GENESYS
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VoiceGenie 7.2.1

Media Platform

Release Notes

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Table of Contents

Overview

This release document includes the following information:

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

This maintenance release for VoiceGenie 7.2 is shipped with the following updated documentation.

- VG 7.2.1 Installation Guide
- VG 7.2.1 Media Platform System Reference Guide
- VG 7.2.1 OA&M Framework SMC Users Guide
- VG 7.2.1 SRM System Reference Guide
- VG 7.2.1 SRM Users Guide

Resources

There are many resources for developers available on VoiceGenie's Developer website http://developer.voicegenie.com.

The following lists some of the important items you can find on our website:

Resource	URL
FAQs	http://developer.voicegenie.com/faq.php http://speechgenie.voicegenie.com/faq.php
Tutorials	http://developer.voicegenie.com/tutorials_VoiceGenie.php http://speechgenie.voicegenie.com/tutorials_SpeechGenie.php
VoiceXML 2.0/2.1 Reference	http://developer.voicegenie.com/voicexml2tagref.php

Contacting Genesys Technical Support

Online/Website:	http://genesyslab.com/support	
Hours of Operation:	8:00 AM to 9:00 PM EST 8:00 AM to 7:00 PM GMT 8:00 AM to 6:00 PM Australian Eastern Standard Time 9:00 AM to 6:00 PM Japan Standard Time	North & Latin Americas Europe, Middle East & Africa Asia Pacific Japan
Email:	support@genesyslab.com support@genesyslab.co.uk support@genesyslab.com.au support@genesyslab.co.jp	North & Latin Americas Europe, Middle East & Africa Asia Pacific Japan
Phone:	888-369-5555 / 506-674-6767 +44 (0) 118 974 7002 +61 7 3368 6868 03-5649-6871 (within Japan) +81-3-5649-6871	North & Latin Americas Europe, Middle East & Africa Asia Pacific Japan (from within Japan) Japan (from outside Japan)
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Terminology

The following table gives definitions of some acronyms that are used throughout this document:

Acronyms	Full Definitions
ASR	Automated Speech Recognition (Engines/Technologies)
CLC	Command Line Console -- A command line interface that can be used to query information and issue commands
MRCP	Media Resource Control Protocol -- Adopted by the VoiceGenie Media Platform to control ASR and TTS resources
SRM	Speech Resource Management -- A component integrated into the VoiceGenie Media Platform to provide Speech Recognition and Synthesis functionalities to the application developers
SMC	System Management Console -- A web based tool for administering clusters of VoiceGenie VoiceXML Platforms
OA&M	Operation, Administration and Management
TTS	Text To Speech (Engines/Technologies)

The following sections may contain references to terminology that has become obsolete:

Historical Terms	New Terms
PhoneWeb Software / NeXusPoint 6.4.x Software	VoiceGenie 7.2 Software
Cluster Management Platform (CMP)	OA&M Framework
Voice Resource Manager (VRM)	Speech Resource Management (SRM)
VoiceGenie Management Console (VMC)	System Management Console (SMC)

Product Version Identification

Product Name	VoiceGenie Media Platform
Version	7.2.1 GA
Release Date	March 2008

VoiceGenie Linux 3.0 CD information	
Build #	Linux 2.4.21-47 EL Build #1

Red Hat EL AS 3.0 Upgrade information	
Setup script	post_install.sh
Kickstart file	ks.cfg

The setup script will install the following packages to upgrade to VoiceGenie Linux 3.0:
- atsar_linux-1.6-1.i386.rpm
- cmp-deployer-1.0.0-26.i386.rpm
- grep-2.5.1-24.5.i386.rpm
- httpd-2.0.52-1.i386.rpm
- j2sdk-1_4_2_12-linux-i586.rpm
- MySQL-client-standard-4.1.20-0.rhel3.i386.rpm
- mysql-connector-odbc-3.51.12-1.i386.rpm
- MySQL-server-standard-4.1.20-0.rhel3.i386.rpm
- MySQL-shared-compat-4.1.20-0.rhel3.i386.rpm
- sysstat-5.0.5-11.rhel3.i386.rpm
- tzdata-2006a-2.EL3.1.noarch.rpm
- unixODBC-2.2.11-1.i386.rpm
- unixODBC-devel-2.2.11-1.i386.rpm
- vg-scriptmanager-3.0.1-4.i386.rpm
- vg-setup-1.0.0-9.i386.rpm
- vg-squid-2.5.11-1.i386.rpm
- vg-tomcat-5.0.28-1.i386.rpm
- vg-xerces-2.7.0-1.i386.rpm

Red Hat Enterprise Linux 4.0 Update 6 CD information	
Build #	Linux 2.6.9-67.EL #1

Media Platform Configurations:

MP Configuration #1	
Phoneweb Package	phoneweb-7.2.1-5.tar.gz
Operating System for Telephony Box	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
Operating System Kernel Version for Telephony Box	2.4.21.47 Enterprise

