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Voice Platform CTI Connector

Release Notes 8.5.x

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Voice Platform CTI Connector 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Voice Platform CTI Connector. 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 CTI Connector, see the [8.1 Release Note \(Cumulative\)](#).

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 CTI Connector at the following links:

Release 8.5.1:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.160.80	10/30/17	Hot Fix					X
8.5.160.77	03/27/17	Hot Fix			X		
8.5.160.73	06/16/16	General			X		X
8.5.110.41	02/11/15	Hot Fix					X
8.5.110.17	09/19/14	General			X		X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.011.03	03/21/16	Hot Fix			X		

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.011.01	01/25/16	Hot Fix			X		
8.5.010.99	11/20/15	Hot Fix			X		
8.5.010.97	10/23/15	Hot Fix			X		
8.5.010.94	10/09/15	Hot Fix			X		X
8.5.010.91	12/20/13	Hot Fix			X		X
8.5.010.90	12/20/13	Hot Fix			X		X
8.5.010.88	12/20/13	Hot Fix			X		X
8.5.010.84	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*.

There are no discontinued items for this product.

Link to 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 CTI Connector, 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.

- [Latest Available IPs](#)
- [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 8.5 SIP Server Deployment Guide, which provides information about configuring and installing SIP Server.
- 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](#).

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 CTI Connector

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Voice Platform CTI Connector. 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](#).

CTIC is not able to continue a call after its bridge transfer ends in media redirection. For example, when a caller supports only audio but the agent supports both audio and video, CTIC cannot take back functionality when the agent disconnects if Media Control Platform is asked to perform a media redirection transfer.

ID: GVP-19066	Found In: 8.1.601.89	Fixed In:
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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:
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When using CTI Connector with MCP's Next Generation Interpreter (NGI) to handle a treatment, you might observe audio loss in the beginning of the treatment. To work around this issue, insert a small leading silence in the VoiceXML application treatment.

ID: GVP-18039, ER# 294803271	Found In: 8.1.502.79	Fixed In:
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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 CTI Connector Release Notes

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

8.5.160.80

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/30/17	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issue:

CTI Connector no longer stops and reboots while sending attached data. Previously, it stopped and rebooted while sending attached data in 64-bit OS. (GVP-35073)

Product Documentation

[Genesys Voice Platform](#)

Genesys Products

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.160.80.

8.5.160.77

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/27/17	Hot Fix			X		

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

CTI Connector no longer terminates unexpectedly when it receives BYE while establishing the Treatment leg. (GVP-23594)

CTI Connector no longer terminates unexpectedly when the IVR Server switches from the primary to the backup server and vice versa. (GVP-23315)

Product Documentation

[GVP](#)

[Genesys Products](#)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.160.77.

8.5.160.73

Voice Platform CTI Connector 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:

- CITC (ICM) support for the Windows 2012 operating system. See the [Supported Operating Environment: Genesys Voice Platform](#) page for more detailed information and a list of all supported operating systems.
- The CTIC (ICM) now sends the DNIS that it receives in an INVITE to CTIC, as the X-Genesys-ICM-OL-DNIS header in the treatment leg INVITE to MCP.

To enable this feature, set the configuration parameter **[ICMC] SendOLDNISHeader** to true. (The default is false.)

- CTI Connector (ICM) can now offer to transfer a call (instead of hanging up) following a DIALOGUE_FAILURE_EVENT from ICM. To enable this functionality, set the option TransferOnDialogFailure to 1.
- CTI Connector now provides the ability to override the transfer destination of a CONNECT message in REFER scenarios on ICM. Two parameters control this behavior:
 - `cti.TransferToFixedAgent`, in the `gvp.service-parameters` section of the IVR Profile. Set to true for CTIC to disregard the CONNECT label and use the fixed label. (Default is false.)
 - `cti.FixedAgent`, in the `gvp.service-parameters` section of the IVR Profile, must contain the fixed destination for the transfer (a telephone number of the appropriate length).
- Two new parameters allow CTI Connector (ICM) to use a REFER message to transfer an ongoing call (a caller leg to CTIC is established) to a destination, when CTIC detects that Cisco ICM is unavailable.

Enable this functionality by setting the CTIC option **[ICMC] ICMUnavailableAction** to Transfer. The default is Hangup.

Specify the transfer destination (a telephone number of the appropriate

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length) by setting the IVR Profile option **[gvp.service-parameters] cti.FailoverNumber**.

Resolved Issues

This release contains the following resolved issues:

CTI Connector no longer terminates during a re-Invite request from a caller. (GVP-23269)

CTI Connector no longer freezes when ICM sends CLOSE_REQ and DIALOG_FAILURE simultaneously. (GVP-22954)

CTIC now removes an active connection only after establishing a new connection with ICM. Previously CTIC sometimes removed the active connection in response to errors while a new connection was being established. (GVP-22625)

CTI Connector now sends CANCEL requests using the same transport that it uses when sending INVITE requests. (GVP-21870)

CTI Connector now correctly changes the CSeq number to 1 once it reaches the maximum of 2147483647. Previously, CTIC began sending a negative CSeq number when the CSeq went above 2147483647. (GVP-21835)

The first SNMP GET to the CTI Connector now succeeds—it no longer times out. (GVP-21748)

To address a security vulnerability, the version of OpenSSL library used by CTI Connector is updated to 0.9.8zb, from the previous version (0.9.8q). (GVP-21727)

ECC variables now register correctly during a process start-up. Previously, when a large number of ECC variables were configured, they did not register correctly with ICM. (GVP-21203)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.160.73.

