximum of 2147483647. Previously, MCP began sending a negative CSeq number when the CSeq went above 2147483647. (GVP-21828)

Media Control Platform now retries posts during Genesys Interaction Recording (GIR) correctly, by obeying the setting in the configuration parameter [mpc].recordpostretrybackoff. Previously, MCP did not obey this setting, and sometimes took a long time to retry posts. (GVP-21823)

Media Control Platform no longer terminates when the MRCP ASR Server returns an ASR result with slot variables in an unexpected format. (GVP-21759)

MCP now correctly handles interleaved audio/DTMF packets in direct bridging mode, by dropping the interleaved audio packets. (GVP-21708)

Media Control Platform is now able to fetch files correctly, when the web server redirects it to a different address with a 302 response and Squid is used as a proxy. (GVP-21655)

Call sessions no longer become "stuck" because Media Control Platform now cleans them up properly. Previously, MCP's failure to properly clean up caused some call sessions to become stuck in MCP, which prevented a graceful shutdown of MCP by the Solution Control Interface (SCI). (GVP-21653)

To improve security, OpenSSL library (used by MCP) was updated to version 0.9.8zb (from version 0.9.8q). (GVP-21652)

Media Control Platform now detects SIT tones correctly during Call Progress Detection (CPD). Previously, MCP sometimes detected SIT tones as no answer or answering machine. (GVP-21651)

Now, the SIP stack is able to send its first message on the TCP/TLS connection. Previously, SIP stack sometimes failed to send the first message properly. (GVP-21626)

Prompt playback no longer fails when the Media Control Platform logs the ERROR message Invalid Media - Cache track header not valid for media type audio. (GVP-21511)

The first SNMP Get to the Media Control Platform now succeeds—it no longer times out. (GVP-21357)

Media Control Platform no longer fails to copy a recording file to a drive where MCP is not installed. (GVP-21342)

Media Control Platform now correctly interprets a caller-inputted DTMF. Previously, MCP failed this task, in the Polish language. (GVP-21297)

Release 8.5.0

Voice Platform Media Control Platform Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Voice Platform Media Control Platform, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.050.41

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 05/27/15 | Hot Fix | | | X | | |

What's New

This release includes only resolved issues.

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Resolved Issues

This release contains the following resolved issues:

Media Control Platform no longer terminates during the caller disconnect on a call transfer. (GVP-22309)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.050.41.

8.5.050.40

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 05/23/14 | Hot Fix | | | | | X | | X |

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

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Corrections and Modifications

This release also includes the following corrections or modifications:

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MCP no longer terminates when attempting to perform sampling rate conversion in response to fetching errors or ASR errors. (GVP-21350)

MCP no longer terminates on the 64-bit Linux platform when it needs to re-initialize the pseudo-random number generator when SRTP is enabled. (GVP-21330)

Calls are now recorded properly after an agent completes an external consult call and retrieves the call to the customer. Previously, call recording stopped when the consult call was finished, and the rest of the customer call was not recorded. (GVP-21272)

MCP no longer terminates when an audio resource URL is incorrectly set to a directory. (GVP-21253)

MCP no longer terminates when the user specifies an invalid URL in the VoiceXML menu block. (GVP-21285)

8.5.050.38

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 03/24/14 | Hot Fix | | | | | X | | X |

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

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Corrections and Modifications

This release also includes the following corrections or modifications:

MCP no longer displays buffer overflow warnings and recording errors during MSML file-based call recording of MP3 files and GIR recording with MP3 files. (GVP-21268)

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Calls no longer end prematurely after this warning appears: VGDTMFRecognitionThread.C:1349 Recognition session 4612 does not exist. Previously, after the warning displayed, recognition and transfer attempts failed and the call ended. (GVP-21212)

MCP now generates log messages with the correct log IDs (22022 for ASR and 22027 for TTS) when it is not able to connect to the MRCP ASR or TTS servers. (GVP-21149)

8.5.050.37

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 03/10/14 | Hot Fix | | | | | X | | X |

New in This Release

This is a hot fix for this product. This release does not contain new features or functionality.

Corrections and Modifications

This release also includes the following corrections or modifications:

MCP no longer deadlocks while it is resolving SRV DNS addresses for SIP transport. (GVP-21217)

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8.5.050.13

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 12/20/13 | Hot Fix | | | | | X | | X |

New in This Release

This is a hot fix for this product. This release contains the following new features or functionality:

- A new configuration parameter specifies the mode (HTTP or HTTPS) to be used for uploading recording files to Amazon s3 during MSML call recording.

section: msml

parameter: record.amazonpostmode

Valid values: http (default) or https

Takes effect: immediately / session

Use this parameter to specify the mode (HTTP or HTTPS) used to upload recording files to Amazon s3 during MSML call recording.

- Set to http to enable that mode.
- Set to https to enable that mode.

(GVP-20990)

- A new configuration parameter specifies the To Header mode (location of the Request URI parameters) for Third Party Call Recording:

section: vrmrecorder

parameter: toheadermode

Valid values: legacy, uriparams, toparams, bothtoanduriparams

Takes effect: immediately / session

Use this parameter to specify the To Header mode (location of the Request URI parameters) for Third Party Call Recording.

- Set to legacy to specify that the MCP will copy the Request URI of the INVITE request into the To Header (this is identical to pre-GVP 8.5.0 behavior).
- Set to uriparams to specify that the Request URI parameters will be included in the Request URI part of the To Header.
- Set to toparams (default) to specify that the Request URI parameters will be included in the To params of the To Header.
- Set to bothtoanduriparams to specify that the Request URI parameters will be included in both the

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Request URI part of the To Header and the To params of the To Header.

