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About This Software

Genesys Voice Platform is a VoiceXML-based media server for network service providers and enterprise customers. GVP is an IP-based award winning self-service system. GVP comes with Genesys Media Server and can provide media services simultaneously with VoiceXML self-service applications. Media services available with GVP are call parking, call qualification, Call Progress Detection, third party call recording support, call conferencing, and audio/video streaming. So GVP can be used to provide augmented routing and agent services in addition to self-service applications, proactive contact solutions and outbound calling media.

Telephony

GVP directly supports RTP/VoIP network connections using SIP. GVP supports TDM/PSTN connections through the use of third party media gateways, allowing the use of T1, E1, T1CAS, E1CAS and ISDN signaling.

GVP supports ISUP, INAP, and SS7 connectivity for network based routing environments through the use of third party signaling and media gateways.

GVP supports a broad number of Enterprise environments, with support for multiple PBX and Hybrid PBXs, media gateways and servers, and softswitches including carrier service compatibility in many instances including a wide range of service provider/carrier applications including network IVR, network call qualification and call parking, and speech-enabled voice self-service

GVP includes support for:

- VoiceXML 2.1, certified conformant by the VoiceXML Forum.
- Call Control XML (CCXML) 1.0.
- Advanced media processing capabilities, including conferencing and video.
- Full integration with Genesys Management Framework including Genesys Administrator and Genesys Administrator Extended, a web-based management and configuration console.
- Genesys Composer, an Eclipse-based application development tool including a VoiceXML debugger.
- Genesys SIP Server as a network interface, including integration with Genesys CTI.
- Cisco's ICM routing product integration v. 7.5 and 8.5 including types 3, 6 & 8
- Avaya Session Manager 6 support.
- GVP 64-bit and 32-bit components are available for Windows 2008 and Red Hat Enterprise Linux 5.
- Nuance Recognizer and Vocalizer TTS support and other MRCP vendor integrations.
- IVR Server-based CTI for both the GVP 7.6 VoiceXML Interpreter and the Next Generation VoiceXML Interpreter.

- GVP 7.6 VoiceXML 2.1 applications are supported by using MCP 8.1.4 in its own Logical Resource Group. Order MCP 8.1.4 component, along with GVP 8.1.5 through 8.1.7, if this migration option is needed.

New Features in Release 8.1.x

Genesys Voice Platform 8.1.7

GVP 8.1.7 includes the following new features:

New Features

- File-based call recording
- Service Quality (SQ) Reports
- Call Duration Reports
- Signalvar attribute can be used to set SIP headers and parameters
- Support for:
 - Call queuing and multiple route requests by CTI Connector (ICM)
 - SIP Server native Active-Active HA with Resource Manager
 - Red Hat Linux 6.x

Compatibilities

- Genesys Administrator 8.1.3
- Configuration Server 8.1.3
- SIP Server 8.1.1
- Management Framework 8.1.3
- VM Ware ESXi5
- SQL Server 2008

Latest Nuance Versions Supported:

- Nuance Speech Server 6.2.2 required as MRCP interface for:
 - Nuance NR10.2.4 with MRCP v1 and v2
 - SessionXML for Nuance NR10.2 MRCP v2
 - Nuance Vocalizer 5.7.2 over MRCP v1 and v2
 - SessionXML for Nuance Vocalizer 5.7 v2
- Notes:
 - Nuance License Manager 11.7 required and provided with Nuance NR10 and Vocalizer
 - Optional Nuance Management Station 5.2.5 provided (Available with all NR10 Tiers)
 - For a few specific languages, NR9 applications can be deployed with NR10. Please see the product manager.

Separate Sellable Items with NR10: Nuance NDM 6.1.3 Core or later for NR10 and NR9

Older Nuance Versions Supported:

- Nuance Speech Server 5.1.7 with MRCP v1 and v2
- Nuance Recognizer 9.0.18
- Nuance Vocalizer 5.0.5

Nuance Dialog Modules (NDMs):

- Nuance NDM 5.2 Name and also sellables for HA and Lab, different sellables and APNs
- Nuance NDM 5.2 Address and also sellables for HA and Lab, different sellables and APNs
- Nuance NDM 5.2 Core US_EN- T2-T4 with HA and Lab and language additions type sellable items.

