

VOICEGENIE®

VoiceGenie 7

Pre-Production Checklist for the VoiceGenie Platform

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Revision History

Version	Date	Change Summary	Author/Editor
1.0	July 28th, 2003	Initial release	Rob Marchand
2.0	January 26, 2006	Revised for VG7.0	Michael Davies

Introduction

Prior to placing a VoiceGenie platform into production, there are a number of configuration elements, which should be verified. Ensuring that these are properly configured prior to service turn-up will avoid potential service interruptions resulting from misconfiguration.

This document applies to VoiceGenie software running on approved hardware, with the Red Hat Linux 3.0 or Advanced Server 3.0 operating systems, in PSTN (Dialogic) and VoIP configurations. For periodic maintenance recommendations for earlier releases (particularly those based on Red Hat Linux 7.2) or for our Windows release, contact VoiceGenie Customer Support (support@voicegenie.com).

Summary of Risks

The following potential risks exist, and are referred to in the information below.

- Disk space exhaustion – Call processing will halt.
- Performance degradation - Callers may experience undue latency. Recognition may be affected;
- Server shutdown – Inbound calls will be rejected.
- Platform compromised – May result in complete system corruption.

Platform Checklist

This section includes a list of items to be inspected either manually, or to be checked with a VoiceGenie provided script. Each item includes a description of the item, the risks associated with it, and how to ensure that it is configured properly.

Ensure 'savetmpfiles' is Disabled

What it Means

This VoiceXML property saves all intermediate files related to VoiceXML page processing, and can provide useful information for debugging of a complex application. Note this property can be set in any location in an application, or as part of the platform configuration itself.

To ensure this is turned off, please check the defaults.vxml file(s), the application root document, as well as each page in the application. If you are using savetmpfiles for debugging purposes, be sure to periodically purge the /usr/local/phoneweb/tmp directory.

The risks are:

- Disk space exhaustion;
- Performance degradation;
- Call processing issues (for systems with slow disk subsystems, or for large disks);

How to Check

The 'savetmpfiles' property can be defined on the platform in the application defaults file (usually /usr/local/phoneweb/config/defaults.vxml), or within the application. Look for the following line:

```
<property name="savetmpfiles" value="0xffff"/>
```

The value is typically set to '0xffff' for some kinds of debugging, but any non-zero value will save particular kinds of temporary files in the /usr/local/phoneweb/tmp directory.

For any production system, the value of this property should be zero, or the line should not exist at all:

```
<property name="savetmpfiles" value="0x000"/>
```

In order to confirm that this is configured properly, you should observe that the /usr/local/phoneweb/tmp directory on the platform is empty when there are no calls in progress. There may exist some small number of directories that have been created when calls are improperly terminated. Check the dates of these directories to determine if they can be removed.

Turn VoiceGenie Tracing Off

What it Means

VoiceGenie tracing is only intended to be used to resolve platform issues when so instructed by VoiceGenie technical support. Disabling of tracing will reduce the overall load on the system and the system will be less likely to experience problems. In addition, very large trace files, or enabling of full tracing (under load) on systems with slow disk subsystems can lead to call processing issues.

The risks are:

- Performance impact;
- Potential disk space exhaustion (if rotation is misconfigured);
- Call processing issues (for systems with slow disk subsystems, or for very large trace files);

How to Check

VoiceGenie tracing is controlled with log settings in component configuration files, or via the CLC. Whenever the software starts, each component examines its own log setting to determine whether tracing should be enabled or disabled. The configuration files are modifiable via the SMC Configuration Utility and exist for all platform components. The tracing is enabled with the cmp.trace_flag setting (either 'Always Off' or 'On Depending on Masks'). The default setting will be for 'Always Off'.

Required Action

While in production, all tracing should be disabled. If you notice that tracing is enabled for a component; and that this tracing is not required by VoiceGenie to debug a particular issue, you should arrange to disable the tracing and restart the system at your earliest convenience.

Turn Dialogic Tracing Off

What it Means

Dialogic tracing is only intended to be used to resolve platform issues when so instructed by VoiceGenie technical support. Disabling of tracing will reduce the overall load on the system and the system will be less likely to experience problems.

