



VoiceGenie 7.2

Media Platform

Release Notes

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Table of Contents

Proprietary / Copyright Information	2
Table of Contents	3
Overview	4
Documentation	5
Resources	6
Where To Get Help	7
<i>Genesys Customer Support for VoiceGenie Product Line</i>	7
Terminology	8
Product Version Identification	9
Features	15
Next-Generation Interpreter (NGI)	15
Multiple Versions of VXMLI	15
H.263+ Video Support	15
AMR Codec Support	15
3GP File Container Support	15
Burke Draft Support	15
Prompt Playing with RTSP URI	16
Known Issues	17
Known Limitations	18
Third Party Software Acknowledgements	19

Overview

This release document includes the following information:

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

Documentation

Please refer to the VoiceGenie 7.2 Documentation Overview for the list of the documents shipped with the VoiceGenie 7.2 release.

Resources

There are many resources for developers available on VoiceGenie's Developer website
<http://developer.voicegenie.com>.

The following lists some of the important items you can find on our website:

Resource	URL
FAQs	http://developer.voicegenie.com/faq.php http://speechgenie.voicegenie.com/faq.php
Tutorials	http://developer.voicegenie.com/tutorials_VoiceGenie.php http://speechgenie.voicegenie.com/tutorials_SpeechGenie.php
VoiceXML 2.0/2.1 Reference	http://developer.voicegenie.com/voicexml2tagref.php

Contacting Genesys Technical Support

Online/Website:	http://genesyslab.com/support	
Hours of Operation:	8:00 AM to 9:00 PM EST 8:00 AM to 7:00 PM GMT 8:00 AM to 6:00 PM Australian Eastern Standard Time 9:00 AM to 6:00 PM Japan Standard Time	North & Latin Americas Europe, Middle East & Africa Asia Pacific Japan
Email:	support@genesyslab.com support@genesyslab.co.uk support@genesyslab.com.au support@genesyslab.co.jp	North & Latin Americas Europe, Middle East & Africa Asia Pacific Japan
Phone:	888-369-5555 / 506-674-6767 +44 (0) 118 974 7002 +61 7 3368 6868 03-5649-6871 (within Japan) +81-3-5649-6871	North & Latin Americas Europe, Middle East & Africa Asia Pacific Japan (from within Japan) Japan (from outside Japan)
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Terminology

The following table gives definitions of some acronyms that are used throughout this document:

Acronyms	Full Definitions
ASR	Automated Speech Recognition (Engines/Technologies)
CLC	Command Line Console -- A command line interface that can be used to query information and issue commands
MRCP	Media Resource Control Protocol -- Adopted by the VoiceGenie Media Platform to control ASR and TTS resources
SRM	Speech Resource Management -- A component integrated into the VoiceGenie Media Platform to provide Speech Recognition and Synthesis functionalities to the application developers
SMC	System Management Console -- A web based tool for administering clusters of VoiceGenie VoiceXML Platforms
OA&M	Operation, Administration and Management
TTS	Text To Speech (Engines/Technologies)

The following sections may contain references to terminology that has become obsolete:

Historical Terms	New Terms
PhoneWeb Software / NeXusPoint 6.4.x Software	VoiceGenie 7.2 Software
Cluster Management Platform (CMP)	OA&M Framework
Voice Resource Manager (VRM)	Speech Resource Management (SRM)
VoiceGenie Management Console (VMC)	System Management Console (SMC)

