Interactive Voice Gateway (IVG) release notes version 3.3.x

Version Number	Release Date
3.3.0	2017-09-29

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> **Note:**
>
> The IVG installation process requires customer implementations running IVG 2.1.0 or earlier to meet specific system prerequisites prior to installing IVG 3.3.0. See IVG Prerequisites for details. Please contact your VHT account representative for further details.

3.3.0

New Features or Major Changes

Support for CentOS 7.3.1611 and RHEL 7.3

IVG is now compatible with CentOS 7.3.1611 and RHEL version 7.3 in addition to version 6.8.

Installation in LDAP Environments

IVG can now be installed in environments where LDAP authentication is enabled.

Support for Security-Enhanced Linux (SELinux) Policies

The voice platform can now be installed or updated to utilize SELinux security policies.

Support for Genesys

IVG has been updated to support IVG (Genesys) integrations.

Operating System Support

IVG 3.3.0 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 [Virtual Hold 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 7.0
- 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 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

Third Party Software

While installing IVG 3.3.0, 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

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This article applies to version 3.3.0 or later

- openssl

- pcre

- perl

- postgresql95-server

- ruby

- speex

- tcsh

- xerces (CentOS)

- xerces-c (RHEL)

- zsh

Fixed Issues

ID	Description	Versions Affected:
149937846	Outbound calls ring for the OCC configured RNA period. Calls answered after a platform-configured timeout of 30 seconds (default) received no voice prompt (dead air). Now, the HVP parameter (waitforinfomessagetimeout) has been set to 120 seconds through the Installer, to ensure outbound calls can be answered for the entire RNA period.	3.0.0 - 3.2.0
148902999	Restarting Tomcat resulted in the creation of two active Tomcat processes. For subsequent calls, this resulted in either the VXML Interaction Server (VIS) to play no prompt (i.e. "dead air") or the Interactive Voice Gateway (IVG) to play a "technical difficulties" message. Updates to VH Tomcat restart service shutdown logic now ensure the initial Tomcat server stops before a new Tomcat server is started.	3.0.0 - 3.2.0
139849287	On servers where the voice platform was installed, the installer did not verify the presence of the hvp_params.cfg file in the same directory as the installer script before proceeding with the installation. Now, the installer checks for the hvp_params.cfg file at the beginning of the installation process, and provides an error message if the file is not found.	3.0.0 - 3.2.0
139741517	Outbound calls were dialed and then disconnected when the VXML Interaction Server (VIS) was not functioning. Now, updates to outbound call logic ensure VIS is functioning before the outbound call is dialed.	3.0.0 - 3.2.0
143470497	On servers where the PostgreSQL database was installed, the installer only supported the use of the default 127.0.0.1 localhost IP address for the key pgipaddress. Now, the installer supports the IP address assigned to the pgipaddress.	3.0.0 - 3.2.0

This article applies to version 3.3.0 or later

Known Issues

ID	Description	Workaround/Clarification	Versions Affected
163059734	In Avaya integrations, the VXML browser sometimes uses a transfer destination from a previous VXML session. This can cause an inbound call to arrive at the wrong destination after a caller chooses to hold.	None	3.0 - 3.4
156041412	With Tomcat version 8.5, the Tomcat log file rolling fails due to Log4j - Apache Logging Services configuration changes.	Contact VHT Support for instructions on how to update the log4j jar files.	3.3 or later
159331993	The voice platform incorrectly caches call information which results in calls being incorrectly transferred.	None	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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