8.5.110.41

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
02/11/15	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:

CTI Connector no longer terminates while updating ANI during a new call request to iServer. (GVP-21999)

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- [8.5.x Known Issues](#)

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8.5.110.17

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
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 CTI Connector.

- CTIC (Genesys) version supports Windows 2012 64-bit.

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Corrections and Modifications

This release also includes the following corrections or modifications:

CTI Connector no longer terminates when CallInfoResponse and Released events arrive at the same time. (GVP-21478)

CTI Connector no longer terminates when the shutdown type is unknown. (GVP-21205)

CTI Connector no longer terminates unexpectedly if an ungraceful shutdown is triggered while calls are active. (GVP-21204)

ECC Variables now register correctly during a process start-up. Previously, when a large number of ECC variables were configured, they did not register correctly with ICM. (GVP-21203)

CTI Connector now reconnects to the Configuration Server when the Configuration Server is restarted. (GVP-20240)

Release 8.5.0

Voice Platform CTI Connector Release Notes

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

8.5.011.03

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/21/16	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

- The CTIC (ICM) now sends the DNIS that it receives in the INVITE to CTIC, as the X-Genesys-ICM-OL-DNIS header in the Treatment Leg INVITE to MCP.

To enable this feature, set the new configuration parameter [ICMC] SendOLDNISHeader to true. (The default is false.)

(GVP-23027)

Helpful Links

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- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.011.03.

8.5.011.01

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/25/16	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

- CTIC (ICM) now offers the option to transfer a call (and not hang up) following a DIALOGUE_FAILURE_EVENT from ICM. To enable this, set TransferOnDialogFailure in "ICMC" section to 1.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.011.01.

8.5.010.99

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/20/15	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

- Two new parameters allow CTIC (ICM) to use a REFER message to transfer an ongoing call (a caller leg to CTIC is established) to a destination when CTIC detects that Cisco ICM is unavailable.

Enable this functionality by setting the CTIC option [ICMC] ICMUnavailableAction to Transfer. The default is Hangup.

Then use the IVR Profile option [gvp.service-parameters] cti.FailoverNumber to specify the transfer destination (a number).

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- [8.5.x Known Issues](#)

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.010.99.

8.5.010.97

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/23/15	Hot Fix			X		

What's New

This release contains the following new features and enhancements:

- While in SCI mode, CTI Connector (ICM) can now transfer to a fixed destination, regardless of the CONNECT label that comes in the CONNECT message from ICM. Two new parameters control this behavior:
 - `cti.TransferToFixedAgent`, in the `gvp.service-parameters` section of the IVR Profile. Set to `true` for CTIC to disregard the CONNECT label and use the fixed label. (Default is `false`.)
 - `cti.FixedAgent`, in the `gvp.service-parameters` section of the IVR Profile, must contain the fixed destination for the transfer (a telephone number of the appropriate length).

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Resolved Issues

This release contains no resolved issue.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.010.97.

8.5.010.94

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/09/15	Hot Fix			X		

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Resolved Issues

This release contains the following resolved issues:

CTIC now removes an active connection only after establishing a new connection with ICM. Previously it removed the active connection during an error while establishing a new connection. (GVP-22445)

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Upgrade Notes

No special procedure is required to upgrade to release 8.5.010.94.

8.5.010.91

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
06/23/14	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.

Corrections and Modifications

This release also includes the following corrections or modifications:

CTI Connector no longer terminates while updating a DNIS during a call info response from iServer. (GVP-21372)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

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8.5.010.90

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
04/11/14	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:

When the Configuration Server is restarted, CTI Connector now reconnects to it. Previously in this situation, CTI Connector did not reconnect. (GVP-21190)

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- [List of 8.5.x Releases](#)
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8.5.010.88

Voice Platform CTI Connector Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
02/28/14	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:

Now when the CTIC is configured to register a long list of ECC variables with their tag values, all variables are registered. Previously in this scenario, only some variables were registered. (GVP-21146)

The CTIC no longer terminates when an ungraceful shutdown is triggered while calls are active. (GVP-20985)

The CTIC no longer terminates when receiving an invalid shutdown message. (GVP-20393)

Helpful Links

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8.5.010.84

Voice Platform CTI Connector 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 CTI Connector.

- This release contains changes to support new functionality in Genesys Voice Platform 8.5.0.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Corrections and Modifications

This release also includes the following corrections or modifications:

CTIConnector no longer terminates unexpectedly while registering a large number of ECC variables. (GVP-20864)

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CTIConnector no longer terminates in this scenario:

A reliable SIP transport is being used (TCP or TLS), and the SIP client is engaged in a client INVITE transaction.

- The SIP client receives an error response SIP message and the TCP or TLS connection is lost.
- Static IP routing or DN HA routing is enabled and multiple destinations are configured.

Previously, the SIP endpoint could terminate while attempting to send an ACK message. (GVP-20424)