Product Version Identification

Product Name	VoiceGenie Media Platform
Version	7.2 GA
Release Date	October 2007

VoiceGenie Linux 3.0 CD information	
Build #	Linux 2.4.21-47 EL Build #1

Red Hat EL AS 3.0 Upgrade information	
Setup script	post_install.sh
Kickstart file	ks.cfg
<p>The setup script will install the following packages to upgrade to VoiceGenie Linux 3.0:</p> <ul style="list-style-type: none">• atsar_linux-1.6-1.i386.rpm• cmp-deployer-1.0.0-26.i386.rpm• grep-2.5.1-24.5.i386.rpm• httpd-2.0.52-1.i386.rpm• j2sdk-1_4_2_12-linux-i586.rpm• MySQL-client-standard-4.1.20-0.rhel3.i386.rpm• mysql-connector-odbc-3.51.12-1.i386.rpm• MySQL-server-standard-4.1.20-0.rhel3.i386.rpm• MySQL-shared-compat-4.1.20-0.rhel3.i386.rpm• sysstat-5.0.5-11.rhel3.i386.rpm• tzdata-2006a-2.EL3.1.noarch.rpm• unixODBC-2.2.11-1.i386.rpm• unixODBC-devel-2.2.11-1.i386.rpm• vg-scriptmanager-3.0.1-4.i386.rpm• vg-setup-1.0.0-9.i386.rpm• vg-squid-2.5.11-1.i386.rpm• vg-tomcat-5.0.28-1.i386.rpm• vg-xerces-2.7.0-1.i386.rpm	

Media Platform Configurations:

MP Configuration #1	
Phoneweb Package	phoneweb-7.2.0-34.tar.gz
Operating System for Telephony Box	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
Operating System Kernel Version for Telephony Box	2.4.21.47 Enterprise
Protocol	SIP2
Telephony Packages	Nil
MP Configuration #2	
Phoneweb Package	phoneweb-7.2.0-34.zip
Operating System for Telephony Box	Windows 2000 Server or Windows Server 2003
Operating System Kernel Version for Telephony Box	Windows 2000 Server with Service Pack 4 or Windows Server 2003
Protocol	SIP2
Telephony Packages	Nil
MP Configuration #3	
Phoneweb Package	phoneweb-7.2.0-34.tar.gz
Operating System for Telephony Box	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
Operating System Kernel Version for Telephony Box	2.4.21.47 Enterprise
Protocol	H323
Telephony Packages	Nil
MP Configuration #4	
Phoneweb Package	phoneweb-7.2.0-34.zip
Operating System for Telephony Box	Windows 2000 Server or Windows Server 2003
Operating System Kernel Version for Telephony Box	Windows 2000 Server with Service Pack 4 or Windows Server 2003
Protocol	H323
Telephony Packages	Nil

Speech Resource Manager Configurations

SRM information	
SRM Packages (Linux)	srm-server-7.2.0-34.tar.gz srm-proxy-7.2.0-34.tar.gz
SRM Packages (Windows)	srm-server-7.2.0-34.zip srm-proxy-7.2.0-34.zip

SRM Server Configuration	
Operating System	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade or Windows 2000 Server with Service Pack 4 or Windows Server 2003

SRM Proxy Configuration	
Operating System	O/S: VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade

Speech Resource Configurations

ASR Configurations

ASR Configuration #1	
ASR name and version	OSR 3.0.9 Native C/S
ASR Packages	osr-base-3.0.9-1.tar.gz One or more language packages
OS for ASR server	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VoiceGenie Linux 3.0 Upgrade
ASR Configuration #2	
ASR name and version	OSR 3.0.10 SWMS 3.1.10 MRCP
ASR Packages	OSR-3.0.10-i386-rhel3.tar.gz (Server Package (Vendor)) One or more vendor language packages SWMS-3.1.10-i386-linux.rpm (SWMS Package (Vendor)) MRCP Product Files (MRCP client packages): osr-mrcp-3.0.4-1.tar.gz (Linux) osr-mrcp-3.0.4-1.zip (Window)
OS for ASR server	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
ASR Configuration #3	
ASR name and version	OSR 3.0.10 SWMS 3.1.10 MRCP
ASR Packages	OSR-3.0.9-i386-win32.zip (Server Package (Vendor)) One or more vendor language packages SWMS-3.1.10-i386-win32.zip (SWMS Package (Vendor)) MRCP Product Files (MRCP client packages): osr-mrcp-3.0.4-1.tar.gz (Linux) osr-mrcp-3.0.4-1.zip (Windows)
OS for ASR server	Windows 2000 Server or Windows Server 2003
ASR Configuration #4	
ASR name and version	Nuance MRCP 1.0 SP9 (MRCP-Direct)
ASR Packages	MRCP-1-0-0-SP9-WIN2K.zip MRCP Product Files (MRCP client packages): nuance-mrcp-8.5.0-3.tar.gz (Linux) nuance-mrcp-8.5.0-3.zip (W2K)
OS for ASR server	Windows 2000 Server or Windows Server 2003
ASR Configuration #5	
ASR name and version	IBM WVS ASR 5.1.3 (MRCP-Direct)
ASR Packages	wvs5.1.3c53ipml.tar C87LJNA.tar C87LPNA.tar C87MZNA.tar C87P3NA.tar MRCP Product Files: ibm-asr-mrcp-5.1.3-3.tar.gz (Linux) mrcp-direct\ibm-asr-mrcp-5.1.3-3.zip (W2K)

