



**VoiceGenie 7.2.1 Hot Fix 31  
Media Platform Release Notes**

**July 2010**

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## **Overview**

This document contains the following:

- Product Version Identification for the updated hot fix
- Hot-Fix Installation Instructions
- Fixes

Please refer to the 7.2.1 GA version of the release notes for the following information which has not changed:

- Resources
- Where to Get Help
- Terminology
- Product Version Identification
- Features
- Known Limitations

### Product Version Identification

<b>Product Name</b>	Media Platform
<b>Version</b>	7.2.1 HF31
<b>Release Date</b>	July 2010

<b>Media Platform Information</b>	
<b>Package</b>	phoneweb-7.2.1-RHEL4_HF31.tar.gz
<b>Operating System for Telephony Box</b>	RHEL4

## **Installing / Configuring VoiceGenie Hot Fix**

- 1) Stop the Media Platform.
- 2) Upload the hot fix phoneweb-7.2.1-RHEL4\_HF31.tar.gz using the product manager in the SMC console.
- 3) Deploy the existing Media Platform profile using the Deployment manager.
- 4) Start the platform.

## Fixes

The following issues have been addressed in this release:

ER #	Summary
254620021	Getting error.internal: Invalid document structure error

It was noticed a race-condition occurs in callmgr between play prompt done and nomatch recognition result, leading to an empty XML result being passed to XML parser. This causes the 'Invalid Document Structure Error', which may lead to further errors in application call flow. An erroneous play done reason in callmgr can also cause this error. These issues have been addressed in this hot fix, so callmgr will handle the race-condition, in a way not to result in 'Invalid Document Structure' errors and application call flow continues as expected.