The risks are:

- Performance impact;
- Potential disk space exhaustion (if rotation is misconfigured);
- Platform Stability;

How to Check

Dialogic tracing is controlled with the CallManager configuration file in the SMC. The `DLGC_TRACE_BOARD=0` should be set to 0. Any non-zero number will cause the `/usr/local/phoneweb/logs/dlgc_trace.dat` to be written to.

Dialogic tracing can also be enabled directly in the Dialogic software. To confirm that the tracing is not enabled, you should check the settings in the following files: using the following procedure:

1.) `/usr/dialogic/cfg/cheetah.cfg` if existing should contain the following line:
`Logger.Channels = "-DEBG-INFO-APPL-WARN+EXCE+ERR1+ERR2"`

2.) `/usr/local/phoneweb/.profile` should not contain the following line:
`GC_PDK_START_LOG="filename: pdklog.log; loglevel: ENABLE_DEBUG"`

3.) `/usr/dialogic/cfg/RtfConfigLinux.xml` should have the majority of the 'mlabel' entries set to `state = "0"`.

NOTE: in some releases, the `/usr/dialogic` directory is named `/usr/ct_intel`.

Required Action

While in production, Dialogic tracing should be disabled.

Make Sure System Log Rotation Is Working

What it Means

If system log rotation is not configured properly, log files may become large. It then becomes more costly for the operating system to seek to the end of the file and there is more load on the system.

The risks are:

- Performance impact;
- Potential disk space exhaustion (if rotation is misconfigured);

How to Check

There are two methods to check that log rotation is configured correctly. By inspecting the files themselves, you can observe whether or not rotation is occurring. Each file should have multiple instances – for example:

```

/usr/local/phoneweb/logs/pw_logfile
/usr/local/phoneweb/logs/pw_logfile.0
/usr/local/phoneweb/logs/pw_logfile.1
/usr/local/phoneweb/logs/pw_logfile.2
...etc.

```

There will typically be a maximum of five files, although this depends upon the rotation configuration and the type of file (the default setting is to keep 59 copies of /usr/local/phoneweb/logs/pw_metricsfile*)

The second method of checking is to ensure that the rotation is actually configured. All log file rotations, except for squid, are controlled by short configuration files in the /etc/logrotate.d directory. In this directory, there should be configuration file called pw_logfile which contains the following:

```
/bin/kill -HUP `cat /var/run/syslogd.pid 2> /dev/null` 2> /dev/null || true
```

This tells the system to rotate the log file every day if it's not empty (daily and notifempty options). The old log files will not be compressed since doing this could cause performance problems if the log files were large (nocompress option). The final section of the file restarts the syslog server so that it recognizes the new file.

There is another configuration file vg-scriptmanager with contents:

```

/var/log/vg-scriptmanager.log {
    notifempty
    nocompress
    weekly
}

```

Similarly, there should be a file called /etc/logrotate.d/syslog which rotates the main system log files. The contents of this file are listed below:

```

/var/log/messages /var/log/secure /var/log/maillog /var/log/spooler
/var/log/boot.log /var/log/cron {
    sharedscripts
    postrotate
        /bin/kill -HUP `cat /var/run/syslogd.pid 2> /dev/null` 2> /dev/null
    || true
    endscript
}

```

Various VoiceGenie log files are rotated and managed via the /etc/crontab file. Depending on the components installed on the system, the log file will look a bit different. A typical configuration file may look similar to the following:

```

16 4 * * * root find /usr/local/ccp-ccxml/logs/* -mtime +13 -exec rm -f {} \;
16 4 * * * root find /usr/local/ccp-proxy/logs/* -mtime +13 -exec rm -f {} \;
16 4 * * * root find /usr/local/ccp-rm/logs/* -mtime +13 -exec rm -f {} \;
12 20 * * * pw /usr/java/jdk/bin/java -jar /usr/local/cmp-db/bin/dbadmin.jar backup
29 20 * * * pw /usr/java/jdk/bin/java -jar /usr/local/cmp-db/bin/dbadmin.jar cleanup
0 20 * * * pw /usr/local/vg-tools/server/scripts/run-cleanup.sh

```


Periodically examine the /usr/local/phoneweb/logs directory to ensure that there are no metrics files older than 59 days, and that the size of the metrics file is not so large that the disk space will be consumed if there were 59 days worth of files.

