Voice Processor

Release Notes 9.0.x

4/4/2025

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Voice Processor 9.0.x Release Note

This Release Note applies to all 9.0.x releases of Voice Processor. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.000.040	12/13/24	General			X		
9.0.000.39	10/09/24	General			X		
9.0.000.32	02/15/23	General			X		
9.0.000.25	04/24/20	General			X		
9.0.000.03	12/20/18	General	Under Shipping Control		X		

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference*.

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see the Discontinued Support page in the *Genesys Supported Operating Environment Reference*.

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Voice Processor, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about Voice Processor, see the following documentation:

- The documentation related to this software is available from the Genesys Interaction Recording page.
- The *Genesys Interaction Recording Solution Guide* provides details about Genesys Interaction Recording solution.
- The Genesys Interaction Recording page in the Genesys Supported Operating Environment Reference provides detailed information about product support for operating systems.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Voice Processor

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

Inbound or outbound calls may be marked as Consult or Transfer if they contain a consult or transfer call leg. This issue occurs because the call type that is attached to the recording metadata depends on the order of posting of metadata to RWS.

ID: **GIR-24328**	Found In: **9.0.000.03**	Fixed In:

Calls are posted without the metadata retrieved from GIM such as party join or party left information, attached data, and ACW data. Call legs are not linked to their parent interaction. Also, the recordings are not posted to RWS or SpeechMiner until 24 hours after the end of the call.

This issue occurs during a scenario when a call leg ends 30 or more minutes earlier than the end of the parent call.

ID: **GIR-23798**	Found In: **9.0.000.03**	Fixed In:

Calls are posted without the metadata retrieved from GIM such as party join or party left information, attached data, and ACW data. Calls are not linked to their parent interaction for secondary call legs.

This issue occurs in a specific scenario where posting of metadata to SpeechMiner fails and then, retrieval of metadata from RWS fails subsequently. This issue can be avoided by ensuring that the RWS and SpeechMiner deployments are scaled sufficiently to handle the customer's peak call load.

ID: **GIR-23772**	Found In: **9.0.000.03**	Fixed In:

The following error message is displayed in the Voice Processor log file during startup:

```
New Relic for Node.js halted startup due to an error:
Error: Invalid license key, please contact support@newrelic.com
```

This message is normal and it can be ignored.

ID: **GIR-23518**	Found In: **9.0.000.03**	Fixed In:

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Voice Processor unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 9.0.0

Voice Processor Release Notes

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

9.0.000.39

Voice Processor Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/09/24	General			X			

What's New

This release contains the following new features and enhancements:

- GIR VP now supports deployments on Podman on RHEL 8. See GIR Voice Processor deployment using Podman for more information. GIR Voice Processor deployment no longer supports Docker. (GIR-33738)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

See GIR Voice Processor deployment using Podman for more information.

Helpful Links

Releases Info

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

Product Documentation

- Genesys Interaction Recording

Genesys Products

- List of Release Notes

9.0.000.32

Voice Processor Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/15/23	General			X			

What's New

This release contains the following new features and enhancements:

- Some **npm** dependencies are updated to their latest versions to address security vulnerabilities.(GIR-32471)

- The `pg-promise` client library and underlying driver are upgraded to their latest versions to support SCRAM-SHA-256 password encryption. (GIR-32393)

- Support for **Red Hat Enterprise Linux (RHEL) 8**. (GIR-32380)

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

The size of the docker image file, 9.0.000.04.055.tar.gz, for Voice Processor 9.0.000.32, is considerably reduced from the previous version. (GIR-32542)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.32.

9.0.000.25

Voice Processor Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/20	General			X		

What's New

This release contains the following new features and enhancements:

- Starting with this release, Voice Processor is now generally available. For new deployments, Genesys recommends using Voice Processor instead of Recording Processor Script (RPS).

- The following new authentication parameters are added:

  - **authUserName**

  - **authPassword**

    When configured, these parameters enable the Media Control Platform (MCP) to POST metadata to Voice Processor without providing credentials.

- The collection of After Call Work (ACW) data by Voice Processor is improved.

Helpful Links

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Resolved Issues

This release contains the following resolved issues:

In SIP Cluster environments, Voice Processor can now locate agent usernames in partial POST requests. (GIR-25987)

Voice Processor now correctly applies metadata filters during scheduled recoveries. (GIR-25715)

Voice Processor now correctly retrieves metadata for recordings being posted to Interaction Recording Web Services (RWS) and SpeechMiner. Previously, in scenarios where a call leg ended 30 or more minutes earlier than the parent call, or when the posting of metadata to SpeechMiner failed and the subsequent retrieval of metadata from Interaction Recording Web Services (RWS) also failed, certain items were missing from the metadata, such as when a party joined or left the call, attached data, and After Call Work (ACW) data. (GIR-23798, GIR-23772)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.25.

9.0.000.03

Voice Processor Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/20/18	General	Under Shipping Control		X		

What's New

This is the first release of Genesys Interaction Recording (GIR) Voice Processor.

GIR needs Voice Processor to process recording metadata from Media Control Platform (MCP), combine this metadata with data collected from Genesys Info Mart (GIM), and forward the result to Interaction Recording Web Services (RWS) and SpeechMiner Interaction Receiver (SM IR). For information on how to deploy the Voice Processor, see Deploying Voice Processor.

Helpful Links

Releases Info

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

Product Documentation

- Genesys Interaction Recording

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Important

Note that Voice Processor is under shipping control by the Genesys Product Management team. Currently, we advise that RPS should still be your preferred component to install as part of a GIR installation or upgrade. Only consider seeking approval to use Voice Processor instead of RPS when scalability of the deployment is of concern, or your deployment requires SIP Cluster support.

Customers with an existing Recording Processor Script deployment can migrate to the Voice Processor using the instructions provided in the Migrating from RPS to Voice Processor section.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.03.