VoiceGenie 7.2
Media Platform Release Notes

OS for ASR server	Red Hat EL AS 3.0 with Update 3
ASR Configuration #6	
ASR name and version	AT&T Watson 4.5.1 (MRCP-Native)
ASR Packages	watson-asr-server-4.5.1-3.tar.gz watson-asr-client-4.5.1-3.tar.gz
OS for ASR server	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
ASR Configuration #7	
ASR name and version	TeliSpeech 1.1 SP1 Patch 1 (MRCP-Direct)
ASR Packages	TeliSpeech_1.1_SP1_patch1_linux.zip MRCP Product Files: telisma-mrcp-1.1.0-3.tar.gz (Linux) telisma-mrcp-1.1.0-3.zip (W2K)
OS for ASR server	Red Hat EL AS 3.0 with Update 3
ASR Configuration #8	
ASR name and version	Phonetics GN 5.9.0015 (MRCP-Native)
ASR Packages	R:\vault\asr-vg\phonetic\phonetic-base-5.8.0-6.zip
OS for ASR server	Windows 2000 Server or Windows Server 2003

TTS Configurations

TTS Configuration #1	
TTS name and version	ScanSoft RealSpeak 4.0.12 SWMS 3.1.10 MRCP
TTS Packages	4012sdk.tar.gz (Server Package (Vendor)) One or more language packages SWMS-3.1.10-i386-linux.rpm (SWMS Package (Vendor)) Product Files: realspeak-mrcp-4.0.12-1.tar.gz (Linux Client Package) realspeak-mrcp-4.0.12-1.zip (Windows Client Package)
OS for TTS server	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
TTS Configuration #2	
TTS name and version	ScanSoft RealSpeak 4.0.12 SWMS 3.1.10 MRCP
TTS Packages	RealSpeak4.0.12.password-required_taurus.zip (Server Package (Vendor)) One or more vendor language packages + Corresponding VoiceGenie language server packages SWMS-3.1.10-i386- win32.zip (SWMS Package (Vendor)) MRCP Product Files: realspeak-mrcp-4.0.12-1.tar.gz (Linux Client Package) realspeak-mrcp-4.0.12-1.zip (Windows Client Package)
OS for TTS server	Windows 2000 Server or Windows Server 2003
TTS Configuration #3	
TTS name and version	Nuance Vocalizer 4.0.5 (MRCP-Direct)
TTS Packages	VOCALIZER-4-0-5B-WIN32-8-5-0-SP050513.zip

