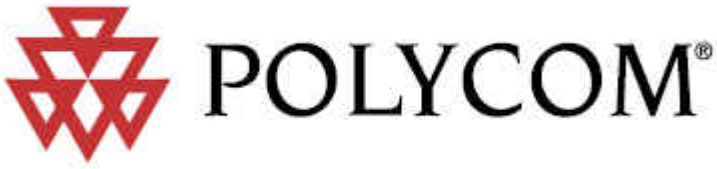
ReadiVoice

Release Notes

v2.56.0



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1 Introduction

These release notes describe the new and enhanced features in the ReadiVoice v2.56.0 software. They also document the important issues resolved in and the known limitations of this release.

> Thoroughly review these release notes prior to installing or upgrading this product. A more up-to-date version of these release notes may be available. Please contact your account manager to verify that you have the most recent version.

If you have questions or require more information about this release, please contact Polycom Product Management at 1-888-447-1087, ext. 5003, or 1-303-223-5003, or Polycom Global Services (Customer Support) at 1-800-827-7782 or 1-303-223-5223.

2 What's New in ReadiVoice v2.56.0

ReadiVoice v2.56.0 is feature release. The following table lists the new features in this release.

Feature/Enhancement
Windows Operator Production Availability
Windows Operator Link to Provisioning
Multiple Subscriber Access Numbers PSPI Call
ACM Applications Accessing CDR Data

Note: ReadiVoice v2.56.0 is only available for ReadiVoice PSTN systems. ReadiVoice IP on InnoVox 4000 media servers is supported with ReadiVoice v2.53.x.

This section describes each new feature in detail. Section 3 describes the enhancements to existing features. Section 3 describes other enhancements and changes.

The sections below address the new features and functions. Where appropriate, each section includes:

- Feature description
- Information about provisioning, configuration, and implementation
- Voice prompts added or modified
- Database, PSPI, and CDR changes
- Conferencing API (MAPI, Java and XML) changes

Note: If a feature section doesn't include a specific subtopic, such as "Voice Prompts," there are no changes of that type associated with the feature.

2.1 Windows Operator Production Availability

Feature Description

The Windows Operator is made available to all customers in this release. The Windows Operator has all of the functionality of the browser-based Java Operator. However, unlike the Java Operator, the Windows Operator can connect to up to three ReadiVoice servers, so an operator can perform tasks for multiple

ReadiVoice systems simultaneously. In addition, since it's a native Windows program, the Windows Operator offers enhanced performance.

Note: ReadiVoice v2.56.0 is expected to be the final release in which the Java Operator is supported.Please contact your Polycom account manager if you have questions concering the phase out of the Java Operator.

System Requirements

The Windows Operator application requires a PC with:

- A 2 GHz or better processor, 512 MB RAM (1 GB recommended), and at least 100 MB free disk space.
- Windows 2000 or Windows XP operating system.
- Internet Explorer 5.5 or later (needed only for installation and for accessing the ReadiVoice Provisioning interface).
- Network connectivity to the ReadiVoice server (CACS) from which to get the application.
- Network connectivity to the other ReadiVoice servers, if the operator station will monitor multiple ReadiVoice systems.

Installation and Configuration

To install the Windows Operator application, you simply click a link to download the self-extracting client and follow the prompts. See the *ReadiVoice Windows Operator Guide* for complete installation and operation instructions.

Windows Operator Linked to Provisioning

The production release of Windows Operator provides operators with a quick way to change account settings for a subscriber. The Windows Operator GUI now has a link to the Edit Subscriber provisioning page. Subscribers' names appear as a red link. If required, the operator will be prompted to enter a provisioning username and password. When successful, the system displays the provisioning page for the chosen subscriber. (1-4281834)

2.2 Multiple Subscriber Access Numbers

Feature Description

ReadiVoice v2.56.0 makes it possible to assign a subscriber four or more access number sets at the same time via a new PSPI (Provisioning Stored Procedure Interface) procedure called `AddSubAndANString`. (1-1XERY/1-6028520) Each access number set consists of an access number, a hidden number, a shared flag identifying the type of access number (private or shared), and a number type (Toll, Toll-free, etc.).

`AddSubAndANString` is similar to `AddSubAndAN_v2550()`, but the three sets of access number parameters have been replaced by `AccessNumberString`, which can contain up to 720 characters. Assuming ten-digit phone numbers, this enables a single stored procedure call to assign up to 27 access numbers to a subscriber. (This string supports a minimum of 10 access numbers.)

PSPI Requirements

In the stored procedure call, each access number requires four parameters, delimited by commas. Each set of four parameters must be delimited by pipes. None of them can be left blank. The layout is as follows:

```
accessNum1,hiddenNum1,sharedFlag1,numberType1|accessNum2,hiddenNum2,sharedFlag2,
numberType2|...
```

The procedure first adds the subscriber to the database. Then, it parses the string, validates the parameters, and puts them into a temporary table. Then, the procedure adds each access number to the database (if it doesn't already exist), removes it from the temporary table, and assigns it to the subscriber. Next, the procedure puts the new data into the `CacsEventUpdate` table. Finally, the CACS updates the call router with the data from the temporary table.

The new files created to support this stored procedure call are `AddSubAndANString.sp`, `IU_AddPhoneNum.sp`, and `IU_AssignNumToSub.sp`. The new table created to support this stored procedure call is `PSPIAccNumHolder`.

Note: ReadiVoice v2.56.0 is a transition release that supports both the `AddSubAndAccNum` and `AddSubAndANString` stored procedures. ReadiVoice v2.60.0 will support only `AddSubAndANString`.

3 Other Enhancements and Changes in ReadiVoice v2.56.0

3.1 Moderator API Changes

Note: ReadiVoice v2.56.0 is a transition release that supports the Conferencing API (CAPI), the Java Moderator API (MAPI), the XML-API, and Application Control Modules (ACM). ReadiVoice v2.60.0 will support only CAPI.

MAPI EVENT	Description
WR_CONNECT	ADDED. This event was missing in RV2550 MAPI. It has been added to current release, and it allows the moderator application to join chairperson to participant.
LOCK_TYPE_CHANGED	REMOVED. It is a new event introduced in 2550. It causes customer implemented web moderators to fail due to its unexpected occurrences. The event has been filtered out, and is no longer returned to MAPI client application.
ACM_CHAN_ENTER	ACM_CHAN_ENTER now has a PartType parameter (of type PART_TYPE enum) that tells what type of participant the channel entering ACM is (PT_SUBSCRIBER, PT_PARTICIPANT). This saves ACM developers from having to register for a conference and iterate through the conference's participant list to find participant type.
File: MESSAGE_SENDER.java Method: sendACM_QUERY_APP	Query for ACM data now includes the passed bridge ID parameter in the query string. The method arguments have not changed.

MAPI EVENT	Description
CURRENT_CONF_INFO2	This fix alters ACM MAPI clients that were receiving CURRENT_CONF_INFO events: It adds a new XBOOL type and a new CCI enum value to MAPI. If an ACM application was receiving CURRENT_CONF_INFO before, its handler should be changed to receive CURRENT_CONF_INFO2 (a child class of CURRENT_CONF_INFO). In the handler changing the method: void handle CURRENT_CONF_INFO (CURRENT_CONF_INFO event) to handleCURRENT_CONF_INFO2 (CURRENT_CONF_INFO2 event) should be all the modification needed (logic will still be the same as the #2 is a child of the original).
CAPI Changes to address ACM Billing Code requirements.	New event added has been added to XML API and CAPI: SET_CONF_USER_DATA, also CONF_INFO now has a new field: UserData. The functionality has been added to support future development of ACM applications.

The change form ULONG -> LONG in RV2550 MAPI may have broken some customer's code. Because LONG_TYPE was the base for both LONG and ULONG, Java could not auto cast between these types (UINT as well). The problem has been corrected. ULONG now inherits from LONG instead of the common base class LONG_TYPE. This allows Java to easily cast down the tree from ULONG to LONG to LONG_TYPE.

