Release Notes

Genesys Quality Management 8.1.656.00 – 08/05/2015

This is a Hot Fix for this release. Information on prior releases can be found here.

NOTE: You MUST log in to the Genesys Customer Care site for bookmarks to work properly.

Corrected issues

The following issues were corrected in Call Recording:

Reference number	Summary
CAL-13774	Call Recording setup script does not set the tomcat memory values properly.
CAL-13706	User's password cannot be changed.
CAL-13682	Extensions beginning with "0" are not recognized.
CAL-13654	It is not possible to apply a Call Recording filter to a User in some cases.
CAL-13653	Postinstall script of callrec-monitoring RPM tries to modify a non-existent file (64bit version).
CAL-13644	SIP sniffer failing in the case of memory corruption or segfaults.
CAL-13635	Missing definition of $record->{label} in Speech Analytics.
CAL-13627	Tools script does not check if a tool is already running.
CAL-13604	callrec-setup fails to increase memory allocation for Tomcat.
CAL-13552	Prerecording service shows exception.
CAL-13519	When AutoSelect search is configured improperly an excessive number of threads leads the Tomcat server to crash.
CAL-13509	Quality Management pools duplicated in migration.xml.
CAL-13497	Calls cannot be played in Call Recording UI when using a 64bit version of Chrome.
CAL-13459	tools.log4j.xml creates warning messages in the log files.
CAL-13416	UCCX IM loses connectivity after missing a heartbeat request.
CAL-13373	None recording of calls after upgrade to 5.5.0 with CUCM and ASR.
CAL-13341	Live Monitor API now sends an alert for all events, not only those with CALL status.
CAL-13337	Logger definition converted to static final.
CAL-13336	Date format usage in multithreaded environments corrected.
CAL-13331	Fixpayloads tool was not removing processed archives.

CAL-13310	Database was not updated after file was moved.
CAL-13302	Ownership of slr_2.conf and slr_2.log4cxx.xml files created by callrec-setup corrected so that they are owned by 'Call Recording' user group.
CAL-13301	WebUI overloads the system after excluded DNs are added to the configuration of GAD in the case that non-allowed characters are used.
CAL-13299	Snmpbulk returns different OIDs than snmpwalk.
CAL-13283	Clean installation of 5.5.0 is missing SQL script.
CAL-13280	Speech Analytics install.sh scripts use incorrect database name "callrec".
CAL-13278	Live Monitor settings are not accessible.
CAL-13271	Automatic Pause and Resume return failure without providing a reason.
CAL-13245	New upgrade script does not run in RXVT terminal.
CAL-13234	create_schemas.sh file in Oracle missing default values.
CAL-13233	Two versions of slony1 present on the system after upgrade from 5.1.0 to 5.5.0.
CAL-13229	scmigration2 uses migration.xml although a different configuration file is specified.
CAL-13206	/etc/httpd/conf.d/qm.conf rewritten during upgrade without any backup.
CAL-13141	Survey module creates excessive number of threads leading to crash of Tomcat server.
CAL-13138	Imported users from LDAP containing non-alphanumeric characters cannot be changed after import.
CAL-13137	Some folders under /opt/callrec are owned by root instead of Call Recording user.
CAL-13126	Security issue related to Click Jacking, Cookies and Autocomplete addressed.
CAL-13115	Tivoli Storage Manager package is dependant on 32 bit TIVsm-API package.
CAL-13103	cmdb.sh can't locate jps -l on GQM / RHEL 6.5 minimal install.
CAL-13075	ZOOM_SYS_USER in SQL is missing GRANT privilege in DBMS_REPUTILS.
CAL-13066	Second segment of outbound call with HA Avaya is not recorded after hold.
CAL-13033	Speech Analytics fails and does not start when CFILES are deleted before they are processed.
CAL-13032	Certificates in the authentication store are not deleted by cert_tool.sh.
CAL-13022	Media encoder crashes with std::bad_alloc when mixing some RECD files.
CAL-12957	Media encoder crashes with std::bad_alloc when mixing some RECD files.
CAL-12917	Calls removed from core if there is an incomplete SIP message.
CAL-12794	IBatis no longer executes a ping query to check stability of connection.
CAL-12584	Log message "Updating disk space usage" is duplicated in web.log and webadmin.log and has incorrect time stamp.
CAL-12534	Upgrade to QM 5.3.1 mixer fails to process requests.
CAL-12299	Error message appears in log file when re-searching.
CAL-12176	In Speech Analytics there was a broken query for removal of old tags when re-searching.
CAL-12128	When a call is shorter than 1000 ms not all started pcaps were deleted from the ATM recording pcap folder.
CAL-11880	When alias is missing from command line options a misleading error occurs.
CAL-11788	Configuration of migration definition file corrected to properly support the change from .properties log file to .xml.