Ensure Application Logging is Properly Configured

What it Means

This VoiceXML property saves all intermediate files related to VoiceXML page processing, and can provide useful information for debugging of a complex application. Note this property can be set in any location in an application, or as part of the platform configuration itself.

To ensure this is turned off, please check the defaults.vxml file, the application root document, as well as each page in the application.

The risks are:

- Disk space exhaustion;

How to Check

The 'metricslevel' property can be defined on the platform in the application defaults file (usually /usr/local/phoneweb/config/defaults.vxml), or within the application. Look for the following line:

```
<property name="metricslevel" value="3"/>
```

The value is typically set to values between zero and seven. Values above three should never be used in production – they are useful only for debugging.

In order to confirm that this is configured properly, you should observe the contents of the metrics file - /usr/local/phoneweb/logs/pw_metricsfile - the generated contents should match your expectation of the configured metrics level. See the System Reference Manual for further details on the information logged at each metrics level.

Confirm Platform Licensing

What it Means

It is critical to ensure that you have requested and installed your permanent license keys. In particular, the following components require separate license keys:

- VoiceGenie Platform;
- SpeechWorks OSR ASR;
- Nuance 8.5 ASR;
- RealSpeak TTS;
- Rhetorical TTS;
- Telisma ASR;

VoiceGenie and third party suppliers may issue temporary license keys as part of the evaluation or purchase process. It is important to ensure that these are replaced with permanent keys prior to entering production.

This risk is:

- Server shutdown on license expiry;

How to Check

VoiceGenie issues license keys in a text file format. This data is stored in the file:

```
/usr/local/phoneweb/config/vglicense.txt
```

Here is a sample license.

```
#<product-name> <feature-name>[,<feature-name>...] <expiry-date> <license-  
count>  
vggateway in 2037/12/12 100  
vggateway out 2037/12/12 100  
vggateway asr 2037/12/12 100  
vggateway tts 2037/12/12 100  
signature=6D61CE2A03FAC3D9EA7E8938CCE5908CA5EE47A1CB5C5AF81740D6D61CE2A03FAC  
3D9EA7E8938CCE5908CA5E
```

The important components are the expiry dates, and license counts. Ensure that the expiry date meets your requirements, and that the license count is accurate.

There are a number of different licensing mechanisms in use by various third parties. The following is a list of locations of the various license files:

Nuance (formerly SpeechWorks) OSR ASR

This may exist on the telephony server in a stand-alone configuration or on both the telephony server and ASR server(s) in a Client-Server configuration.

On systems running Linux, the license is named as follows:

```
/usr/local/SpeechWorks/license.lic
```

Here is a sample TEMPORARY license:

```
# This is a license issued by Speechworks Intl of Boston Ma.  
# This license certificate authorizes you to use the Speechworks  
#software specified below.  
# This license created to fulfill order OR487, ID W2083
```

```
# This is your OSR license  
# Created by GTlicensing on 2003-06-02 00:00:00.0
```

```
SERVER this_host ANY 27000
```

```

VENDOR swilmgrd
USE_SERVER
INCREMENT osr_swirec swilmgrd 1.1 29-nov-2003 24 ISSUED=02-Jun-2003 \
SIGN="108C 47CC 1460 B562 9750 00AB 4D63 5D93 0D5C 90BC 6615 \
5CCE DAF7 D4F8 CC2B 0B67 C0B8 C5CD FF49 A2D1 3A4F C707 0819 \
6FD7 1C24 12E4 0C0E 75F1 7F9B F953" SIGN2="018B 4D9D C6D0 EF32 \
B98D BE0F E115 1B9A C5DA 938F 1A03 AAB2 8077 136F 2865 1C83 \
6FF3 3426 2A6B DBDD B971 D0D1 DE7E A0F3 24E2 2123 358C 302D \
F81F 06AC"
INCREMENT osr_swiep swilmgrd 1.1 29-nov-2003 24 ISSUED=02-Jun-2003 \
SIGN="1583 2E85 9B33 B121 28C4 171B 8AF4 2D16 B69F F120 67CC \
0644 3703 412F AE6F 1AB5 5F74 B5B1 EBE3 02C8 AADE 7FB3 10F6 \
B424 77E4 2810 B5B2 C6AC 1A64 43B1" SIGN2="1A29 B2F9 5282 B0D6 \
0BAF 7115 76DD 8707 E167 1452 2EA4 2BFA 74E7 8034 9571 1891 \
2CC4 A7D8 AABE 7457 89FC A30D 237B FD35 DB66 6858 8133 53A0 \
7329 64F4"