3.2 CAPI Changes

CAPI EVENT	Description
ACM_CALL_ENTERED	ACM_CALL_ENTERED now has a PartType parameter to inform as to the type of participant a channel is entering ACM.
PLAY_NAME	PLAY_NAME event now has a PartPlayTo parmeter that tells what participant to play part(s) name(s) to (-1 == subscriber).
VALIDATE_MODERATOR_LOGIN	New event added: VALIDATE_MODERATOR_LOGIN to check parameters that could be used in a moderator login and return a matching subscriber ID in a SUBSCR_ID event, or NACK with a bad login NACK reason. This should be of particular use to application login type developers. Note: this is not a session event, no login required of any type (see REQ_SYSTEM_INFO event for similar behavior).
MessageSender interface CastorMessageSender	MessageSender interface and CastorMessageSender changed to add the extra PlayToPartId parameter (due to the limited scope of usage of CAPI it was decided an interface change would not be overly taxing to CAPI developers over having multiple playName sender methods).
SET_CONF_USER_DATA CONF_INFO	SET_CONF_USER_DATA event has been added to XML API and CAPI. CONF_INFO now has a new field: UserData. The functionality has been added to support future development of ACM applications.
CAPI Changes to address ACM Billing Code requirements.	New event added has been added to XML API and CAPI: SET_CONF_USER_DATA, also CONF_INFO now has a new field: UserData. The functionality has been added to support future development of ACM applications.

3.3 Configuration and Implementation Changes

Windows Operator

Windows Operator is now the default operator application. (PTR: 1-6143907) The "activate" configuration parameter has been set to 1. The parameter is located in odprocrc.defaults configuration template file. Configuration file change:

```
[modules]
    [opupdater]
       activate = 1
    []
[]
```

Conferencing API—Configurable Timeout Value

CAPI sessions now have a configurable timeout value. (PTR: 1-5953477) The parameter is located in odprocrc.defaults configuration template file. The default timeout value is 120 seconds. Configuration file change:

```
[modules]
    [csc]
       timeout = 120
    []
[]
```

Conferencing API—Check Script Change

In ReadiVoice v2.55.0, CAPI introduced a new Application user type. To further support this user type, ECR 1-5998401 in ReadiVoice v2.56.0 implements a change to the output of the ReadiVoice "check" script so that the script more accurately reflects the Application sessions and Moderator sessions currently active on the system.

The output of the "check" script identifies the sessions logged into the system, for example:

```
Operators logged in:     0
Moderators logged in:    0
Applications logged in:  1
```

Each application that is logged into the system increments the Applications session counter. However, when an application registers for subscriber events, it also becomes a push_moderator. In this case, the application increments both the Moderators session counter and Applications session counter.

So, for every subscriber for which an application registers, the Moderators session counter is incremented. For example, if an application registers for three separate subscriber events, the "check" script shows:

```
Operators logged in:     0
Moderators logged in:    3
Applications logged in:  1
```

As the application unregisters for subscriber events, the Moderators session counter adjusts accordingly.

3.4 SNMP changes

Application Login type was introduced in RV2550. (PTR: 1-5998401) New SNMP variable (sysNumAppsActive) has been added to track the number of logged applications.

New MIB entry:

```
sysNumAppsActive  OBJECT-TYPE
    SYNTAX  Unsigned32
    MAX-ACCESS  read-only
    STATUS  current
    DESCRIPTION
          "Specifies a number of applications logged into the system"
    ::= { sysOperatorInfo 6 }
```

The ReadiVoice SNMP MIB can be found in file: `/web/snmp/srconf/mgr/conferencenow.mib`

3.5 Database Changes

See section 2.2 Multiple Subscriber Access Numbers (1-1XERY/1-6028520)

3.6 PSPI Changes

From ReadiVoice v2.55.0 to v2.56.0	
AddSubAndANString	See section 2.2 Multiple Subscriber Access Numbers (1-1XERY/1-6028520)

3.7 InnoVox Changes

There were no major feature additions to this release.

3.8 Routing Interface Changes

- SS7_ATT – recompiled against new SS8 library, version 1.4.01
- SS7_DMS -– recompiled against new SS8 library, version 1.4.01
- SS7_DMS_100 – recompiled against new SS8 library, version 1.4.01
- MCI_ROUTING – fixed the ASN.1 component of the MCI routing module to function properly with the GCC compiler.

4 ReadiVoice v2.55.0

ReadiVoice v2.55.0 was a feature release. The following table identifies its new features.

Feature/Enhancement
Conferencing API
Multi-language Prompts
Blast Dial with Recorded Subscriber Name
New External ID B filed
HP OpenView MIB Access

Notes:

- *ReadiVoice v2.55.0 is only available for ReadiVoice PSTN systems. ReadiVoice IP on InnoVox 4000 media servers is supported with ReadiVoice v2.53.x.*
- *In ReadiVoice v2.55.0, the Windows Operator was a beta release for development and testing purposes only. For that release, the Java Operator was the only operator interface supported for production systems.*

This section describes each new feature in detail. Section 3 describes the enhancements to existing features. Section 4 describes other enhancements and changes.

4.1 Conferencing API (CAPI)

Feature Description

As a transition, ReadiVoice v2.55.0 (and v2.56.0) supports a new Conferencing API (CAPI) along with the current Java MAPI, XML API, and Application Control Mode (ACM) programming interfaces. CAPI extends the functionality of MAPI, XML-API, and ACM interfaces by adding new commands and responses such as CONF_START and CONF_END. ReadiVoice v2.60.0 will support only CAPI.

Notes: We recommend that you first certify and implement your current MAPI or XML-API clients or ACM applications. Then you can migrate them to CAPI and roll them out in a subsequent release. The ReadiVoice v2.55.0 CAPI user documentation includes detailed CAPI migration and implementation documentation, as well as transition examples.

The Conferencing API was developed so that in the future you can access new functionality without having to support a new API. To extend functionality, CAPI supports a new user type—Application—which is like a super-moderator that can monitor several conferences at once. The CAPI architecture and how it encompasses both the Java MAPI and the XML-API are described in detail in the *CAPI Developer's Guide*. In these release notes, we describe just the important new functionality that CAPI enables.

At a high-level:

- CAPI encapsulates the server components from the conferencing application, making it easier to write and maintain CAPI clients
- CAPI is XML-based, allowing developers to write clients in a variety of programming languages. Java utility files and event files are provided, as well.
- A conference can have multiple subscriber and participant logins.
- Log4j and Apache Common Logging have been used to provide logging functionality.

- CAPI uses XML for all transport. Use of XML allows for better backward-compatibility between different versions of ReadiVoice.
- An ACM event set is provided to allow CAPI clients to interface with external applications.
- Asynchronous and synchronous functionality is available. Asynchronous event notifications for conference and participants allow for instant notification for any change in participant or conference state. Notification that requires that some information be generated and returned is sent asynchronously through a second connection.

At the event level:

- CAPI allows third-party applications to register (APP_REGISTER_CONFS_ACTIVITY event) or unregister (APP_UNREGISTER_CONFS_ACTIVITY event) for conference start and stop notifications. When so registered, third-party applications receive a CONF_STARTED event when a conference has started and CONF_ENDED event when a conference has ended.
- CAPI allows third-party applications to retrieve a list of current conferences. In response to a request for an active conference list, each media server sends a conference list that includes the start time of each conference. The third-party application must be prepared to accept a conference list for each media server in the system.
- The BIG_CONF_INFO event now includes:
  - Two subscriber user fields (User Field A, User Field B)
  - Two billing user fields (Billing User Field A, Billing User Field B)
  - Two External ID fields (External ID and the new External ID B fields)

Compatibility

Existing MAPI clients are compatible with ReadiVoice v2.55.0 with CAPI. However, CAPI clients are not compatible with pre-v2.55.0 versions of ReadiVoice. To implement CAPI, you must upgrade to RV v2.55.0.

Implementation

The *CAPI Developer's Guide* describes how to develop and implement a CAPI client and provides information useful in migrating an existing MAPI or XML API client to CAPI.

4.2 Multi-language Prompts

Feature Description

In ReadiVoice releases previous to v2.55.x, the conferencing system could use the same audio (.wav) files any number of times as required to support ReadiVoice call flows. This design supported system efficiency, but somewhat hindered system flexibility—especially support for multi-language prompts.

In ReadiVoice v2.55.x, almost every unique call for a .wav file calls a unique .wav file. To support this redesign, ReadiVoice engineering created a new prompt naming scheme and replicated those .wav files that are used in multiple call flows into multiple .wav files. In addition, a small number of .wav files were concatenated (joined together) and edited to create new .wav files.

