

VOICEGENIE

VoiceGenie 7 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
- Fixes
- Known Issues
- Known Limitations

Documentation

Please refer to the VoiceGenie 7 Documentation Overview for the list of the documents shipped with the VoiceGenie 7 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

Where To Get Help
VoiceGenie Customer Support

Hours of Operation: 8:30 am - 5:30 pm EST Monday to Friday <i>Closed on Canadian Statutory Holidays</i>	
Online/Website:	http://support.voicegenie.com
Email:	support@voicegenie.com
Phone:	(416) 736-4151
For 24/7 support information, please email support@voicegenie.com	

Contacting VoiceGenie

Mailing Address	Other
VoiceGenie Technologies Inc. 1120 Finch Avenue West, 8 th Floor Toronto, Ontario Canada M3J 3H7	Phone: (416) 736-0905
	Fax: (416) 736-1551
	Website: www.voicegenie.com

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 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 OA&M Framework
Version	7.0 GA
Release Date	April, 2005

OA&M Framework Information	
Configurations	All-In-One Environment Clustered Database and Management Server Setup
Packages (Linux)	cmp-db-7.0.0-11.tar.gz cmp-proxy-7.0.0-11.tar.gz cmp-server-7.0.0-11.tar.gz cmp-smc-7.0.0-11.tar.gz cmp-snmp-7.0.0-11.tar.gz
Packages (Windows)	cmp-db-7.0.0-11.zip cmp-proxy-7.0.0-11.zip cmp-server-7.0.0-11.zip cmp-smc-7.0.0-11.zip cmp-snmp-7.0.0-11.zip

Features

The following features are included with this release:

Add comment field to DNIS/URI Mapping

Description

It has been found useful to be able to add a comment to the DNIS-URL Mapping provision in the Configuration tab of the VoiceGenie SMC so that one is aware of the purpose of different entries. This has been accommodated by adding a new User Comment field.

See OA&M Framework System Reference Guide for further details.

Configuration Synchronization Override & Status

Description

Previously, when a component connects to the OA&M network, it synchronizes its local configuration with what is stored in the database. This causes all data in the local file to be overwritten by the database information. However, there are instances during development or initial setup where it may be useful to be able to override the synchronization of this file and just use the local configuration. This feature adds that functionality.

See OA&M Framework System Reference Guide for further details.

Installation via SMC

Description

This feature provides a new infrastructure to create and specify installation and configuration information for all VoiceGenie distributed software. This includes any 3rd party software which is packaged and distributed by VoiceGenie, i.e. ASR/TTS Engines. In order to function correctly, this feature requires that the OA&M Framework is installed at a bare minimum.

See OA&M Framework System Reference Guide for further details.

Logging in Universal Time Coordinated (UTC)

Description

The previous logging services log messages using local time. This feature allows these services to also log in Universal Time Coordinated on a per logging sink basis.

See OA&M Framework System Reference Guide for further details.

Mixed Version Support

Description

The OA&M Framework has a proprietary messaging protocol for sending information to the various distributed OA&M Framework processes. This requires that all processes that communicate with the OA&M Framework use the same set of messages. This can be problematic in an environment where there are OA&M Framework components that are of different versions. To accommodate this, the OA&M Framework has added support for mixed version awareness of OA&M Framework networks.

See OA&M Framework System Reference Guide for further details.

Populate Call Detail Records (CDRs) at Runtime

Description

This feature implements the functionality of providing Call Detail Records (CDRs) at runtime. Previously, the CDRs are provided at regular intervals in time and are generated by post-processing call data after it has already been entered into the OA&M Framework database.

See OA&M Framework System Reference Guide for further details.

Reporting Platform State

Description

Previously, the OA&M Framework reported the state of a software component as either offline or online. With this release, the OA&M Framework allows a software component to be suspended and resumed when desired.

The following are 3 valid states for a software component to be in:

- online: equivalent to in-service/active and means that all hardware and software subsystems are operational
- suspended: equivalent to out-of-service-maintenance/manual-out-of-service and means that the subsystems are operational, but it is not allowed to perform its intended function
- offline: equivalent to out-of-service and means that the hardware or software subsystems are not operational

See OA&M Framework System Reference Guide for further details.

Send Traps for Critical Utilization

Description

Previously, the OA&M Framework Proxy component sent a trap when a process exceeded the allowed CPU and memory utilization for a process or when any partition usage exceeded a given threshold. This feature adds the following new functionalities:

- Alarms generation for different levels of utilization (warning, error and critical) of CPU usage and memory usage of the entire platform; as well as the disk partitions
- Status information about the Ethernet link status
- When a failure event occurs, there is a corresponding clearing event that clears the generated alarms when the situation returns to normal

The following items are monitored:

- System CPU
- System Memory
- Disk Usage
- Link Status

See OA&M Framework System Reference Guide for further details.

Streamline Startup & Shutdown

Description

Previously, the platform was started and shutdown using different methods across different operating systems without consistency across components. Multiple products may have existed on a server where the existing vgstart and vgstop should not be run. The goal of this feature is to provide a uniform mechanism to handle starting, stopping and restarting of the platform or any of its components.

See OA&M Framework System Reference Guide for further details.

VoiceGenie-SNMP Support on Windows 2000

Description

Microsoft Windows supports SNMP by SNMP service. SNMP service is a master SNMP agent that receives requests from SNMP managers, interprets them, and delivers them to extension agents. Extension agents that are implemented as dynamic-link library (DLL) will be loaded when SNMP service starts up.

VoiceGenie SNMP extension agent will implement the Management Information Base (MIB) that contains the definitions of all VoiceGenie managed objects. In addition, it will send out SNMPv1 and SNMPv2 traps using WinSNMP APIs.

See OA&M Framework System Reference Guide for further details.

Known Issues/Limitations

The list of issues, current as of the publication date of this document, is available to supported customers on our Support Website at <http://support.voicegenie.com>. This list is also updated with a list of issues that have been discovered since the publication date.

