Genesys

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Genesys Voice Platform
Media Server
Release 8.1

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About This Software

Genesys Media Server (GMS) is a standards-based media processing platform for delivery of media services in support of other Genesys products and solutions.

GMS supports a wide range of media-based services, including call parking, announcements, conferencing, call progress detection, answering machine detection, transcoding, and recording. The GMS exposes a SIP interface implementing NETANN (RFC 4240) and a subset of MSML. A wide range of audio and video codecs are supported.

GMS provides media services to the Genesys 8 Outbound solutions, and to SIP Server, and replaces the Genesys Stream Manager in most deployment scenarios. All new media features development is designed for GMS.

GMS is available on Windows 2003, Windows 2008, and Red Hat Enterprise Linux versions 4, 5 and 6.

New Features in Release 8.1.x

Genesys Media Server 8.1.7

GMS 8.1.7 includes the following new features:

New Features

- File-based call recording
- MCP is now configurable using signalvar in a VoiceXML page
- 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.

Genesys Media Server 8.1.6

GMS 8.1.6 includes the following 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.

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

Genesys Media Server 8.1.5

GMS 8.1.5 includes the following new features:

- 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 8.1.2, and T-Server for Cisco UCM 8.1.1.
- Dual stack IPv6, IPv4.
- Acts as a Media Server for T-Server for Cisco UCM.
- Playback and Recording in MP3 containers.
- 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.
- Identification and tracking of active loudest speaker in video conferences by using MSML.
- H.263 and H.264 video format transcoding, transrating, transcaling, and transframing.
- Recognition of leading zeros in the Dialed Number (DN).

Genesys Media Server 8.1.41

GMS 8.1.41 includes the following new features:

- 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 *Indicating User Agent Capabilities in the Session Initiation Protocol (SIP)* is supported.

Genesys Media Server 8.1.4

GMS 8.1.4 includes the following new features:

- 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.
- Supported on Windows Server 2008 R2.
- Supports F5 load balancers in Resource Manager HA active-active configurations.
- Additonal performance data, including MSML announcement performance, G.711 <-> G.729 transcoding, 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.
- Supports partitioning of SIP and HTTP network traffic.

Genesys Media Server 8.1.31

No new features have been added in this release.

Genesys Media Server 8.1.3

GMS 8.1.3 includes the following new features:

- Support for Windows Server 2008, 64-bit in 32-bit compatibility mode.
- Support for Red Hat Enterprise Linux 5, 64-bit in 32-bit compatibility mode.
- Support for SIP static routing. This improves support for High Availability (HA) in certain small configurations.

Genesys Media Server 8.1.2

GMS 8.1.2 is the first release of the Genesys Media Server. GMS has the following features in addition to the capabilities of Stream Manager.

- Support for secure signaling and media using Secure SIP, TLS, and Secure RTP.
- Optimized for multi-core/multi-processor architectures.
- Support for the GVP Resource Manager, allowing failover and load balancing across media services, as well as features such as conference routing and policy enforcement.
- Call Progress Detection and Answering Machine Detection (including beep detection)
- Additional video codecs H.264.
- Additional audio codecs G.722, AMR-WB, and AMR-NB.
- Support for flexible RTP packet sizes (ptime, maxtime) and jitter buffer management.
- Support for RFC 4566.
- Support for the 'dtmf' URL scheme, allowing playout of a sequence of DTMF digits.
- Playback of audio and video from separate sources.
- Support for digit playback duration using 'digit-duration'.
- Derivation of codec selection and priority based on SDP.
- The utility program for transcoding is no longer required.
- Recorded files can be transcoded to a specified format on recording.
- Recording data can be mixed on the fly.
- Configurable control over conference participant gain.
- All platform supported codecs can be negotiated for a conference.
- A subset of server-side MSML is supported.
- The .3gp file container is supported.
- Video conferencing including active speaker switching.

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.

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

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. For a list of the software versions that are on this CD, click here.

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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:

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

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