Another issue—multi-digit numbers in different languages have different grammar syntax rules. ReadiVoice v2.55.0 includes application-level changes necessary to meet these language-specific grammar rules.

Refer to the *ReadiVoice Custom Prompt Conversion Guide* for more information about the new prompt naming scheme and prompt changes. Refer to the *ReadiVoice Administration & Maintenance Guide* for a complete list of prompts and a complete call flow reference.

Implementation

If your ReadiVoice systems use the default ReadiVoice prompt set, the RV v2.55.x system upgrade procedure automatically manages the change from the old scheme to the new scheme. ReadiVoice engineering has provided a tool that you can run to automatically update the default prompt set (i.e. the one located in /rahome/bridge/sound/1) to match the new list of mandatory prompts. The tool will also log any errors it detects including:

- A list of missing .wav files. (A wav file is missing if the tool needed that file to create the needed output files.)
- A list of the files that need manual modification (rewording, concatenation)
- A list of the final output files that were not able to be created due the first two conditions

If your ReadiVoice systems use custom prompt sets, you may have to edit, or possibly re-record, a subset of your custom .wav files before upgrading your systems. The *ReadiVoice Custom Prompt Conversion Guide* contains the information you need to prepare your custom prompt sets for the upgrade.

4.3 Blast Dial Enhancement

Feature Description

The Blast Dial feature has been enhanced to allow the system to play a recorded name to the called parties invited to join a conference via Blast Dial. This allows called parties to easily identify who is inviting them to join a conference.

Voice Prompts

This feature required the creation of the two new and unique prompts:

File	Default prompt
do_blast_dial_subname_announce_.wav	Silence—This is a prefix prompt that allows you to customize this feature
do_blast_dial_subname_announce.wav	"… is calling you to join an audio conference. Please press one to join the conference."

You can find these prompts in the call flow illustrated previously.

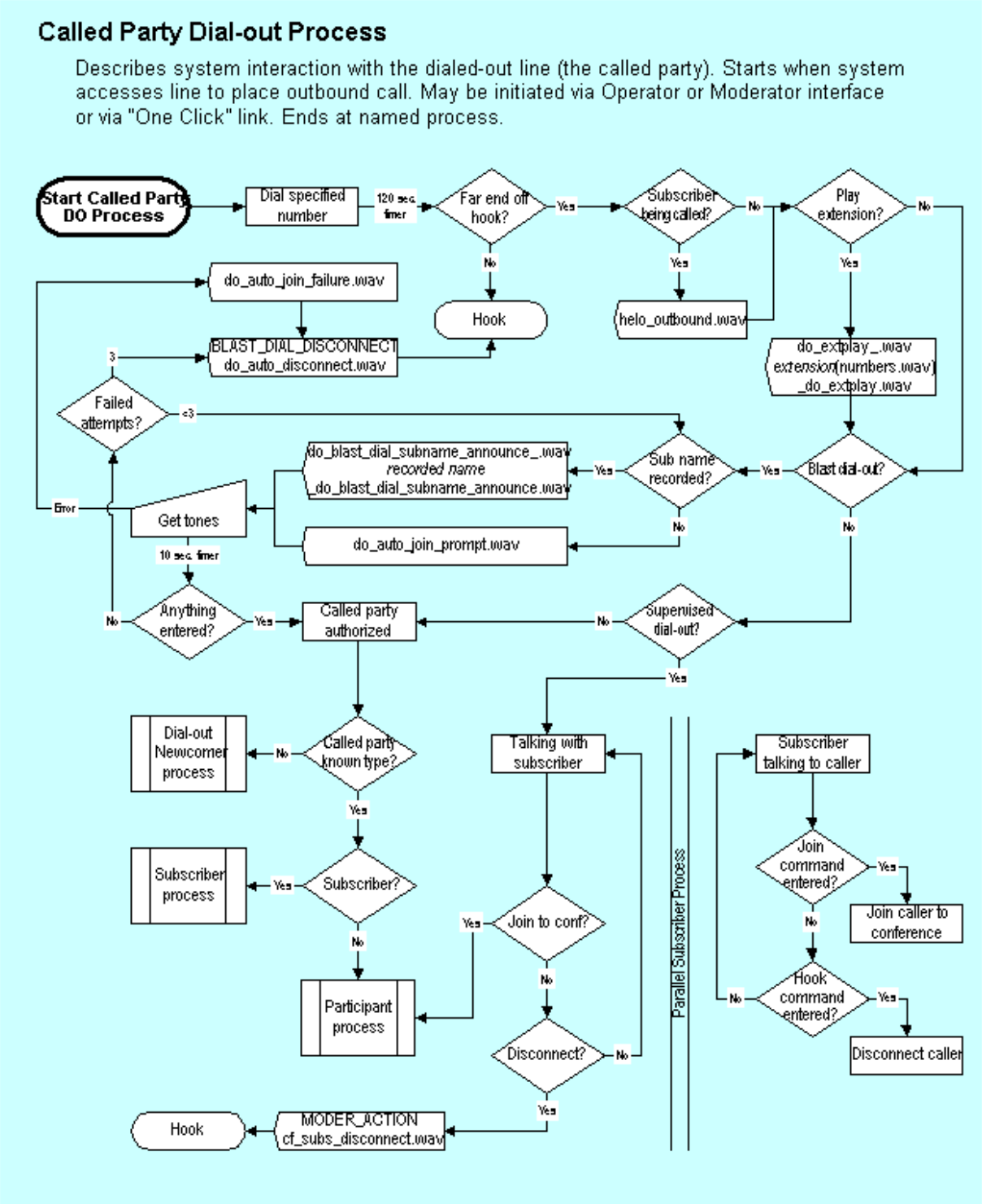
Provisioning

To implement this feature, a subscriber must be provisioned for the Name Record feature in the Conference Options. When Name Record is on and a subscriber has started a conference and recorded his/her name, the system uses the recorded name to customize the greeting it plays to the called parties.

Limitations

The feature is only applicable to Blast Dials initiated via the Java and XML APIs. Single-line dial-outs initiated via the API or via DTMF, do not connect point-to-point, so a subscriber joins with .

Call Flow


Called Party Dial-out Process
Describes system interaction with the dialed-out line (the called party). Starts when system accesses line to place outbound call. May be initiated via Operator or Moderator interface or via "One Click" link. Ends at named process.
Start Called Party DO Process
Dial specified number
120 sec. timer
Far end off hook?
Yes
No
Subscriber being called?
No
Yes
Play extension?
No
Yes
do_auto_join_failure.wav
Hook
helo_outbound.wav
do_extplay_.wav
extension(numbers.wav)
_do_extplay.wav
BLAST_DIAL_DISCONNECT
do_auto_disconnect.wav
3
Failed attempts?
<3
do_blast_dial_subname_announce_.wav
recorded name
do_blast_dial_subname_announce.wav
Sub name recorded?
Blast dial-out?
Error
Get tones
do_auto_join_prompt.wav
10 sec. timer
Anything entered?
Called party authorized
Supervised dial-out?
Dial-out Newcomer process
Called party known type?
Talking with subscriber
Subscriber talking to caller
Subscriber process
Subscriber?
Join to conf?
Join command entered?
Join caller to conference
Participant process
Disconnect?
Hook command entered?
Disconnect caller
Parallel Subscriber Process
Hook
MODER_ACTION
cf_subs_disconnect.wav

4.4 External ID B Field

Feature Description

ReadiVoice v2.55.0 implements a new External ID B field. This field has been added to the Subscriber database and has many of the properties of the existing External ID field (i.e., it has a maximum length of 30 characters and it is written into CDRs for the subscriber's conferences). Unlike the existing External ID field, the system does not check the contents of the External ID B field.

Provisioning

The External ID B field can be provisioned using the Provisioning GUI, the "Quick Provisioning" GUI page, and PSPI.

4.5 HP OpenView MIB Access

Feature Description

In ReadiVoice v2.55.0 the ReadiVoice, Informix, and Veritas MIBs are made externally accessible to HP OpenView. No updates or modifications were made to the ReadiVoice core MIB. See the *ReadiVoice Administration & Maintenance Guide* for information about the ReadiVoice MIB. The Informix and Veritas MIBs are documented by their respective owners.

