



VoiceGenie 7.2

OA&M Framework

Release Notes

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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:	<div>8:00 AM to 9:00 PM EST North & Latin Americas</div> <div>8:00 AM to 7:00 PM GMT Europe, Middle East & Africa</div> <div>8:00 AM to 6:00 PM</div> <div>Australian Eastern Standard Time Asia Pacific</div> <div>9:00 AM to 6:00 PM</div> <div>Japan Standard Time Japan</div>
Email:	<div>support@genesyslab.com North & Latin Americas</div> <div>support@genesyslab.co.uk Europe, Middle East & Africa</div> <div>support@genesyslab.com.au Asia Pacific</div> <div>support@genesyslab.co.jp Japan</div>
Phone:	<div>888-369-5555 / 506-674-6767 North & Latin Americas</div> <div>+44 (0) 118 974 7002 Europe, Middle East & Africa</div> <div>+61 7 3368 6868 Asia Pacific</div> <div>03-5649-6871 (within Japan) Japan (from within Japan)</div> <div>+81-3-5649-6871 Japan (from outside Japan)</div>
For critical production outages outside of the above hours, please contact us by phone.	

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:

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	OA&M Framework
Version	7.2 GA
Release Date	September 2006

OA&M Framework Information	
Configurations	All-In-One Environment Clustered Database and Management Server Setup
Packages (Linux)	cmp-db-7.2.0-34.tar.gz cmp-proxy-7.2.0-34.tar.gz cmp-server-7.2.0-34.tar.gz cmp-smc-7.2.0-34.tar.gz cmp-snmp-7.2.0-34.tar.gz
Packages (Windows)	cmp-db-7.2.0-34.zip cmp-proxy-7.2.0-34.zip cmp-server-7.2.0-34.zip cmp-smc-7.2.0-34.zip cmp-snmp-7.2.0-34.zip

Features

The following new features are introduced with this release:

Selecting Interpreters Based on DNIS-URL Mapping

Description

This release supports the existing (legacy) VoiceXML interpreter as well as the new (next generation) VoiceXML interpreter. Which one of these two interpreters is chosen by the Call Manager to interpret a VoiceXML application for a given call will be determined by configuration in the DNIS-URL Mapping. The default configuration uses the new VoiceXML interpreter, and the DNIS-URL Mapping looks like:

```
<key name="DNIS" value="XXXX"/>
<application module="VXML-NG">
<param name="url" value="file:///usr/local/phoneweb/samples/helloaudio.vxml"/>
<param name="default" value="file:///usr/local/phoneweb/config/defaults-ng.vxml"/>
</application>
```

CCXML Device Profile Provisioning

Description

This release introduces the provisioning of Device Profiles and Device Profile Classes for CCXML. Two new provisioning interfaces are created, one for defining Device Profile Classes and a second for defining Device Profiles.

Support for the Oracle Database Server

Description

This release adds the support for the Oracle database server. The Oracle 10g database server will be supported as a data repository of the OA&M Framework.

Known Issues

The list of issues, current as of the publication date of this document, is listed below:

140230981 duplicates	pwcallmgr is not logging incall_initiated to the pw_metricsfile, sometime is logging
CMT15066 bitmasks	Deleting the logging sinks which is not the last in list, does not delete the appropriate
CMT15852	need failover database scripts for replicated setups
136710387 nothing selected	SMC configuration does not allow "chooseMultiple" parameter to be updated with
160721451	guard time(expect timeout) in vgExpectCLC.pl is too short
141731956	If meta tag content contains apostrophe, call data is not written to CallData table.
139184454	Agent Login does not work since '#' (pound) character is not accepted
147878148	parameter cmp.automatically_add_undefined_components should be dynamic