Interactive Voice Gateway (IVG) release notes version 3.5.x

Version	Release date
3.5.0	2018-06-04

Click here for the IVG 3.4.x release notes.

Click here to jump to known issues.

Upgrading

Interactive Voice Gateway (IVG) versions earlier than 3.5 require uninstalling before upgrading to version 3.5 or later. This process ensures the correct versions of the third party software - including Java, PostgreSQL, and Tomcat - are installed, and that the install_ivg.cfg file is generated using the new IVG Setup Wizard with the correct parameters, values, and syntax.

Refer to Upgrading IVG upgrade 3.0.0 or later to version 3.5.x documentation for more information.

3.5.0

New features or major changes

IVG Setup Wizard

IVG now provides an automated setup wizard that builds the configuration file required for IVG installation. Each screen of the setup wizard collects installation details for IVG and its components, and compiles the user input into a single configuration file. This configuration file is then used to install IVG on each VM in the deployment. The IVG setup wizard is run using Windows, and the configuration file is then copied to each Linux VM to be installed with IVG.

Agent Priority for IVG Cisco UCCE

On a queue-by-queue basis, Callback can now be configured to reserve an agent before calling the customer. For traditional callbacks, the system confirms that the caller is on the line before connecting to an agent. While this is the most efficient use of the contact center agents' time, some customers, queues or industries require an exponentially higher level of customer experience. A customer who receives a callback in an Agent Priority queue can speak to an agent immediately upon confirming their identity, but this means the agent was waiting for the call to be connected in the meantime.

Agent Priority is now available in Cisco UCCE environments when using IVG 3.5.0 or later in addition to:

- Avaya environments using IVG 3.1.0 or later
- Genesys environments using IVG 3.4.0 or later

> **Important:**
>
> Agent Priority for IVG Cisco UCCE holds the IVG session until the call is completed.

Third party software support

IVG 3.5 is installed with the following third party software versions:

- PostgreSQL 9.6
- Tomcat 9.0
- Java 8

Refer to the Callback compatibility and integration matrix for more detailed information.

Operating system support

IVG 3.5.0 can be installed on the following Linux OS versions:

- CentOS Version 6.8
- CentOS Version 7.3.1611
- Red Hat Enterprise Linux Version 6.8
- Red Hat Enterprise Linux Version 7.3

Refer to the Callback Compatibility and Integration Matrix for detailed information.

Virtual machine requirements

IVG software has been tested using the following virtualized environment:

- VMWARE ESXi (version 5.5 or higher), 64-bit compatible.

Supported integrations

Avaya

Support for Avaya TSAPI:

Avaya component requirements are:

- Communications Manager 6.3 or 7.1
- Session Manager 6.x or 7.x
- System Manager 6.x or 7.x
- Application Enablement Services 6.x or 7.x

Support for Avaya CVLAN

- Communications Manager 6.3
- Session Manager 6.3
- System Manager 6.3
- Application Enablement Services 6.3

Support for Genesys TServer

- TServer for Avaya TSAPI 8.1.0

Cisco

Support for Cisco UCCE

Cisco component requirements are:

- UCCE 10.5
  - Unified Communications Manager 10.5.1
  - Cisco Voice Platform 10.5.1
  - Intelligent Contact Management 10.5.1
- UCCE 11.5
  - Unified Communications Manager 11.5.1
  - Cisco Voice Platform 11.5(1)
  - Intelligent Contact Management 11.5(1)

Genesys

Support for Genesys

Genesys component requirements are:

- Management Framework 8.1
- IP Tservers (SIP Server) 8.1
- Universal Routing Server (URS) 8.1

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This article applies to version 3.5.0 or later

> **Note:**
>
> ORS is not supported for Genesys routing with IVG.

Third party software

While installing IVG 3.5.0, the installation process also installs the following operating system packaged dependencies:

- cyrus-sasl-plain
- expat
- expect
- gzip
- ksh
- libaio
- libcurl
- libogg
- libvorbis
- libxml2
- libxslt
- libyaml
- mailx
- ncurses
- net-snmp
- nfs-utils
- openssl
- pcre
- perl
- postgresql95-server
- ruby
- speex
- tcsh
- xerces (CentOS)
- xerces-c (RHEL)
- zsh

Product feature compatibility

IVG 3.5.0 includes support for the following components:

Voice Platform	Callback	VIS	PTK	Agent Priority
Avaya	8.10.1	6.6.0	5.0	X
Cisco UCCE				X
Genesys				X

For more information, please reference the [Callback Compatibility and Integration matrix](#).

Fixed issues

ID	Description	Versions affected:

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163059734	In Avaya integrations, the VXML browser sometimes used a transfer destination from a previous VXML session. This could cause an inbound call to arrive at the wrong destination after a caller chose to hold. Updates to VXML document parsing now ensure that each session uses its own transfer destination.	3.0.0 - 3.4.0
156041412	With Tomcat version 8.5, the tomcat log file rolling failed due to Log4j - Apache Logging services configuration changes. Now, with updates to the IVG 3.5 log4j configuration, the log file rolling functions as required.	3.3.0 - 3.4.0
159331993	The voice platform incorrectly cached call information which resulted in calls being incorrectly transferred. Now, the voice platform clears old call information and correctly routes the call.	3.2.0 - 3.4.0
154606794	If a DNIS was provisioned with greater than 12 characters, the additional characters were truncated resulting in the error: "Maximum number of ports has been reached.". Now, the voice platform 'keylength' parameter default has been updated to allow for up to 20 characters.	3.0.0 - 3.4.0

Known issues

ID	Description	Workaround/clarification	Versions affected
158566879	On IVG Avaya and IVG Genesys platform integrations, when an incoming call is abandoned, CCIS fails to issue a dialog termination to VIS, continues to offer callback treatment until retries have been exhausted, then attempts to transfer to Queue. When informed of the transfer, Queue Manager cleans-up the interaction and releases the license. Instead of fating the call as **Abandoned on Incoming**, the call is reported as a **Force Hold**.	None	3.5 or later
158243264	The Tomcat log file rolling fails to limit the number of total log files to 200 (the DefaultRolloverStrategy), when the logs span multiple days.	Update the log4j2.xml file to remove the daily format in the filePattern, and remove the TimeBasedTriggeringPolicy.	3.5 or later
157273880	In Cisco UCCE environments using Agent Priority, on an agent to incoming extension call transfer, no event is received in Call Control Interaction Server (CCIS) when the agent disconnects. This results in the session remaining open until the call-party disconnects.	None	3.5 or later

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ID	Description	Workaround/clarification	Versions affected
163415813	The IVG installer process failed to execute the voice platform patch file using the ssh command in environments with Pluggable Authentication Modules (PAM) restrictions.	None	3.4 or later
156613927	During an IVG server restart the Tomcat service fails to restart on some implementations due to security settings.	Modify the /etc/init.d/tomcat startup script to use the **set user** command as described in the Restarting Tomcat instructions from IVG troubleshooting.	3.2 or later
168816862	Call Control Interaction Server (CCIS) does not wait for confirmation that all interaction data, such as UCID, has been updated before creating an outbound session. This can cause outbound calls to fail and new holding calls to be created unexpectedly.	None	3.1 - 3.11
133200307	In systems using multiple IVGs when the local Configuration Server fails, configuration data is not available through the local HMS user interface. Configuration data is available through the other HMS user interfaces.	None	3.0 or later
133132221	Reports generated by the Holly Management System (HMS) do not include any detailed call events for calls initiated through CCXML.	None	3.0 or later

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