



VoiceGenie 7.2.1 Hot Fix 25 Media Platform Release Notes

October 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 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 Responsible 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.

Released by

Genesys Telecommunications Laboratories, Inc. www.genesyslab.com

Table of Contents

| | |
|---|---|
| Proprietary / Copyright Information _____ | 2 |
| Table of Contents _____ | 3 |
| Overview _____ | 4 |
| Product Version Identification _____ | 5 |
| Installing / Configuring VoiceGenie Hot Fix _____ | 6 |
| Fixes _____ | 7 |

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

Product Version Identification

| | |
|---------------------|----------------|
| Product Name | Media Platform |
| Version | 7.2.1 HF25 |
| Release Date | October 2009 |

| Media Platform Information | |
|---|---------------------------------------|
| Package | phoneweb-7.2.1-RHEL4_HF25.tar.gz |
| Operating System for Telephony Box | Red Hat Enterprise Linux 4.0 Update 6 |

Installing / Configuring VoiceGenie Hot Fix

- 1) Stop the Media Platform.
- 2) Upload the hot fix phoneweb-7.2.1-RHEL4_HF25.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:

| ER # | Summary |
|-----------|---|
| 236208548 | callmgr core with "Fetch timeout retrieving audio %s" at VLogWrapper.C: 99" |

When a caller disconnected the call and later the fetching of audio fails with an error, a crash was reported on the media platform. The above engineering request (ER) ensures that the call manager does not crash in such scenarios.