



## **VoiceGenie 7.2.1 Hot Fix 13 Media Platform Release Notes**

**February 2009**

## **Proprietary / Copyright Information**

**The information contained herein is proprietary and confidential and cannot be disclosed or duplicated without the prior written consent of Genesys Telecommunications Laboratories, Inc.**

Copyright © 2000–2009 Genesys Telecommunications Laboratories, Inc. All rights reserved.

### **About Genesys**

Genesys Telecommunications Laboratories, Inc., a subsidiary of Alcatel-Lucent, is 100% focused on software for call centers. Genesys recognizes that better interactions drive better business and build company reputations. Customer service solutions from Genesys deliver on this promise for Global 2000 enterprises, government organizations, and telecommunications service providers across 80 countries, directing more than 100 million customer interactions every day. Sophisticated routing and reporting across voice, e-mail, and Web channels ensure that customers are quickly connected to the best available resource—the first time. Genesys offers solutions for customer service, help desks, order desks, collections, outbound telesales and service, and workforce management. Visit [www.genesyslab.com](http://www.genesyslab.com) for more information.

Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

### **Notice**

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc. cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

### **You are Responsibility for Your System's Security**

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

### **Trademarks**

Genesys, the Genesys logo, VoiceGenie, and T-Server are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other trademarks and trade names referred to in this document are the property of other companies. The Crystal monospace font is used by permission of Software Renovation Corporation, [www.SoftwareRenovation.com](http://www.SoftwareRenovation.com).

### **Released by**

Genesys Telecommunications Laboratories, Inc. [www.genesyslab.com](http://www.genesyslab.com)

## **Table of Contents**

<b>Proprietary / Copyright Information</b>	<b>2</b>
<b>Table of Contents</b>	<b>3</b>
<b>Overview</b>	<b>4</b>
<b>Product Version Identification</b>	<b>5</b>
<b>Installing / Configuring VoiceGenie Hot Fix</b>	<b>6</b>
<b>Fixes</b>	<b>7</b>

## **Overview**

This document contains the following:

- Product Version Identification for the updated hot fix
- Hot-Fix Installation Instructions
- Fixes

Please refer to the 7.2.1 GA version of the release notes for the following information which has not changed:

- Resources
- Where to Get Help
- Terminology
- Product Version Identification
- Features
- Known Limitations

**VoiceGenie 7.2.1 HF13**  
**Media Platform Release Notes**

**Product Version Identification**

<b>Product Name</b>	Media Platform
<b>Version</b>	7.2.1 HF13
<b>Release Date</b>	February 2009

<b>Media Platform Information</b>	
<b>Package</b>	phoneweb-7.2.1-RHEL4_HF13.tar.gz
<b>Operating System for Telephony Box</b>	Red Hat Enterprise Linux 4.0 Update 6

## **Installing / Configuring VoiceGenie Hot Fix**

- 1) Stop the Call Control Platform.
- 2) Upload the hot fix phoneweb-7.2.1-RHEL4\_HF13.tar.gz using the product manager in the SMC console.
- 3) Deploy the existing Media Platform profile using the Deployment manager.
- 4) Start the platform.

## **Fixes**

The following issues have been addressed in this release:

<b>ER #</b>	<b>Summary</b>
218598996	Callmgr cores when destination URI is malformed