VoiceGenie 7.2.1 Hot Fix 32

Media Platform Release Notes

November 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 VG 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

Product Name	VoiceGenie Media Platform
Version	7.2.1 HF 32
Release Date	November 2010

Media Platform Information	
Package	phoneweb-7.2.1-RHEL4_HF32.tar.gz
Operating System for Telephony Box	RHEL4

Installing / Configuring VoiceGenie Hot Fix

1) Stop the Media Platform.
2) Upload the hot fix phoneweb-7.2.1-RHEL4_HF32.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
260478310	error.internal with subdialog | 7.2.1 HF31

Code has been fixed to handle dtmf nomatch input at the time a prompt is completed and the next prompt is being fetched. This avoids the "error.internal" encountered by some customers when trying to execute subdialogs with 7.2.1 HF31.