5 Other Enhancements and Changes in ReadiVoice v2.55.0

5.1 Moderator Branding

If your company brands the ReadiVoice Moderator with your company logo, please note that the default image file size has changed from 37x77 pixels to 35x146 pixels (HxW). See "Customizing and Branding Your ReadiVoice System" in the *ReadiVoice Administration & Maintenance Guide* for information on updating the default image file.

5.2 Moderator API Changes

Note: ReadiVoice v2.55.0 and v2.56.0 are transition releases that supported the Conferencing API (CAPI), the Java Moderator API (MAPI), the XML-API, and Application Control Modules (ACM). ReadiVoice v2.60.0 will support only CAPI.

MAPI EVENT	Description
SET_CONF_SECURITY_NUM.java	In previous versions of ReadiVoice, each dial-out to subscriber required sending of SET_SECURITY_NUM. There were different problems with this approach; especially with timing and the fact that SET_SECURITY_NUM sending was required otherwise the conference could end up crippled. To resolve this, a new SET_CONF_SECURITY_NUM event was introduced. It can be sent at any time a conference is running and it's not required. Guidelines for applications regarding SET_SECURITY_NUM and SET_CONF_SECURITY_NUM: • New applications that don't need to set up any conference security code: No sending of either event is necessary. • New applications that need to set up a conference security code: use SET_CONF_SECURITY_NUM. It can be sent at any time even when no subscriber is in conference. • Legacy applications that don't need to set up any conference security code: Remove all the code sending SET_SECURITY_NUM. Neither SET_SECURITY_NUM nor SET_CONF_SECURITY_NUM need to be sent during dial-outs or at any other time. • Legacy applications that need to set up a conference security code: Replace SET_SECURITY_NUM with SET_CONF_SECURITY_NUM. But make sure that SET_CONF_SECURITY_NUM is sent before the subscriber joins conference otherwise some participants may join conference without entering the conference security code. • Legacy applications that need to set up a conference security code and their source code has not been changed: They will work as before but conferences may run with no conference security code even when a code is specified in SET_SECURITY_NUM. SET_SECURITY_NUM processing usually ignores the sent-in CSC. A good time to send SET_CONF_SECURITY_NUM is as soon as the conference starts (or before a dial-out to the subscriber is initiated). Otherwise there is no guarantee for blast dial-outs to the subscriber that every single caller entered the conference security code during his call flow. For non-blast dialouts to the subscriber it is enough to send SET_CONF_SECURITY_NUM before JOIN_CONF is sent.

MAPI EVENT	Description
DIAL_FAIL_REASON.java	Additional error codes added: DIAL_INVALID_ARGS: • when QUICK_DIAL is sent with a participant type other than PT_SUBSCRIBER • when ConfId in a dial out event specifies an operator instead of a regular subscription DIAL_NO_PERM • when the dial-out capability is disabled DIAL_NO_CONF • when a dial-out event is sent and there is no running conference DIAL_CONF_ENDING • when a dial-out event is sent and the conference is ending
BIG_CONF_INFO.java	New member variable: LONG PromptSet – prompt set ID used by the conference
CONFERENCE_END.java	New member variable: STRING_ ExternalIdB – user defined data, ECR: 1-5345819
CONF_STARTED.java	New member variable: STRING_ ExternalIdB – user defined data, ECR: 1-5345819 New member variable: LONG StartTime – conference start time

Several MAPI events have been modified to provide more consistent data type representation of ReadiVoice internal and database types.

MAPI EVENT	Member variable	Old Type	RV 2550 Type
ACM_CDR.java	SeqId	ULONG	LONG
	TimeBegin	ULONG	LONG
	TimeEnd	ULONG	LONG
ACM_GET_DTMF.java	NumDigits	ULONG	LONG
	TimeOut	ULONG	LONG
ACM_HEARTBEAT.java	SeqId	ULONG	LONG
ACM_HEARTBEAT_ACK.java	SeqId	ULONG	LONG
ACM_OPTION.java	PreConfFlag	ULONG	LONG
	PriorityLevel	ULONG	LONG
BIG_CONF_INFO.java	RequestCount	UINT	LONG
	StartTime	ULONG	LONG
	nParts	UINT	LONG
	PromptSet	New member	LONG
CALL_FAILED.java	SequenceNumber	ULONG	LONG
CONFERENCE_END.java	ExternalIdB	New member	STRING_

MAPI EVENT	Member variable	Old Type	RV 2550 Type
CONF_STARTED.java	ExternalIdB	New member	STRING_
	StartTime	New member	LONG
DIAL_CALL.java	ExtDelay	ULONG	LONG
	SequenceNumber	ULONG	LONG
GUI_MODERATOR_LOGIN.java	SequenceNumber	ULONG	LONG
LOGIN_NACK.java	SequenceNumber	ULONG	LONG
MOD_LOGIN_ACK.java	SequenceNumber	ULONG	LONG
PARTICIPANT_INFO.java	ChanBoard	UINT	LONG
	ChanNum	UINT	LONG
	ChanSpan	UINT	LONG
PORT_KNOWN.java	SequenceNumber	ULONG	LONG
QUICK_DIAL.java	ExtDelay	ULONG	LONG
	SequenceNumber	ULONG	LONG

5.3 Configuration and Implementation Changes

Multi-language Voice Prompt Support Configuration (RV25509354)

The `ive.ini` configuration file has been modified to reflect new multi-language voice prompt support. The `[DisconnectMsg]` section contains updated .wav file names for multi-language voice prompt support.

Dial Out API Security (ECR 1-4577304)

In the `ive.ini` configuration file, a new `DtmfDialingControlEnabled` parameter has been added into the `[MiscConfig]` section. The default is active or on (1). This parameter will allow the normal dial out menu commands (once a participant is dialed and talking 1-to-1 with a subscriber) to work. If set to off (0), DTMF commands—join participant to the conference, join participant and dial out someone else, hook participant and put subscriber back into conference—will not be recognized.

You may set `DtmfDialingControlEnabled` to off (0) and disable the `eCMD_DIAL_OUT` (i.e., comment out the line in the `ive.ini` [DTMF_CMDS] section). When this is done, the only way to dial out and join a participant to conference is via the RV APIs (MAPI/CAP/ACMI).

Instore functionality disabled

The `instore` module has been removed from the `odprocrc` configuration file as its functionality was not utilized and is no longer available.

5.4 Database Changes

External ID B Field in CDR Database (ECR 1-5345819)

The `subscriber_info` table has a new ExternalIdB field. A new index, called SI_ExternalIdB, has also been added. The details have been described in section 3.3.2.

Several stored procedures have been created were created to support this change. See PSPI Changes on page 20.

Invalid Name Record and Roll Call Combination (PTR 1-5593604)

The stored procedures are now checked for an invalid Name Record and Roll Call combination—Name Record=ON and configurable, while RollCall=Name and not configurable. This is not a valid combination, to prevent users from turning Name Record off without changing RollCall to off.

Several stored procedures were modified to enforce the above rule. See PSPI Changes on page 20.

Conferencing API's New 'Application' User Type (ECR 1-5487601)

We have added a new user type into ReadiVoice, as part of CAPI development. The new user type is called Application Type. The description of this new user type can be found in CAPI development documentation. The UserType field has been extended as a result.

Table Users now accept value 7 as valid input for UserType field (it only accept 0,1,2,3,4,5, and 6 before).

5.5 CDR Changes

ACM Data Storage Enhancements (ECR 1-4571804)

Previously Application Control Mode (ACM) allowed users to insert two pieces of information into the CDR database: an ACM Pin and an ACM Conference Code. ReadiVoice v2.55.0 offers a more flexible solution, one that allows you to collect additional information from ACM end-users and save the information in the `acm_cdr_data` table of the CDR database. The `acm_cdr_data` table contains `acm_name` and `acm_value`, which gives you the freedom to send data with whatever keyword you wish. These data can be easily retrieved for processing at a later time.

(External ID B Field in CDR and CNOW Databases (ECR 1-5345819)

Some of our customers keep subscription information in their master databases. The subscription information will be ported over the ReadiVoice database through the use of PSPI, or CGI GUI. Customers would like the subscription to have a field that could be used as a reference to the record in the master database. Additionally, they would like the conference CDR record to contain this reference, to make billing process easier. External Id B is created in both CDR and CNOW database for this purpose. Table cdr_post_conf in CDR database now has a new field, called externalid_b, which is a string of 30 characters.