Protocol	SIP2
Telephony Packages	Nil
MP Configuration #2	
Phoneweb Package	phoneweb-7.2.1-5.zip
Operating System for Telephony Box	Windows 2000 Server or Windows Server 2003
Operating System Kernel Version for Telephony Box	Windows 2000 Server with Service Pack 4 or Windows Server 2003
Protocol	SIP2
Telephony Packages	Nil
MP Configuration #3	
Phoneweb Package	phoneweb-7.2.1-5.tar.gz
Operating System for Telephony Box	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
Operating System Kernel Version for Telephony Box	2.4.21.47 Enterprise
Protocol	H323
Telephony Packages	Nil
MP Configuration #4	
Phoneweb Package	phoneweb-7.2.1-5.zip
Operating System for Telephony Box	Windows 2000 Server or Windows Server 2003
Operating System Kernel Version for Telephony Box	Windows 2000 Server with Service Pack 4 or Windows Server 2003
Protocol	H323
Telephony Packages	Nil

MP Configuration #5	
Phoneweb Package	phoneweb-7.2.1-RHEL4_01.tar.gz
Operating System for Telephony Box	Red Hat EL 4.0 Update 6
Operating System Kernel Version for Telephony Box	2.6.9-67.EL
Protocol	SIP2
Telephony Packages	Nil
MP Configuration #6	
Phoneweb Package	phoneweb-7.2.1-RHEL4_01.tar.gz
Operating System for Telephony Box	Red Hat EL 4.0 Update 6
Operating System Kernel Version for Telephony Box	2.6.9-67.EL
Protocol	H323

Telephony Packages	Nil

Speech Resource Manager Configurations

SRM information	
SRM Packages (Linux 3.0)	srm-server-7.2.1-5.tar.gz
	srm-proxy-7.2.1-5.tar.gz
SRM Packages (Linux 4.0)	srm-server-7.2.1-RHEL4_01.tar.gz
	srm-proxy-7.2.1-RHEL4_01.tar.gz
SRM Packages (Windows)	srm-server-7.2.1-5.zip
	srm-proxy-7.2.1-5.zip

SRM Server Configuration	
Operating System	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade, RHEL 4.0 Update 6 or Windows 2000 Server with Service Pack 4 or Windows Server 2003

SRM Proxy Configuration	
Operating System	O/S: VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade, or Red Hat EL4.0 Update 6

Speech Resource Configurations

ASR Configurations

ASR Configuration #1	
ASR name and version	OSR 3.0.9 Native C/S
ASR Packages	osr-base-3.0.9-1.tar.gz One or more language packages
OS for ASR server	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VoiceGenie Linux 3.0 Upgrade
ASR Configuration #2	
ASR name and version	OSR 3.0.10 SWMS 3.1.10 MRCP
ASR Packages	OSR-3.0.10-i386-rhel3.tar.gz (Server Package (Vendor)) One or more vendor language packages SWMS-3.1.10-i386-linux.rpm (SWMS Package (Vendor)) MRCP Product Files (MRCP client packages): osr-mrcp-3.0.4-1.tar.gz (Linux) osr-mrcp-3.0.4-1.zip (Window)
OS for ASR server	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
ASR Configuration #3	
ASR name and version	OSR 3.0.10 SWMS 3.1.10 MRCP
ASR Packages	OSR-3.0.9-i386-win32.zip (Server Package (Vendor)) One or more vendor language packages SWMS-3.1.10-i386-win32.zip (SWMS Package (Vendor)) MRCP Product Files (MRCP client packages): osr-mrcp-3.0.4-1.tar.gz (Linux) osr-mrcp-3.0.4-1.zip (Windows)
OS for ASR server	Windows 2000 Server or Windows Server 2003
ASR Configuration #4	
ASR name and version	Nuance MRCP 1.0 SP9 (MRCP-Direct)
ASR Packages	MRCP-1-0-0-SP9-WIN2K.zip MRCP Product Files (MRCP client packages): nuance-mrcp-8.5.0-3.tar.gz (Linux) nuance-mrcp-8.5.0-3.zip (W2K)
OS for ASR server	Windows 2000 Server or Windows Server 2003
ASR Configuration #5	
ASR name and version	IBM WVS ASR 5.1.3 (MRCP-Direct)
ASR Packages	wvs5.1.3c53ipml.tar C87LJNA.tar C87LPNA.tar C87MZNA.tar C87P3NA.tar MRCP Product Files: ibm-asr-mrcp-5.1.3-3.tar.gz (Linux) mrcp-direct\ibm-asr-mrcp-5.1.3-3.zip (W2K)

