



- **About This Software**
- **Directories on This CD**
- **Documentation**
- **Technical Support**
- **Legal Notices**

Genesys Telecommunications Laboratories, Inc.  
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014  
[www.genesyslab.com](http://www.genesyslab.com)

## About This Software

The Genesys Voice Platform (GVP) is a VoiceXML-based media server for network service providers and enterprise customers. GVP supports TDM/PSTN and RTP/VoIP network connections; well understood signaling examples are T1, E1, T1CAS, E1CAS and ISDN for TDM, and protocol examples are SIP and H.323 for VoIP.

GVP supports a wide range of service provider/carrier applications including network IVR, network call qualification and call parking, and speech-enabled voice self-service. GVP supports ISUP, INAP and SS7 connectivity for network-based routing environments using third-party solutions. For direct TDM connections between GVP VCS and a PBX/Network, GVP comes with a Dialogic CD containing software supporting-specific Dialogic hardware.

GVP is available on Windows 2003, Windows 2008, and Sun Solaris 10.

Depending on customer purchasing decisions, a customer might receive additional third-party CDs, such as those for speech recognition or text to speech, or Dialogic HMP Software for outbound call detection over IP, which is supported by GVP 7.6.

## New Features in 7.6.x

Some of the primary new features added in release 7.6.5 are:

- For enhanced security, PHP support has been upgraded from 4.3.3 to PHP 5.3.6.

Continued and Updated Support for:

- Dialogic SU 250.
- Valid Nuance Combinations for GVP 7.6.5 (at release date):
  - Nuance Recognizer 9.0.16 with NSS 5.1.5 Vocalizer 5.0.4 with NSS 5.1.5
  - Nuance Recognizer 9.0.16 with NSS 5.0.9 RealSpeak 4.5.4 with NSS 5.0.9
  - Open Speech Recognizer 3.0.18 with SWMS 3.1.19 RealSpeak 4.0.12 with SWMS 3.1.19
- IPCS now supports user-to-user information.

IPCS now logs TTS/vox files that are downloaded as a part of Calltrace logging.

The following new features have been added in the 7.6.485 release:

- Support for Windows 2008, Standard and Enterprise Editions.
- Support for Windows 2008 R2, Standard and Enterprise Editions (except with VCS, which requires 32-bit Windows 2008).

Note: All GVP components are supported on these operating systems with one exception. There is a known issue with Dialogic when Voice Communication Server (VCS) is installed on Windows 64-bit OS and R2.

The following new features have been added in the 7.6.480 release:

- Support for single channel ECT transfers.
- Support for Dialogic SU 250.
- Support for Nuance NSS 5.0.9 NRec 9.0.14 Realspeak 4.5 (patch1).
- Support for Nuance NSS 5.1.3 NRec 9.0.14 Vocalizer 5.0.3.

The following new features have been added in the 7.6.470 release:

- GVP creates a Windows local user account during installation. This user account is used by the GVP processes during runtime. GVP 7.6 now imposes more strict requirements on the password of this local user account, to be compliant with various corporate IT policies. The password is now at least 14 characters in length and has a combination of alphanumeric and special characters.
- Support for Internet Explorer 8.
- Support for Nuance NSS 5.0.9 NRec 9.0.12 Realspeak 4.5 (patch1).
- Support for Nuance SWMS 3.1.19 OSR3.0.18 Realspeak 4.0.12 (patch 1).
- Support for Nuance NSS 5.1.1 NRec 9.0.12 Vocalizer 5.0.2.

No new features have been added in the 7.6.460 release.

The following new feature has been added in the 7.6.450 release:

- It is now possible to configure which SIP response code IPCS is to send when ports are unavailable on the Policy Manager server.

No new features have been added in the 7.6.440 release.

No new features have been added in the 7.6.430 release.

No new features have been added in the 7.6.420 release.

No new features have been added in the 7.6.410 release.

No new features have been added in the 7.6.4 release.

No new features have been added in the 7.6.2 release.

The following features have been added in the 7.6.0 release:

- Support for a native RTP stack that enables transcoding and bidirectional recording.
- Support for Nuance 5.0 Speech Server with Nuance Recognizer 9.0 (for ASR) and Nuance RealSpeak 4.5 (for TTS).
- ASR Log Manager system support for Nuance Recognizer 9.0.
- Access for the VoiceXML application to additional SIP Header fields, such as P-Asserted-Identity and Call-Id. IPCS propagates the values it receives for these headers in incoming SIP INVITE messages.
- Support for Genesys Management Layer (Local Control Agent [LCA], Solution Control Server [SCS], and Solution Control Interface [SCI]).

# 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.

# Documentation

Product documentation is provided on the [Technical Support 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.

[Return to Top](#)

# 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 Voice Platform 7.6 customer.

## Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys Migration Guide](#).

## Configuration Support

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 Manual](#)
- [Genesys Supported Media Interfaces Reference Manua](#)

[Return to Top](#)

# Legal Notices

## Copyright

This CD and all its contents © Copyright 2012-2013, Genesys Telecommunications

Laboratories, Inc. All rights reserved.

## Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other company names and logos may be trademarks or registered trademarks of their respective holders. © 2013 Genesys Telecommunications Laboratories, Inc. All rights reserved.

## Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your technical support representative if you have any questions.

**NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT** Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

## Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

[Return to Top](#)