OS for TTS server	Windows 2000 Server or Windows Server 2003
TTS Configuration #4	
TTS name and version	IBM WVS ASR 5.1.3 (MRCP-Direct)
TTS Packages	IBM WVS 5.1.3 Base packages R:\vault\asr-ext\ibm\wvs5.1.3\ c53ipml.tar C87LJNA.tar C87LPNA.tar C87MZNA.tar C87P3NA.tar MRCP Product Files: ibm-asr-mrcp-5.1.3-3.tar.gz (Linux) ibm-asr-mrcp-5.1.3-3.zip (W2K)
OS for TTS server	Red Hat EL AS 3.0 Update 3
TTS Configuration #5	
TTS name and version	AT&T Natural Voices 3.0 (MRCP-Native)
TTS Packages	R:\vault\tts-vg\att\7.1\3.0.0\EL30\ naturalvoices-tts-base-3.0.0-5.tar.gz naturalvoices-tts-client-base-3.0.0-4.tar.gz
OS for TTS server	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade

Other Packages

TTY/RTSP:

Custom Packages information	
RTSP	rtsp-7.1.0-1.tar.gz
TDD/TTY	tty-7.1.0-1.tar.gz

Windows 2000/Windows 2003 Third Party Software Information

Package information	
Third Party Software	This is shipped as a CD which supports the installation of the following third party packages: <ul style="list-style-type: none"> • Windows Script Host 5.6 • MySQL 3.23 • MyODBC 3.51.06 • Java 2 SDK 1.4.2 • Apache Tomcat 5.0.18 • Squid 2.5

Features

The following new features are introduced in this release.

Next-Generation Interpreter (NGI)

Description

The Next-Generation Interpreter is the latest re-architected VoiceXML interpreter that is designed to leverage multicore, multiprocessor environments more effectively than the Legacy VoiceXML Interpreter. The Next-Generation Interpreter fully supports VoiceXML 2.0 and 2.1.

Multiple Versions of VXMLI

Description

The Media Platform allows both Legacy Interpreter and Next-Generation Interpreter to run simultaneously. When both interpreters are active, interpreter selection can be handled on a per-application or per-call bases.

Please refer to the Media Platform User's Guide for additional information about this feature.

H.263+ Video Support

Description

H.263+ is the second edition of the ITU-T H.263 standard revised in 1998. The VoiceGenie Media Platform supports playback and recording of H.263+ video, and sending and receiving of H.263+ RTP packets as defined in RFC 2429 (<http://www.ietf.org/rfc/rfc2429.txt>).

AMR Codec Support

Description

The VoiceGenie Media Platform supports playback, recording and transcoding of the AMR (Adaptive Multi Rate) codec, allowing richer speech enabled AMR applications to be built.

Please refer to the Media Platform System Reference Guide for more information about this feature.

Please note that AMR transcoding support requires additional features to be enabled in the Media Platform license. Please contact your Sales Representative for additional information.

3GP File Container Support

Description

The VoiceGenie Media Platform supports playback and recording of media content stored in the 3GP file format. 3GP file format is the official file format defined by 3rd Generation Partnership Project (3GPP).

Please refer to the Media Platform System Reference Guide for more information on 3GP file format support.

Burke Draft Support

Description

The VoiceGenie Media Platform conforms to draft-burke-vxml-02.txt, which describes the SIP interface to VoiceXML media services.

Please refer to the Media Platform User's Guide for the supported list of Burke Draft features.

Prompt Playing with RTSP URI

Description

The VoiceGenie Media Platform supports RTSP URI to be used in for prompt playing. The Media Platform can access media content from a RTSP streaming server and play it back to the user. In addition, VCR control can be used together with RTSP prompts to create highly interactive VoiceXML applications.

Please refer to the Media Platform User's Guide for more information on RTSP URI support.

