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Voice Platform CTI Connector

8.5.160.73

12/21/2025

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

Contents

- **1 8.5.160.73**
 - 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:

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

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:

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.