CAL-11442	Call recording fails if there is trailing slash in the PCAP variable in callrec.conf.
CAL-11313	DB migration causes inconsistency between recd file and mp4.
CAL-11043	An error is logged unnecessarily when creating a user in web UI.
CAL-10959	Decoder logs "whole exception" when it can't find source (pcap) files.
CAL-10955	Configuration backup overwrites backup file, generated in previous run.
CAL-10937	User with no export / no video export may send mp3/mp4 to his email.
CAL-9498	DB migration doesn't migrate roles if admin role id is not 1.
CAL-7703	Path to Decoder in Call Recording renamed.

The following issues were fixed in Quality Management:

Reference number	Summary
UPL-121	Java security warning is shown every time a page is loaded.
UPL-119	Excessive number of POST requests leading to out of memory error on Tomcat server.
UPL-108	Universal Communicator doesn't log any information into log file.
SC-7642	Migration from PostrgeSQL to Oracle fails with exception SEQ_COMPANIES.
SC-7629	Some evaluations may not be exported due to a bug in Apache library.
SC-7619	Very long group names may not be fully visible in QM Suite.
SC-7591	Interaction player fails to load media when viewing Customer interactions.
SC-7562	Evaluation List search does sort agents by group.
SC-7520	Synchronization checkbox cannot be enabled in Web UI if it is disabled once (affects only Team Leader and Supervisor roles).
SC-7515	Speech tags randomly appear in Interaction screen after loading more interactions.
SC-7512	Scheduled QM synchronization with Genesys does not properly update changes in user data.
SC-7506	Speech Tags not Visible on first attempt.
SC-7476	Browser freezes when creating evaluations if 'media type' is incomplete.
SC-7461	Replacement Reasons window fails to load properly.
SC-7457	The parameter "Records on a page" is not used.
SC-7435	Unresponsive script in Reports section of Quality Management.
SC-7434	Wbscimporter fails to synchronize all agents.
SC-7433	Permissions in Questionnaire cannot be changed without creating a new version.
SC-7426	Quality Management card results displayed in unpredictable order.
SC-7425	When loading more results in Customer Interaction screen order of results is unpredictable.
SC-7408	After an audio file is added to a survey it can't be played from the Questionnaire manager.
SC-7407	Data entered into the quick note is not saved in the Evaluation Planner.
SC-7406	Widgets not displayed according to user preferences.
SC-7352	Selection of User/Group is lost within the re-evaluate dialog when a new evaluator is chosen.
SC-7347	Warning message prevents access to clickable button in Evaluation List tab.
SC-7345	Data export does not support HTTPS.

SC-7344	After saving a created/edited category the 'Add' button remains disabled.
SC-7339	Error message displayed in Search criteria for groups.
SC-7338	Export of the Audit Log does not work as expected.
SC-7337	It is not possible to search within the Audit log without specifying a user.
SC-7333	The Add Reason button is greyed out in the Replace Interaction dialogue box.
SC-7327	Additional data fails to display in the Grading Form when first opened.
SC-7326	Dropdown menu does not display properly in the User Manager search panel.
SC-7325	Error displays in console when editing the configuration of a widget.
SC-7305	Browser may freeze when switching between video and audio mode.
SC-7295	Replacement reason requires that text be entered.
SC-7292	Questionnaire Manager and Voice of the Customer fail after upgrade from version 5.4.1.
SC-7269	Long strings of text entered into the Replacement Reasons tab are not saved.
SC-7267	Interaction Player keeps playing after a user switches to another tab.
SC-7231	Extra dropdown exists in search menu.
SC-7191	Viewing an evaluation updates the logged modified time of an evaluation.
SC-7190	When viewing an Evaluation the "Save and close" button is the only way to close it the active window.
SC-7163	Wrong error message displays when adding Interactions in Questionnaire.
SC-7121	When HTTPS access to Quality Management is enabled it is not possible to open Speech Tags.
SC-6923	Total Rating field in Evaluation Form is read-only.
SC-6873	Migration from Quality Management database from 5.4.0 PSQL prevents users from logging in due to duplicate key value.
SC-6251	Legend does not display properly for reports in Internet Explorer.
SC-6094	Error message appears in log file unnecessarily in the case of an invalid session.

Known issues

Reference number	Summary
UPL-122	Universal Player displays incorrect agent name in multi-segment calls when several agents are involved.
SCR-725	Mixer does not utilize all available CPUs.
SC-7721	Filter option in League Tables is incorrect.
SC-7665	When adding random interactions the Oracle database does not provide random results.
SC-7495	Complex role permissions enable both self-evaluation and evaluator status.
SC-7494	Role permissions incorrectly set.
CAL-13888	User attached data is not obtained via the Genesys platform.
CAL-13812	SIP sniffer does not remove port information from SIP Call-ID, leading to parsing errors.
CAL-13679	External data is missing from stream of conference call causing screen recording to end prematurely.
CAL-13335	SIP sniffer does not complete invite so as to include media.

CAL-13249	Call between two TServers is missing attached data.
CAL-12856	Synchro gets stuck during authentication with a remote DB when the connection is suddenly lost.
CAL-12054	Relocation tool - load balancing is not working properly.