OS/DB Compatibility

- Red Hat Enterprise Linux (RHEL) 5.x and 6.x 64-bit native
- Windows 2008 R2

- Microsoft SQL 2008
- Oracle 11g RAC

Genesys Voice Platform 8.1.6

The following features are included in the 8.1.6 release:

New Features

Reporting

- Peak Media Use Reporting - by tenant and service
- Media Reporting Packaged with Media Server
- All GVP and Media Reporting in GAX 8.1.3

LRM & HPE Support

- Peak Reporting of Call Parking and GVP sessions

Media

- Support TIAS Bandwidth in SDP for Video
- Max_ptime is configurable in MCP
- Support for MP3 over RTSP with Real Helix
- RTP Packet Interval for Conferencing at 20ms

Speech

- Policy Limits on Speech Resource Access
- MRCP Proxy HA for Speech
- ASR Session Release Event now logged as metrics event

High Availability

- IP Takeover for RM HA with SIP Server
- SNMP Alert for Start/Stop of MCP

Cisco ICM 8.5

- QA testing of all call flow types on ICM 8.5
- Passing Call/ECC variables to ICM in NEW_CALL message
- ICM Trunk Group Handling

Genesys GQM Support

- Beep Tone
- Geo-Location for Active Recording
- NICE HA Support

Improved Documentation of RM HA

Other Feature Requests

- A command line tool to clear the SSG call queue.
- Suppression of Sensitive Information - aaexpr in call transfer metrics

Packaging Changes

- Reporting Server and GAX Plug-in will now be bundled with Genesys Media Server (GMS) DVD.
- GMS "Play Application" VoiceXML use will require installation of GVP and the purchase of GVP licenses. VoiceXML use on GMS must be selected during GMS installation acknowledging GVP ports are required.
- Daily Peak PPU measures for GVP and SIP Qualification & Parking sessions will be available. LRM will be the vehicle for PPU metrics billing, though GMS/GVP reporting will show the

information. LRM 8.1.1 is not available at the time of the GVP 8.1.6 Release.

Compatibilities

Latest Genesys Components shipped with GVP 8.1.6 at time of Release:

- SIP Server English (United States) 8.1.0
- Composer Voice English (United States) 8.1.2
- Genesys Voice Platform English (United States) 8.1.6
- Genesys Media Server English (United States) 8.1.6⁴
- Management Framework English (United States) 8.1.2
- Genesys Security Pack English (United States) 8.1.0
- Genesys Administrator English (United States) 8.1.3³
- IVR Server English (United States) 8.1.0

Latest Genesys Compatibility at time of this Release:

- Conversation Manager 8.1.0
- Genesys Quality Management 8.1.5
- Hosted Provider Edition 8.1.2
- LRM 8.1.0

Latest Nuance¹ Compatibility at time of Release:

- Nuance Recognizer 9.0.18
- Nuance Vocalizer 5.0.5
- Nuance Speech Server 5.1.7 with MRCP v1 and v2.

OS/DB Compatibility

- Both 32-bit binary compatible for 32-bit/64bit OS and (NEW!) 64-bit native versions are available for Windows and Linux for 64-bit OS.
- PSNTC², only available with GVP 8.1.4, remains a 32bit only binary. The Dialogic SR is 6.0 SU 261 and is supplied.
- VMware ESXi4 and ESXi5 are supported.
- Oracle 11g RAC R2 and MS SQL 2008, compatible with clustered and replicated DB configurations

Notes (*superscripted* ^{1 2 3 4})

1. Genesys makes every effort to keep its Nuance software inventory up to Genesys tested release levels. However, our shipping versions might lag relative to the latest minor releases offered by Nuance and/or tested by Genesys. If the minor release level is a concern contact your Genesys Nuance account manager or the GVP PM.
2. PSTNC is not a 64bit component. It interoperates with MCP 8.1.4. If a GVP 8.1.6 customer wants TDM/Dialogic via PSTNC, then they need to order in addition to GVP 8.1.6, the MCP 8.1.4 and the PSTN connector.
3. GA and GAX 8.1.3 will be on the same DVD. GVP provides a GAX Plug-in for integration to GAX.
4. Genesys Media Server DVD now contains the GVP/GMS Reporting Server software such that Reporting Server can be used with other products using the Genesys Media Server component.

Genesys Voice Platform 8.1.5

The following features are included in the 8.1.5 release:

- 32-bit and 64-bit GVP application binaries are available for Windows and Linux 32-bit operating systems and 64-bit operating systems, respectively.
- Interoperates with SIP Server 8.1, Management Framework 8.1.1, Genesys Administrator (GA) and Genesys Administrator Extension (GAX) 8.1.2, Composer 8.1, and T-Server for Cisco UCM 8.1.1.