```

Important information about this license file and how you can use the information to determine if your license is temporary or permanent is described below.

ANY – this license can be run on any system; if the license is fixed to a system, you would see the MAC address here

osr_swirec – this section of license applies to the SpeechWorks Recognizer Server license

osr_swiep – this section of the license applies to the SpeechWorks EndPointer license

29-nov-2003 – this is the expiry date of the license; if the license is permanent, you would see 'permanent'

24 – this is the number of ports that this license is good for

Nuance 8.5 ASR (on W2K servers only)

This may exist on the telephony server in a stand-alone configuration or on both the telephony server and ASR server(s) in a Client-Server configuration. Licenses are distributed in two formats: License Files and License Keys.

Here is a sample license file:

```

SN: 2030123005
HostLock: anyhost
Port: 8470
Checksum: 612jree95f24

```

#	num	product	version	expiration
#	---	-----	-----	-----
	100	sp-chan	800 899	1-sep-2003
	100	v-chan	800 899	1-sep-2003

Important information about this license file and how you can use the information to determine if your license is temporary or permanent is described below.

100 – this is then number of ports that the license is good for

1-sep-2003 – this is the expiry date of the license, if the license is permanent, you would see '**31-dec-2037**'

Here is a sample license key:

ncr85-200-2050823002-a-2x12-c63653157b5d

Important information about this license file and how you can use the information to determine if your license is temporary or permanent is described below.

ncr85 – Channel restricted license for Nuance 8.5

200 - 200 port license

2050823002 – Serial Number

a – Hostlock (a for anyhost)

2x12 – Expiration date where (2 is day of week, x is for December, 12 is added to 1990 to get the year) Note: a: January, b: February, c: March ... with x: December

c63653157b5d - Checksum

Rhetorical TTS

This may exist on the telephony server in a stand-alone configuration or on both the telephony server and TTS server(s) in a Client-Server configuration.

On systems running Linux, the license is named the following:

```
/usr/local/rhetorical/license.txt
```

Here is a sample license:

```
FEATURE rvoice_server rhetld 4.0 22-aug-2003 uncounted \  
  HOSTID=000347f1517b SIGN="031E 3FBF 9523 022C 8E40 BC61 3071 \  
  375F 6616 C34F 1500 05F5 C39E 525C 00A3 5152 2433 6FC1 A334 \  
  FC72 333A" SIGN2="0133 1D24 DFB3 FBEB FB58 0C20 786B 4800 4B5D \  
  C02E 9203 AABE 2704 CEF7 B3DC 34AD CBC3 0A52 E26A 75F2 9AA8"  
FEATURE rvoice_en_ga_f05 rhetld 4.0 22-aug-2003 uncounted \  
  HOSTID=000347f1517b SIGN="0298 287C 1B16 2DAB E40B 061C 8FF9 \  
  F9CE 43F8 BF9E 6001 AF43 11AC A048 B492 4650 8032 DCCE 3C08 \  
  273F DB7B" SIGN2="036A 71DE CA67 5687 4281 5D79 8444 4B24 5CA4 \  
  F30F 5002 18F2 B3C3 4285 6CDB 4B07 1D64 9A94 E3B8 F28A 1A04"  
FEATURE rvoice_en_ga_f05_usaddress rhetld 4.0 22-aug-2003 uncounted \  
  HOSTID=000347f1517b SIGN="02D9 AE31 D1EF 73A9 B626 99C8 9606 \  
  E196 0E8C 9848 C501 CF2C 1D56 970D ADB0 3B83 0BAC 6700 504B \  
  D022 3C9A" SIGN2="0233 D8B8 DA7A B3A6 6E93 EAD8 A19D 7662 BBAA \  
  2123 8602 8722 97A0 E45A C175 46C7 71F9 AE35 ABDE 151C B82B"
```