5.6 PSPI Changes

From ReadiVoice v2.50.0 to v2.55.0	
AddSubAndAN_v2500 AddSubAndAN_v2320 AddSubAndAN_v2130 AddSubAndAN_v2110 UpdateSub_v2110 UpdateSub_v2130 UpdateSub_v2320 UpdateSub_v2500	The stored procedures are now checked for invalid Name Record and Name Announce combination. If Name Record is turned on, and is configurable, while RollCall is Name, and is not configurable, is not a valid combination, since users can turn Name Record off, while RollCall can not be changed (PTR 1-5593604)
AddSubAndAN_v2550	Identical to AddSubAndAN_v2500, with the addition of ExternalidB field
UpdateSub_v2550	Identical to UpdateSub_v2500, with the addition of ExternalidB field
GetSub_v2550	Identical to GetSub_v2500, with the addition of ExternalidB field
GetSubBEIdB	It is used to search and extract subscription information, based on External Id B field.

5.7 InnoVox Changes

T1s are able to be loop-timed in a T3

InnoVox engineering added support for loop-timing of T1s within a T3. The InnoVox 4000 bridge can be configured to specify either loop-timing or sourced. The default option will be loop-timed.

Monitoring

The InnoVox chassis now supports monitoring of power supplies and fans from the redundant VMS cards in the chassis. Software was added to log failures and notify ReadiVoice whenever a monitored component has failed, and to identify the specific component that has failed down to the power supply or fan number.

5.8 Routing Interface Changes

The following routing interface modules were modified as part of the porting effort to use the GCC 3.4.2 compiler. Additional changes were made to improve overall data type consistency. The changes are not intrusive and are limited to naming convention, ex. INT and LONG have been changed to INT32.

- SS7_ATT
- SS7_DMS
- SS7_DMS_100
- TCP_ROUTING
- MCI_ROUTING
- VRI_ROUTING - modified to improve build process

6 ReadiVoice v2.53.1

ReadiVoice v2.53.1 was a maintenance release that addressed defects identified since the release of ReadiVoice v2.53.0.

6.1 Database Changes

The Informix 9.3 installation package 0009 has been modified to pick up new settings in the onconfig.* files. The new Informix 9.3 installation package 0015 has the following modifications:

`onconfig.conferencenow.4cpu.1gig_ram`

- set PHYSFILE to 10000
- set CLEANERS to 127
- set LRUS to 127

`all onconfig.conferencenow*`

- set ON_RECVRY_THREADS to 30

6.2 CDR Changes

6.3 The purgeCDR.pl script has been changed to address PTR# 1-5345823. See the ReadiVoice v2.50.4

Defect	Description	Workaround (if available)
1-4684820	During fail-over scenario, a new caller may start a conference on a different bridge if the bridge with the original conference has not yet finished re-synchronization process.	None
1-4782347	Subscriber dial out to the participant fails if the conference termination feature is trying to end the conference. Even if subscriber reset the termination timer, both participant and subscriber will not be able to join the conference.	None

Resolved Issues section on page 29.

6.4 Routing Interface Changes

6.5 TCP_ROUTING has changed to address PTR#: 1-5875601. See the ReadiVoice v2.50.4

Defect	Description	Workaround (if available)
1-4684820	During fail-over scenario, a new caller may start a conference on a different bridge if the bridge with the original conference has not yet finished re-synchronization process.	None

Defect	Description	Workaround (if available)
1-4782347	Subscriber dial out to the participant fails if the conference termination feature is trying to end the conference. Even if subscriber reset the termination timer, both participant and subscriber will not be able to join the conference.	None

Resolved Issues section on page 29.

SS7 (AT&), SS7 DMS 500, and SS7 DMS 100 were recompiled against the new version (v1.3.1.7) of the D7 libraries

7 ReadiVoice v2.53.0

ReadiVoice v2.53.0 is a feature release. The following table identifies its new features and indicates on which InnoVox media servers the features are available.

Feature/Enhancement	InnoVox 480	InnoVox 4000
Larger system configurations	Available	Available
ReadiVoice-IP support	Not Available*	Available
Intelligent Network Call Routing interfaces support	Available	Available

This section describes each new feature in detail. Section 3 describes the enhancements to existing features. Section 4 describes other enhancements and changes.

The sections below address the new features and functions. Where appropriate, each section includes:

- Feature description
- Information about provisioning, configuration, and implementation
- Voice prompts added or modified
- Database, PSPI, and CDR changes
- Moderator API (Java and XML) changes

Note: If a feature section doesn't include a specific subtopic, such as "Voice Prompts," there are no changes of that type associated with the feature.

7.1 Larger System Configurations

Feature Description

ReadiVoice v2.53.0 supports larger system configurations on both the InnoVox 480 and InnoVox 4000 media servers. Customers may expand their InnoVox 480 media server configuration to a total of 5760 ports (12 bridges). Customers may expand their InnoVox 4000 media server configuration to a total of 6048 ports (across 3 bridges).

The following table identifies the CACS hardware required for the three supported InnoVox 4000 configurations.

Configuration		Small CACS	Medium CACS	Large CACS
Server Model		Sun Fire V120 server (or equivalent)	Netra 20 or Netra 1125 server (or equivalent)	Sun Fire V480 server (or equivalent)
# of CPUs		1	2	4
RAM		512 MB	512 MB	2GB
InnoVox 4000	PSTN	Not supported	Up to 2016 ports	Up to 6048 ports
	IP	Not supported in a production environment	Up to 1008 ports	Up to 2016 ports
InnoVox 480	PSTN	Up to 480 ports	Up to 1920 ports	Up to 5760 ports
	IP*	Not supported	Not supported	Not supported
* ReadiVoice-IP on InnoVox 480 is available only to customers with current deployments and is supported with RV v2.50.6. All new customers requesting ReadiVoice IP will be supported on ReadiVoice v2.53.0 on InnoVox 4000 IP.				

Note: All bridges within a media server configuration must be of the same type.

Assigning Translation Numbers

Because ReadiVoice v2.56.0 supports a larger number of ports and a larger number of conferences, you should reassess the number of translation numbers you have available to your ReadiVoice systems. To do so, use the following formula:

```
# of translation numbers = max # of conferences * # of access classes
```

Where the number of translation numbers does not exceed the number of ports.

So, for example, if you have a 480-port bridge where the maximum number of conferences is 160, and you have two access classes (e.g., Toll & Toll Free), then you may need up to 320 translation numbers. Or if you have a 4032-port bridge where the maximum number of conferences is 1344, and you have two access classes, then you may need up to 2688 translation numbers.

Note: You may operate with fewer translation numbers, but you run the risk of running out of translation numbers during peak periods.

7.2 Intelligent Network Call Routing Interfaces

ReadiVoice v2.53.0 supports all currently implemented Intelligent Network Call Routing (INCR) interfaces, including:

- SS7 (as implemented by carriers AT&T, Global Crossing, and Global Crossing for Nortel networks)
- TCP/IP Routing
- VRI (as implemented by carrier Telcordia)

8 Other Enhancements and Changes in ReadiVoice v2.53.0

8.1 Automatic Gain Control

Automatic Gain Control (AGC) is now supported on InnoVox 4000 media servers. AGC defaults to on.

Configuration

In the `sysx.ini` file, `enableAgc` is a new line that defaults to `TRUE` (even if the line is missing) which means AGC is enabled. Although not recommended, AGC can be disabled by adding the following line to the `sysx.ini` file in the `[systemDefault][inlineConditioners]` section:

```
[inlineConditioners]
  enableAgc = FALSE
```

Setting this value to `FALSE` will disable all AGC on the media server following the next boot.

9 Upgrading to ReadiVoice v2.56.0

From v2.5x.x

The software upgrade from ReadiVoice v2.5x.x to ReadiVoice v2.56.0 is a simple update procedure; however, Polycom Global Services may also use the roll out of ReadiVoice v2.56.0 as an opportunity to perform InnoVox 4000 card upgrades, which are required to take full advantage of new ReadiVoice v2.55.0 features. Your Polycom representative will discuss card upgrades with you prior to upgrading your systems.