- Native 64-bit operating system.
- Dual stack IPv6, IPv4.
- VoiceXML access to operational parameters defined by GAX.
- Multi-site reporting for tenants and applications (summary data only).
- Multi-site policy management of tenants and applications.
- Access authentication for Web Services API and Conversation Manager.
- Call Detail Records (CDR) that identify the SIP Server site from which a GVP call originates.
- CDRs that identify specific resource usage during a call.
- Real-time cache clearing.
- Acts as a Media Server for T-Server for Cisco UCM.
- Playback and Recording in MP3 containers.
- Throttling for Reporting Server recovery.
- Increased call throughput for Reporting Server (up to 300 CAPS).
- New Per-Call IVR Action Report.
- Enhanced video features, such as text overlay, split screen conferencing, and high resolution (1280x720).
- Conferences can have as many participants (legs) as a single media server can handle on the physical hardware. The 32-participant-per-conference limitation has been removed.
- NGI support for dynamic ECMAScript grammar generation.
- Resource selection and call rejection, based on MRCPv1 speech resource and availability.
- Identification and tracking of active loudest speaker in video conferences by using MSML.
- Recognition of leading zeros in the Dialed Number (DN).
- H.263 & H.264 video format transcoding, transrating, transcaling, and transframing.
- ASR and TTS system peaks data in CDRs to facilitate resource management.
- Nuance Recognizer 9.0.16 and Vocalizer 5.0.5 with MRCP Server v1 and v2.

Note: Genesys makes every effort to keep its Nuance software inventory up to Genesys tested release levels. However, our shipping versions might lag relative to the latest minor releases offered by Nuance and/or tested by Genesys. If the minor release level is a concern, check the *GVP Nuance Compatibility Guide* in [Xchange](#), or contact your Genesys account representative.

Genesys Voice Platform 8.1.41

The following features are included in the 8.1.41 release:

- Media Control Platform supports the ability to use different search orders for MSML Play Announcement files.
- Resource Manager now supports requests to control the destination for recordings.
- RFC 3840 Specification *Indicating User Agent Capabilities in the Session Initiation Protocol (SIP)* is supported.
- Dialogic SR 6.0 SU 261 is supported.
- SIP Server 8.1 (pre-tested version of SIPS 8.1, not yet released) is supported.
- Nuance Recognizer 9.0.16 is supported.
- Nuance Speech Synthesis 5.1.5 is supported.
- Nuance Vocalizer 5.0.4 is supported.

Genesys Voice Platform 8.1.4

The following features are included in the 8.1.4 release:

- Cisco ICM integration, including support for the Call Routing and Service Control interfaces, and standard and extended call variables. (Note that the Cisco ICM Connector is an extra cost option.)
- The CTI Connector supports two CTI frameworks, Genesys CTI and Cisco ICM.
- The CTI Connector is supported on Red Hat Enterprise Linux (RHEL).
- The CTI Connector now interoperates with IVR Server 8.
- Speech resource management enhancements, such as testing with the Nuance Resource Manager and ASR and TTS resource load balancing provided by the new MRCP Proxy component.
- Validation of DID and policies in response to requests from Genesys Administrator, provided by the new Policy Server component.

- Usage and Peak Usage reports for speech resources.
- Reporting Server SNMP MIBs and traps.
- Per-application CPD/AMD configuration, and improved support for CPD tuning.
- Video improvements, including partial support for RFC 3840, and configurable active speaker display selection.
- Transport Layer Security (TLS) is supported for secure communication (outbound requests) between the Supplementary Services Gateway and SIP Server.
- PSTN Connector support for ISDN Explicit Call Transfer (New Zealand variant).
- GVP components are supported on Windows Server 2008 R2 (except the PSTN Connector).
- The Reporting Server database is supported on Oracle 11g RAC R2.
- The Reporting Server supports connection to the Oracle and SQL Server databases in encrypted mode.
- The Media and Call Control Platforms support partitioning of SIP and HTTP network traffic.
- Support for F5 load balancers in Resource Manager HA active-active configurations.
- Additional performance data, including MSML announcement performance, two-way transcoding between G.711 and G.729, and CPD CAPS data.
- Security enhancements, including TLS, Federal Information Processing Standards (FIPS) compliance in the TLS interface, and HTTPS on all interfaces, and additional message interface hardening.

Genesys Voice Platform 8.1.31

The following feature is included in the 8.1.31 release:

- Support for a new bargein mode with the Next Generation Interpreter. The *dtmf* bargein option allows DTMF-only bargein when both speech and DTMF grammars are active, to allow more robust voice user interfaces in noisy environments. This feature is supported for configurations using on-board DTMF grammar processing only.