Important information about this license file and how you can use the information to determine if your license is temporary or permanent is described below.

rvoice_server – this section of the license applies to the Rhetorical server license

rvoice_en_ga_f05 – this section of the license defines that the en_ga_f05 voice is licensed (note that you require a license for each voice you intend to use on the platform)

rvoice_en_ga_f05_usaddress – this section of the license defines that the en_ga_f05_usaddress voice is licensed (note that you require a license for each voice you intend to use on the platform)

4.0 – this is the Rhetorical version that the license will work with

1-sep-2003 – this is the expiry date of the license, if the license is permanent, you would see '**permanent**'

Realspeak TTS

This may exist on the telephony server in a stand-alone configuration or on both the telephony server and TTS server(s) in a Client-Server configuration.

On systems running Linux, the license may be named as follows:

```
/usr/local/SpeechWorks/license.lic  
/usr/local/Scansoft/license.lic
```

Here is a sample license:

```
SERVER this_host ANY 27000  
VENDOR swilmgrd  
USE_SERVER  
INCREMENT speechify_switts swilmgrd 4.0 20-may-2006 200 \  
ISSUED=21-Nov-2005 SIGN="036B 28A8 154F E5D1 EB20 3A08 37B6 \  
CBBB AA93 F27B 066C 52F9 F9D5 4A8D 78B8 1B28 836F EA51 FE9A \  
2A5A B2B6 878E 59A2 3069 C794 6D7F 4B4D A431 6024 E543" \  
SIGN2="0E2E CBCF 5251 A1F6 3A3C 6CF0 E1B6 59E9 0053 5563 C01C \  
2F63 D3C2 B8D7 C114 1A43 7CDE 32D1 2208 E0BE A330 A91B AA4D \  
B304 442C DF53 4D6F 45E2 5CBF 3DD3"
```

Important information about this license file and how you can use the information to determine if your license is temporary or permanent is described below.

ANY – this license can be run on any system; if the license is fixed to a system, you would see the MAC address here

speechify_switts – this section of license applies to the SpeechWorks Realspeak TTS Server license

20-may-2006 – this is the expiry date of the license; if the license is permanent, you would see '**permanent**'

200 – this is the number of ports that this license is good for

NOTE: The Realspeak license may be merged with the Scansoft OSR license if the OSR is running on the same system as the Realspeak TTS

Ensure Tuning/Analysis Directories are Managed

What it Means

There are a number of standard directories that are used to collect tuning data, or as part of advanced applications. These directories may contain utterance audio data, full or partial call recordings, or other data related to call processing.

Feature	Default Directory
VoiceXML Temporary Files	/usr/local/phoneweb/tmp
Utterance Capture	/usr/local/phoneweb/utterances
ASR Engine Call Logs	/usr/local/SpeechWorks/OpenSpeech_Recognizer/data
Full Call Recording Data	/usr/local/phoneweb/callrec
Recorded Data	/usr/local/phoneweb/record

Note that it is possible to configure application specific utterance and full call recording directories. If you are using these features in your application, use the techniques described below to monitor these directories (size and number of inodes used). Also ensure that data is purged or migrated off board in a timely manner, and as required by your application.

How to Check

Directory size can be checked manually as follows:

```
du -s <directoryname>
```

For example:

```
du -s /usr/local/phoneweb/utterance
```

will check the directory and report the size in kilobytes.

Inode availability can be checked manually as follows:

```
df -i
```

Resulting in output similar to the following:

```
Filesystem      Inodes   IUsed   IFree  IUse% Mounted on
/dev/hda1       536448  65536  470912   13% /
none            47831    1    47830    1% /dev/shm
/dev/hda2       12976128  8203  12967925    1% /usr/local
/dev/hda3       1048576  1203  1047373    1% /var
```

Should the number of inodes (IUse%) be greater than 10% in the /usr/local directory, proper file management may not be set up. This would most likely be due to a large number of files in the /usr/local/phoneweb/tmp directory. This should be investigated further and savetmpfiles should be disabled as per the description earlier in this document.