OS for ASR server	Red Hat EL AS 3.0 with Update 3
ASR Configuration #6	
ASR name and version	AT&T Watson 4.5.1 (MRCP-Native)
ASR Packages	watson-asr-server-4.5.1-3.tar.gz watson-asr-client-4.5.1-3.tar.gz
OS for ASR server	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
ASR Configuration #7	
ASR name and version	TeliSpeech 1.1 SP1 Patch 1 (MRCP-Direct)
ASR Packages	TeliSpeech_1.1_SP1_patch1_linux.zip MRCP Product Files: telisma-mrcp-1.1.0-3.tar.gz (Linux) telisma-mrcp-1.1.0-3.zip (W2K)
OS for ASR server	Red Hat EL AS 3.0 with Update 3
ASR Configuration #8	
ASR name and version	Phonetics GN 5.9.0015 (MRCP-Native)
ASR Packages	R:\vault\asr-vg\phonetic\phonetic-base-5.8.0-6.zip
OS for ASR server	Windows 2000 Server or Windows Server 2003

TTS Configurations

TTS Configuration #1	
TTS name and version	ScanSoft RealSpeak 4.0.12 SWMS 3.1.10 MRCP
TTS Packages	4012sdk.tar.gz (Server Package (Vendor)) One or more language packages SWMS-3.1.10-i386-linux.rpm (SWMS Package (Vendor)) Product Files: realspeak-mrcp-4.0.12-1.tar.gz (Linux Client Package) realspeak-mrcp-4.0.12-1.zip (Windows Client Package)
OS for TTS server	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
TTS Configuration #2	
TTS name and version	ScanSoft RealSpeak 4.0.12 SWMS 3.1.10 MRCP
TTS Packages	RealSpeak4.0.12.password-required_taurus.zip (Server Package (Vendor)) One or more vendor language packages + Corresponding VoiceGenie language server packages SWMS-3.1.10-i386- win32.zip (SWMS Package (Vendor)) MRCP Product Files: realspeak-mrcp-4.0.12-1.tar.gz (Linux Client Package) realspeak-mrcp-4.0.12-1.zip (Windows Client Package)
OS for TTS server	Windows 2000 Server or Windows Server 2003
TTS Configuration #3	
TTS name and version	Nuance Vocalizer 4.0.5 (MRCP-Direct)
TTS Packages	VOCALIZER-4-0-5B-WIN32-8-5-0-SP050513.zip

OS for TTS server	Windows 2000 Server or Windows Server 2003
TTS Configuration #4	
TTS name and version	IBM WVS ASR 5.1.3 (MRCP-Direct)
TTS Packages	IBM WVS 5.1.3 Base packages R:\vault\asr-ext\ibm\wvs5.1.3\ c53ipml.tar C87LJNA.tar C87LPNA.tar C87MZNA.tar C87P3NA.tar MRCP Product Files: ibm-asr-mrcp-5.1.3-3.tar.gz (Linux) ibm-asr-mrcp-5.1.3-3.zip (W2K)
OS for TTS server	Red Hat EL AS 3.0 Update 3
TTS Configuration #5	
TTS name and version	AT&T Natural Voices 3.0 (MRCP-Native)
TTS Packages	R:\vault\tts-vg\att\7.1\3.0.0\EL30\ naturalvoices-tts-base-3.0.0-5.tar.gz naturalvoices-tts-client-base-3.0.0-4.tar.gz
OS for TTS server	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade

Other Packages

Windows 2000/Windows 2003 Third Party Software Information

Package information	
Third Party Software	This is shipped as a CD which supports the installation of the following third party packages: • Windows Script Host 5.6 • MySQL 3.23 • MyODBC 3.51.06 • Java 2 SDK 1.4.2 • Apache Tomcat 5.0.18 • Squid 2.5

RedHat Linux EL4 Third Party Software Information

Package information	
Third Party Software	This is shipped by VG7.2.1 which supports the installation of the following third party packages: **vg-tomcat-5.0.28-1.i386.rpm** **j2sdk-1_4_2_12-linux-i586.rpm**

Features

The following new features are introduced in this release.

MRCP Version 2 Support

Description
The VoiceGenie Media Platform supports the MRCP v2 Specification version draft-ietf-speechsc-mrcpv2-12, without the security features. i.e. it excludes SIPS, TLS and SRTP. The Media Platform can also simultaneously access speech recognition and synthesizer resources by using both MRCP v1 and MRCP v2 protocols.

Redhat Linux EL 4 Support

Description
The VoiceGenie Media Platform is now qualified with the Redhat Linux EL 4 operating system.

Known Issues

ER#	Description
179640442	VG7.2.1 installation- tools: machine should be reboot after installing log monitor
179640448	VG7.2.1-RHEL4: telnet and ftp are not enabled after launching "vg-install"
180760065	VG7.2.1 installation- some warnings received when installing third parties

Known Limitations

- If the host name of the MRCP v2 server can not be resolved by the DNS, the pwcallmgr will be unstable. This problem can be solved by adding the IP address of the MRCP v2 server into the hosts file of in the Media Platform system.