From Earlier Versions

To upgrade from a ReadiVoice version that is earlier than v2.5x.x, Polycom Global Services may upgrade your system using a multiple-upgrade process, verifying that the new features and functions introduced in each upgrade are functional before installing ReadiVoice v2.55.0.

10 Software Versions

The table below shows the software versions of the bridge binaries, server software, and ReadiVoice packages included in this release. For each, it also indicates in which ReadiVoice release the current version was introduced.

Software Module/Component		Version	Updated In
Platform	InnoVox	v4210e	v2.56.0
	Boot code (bootrom.bin, hmodfpga.bin)	v1-33	v2.55.0
Server	Solaris	8-vU7-2/04	v2.55.0
	Sun patches	6/30/05	V2.56.0
	Java (runtime)	1.3.1 and 1.4.2	V2.52.0 and v2.53.0
	Intelligent Network Call Routing (AT&T, Global, Nortel)	1.4.0.1	v2.56.0
HA	HA	v2.04.0	v2.55.0
	Veritas Foundation Suite	4.0	v2.55.0
	Veritas Informix Agent	1.30.1	v2.50.0/v2.32.5
IWatch	MTS	v2.10.0	v2.50.0
	Patrol	3.4	v2.50.0/v2.32.5
SDK	MAPI, CAPI, PSPI	v2.56.0	v2.56.0
Other components	VbootP	v1-33	v2.56.0
	SUA	V1-78	v2.56.0
	DynamicSoft 2	V1-14	v2.55.0
Routing Interfaces	SS7 (AT&T)	v1-12 (D7 1.4.0.1)	v2.56.0
	SS7 DMS 500	v1-10 (D7 1.4.0.1)	v2.56.0
	SS7 DMS 100	v1-13 (D7 1.4.0.1)	v2.56.0
	TCP Routing	V1-11	v2.55.0
	MCI Routing	v1-13	v2.56.0
	Telcordia (VRI)	v1-14	v2.55.0
Packages	VTIGNUsrc (GNU source code)	0003	v2.30.0
	VTIinf (Informix)	9.30/0015	v2.53.1
	VTIsnmp (SNMP Agent)	15.3/0004	v2.56.0
	VTIapache (Apache server)	1.3.28/0001	v2.50.0
	VTItools (Perl)	5.00502/0008	v2.30.0

11 Known Limitations

11.1 ReadiVoice v2.56.0

Defect	Description	Workaround (if available)
1-6090793	XML API - Incorrect type and event name for LOGIN_NACK (Found in releases since ReadiVoice v2.55.0.)	None
1-5591501	Some moderators will not be automatically logged out once the moderator application stops responding to heartbeats.	None
1-5898239	A double click to join a participant in the waiting room from the moderator will cause the moderator to be disconnected.	None
1-5754109	The SNMP variable sysNumBridgesActive may loose correct count during bridge maintenance session.	rastop/restart after bridge maint is completed
1-5763016	CSM will not allow hard disable of span when span is already in alarm.	None
1-5877104	Callers calling in an performing the following steps will find problems: Callers call in and enter a passcode, they wait for the subscriber, the subscriber calls in, changes the conference to conference continue, and adds a conference security code, the sub finds he/she has incorrectly entered the conference security code and abandon the call, the participants on “hold” are asked for the conference security code but do not enter it and are disconnected, the subscriber calls back in (presumably to set the correct security code), the conference is still running, the subscriber abandons the call again and subsequent callers to the conference will get dead air or a please standby wave. All functions as expected except for the subsequent callers getting please standby after the sub abandons the call for the second time.	None
1-5619401	Under extreme load mplex may suffer from internal mutex timeouts that result in some events being dropped. The root cause is not known at this time. mplex recovers when the load decreases and becomes fully operational again.	None
1-5677668	Improperly configured sockcap, or a sockcap that cannot communicate with the configured cards for an extended length of time may core. This does not effect conferencing, only logging	None
1-6172109 1-6299765	During security scan performed with Nessus tool ReadiVoice processes core.	Currently no work around is available, engineering team is working on the resolution.
1-5556809	Windows Operator; The icons on the Server screen under the Bridge Column need mouse over description added to them. There is currently no explanation for what these icons mean. Also, clicking on any one of the three has the same result - all three disappear and nothing appears to happen.	None

11.2 Innovox v4.21.0

Defect	Description	Workaround (if available)
1-5203434	When a PTI switch failover occurs (InnoVox 4000 only) under heavy load, there is an extremely rare scenario that can happen in which the internal bridge switches, the PTI4411s, end up in a locked state and the bridge must be rebooted to correct the problem.	None
1-3889515	In some instances, the loss of a D-channel may cause some cards to not register GREEN again. Rebooting the card will resolve this issue.	Reboot the affected card(s).
1-3728503	Occasional reports of conferences not ending on the bridge.	None – engineering is currently investigating.
1-6245239	3210 PMODs do not support VOIP.	The IV4000 supports VoIP.
1-6199311	There is an issue with bridges containing 3210 PMODs that results in talker updates not being accurately displayed on the GUIs for large conferences (over 15 participants).	Engineering is currently investigating, but until another solution is found, only IV480 bridges containing 6X PMODs and RV2506 and above support large conference talker updates.

11.3 ReadiVoice v2.53.1

The following tables describe the known limitations for ReadiVoice v2.53.1.

Windows Operator Issues

Defect	Description	Workaround (if available)
1-5560053	Entire conference line must be highlighted to see conf details, which is different than when using Java Operator	None
1-5560004	Operator requests list too far on the right to be seen without scrolling From the all conferences screen, the operator is required to take extra time to scroll to the right to see requests. It would be more efficient to have some of these columns locked at a certain width or even better to have an option to auto-size the columns based on what is contained in each field.	None

Defect	Description	Workaround (if available)
1-5556809	The icons on the Server screen under the Bridge Column need some sort of key or mouse over description added to them. There is currently no explanation for what these icons mean. Also, clicking on any one of the three has the same result - all three disappear and nothing appears to happen.	None
1-5554572	On the Win Op console main server screen tool bar, there is an icon that, when clicked, gives the operator the ability to ignore operator requests for that bridge. The ability should exist to disable this icon.	None. Resolved in v2.56.0.
1-5554539	Win Op; bridges, conf view, main server screen all do not show pending op request	None. Resolved in v2.56.0.
1-5585636	Windows Operator; movement between conf details and all conf summary different in Win Op After an op request is answered and op has the part in the private conf, then clicks on either the "All Conferences" or "Bridge #" folder, the conf is highlighted, but if the op clicks on another line and there are several confs on the bridge, it is difficult to find the conf again. Win Op should display the conf details screen for the call the op is working on when either "bridge" or "all conferences" windows are accessed. The Java Op currently has tabs that can be clicked on to go back and forth between the conf list and conf detail screen. One reason for doing this would be to find out how many ports the bridge has reserved for the conf instead of looking it up in IMGS, to see conf status etc	None
1-5585615	The two icons to connect and disconnect the operator voice path are identical. Ops believes this may be confusing to the Coordinators and requests they be different and/or have a label underneath the icon.	None. Resolved in v2.56.0.
1-5546011	Windows operator required stop/start to function properly	None. Resolved in v2.56.0.

Moderator Issues

Defect	Description	Workaround (if available)
1-5576417	When doing "add participants" via the dial out on the Polycom Web Moderator, and entering a name for the dialed out participant, the dial out correctly adds the participant to the conference list and correctly shows their name shows them "In Menus". After the participant presses 1 to join the conference, the conference list line correctly goes from "In Menus" to "In Conf", BUT the participants name disappears form the "name / ID" fiels and has to be reentered via the "rename" button".	None

Other Issues

Defect	Description	Workaround (if available)
1-5817042	CSM does not always refresh when spans are recovered during maintenance.	A reboot of the core and app processors affected

11.4 InnoVox v4.13.0

The following tables describe the known limitations for InnoVox 4.13.0.

Defect	Description	Workaround (if available)
1-3889515	If a span loses its D-channel, some spans on the card may not register GREEN for several days. Some spans may recover eventually, but some are stuck in the YELLOW alarm state. Rebooting the card will fix the issue. It will be improved in future release	Card reboot
1-5065516	In the event of loss of data network, currently we require all conferences and channels to end before returning to normal service. It will be improved in future release.	End all current conferences and channels.