Genesys Voice Platform 8.1.3

The following features are included in the 8.1.3 release:

- Support for Windows Server 2008, 64-bit in 32-bit compatibility mode. The PSTN Connector component is not supported in this environment.
- Support for Red Hat Enterprise Linux 5, 64-bit in 32-bit compatibility mode.
- Support for Microsoft SQL 2008 in clustered or replicated configurations, further supporting Reporting Server High Availability (HA) and reliability.
- Support for the deployment of the Reporting Server without a database. When Reporting Server is deployed in this way, certain dashboard displays are retained, while the requirement for a historical database is removed.
- Support for IVR Server version 8.x when deployed with the CTI Connector. (The High Availability model that was introduced in IServer 8.0 is not yet supported.)
- Support for SIP static routing. This improves support for HA in certain small configurations.
- Support for self-documenting HTTP interfaces for the Supplementary Services Gateway, Call Control Platform, and Reporting Server.
- Support for route-based outbound dialing when the Supplementary Services Gateway is deployed with the PSTN Connector.
- Support for backward compatibility between GVP components. This support includes rolling upgrades and enables simplified per-component upgrades.

Genesys Voice Platform 8.1.21

The following feature is included in the 8.1.21 release:

- The new *PSTN Connector* (PSTNC) now supports Talker telephony boards. Talker boards are available in the Brazilian IVR market only. Talker boards are compatible with regular GVP IVR functions and outbound calling with the Supplementary Services Gateway. Talker boards support FAX and Telecommunications Device for the Deaf (TDD) functions. Talker board support is available for Windows 2003 platforms only.
-

Genesys Voice Platform 8.1.2

The following features are included in the 8.1.2 release:

- Support for the new *PSTN Connector* (PSTNC) component, a software component that enables reuse of existing Dialogic cards with GVP 8.1.2. The PSTNC enables your Dialogic TDM cards to act as a media gateway, and is supported on Windows platforms only.
- Support for multiple Media Control Platform (MCP) installations on a single physical machine.
- Availability of GVP media services as a separate media server component. See the Genesys Media Server documentation for details.
- Support for Service Quality monitoring and reporting. The Service Quality capability is based on the legacy VoiceGenie Quality Advisor, and is an extra cost option.
- Hierarchical Multi-Tenancy (HMT). HMT is based on the legacy Genesys Voice Platform Multi-Tenancy capability, and is an extra cost option.
- Support for Reporting by Tenant for HMT.
- Support for MSML for Media Server control including the following MSML elements: DTMF Gen, DTMF Collect, MSML conference, and MSML Record.
- Support for Direct Inward Dialing (DID) Groups.
- Several SIP enhancements related to future delivery of media services behind SIP Server in an IMS deployment (including P-Called-Party-ID and the Route header).
- Media Layer Enhancements, including support for flexible RTP packet sizes, jitter management, and type of service marking for outbound packets.
- Enhancements to the GVP aspects of Genesys Administrator 8.0.2/8.0.3, including:
 - PSTN Connector and CTI Connector Operational Reporting.
 - Integration of VAR and Operational Reporting.
 - Additional dashboard screens for the PSTN Connector and the Supplementary Services Gateway.
 - Service Quality and Hierarchical Multi-Tenancy Reporting.
- Support for Windows Server 2008.
- Support for Red Hat Enterprise Linux 5.
- Support for Microsoft SQL Server 2008 and the Oracle 11g DBMS.
- Support for Oracle 10g Real Application Cluster (RAC).
- Integration of the Fetching Module into the Media Control Platform and Call Control Platform. The Fetching Module is no longer a separate Installation Package.

Genesys Voice Platform 8.1.1

The following features are included in the 8.1.1 release:

- Support for the new *Supplementary Services Gateway* (SSG) component, a replacement for the GVP 7.6 Outbound Notification Interface (OBN). The SSG provides an HTTP interface for submission and management of outbound calling campaigns.
- Native support for Call Progress Detection (CPD), Answering Machine Detection (AMD), and Tone Detection. This capability is used by the SSG, and will be used by future Genesys Outbound Contact solutions.
- Support for RFC 3325 (Asserted Identity within Trusted Networks).
- Several SIP enhancements related to future delivery of media services behind SIP Server in an IMS deployment (including P-Called-Party-ID and the Route header).
- Backwards compatibility between GVP 8.1 releases.
- Media Layer Enhancements, including support for a subset of MSML (supporting CPA/AMD), H.264 video, G.722 and G.722.2 audio.
- Improved MRCP compatibility, supporting interoperability with additional speech engines. Additional policy control, including access to codecs, video, and media server resources.
- Support for 'Active' and 'Passive' resources, allowing additional HA configurations.
- Enhancements to the Next Generation VoiceXML interpreter (NGI), including:
 - Maximum document size enforcement.
 - Maximum subdialog stack depth enforcement.
 - External DTMF Grammar support.
 - Support for DTMF recognition using third party speech engine resources.
 - The <data> tag now supports JSON format objects.
- Enhancements to the Legacy GVP VoiceXML interpreter, including:

- Support for ASR session release.
- Support for AT&T Transfer Connect.
- External DTMF Grammar support.
- Applications are now configured as Windows Services.

