



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Voice Platform Resource Manager

8.5.170.64

12/24/2025

8.5.170.64

Voice Platform Resource Manager Release Notes

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

Contents

- **1 8.5.170.64**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release contains the following new features and enhancements:

- With this release, Resource Manager enables VXML IVR Recording, in a way similar to MSML GIR recording. Use the configuration option **`gvp.policy.voicexml-recording-allowed`** to configure VXML IVR Recording. When set to `true` (the default), this option instructs Resource Manager to:
 - Find the matching recording IVR Profile and add a new reference to the recording IVR Profile in a new Request URI parameter (**`record-ivr-profile`**), so that Media Control Platform will know which IVR Profile contains the encryption certificates.
 - Find the matching recording IVR Profile, and merge all service parameters that have the `recordingclient` prefix to the current IVR Profile service parameters.
- Resource Manager supports the service-type **`record`** in an IVR Profile. RM locates and selects the appropriate record IVR profile.
- Resource Manager supports geo-location based selection of the record IVR profile, configured by the **`gvp.general.geo-location`** option in the IVR profile.

Refer to [GVP Support for IVR Recording](#) for additional details.

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:

Resource Manager no longer generates duplicate call IDs when more than one instance of RM is started in a host at the same moment. (GVP-23397)

Resource Manager now submits the correct peak statistics for the **`record`** media service-type. Previously RM did not decrement the peak statistics when the **`recording`** call legs were terminated in third-party recording scenarios. (GVP-23370)

Resource Manager now includes IVR Profile DBID information in the initial INVITE to Media Control Platform, after a failure to contact CTI-Connector when CTI is enabled with the setting ALWAYS. (GVP-23283)

Resource Manager no longer terminates due to a race condition while manipulating internal data structures between a new incoming call leg and a terminating leg for an outbound conference. (GVP-23282)

Resource Manager no longer freezes, unable to shut down, while clearing dead call information during a shutdown. (GVP-23268)

Resource Manager no longer consumes excessive memory when dynamic configuration changes are made. (GVP-22661)

Upgrade Notes

When Resource Manager is upgraded to 8.5.170.64 or later where RM supports IVR recording, you must do either of the following:

- Upgrade Media Control Platform (MCP) to a version greater than or equal to 8.5.170.71.
- If upgrading MCP to a version greater than or equal to 8.5.170.71 is not possible, then disable IVR recording feature (using the above mentioned **gvp.policy.voicexml-recording-allowed** option) for RM either via tenant configuration or RM configuration.