11.5 ReadiVoice v2.50.4

Defect	Description	Workaround (if available)
1-4684820	During fail-over scenario, a new caller may start a conference on a different bridge if the bridge with the original conference has not yet finished re-synchronization process.	None
1-4782347	Subscriber dial out to the participant fails if the conference termination feature is trying to end the conference. Even if subscriber reset the termination timer, both participant and subscriber will not be able to join the conference.	None

12 Resolved Issues

12.1 ReadiVoice v2.56.0

The following table summarizes the defects addressed since ReadiVoice v2.55.0.

Defect or ECR #	Description	Resolution
1-6202165	Moderator frequently becomes automatically unregistered for talk slots on their conference.	Fixed. BIS module

Defect or ECR #	Description	Resolution
1-5448906	Anonymous participants are not announced with conference roll call but they are announced with private roll call.	Fixed
1-5546011	Windows operator required stop/start to function properly	Windows operator had several fixes introduced, as the result it operates properly and no longer requires restarts.
1-5554539 1-5039401	Windows Operator - The server, conference, and bridge lists do not have accurate information about the number of requests.	Fixed
1-5619401	mplex restarted after about 850 concurrent logins	Fixed
1-5777916	Operator is announced as anonymous rather than operator when joining a conference	Fixed
1-5883403	Backing up of large files(>2GB)	Fixed
1-5554572	On the Win Operator console main server screen tool bar, there is an icon that, when clicked, gives the operator the ability to ignore operator requests for that bridge. The ability should exist to disable this icon.	Added WinOp.RemoteGui.DisableIgnoreRequest into operator.exe.config file. If this flag value is "false", the Answer Request and Ignore Request button is available as usual, allowing operator to ignore op requests. If this flag valus is set to "true", both Answer Request and ignore Request button will be disabled. Operator cannot disable/enable it. The default value is "false". The configuration setting can be found and modified in file: C:\Program Files\Polycom\WinOp.Installer/Operator.exe.config, line: <add key="WinOp.RemoteGui.DisableIgnoreRequest" value="false" />

Defect or ECR #	Description	Resolution
1-5936001	A timing hole exists in the HTML moderator application where if a subscriber is dialed out and then disconnected just before the line is joined to conference, and another subscriber is dialed out the application still thinks the new subscriber is the old disconnected subscriber. Therefore all the commands to the new subscriber line are sent to the old one instead of the new one (mute, WR processing, hook, etc...). This causes these actions to not be processed and in most cases results in an API NACK.	When multiple subscriber entries existed in the moderator participant list the subscriber Id used would be that of the last subscriber entry. As a result an old, disconnected subscriber entry could be used rather than the one currently online. The fix was implemented by ignoring subscriber entries in the participant list which have a status of 'Disconnected'
1-6051908 1-6051920	SS8 has found that their D7 stack 1.3.1.7 has a critical error with transaction timers. They have implemented a Bug - CRSnn10653 - that removed timer's timeouts for transactions that stop getting communications from the switch.	Fixed
1-6106424	ROUTING: GTW Routing Interface fails when odproc starts up	Fixed
1-6133905	There has been occurance of CPU panic on RV HA system. Sun declared that the CPU panic has been resolved and the fix is included in newer patch version.	RV2560 has been validated with 6/22/05 patch set.
1-6044001	When a caller is entering WR there is a small chance that if the conference is being unlocked at that moment the caller does not learn that. So he enters WR even though the conference has been unlocked. The callers already in WR will be moved to conference; new callers will also join conference. Just this caller stays in WR. If the WR notification is on the subscriber will be notified that somebody is in WR even though the conference is locked. Repeated conference unlocking will not help. Conference re-locking and unlocking will release the caller from WR. Or if the subscriber presses #5 (to process callers in WR) the caller will get processed. Or the caller will time out in WR and get disconnected	Fixed

Defect or ECR #	Description	Resolution
1-6045001	When the subscriber dials in and changes WR option from 'on entry' to 'off' in account options and there are callers in WR the callers in WR stay in WR. The subscriber can use #5 to process the callers but he is not notified that there is somebody in WR nor the participant count include the callers in WR. Conference re-locking and unlocking does not help. Callers dialing in after WR option change are not affected and join the conference as expected.	Fixed
1-6164513	The change form ULONG -> LONG in MAPI may have broken some customer's code. Because LONG_TYPE was the base for both LONG and ULONG, Java could not auto cast between these types (UINT as well).	Fixed an incompatibility between pre 2550 MAPI clients and 2550+ MAPI backend regarding the treatment of LONG/ULONG/UINT data types. ULONG now inherits from LONG instead of the common base class LONG_TYPE. This allows Java to easily cast down the tree from ULONG to LONG to LONG_TYPE.
1-6191243	WR_CONNECT event is missing in csc. As the result, customer implemented web moderator cannot connect chairperson to participant.	WR_CONNECT has been added.
1-6191256	New MAPI event LOCK_TYPE_CHANGED causes customer implemented web moderator to fail.	The event has been filtered out, and is no longer returned to MAPI client application.
1-6191263	MAPI: Participant type is overwritten by an old value.	MAPI file Conference.java: function updatePartfromAddressBook: removed the statement that updates participant's type to what was there earlier
1-4281834	Windows Operator: auto link to edit subscriber provisioning screen	The link to edit subscriber account has been added. The subscriber names will show as red in the grid. When clicked, the provisioning page for that subscriber will pop up.

Defect or ECR #	Description	Resolution
1-1XERY 1-6028520	Create an Informix database procedure to receive and assign 1 or more access number sets to a subscriber id. Each set would consist of access number, hidden number and number type. The procedure call parameter list could consist of flag for access number verification, flag for load cr, carriier id, subscriber id and access number set.	Created stored procedure AddSubAndANString. This stored procedure is very similar to all other AddSubAndAN pspi calls, with one exception. It does not have input parameters for AccessNumber1, hiddenNumber1, ... but it does have a string, called AccessNumString instead. this string is 720 characters long, and have enough space for a minimum of 10 access numbers to be put in there. The PSPI call will parse the string to get all the needed information. This string format is: accNum1,hiddenNum1,sharedFlag1,numberType1|accNum2,hiddenNum2,sharedFlag2,numberType2|accNum3,hiddenNum3,sharedFlag3,numberType3 Each access number info group consists of access number, hidden number, sharedFlag (0 or private number, 1 for shared number), and number type (Toll, Toll-free, ...). Each field is separated by comma. None of them can be left blank. The bar (|) delimiter is used to separate between each access number info group. New Files: IU_AddPhoneNum.sp IU_AssignNumToSub.sp New Table : PSPIAccNumHolder
1-6062204	Update /rahome/bin/check script to include information about network card setup, specifically HALF/FULL duplex status. The script should display warning if NIC is not FULL DUPLEX.	All NIC interfaces are listed with their duplex status. Warning message is displayed if not all network interfaces are set to FULL DUPLEX

Defect or ECR #	Description	Resolution
1-6090960	API Improvements for v2560	MAPI change: ACM_CHAN_ENTER now has a PartType parameter (of type PART_TYPE enum) that tells what type of participant the channel entering ACM is (PT_SUBSCRIBER, PT_PARTICIPANT). This saves ACM developers from having to register for a conference and iterate through the conf's part list to find participant type. CAPI changes: 1) ACM_CALL_ENTERED now has a PartType parameter to inform as to the type of participant a channel is entering ACM. 2) PLAY_NAME event now has a PartPlayTo parmeter that tells what participant to play part(s) name(s) to (-1 == subscriber). 3) Playing a private roll call of a part or all parts from a conference to a specific line now functions properly (like MAPI PART_ROLLCALL) 4) MessageSender interface and CastorMessageSender changed to add the extra PlayToPartId parameter (due to the limited scope of usage of CAPI it was decided an interface change would not be overly taxing to CAPI developers over having multiple playName sender methods). 5) New event added: VALIDATE_MODERATOR_LOGIN to check parameters that could be used in a moderator login and return a matching subscriber ID in a SUBSCR_ID event, or NACK with a bad login NACK reason. This sould be of particular use to application login type developers. Note: this is not a session event, no login required of any type (see REQ_SYSTEM_INFO event for similar behavior). 6) MessageSender (interface) and CastorMessageSender were modified to send the new login validation event.
1-4786411	When viewing the details of a conf (Conf View - in java operator) the user should be able to switch to the bridges or groups and come back to details without having to reselect the desired conf to view details.	Added a "Return to the Last-Viewed Conference" button to the toolbar. Click this button from anywhere to return to the conference last viewed. The "last-viewed" conference is a conference last seen in the Detailed View area.