Genesys Administrator 8.0.11

The following GVP-related feature and usability enhancements are included in the Genesys Administrator 8.0.11 release. For further information regarding these changes, please see the Genesys Administrator documentation.

GVP Provisioning Features

- Both SIP and SIPS ports can be specified during the Resource Assignment step of the Resource Group Wizard.
- "Active" or "passive" redundancy can now be designated for resources.
- The IVR Profile Wizard has been enhanced to include a Dialing Rules step for specifying outbound rules and the ability to preview URLs.

GVP Monitoring Features

Voice Platform reports have been enhanced as follows:

- Active Call List reports can now be filtered by Time, Local URI, Remote URI, Call Type, and Call State.
- Active Call List reports support queries by relative time.
- Voice Platform reports now support queries to a time granularity of 30 minutes.
- The VAR Call Browser is now part of the Historical Call Browser.
- Support for Transferred call state has been added.
- The Voice Platform Dashboard now supports displaying SSG and VAR columns in IVR Profile Utilization.

Genesys Voice Platform 8.1.0

The following features are included in the 8.1.0 release:

- Support for the Red Hat Enterprise Linux 4 Operating System.
- Support for existing VoiceXML and call control applications deployed on GVP 7.6 through the GVP Interpreter (GVPI), the GVP 7.6 legacy VoiceXML interpreter.
- Support for a new Computer Telephony Integration (CTI) Connector to enable integration with the Genesys IVR Server, allowing access to the larger Genesys suite of products, and supporting CTI with the legacy GVP VoiceXML Interpreter, and TXML.
- High availability enhancements, including:
 - Support for the Reporting Server in a High Availability configuration.
 - Support for Resource Manager hot-standby failover.
- Usability and user interface enhancements including:
 - Support for installing and configuring multiple instances of the same component with the Genesys Administrator Installation Wizard.
 - Support for easy creation of IVR Profiles with the Genesys Administrator IVR Profile Wizard.
 - Support for easy creation of Logical Resource Groups with the Genesys Administrator Resource Group Wizard.
 - A new GVP dashboard.
- Support for Call Control Platform (CCP) Operational Reporting.
- Support for the IBM ASR and TTS engines and the Telisma ASR speech engine.
- In-band DTMF detection.
- Addition of the NETANN (RFC 4240) announcement service.
- Application control over production log masking, supporting deployment of PCI-DSS compliant solutions.
- Addition of bursting policies and related reporting.
- Support for transferaudio during consultation transfer on GVPI.

- Enhancements to the Next Generation VoiceXML interpreter (NGI), including:
 - Vendor-specific TTS parameter support.
 - Extended anonymous variable scope support for debugging.
 - Extended ASR error events.
 - Dynamic TTS language support.
 - Control of ASR Session release.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific

Contains the installation files for the software.

templates

Contains the application templates used for configuration.

Documentation

Product documentation is provided on the [Customer Care website](#), the [Genesys Documentation wiki](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software. We recommend that you read the release notes first, followed by the *Deployment Guide*.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

[Return to Top](#) In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Care Program Guide](#). Please tell the Technical Support representative that you are a Genesys Rules System 8.1 customer.

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Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

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- [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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Jabber xsds in activemq-xmpp
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This software was generated using XSDs from the Jabber Software
Foundation http://www.xmpp.org/schemas/
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Development and Distribution License. You can obtain a copy of the
license at https://glassfish.dev.java.net/public/CDDLv1.0.html.
```

```
The UnixCrypt.java code ~Implements the one way cryptography used by
Unix systems for simple password protection. Copyright 1996 Aki Yoshida,
modified April 2001 by Iris Van den Broeke, Daniel Deville.
```

```
The default JSP implementation is provided by the Glassfish JSP engine
from project Glassfish http://glassfish.dev.java.net. Copyright 2005 Sun
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```
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The jboss integration module contains some LGPL code.
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