(GVP-20875)

Corrections and Modifications

This release also includes the following corrections or modifications:

The Media Control Platform no longer terminates during an MSML call recording, when there is a race condition between the recording pause (conference modified) and disconnection (conference destroyed) (GVP-20954)

MCP no longer terminates with a core dump when doing treatments. (GVP-20153)

MSML file-based call recordings can now be played by Windows Media Player. (GVP 21044, GVP-21045)

When uploading recording files to Speech Miner for analysis (as part of Genesys Interaction Recording), MCP no longer logs an ERROR and moves the envelope file used for encryption (*.pem) and the recording file to a "failed" location (i.e., the upload was considered a failure) even though the file was decrypted and PUT to Speech Miner correctly.

This issue was related to the improper handling of CURL callback when requesting data for upload. (GVP-21023)

A metadata post to the Recording Processor (as part of Genesys Interaction Recording) now works correctly on Linux when Chinese characters were present in the post content. Previously, the Recording Processor returned the error message 400 Bad Request. (GVP-21022)

A metadata post to the Recording Processor (as part of Genesys Interaction Recording) is now enhanced to include custom parameters passed through MSML Request URI. All parameters in the MSML Request URI with the prefix rp. are passed along in the metadata post.

- MCP inserts all parameters with the prefix rp. inside the Parameters property of the metadata JSON that is sent to the Recording Processor.
- If a parameter with the same name is present in MSML gvp:param, then that value is used instead of the value of the parameter in the MSML Request URI.

(GVP-21015)

8.5.041.14

Voice Platform Media Control Platform Release Notes

| Release Date | Release Type | Restrictions | AIX | HP-UX PA | HP-UX IPF | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|----------|-----------|-------|---------|---------|
| 12/20/13 | General | | | | | X | | X |

New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Voice Platform Media Control Platform.

- Additional features in support of the Genesys Interaction Recording (GIR) Solution:
 - Call Recording Encryption Support.
 - Stereo MP3 encoding for call recording.
 - Submission to S3 storage and webDAV support.
 - Interactions with GIR.

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Corrections and Modifications

This release also includes the following corrections or modifications:

The Media Control Platform no longer terminates in a race condition when a SIP INFO message is sent before a VXML session was terminated, but the response to that message was received after the termination. (GVP-20939, 20937, 20773, 20704, and 20699)

The Media Control Platform no longer terminates when it fails to send a SIP response due to a network failure. Previously in this scenario, the MCP would run into an infinite loop and eventually terminate when it ran out of stack space. (GVP-20882)

MCP no longer changes the cookie during a call. Previously, MCP applied the cookies from cached files (from other sessions) in error. (GVP-20824)

The Media Control Platform no longer drops the buffered DTMF digits that are supposed to be sent to

an off-board DTMF recognizer, when moving to the next input field without any prompt. (GVP-20820)

MCP no longer terminates while handling an ASR reply. (GVP-20794)

A new timer prevents a conference recording from continuing when the call disconnects before anyone joins the conference. (GVP-20758)

The MCP no longer tries to decode an intentional % character in an HTTP URL. (GVP-20735)

MCP no longer terminates during mp3 recording. Previously, this situation was caused by the encoder generating multiple frames at a lower bitrate. (GVP-20734)

The MCP now ignores uppercase and lowercase differences between a pathname and a prompt when fetching (for example, pathname/prompt.wav and PATHname/Prompt.wav). Previously in this scenario, the MCP might be unable to play the file when the play cache was enabled. (GVP-20731 and 20808)

MCP now supports specifying one recdest or recdest2 through MSML RURI and the other through gvp:param. Previously, both recdest or recdest2 needed to be specified either through MSML RURI or through gvp:param. (GVP-20683)

Now, more than one stream can be recorded when both PCMU and PCMA negotiate in one of multiple call legs before a conference is created. (GVP-20677)

The default encoding bitrate for mp3 recording was changed from 128kbps to 32kbps. (GVP-20671)

Recordings from MCP in GSM format no longer contain intermittent static. The GSM library has been updated to use the new thread-safe version of the library with no impact to the original recording quality. (GVP-20660)

Unknown IDs no longer occur under the default setting in the MF Sink Metrics Filter, because the metrics log entries 133 and 136-141 have been removed. (GVP-20656)

MCP no longer returns unknown after a successful media redirect transfer is terminated by the far end. Previously in this scenario, MCP sent a Re-INVITE to bring the inbound call back, and if there was a delay for the remote to send back 200OK to the Re-INVITE, then a race condition occurred with the new outbound call request of the next transfer. (GVP-20640 and 20644)

The MCP can now log the correct prompt status as barge-in when a DTMF digit is buffered before the prompt file is fetched. (GVP-20572)

When custom headers are added, MCP no longer ignores the INVITE from Resource Manager due to a logic error when parsing the Content-Length header. (GVP-20528)

During multiple Media Redirect transfers from within the same application, subsequent transfers no longer fail due to race conditions in the MCP. (GVP-20526)

During GQM recording, if the MCP triggered a session reINVITE at the same time that the recorder triggered a reINVITE, the result could be the MCP terminating unexpectedly. (GVP-20421)

In some rare race conditions, typeahead DTMFs or RRU data is now transmitted properly to the ASR engine. (GVP-20417)

The MCP no longer terminates in an HA mode when a destination could not be reached. (GVP-20409)