Cleanup the Disk**What it Means**

During testing and debugging, it is often the case that tracing and logging have been enabled to resolve problems. It is prudent to clean up the disk prior to entering production.

Potential offenders are shown in the table below.

Purpose	Location
Utterance Recording	/usr/local/phoneweb/utterance
Recorded Data	/usr/local/phoneweb/record
Full Call Recording	/usr/local/phoneweb/callrec
Temporary System Storage	/tmp
Temporary Application Storage	/usr/local/phoneweb/tmp
Trace Data	/usr/local/phoneweb/logs/CMP.log*
Metrics Data	/usr/local/phoneweb/logs/pw_metrics*
System Log Data	/usr/local/phoneweb/logs/pw_logfile*
CMP Server	/usr/local/cmp-server/logs/CMP.log*
CMP SMC	/usr/local/cmp-smc/logs/CMP.log*
CMP Proxy	/usr/local/cmp-proxy/logs/CMP.log*
CMP Database	/usr/local/cmp-db/scripts/*backup*
Database	/var/lib/mysql/mysql/*
Database NDM	/var/lib/mysql/NDM/*
Database CallHistory	/var/lib/mysql/CallHistory/*
SRM Server	/usr/local/srm-server/logs/*
Speechworks Utterances	/usr/local/SpeechWorks/OpenSpeechRecognizer/data/Utterances
Undelivered Email	/var/spool/mqueue/*

The risk is:

- Reduced Efficiency;

How to Check

Use `du -s` to confirm the size of the directories. Ensure that these directories have been emptied prior to entering production.

Optimize CMP Thresholds for Restarting Components

What it Means

The VoiceGenie platform is a highly optimized VoiceXML execution environment. However, different configuration profiles can have various effects on system memory performance. If running a system with a large number of TTS resources and/or a large complex grammar(s), it is recommended to review the setting for the SRM Server restart thresholds. These thresholds should be configured to be as large as the system memory is. The optimal setting should be 2.5GB or the maximum physical memory (whichever is lower).

The risk is:

- Process restarts;

How to Check

This configuration will require manual modification of the CMP Proxy configuration file which is targeted to the system hosting the SRM Server software. From the SMC -> Configuration -> CMPPProxy window, identify which CMPPProxy is targeted to the system with the SRM Server software. Edit the file, look for, and change the following settings:

<input checked="" type="checkbox"/>	srms_limits	95 1000 10000
-------------------------------------	-----------------------------	---------------

The setting should be modified to 95|2000|10000 for a system with 2GB of memory, and to 95|2500|10000 for a system with more than 2GB of memory. The setting should be updated, and the system should be restarted.

Perform Failure Mode Testing

What it Means

Prior to entering production, as part of the installation qualification process, you should prepare a test plan to ensure that any potential failure modes have been addressed. This will ensure that the system behaves as intended in the event of a failure somewhere in the architecture.

How to Check

VoiceGenie provides professional services to define and execute high-availability testing, including, including architectural design, test planning and test execution. Contact VoiceGenie for further information.

Perform Load Testing

What it Means

The VoiceGenie platform is a highly optimized VoiceXML execution environment. However, each VoiceXML application can have different performance characteristics, and thus should be tested under load as part of application development and certification. This will ensure that any potential bottlenecks or problems in the architecture can be identified and corrected early in the process.

How to Check

VoiceGenie provides professional services to define and execute load testing including test design, development and execution. Contact VoiceGenie for further information.

Platform Security Audit

What it Means

You should ensure that your platform has been secured prior to entering production.

How to Check

Here is a list of things to check:

- Have the default passwords been changed?
- Has the firewall been enabled?

- Have you disabled unneeded services (telnet, ftp, etc.)

Application Checklist

Most elements are part of the platform configuration. However, the following elements may also be part of your application, and should be checked as described above:

- 'savetmpfiles' property;
- 'metricslevel' property;
- Ensure Tuning/Analysis Directories are maintained

Summary

The VoiceGenie platform has been engineered for very high availability and uptimes. Adherence to these guidelines will aid in achieving this in production.