Known Issues

Product	ER#	Description
VG NextGenInterpreter	159281201	Memory leak of 1.5kb per call using Next Generation Interpreter on Windows only using a complex and intensive application under load (not a problem on Linux or with the Legacy Interpreter)
VG MediaPlatform CallManager	CMT16345	Contact header in REGISTER message send by callmgr is hardcoded to use port 5060
VG MediaPlatform CallManager	CMT13147	Suspended Call Manager does not log incall reject to the pw_metricsfile
VG MediaPlatform CallManager	CMT15483	SIP INFO DTMF signal are not probably synchronized with RFC2833 DTMF signal
VG MediaPlatform CallManager	CMT15336	MPC: audio data may be dropped when playing avi file if audio chunk is not "aligned"
VG MediaPlatform CallManager	145486171	MP is not throwing noinput for a voice input with video only input stream (null audio stream)
VG MediaPlatform Interpreter	98941854	When an assignment is made to a session variable, the description of the semantic error has a typo
VG MediaPlatform Interpreter	120229771	After nomatch with OSR native, application.lastresult\$[0].interpretation is filled
VG MediaPlatform Interpreter	123683646	Use of invalid file URLs lead to unexpected behaviour
VG MediaPlatform Interpreter	139533745	If vxml page with root has subdialog that refers to form in same page, root should not be re-fetched
VG MediaPlatform Interpreter	CMT11102	Misleading reason for error event when doing a transfer with method "rlt" and type "bridge"
VG MediaPlatform Interpreter	CMT11535	Call information cannot be logged in CMP.log.vxmli on Windows
VG MediaPlatform Interpreter	CMT13210	Use of "." to separate form id and fieldname in metrics causes ambiguity
VG MediaPlatform Interpreter	CMT15419	Typo in connection.disconnect.hangup event message
VG MediaPlatform Interpreter	CMT15450	Audio can still be played but "bad audio file format" is logged for vox file with wrong MIME type

Known Limitations

- The VoiceGenie 7.2 Media Platform cannot properly play AVI files that contain non byte-aligned data. This can be resolved by re-encoding the AVI file using the method suggested in the Media Platform User's Guide.
- The Next Generation Interpreter does not throw the event error.noauthorization when a dialing rule is matched; instead error.internal is thrown.
- The Next Generation Interpreter does not name the recorded file in the format used by the Legacy Interpreter.
- The Next Generation Interpreter evaluates an expression more than once when the expression is used in an attribute value. (e.g. <disconnect vg:expr="doFunctionCall()"/>)
- The Next Generation Interpreter cannot update session variables upon SIP RE-INVITE.
- When Full Call Recording is used with the Next Generation Interpreter and the 'absolute' keyword is not specified in the 'directory'parameter', the recorded file does not go into the created folder.
- The Next Generation Interpreter does not support arrays in NLSML results.
- The Next Generation Interpreter does not support the maxage parameter in the initial page.
- The Next Generation Interpreter may log some exec_errors in the metrics log file when a whisper transfer is successful.
- The Next Generation Interpreter does not return the correct value to the session variable session.connection.redirect.
- The Next Generation Interpreter does not return the properties to the session variable session.connection.protocol when making an outbound call.
- The Next Generation Interpreter does not support user configuration for http 'user_agent' and 'http_accept'.

Third Party Software Acknowledgements

Intel Integrated Performance Primitives

This product contains Intel Integrated Performance Primitives version 4.1.3 by Intel Corporation.

Crypto++

This product contains Crypto++ version 4.2.

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OpenSoap

This product contains OpenSoap version 1.0 by the OpenSoap Project.

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3GPP AMR Floating-point Speech Codec

This product contains 3GPP AMR Floating-point Speech Codec version 5.3.0 by the 3rd generation Partnership Project.

Xerces-C

This product contains Xerces-C version 2.7.0 by the Apache Software Foundation.

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SpiderMonkey

This product contains SpiderMonkey version 1.5 by the Mozilla Foundation.

SMTP/POP3 Email Component Library for C/C++ (SEE4C)

This product contains SMTP/POP3 Email Component Library for C/C++ (SEE4C) version 3.6.10 by MarshallSoft Computing Inc.

libcurl

This product contains libcurl version 7.15.1.

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OpenSSL

This product contains OpenSSL version 0.9.6b.

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This product includes cryptographic software written by Eric Young (eyay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

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This package is an SSL implementation written
by Eric Young (eyay@cryptsoft.com).
The implementation was written so as to conform with Netscapes SSL.

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