Defect or ECR #	Description	Resolution
1-5029667	By default requests are answered in the order received. If the operator sorts any of the columns in the list of requests there is no way to get back to the original order received.	Added a "Request Time" column to the "Operator Requests" table so user can sort requests by time received.
1-5042190	WinOp - The tree on the left hand side should reflect where in the tree you are in the right panel	Fixed. Clicking on the "viewlastconf' button, request answer panel, or answering a request will highlight the respective server.
1-5856311	CAPI Changes to address ACM Billing Code requirements.	new event added has been added to XML API and CAPI: SET_CONF_USER_DATA, also CONF_INFO now has a new field: UserData. The functionality has been added to support future development of ACM applications.
1-5998401	Application Login type was added in RV2550. Number of current application logins should be reflected in SNMP interface.	New SNMP variable (sysNumAppsActive) has been added to track application login count. New MIB entry: sysNumAppsActive OBJECT-TYPE SYNTAX Unsigned32 MAX-ACCESS read-only STATUS current DESCRIPTION "Specifies a number of applications logged into the system" ::= { sysOperatorInfo 6 } The ReadiVoice SNMP MIB can be found in file: /web/snmp/srconf/mgr/conferencenow.mib
1-6143907	Windows operator is now the default, it should be always activated.	The "activate" configuration parameter has been set to 1. The parameter can be found in odprocrc.defaults configuration template file. Configuration file change: [modules] [opupdater] activate = 1 [] []

Defect or ECR #	Description	Resolution
1-5953477	CAPI - csc timeout value for session timeouts needs to be added to the odprocrc.defaults file.	Added timeout = 120 to odprocrc.defaults and odproc creator script for session timeout (in seconds). 1) Verify that the time out is in the odproc.defaults file. 2) Run the creator script to make a odropcrc, verify that the value is in the csc section. Configuration file change: [modules] [csc] timeout = 120 [] []
1-6070744	MAPI-When conf security code is set via MAPI, inbound callers are not prompted to enter security code	MAPI changes: 1) added CONF_SECURITY_NUM_CHANGED event to MAPI. This event is notification to MAPI clients that the conference security number has been changed. A message handler for this event will have to be added in the client code to avoid an exception if the new event is received. 2) Modified the deprecated SET_SECURITY_NUM event to behave just like the new SET_CONF_SECURITY_NUM (see 2550 release notes for details). 3) Also the MESSAGE_SENDER query for ACM data now includes the passed bridge ID parameter in the query string.
1-6200072	ACM MAPI - ACM Dial out gets an unrecognized event	This fix alters ACM MAPI clients that were receiving CURRENT_CONF_INFO events: It adds a new XBOOL type and a new CCI enum value to MAPI. If an ACM application was receiving CURRENT_CONF_INFO before, it's handler should be changed to receive CURRENT_CONF_INFO2 (a child class of CURRENT_CONF_INFO). In the handler changing the method: void handle CURRENT_CONF_INFO (CURRENT_CONF_INFO event) to handleCURRENT_CONF_INFO2(CURRENT_CONF_INFO2 event) should be all the modification needed (logic will still be the same as the #2 is a child of the original).
1-5811201	Conference continuation is toggled to the correct value only after the first caller calls in to a MAPI started conference	Now working as expected.

Defect or ECR #	Description	Resolution
1-5029663	WinOp - default locked conference behavior allows the operator to enter a locked conference without being required to "ring" the conference first.	"Join" button is replaced with "Ring" button when conference is locked. As soon as the conference is unlocked the "Join" button is restored. The Java Operator default method of is to "ring" the conference unless the system is configured to allow the operator to unlock a conference. To match the Java Operator functionality a new configuration is added. AllowUnlock in operator.exe.config file allows or prevents the operator from unlocking the conference. By default the setting is false and operators are prevented from unlocking the conference. The configuration setting can be found and modified in file: C:\Program Files\Voyant Technologies\WinOp.Installer/Operator.exe.config, line: <add key="WinOp.Client.AllowUnlock" value="false" /> However, operators can still lock a conference regardless of the field setting. Fixed; affected modules: opinterface, operator GUI client
1-5039401	WinOp - The server, conference, and bridge lists do not have accurate information about the number of requests.	modified modules: opinterface, OPQManager, operator GUI client
1-5546042	Win Op; play participant name icon actually plays conference roll call	Participant name is played into the operator's established voice path. If the operator does not have a voice path the application will prompt the operator to establish one. modified modules: opinterface, operator GUI client
1-5554519	Win Op; button to change Waiting Room features should be disabled	modified modules: operator GUI client
1-5554549	Win Op; Operator bell continues to play even after the participant has cancelled the request and disconnected the phone line.	modified modules: operator GUI client
1-5554562 1-5091485	Win Op; talker field never updated when a part is talking (always shows false)	Fixed

Defect or ECR #	Description	Resolution
1-5554582	Win Op; Operator bell does not ring steady for an operator request (it should be steady like java operator)	Bell interval changed to one second. New configuration setting has been added to allow further tuning of the bell interval. The configuration setting can be found and modified in file : C:\Program Files\Voyant Technologies\WinOp.Installer/Operator.exe.config, line: <add key="WinOp.Bell.DelayInMilliseconds" value="1000" /> modified modules: operator GUI client
1-5556915	Win Op; Operator is not warned that should leave the current conference before answering request from a different one.	A message has been added requiring operators to leave a conference or one-to-one before answering a new request. modified modules: operator GUI client
1-5560014	Win Op; true/false wording on quickstart is inconsistent On the conference view screen, the quickstart feature is represented with true/false values, the Java Operator uses yes and no. Consistent behavior is desired.	Rather then displaying yes/no or true/false the quickstart feature is now represented with GUI checkbox component. modified modules: operator GUI client
1-5560024	Win Op: In case of failed dial out operator can not cancel the call (cancel button does not work)	Modified modules: opinterface, operator GUI client
1-5560066	Win Op; The following actions should have an "Are you sure, yes/no" confirmation dialog added to them in the operator GUI: Disconnect participant, End conference button, Listen only button, Mute all button, and mute button.	Modified modules: operator GUI client
1-5560076	Win Op; Windows Operator ConfDetail screen contains buttons with images rather then text labels.	Modified modules: operator GUI client
1-5585626	Win Op; The disconnect server icon is right next to the connect operator voice path icon. This could lead to accidentally logging out of the server.	Connect and disconnect to server buttons have been swapped so that the connect to server is closest to the connect voice path. modified modules: operator GUI client
1-5585650	Win Op; Participant status not always correctly updated.	Lock button has been disabled unless subscriber is in conference or the conference is in quick start mode. modified modules: operator GUI client
1-5598008	Win Op; Hyperlink is needed from the subscriber ID column to the provisioning page	Modified modules: operator GUI client

Defect or ECR #	Description	Resolution
1-5763205 1-4788207	If the power supply on the bridge goes down and comes back up, the SNMP and check script does not display the correct status.	There were two separate problems that led to this. The SNMP had a type mismatch with regards to the event it received during cycling of Power Supply. The bridge also failed to send RGV during PS coming back up.
1-5513851	DmsDnisAdmin.pl script failed; The script has not been updated after the move from CTI to VTI package, contains references to outdated info.	Script updated to reflect new perl module.
1-5556904	The Status column on Conference and Bridge tab should not show SubscriberID. It is redundant, since there is already an ID column.	The SubID removed from status column.
1-5894701 1-5212204	Moderator may be in muted state after recorder dialout	Bridge scripts
1-5619604 1-5872466	Win Op; Op voice path line does not disconnect if Windows Operator screen is closed	Fixed
1-5612901	/rahome should be mounted with support for large files. In a standard non-HA install, the /rahome partition is mounted with large file support, but in a standard HA install it is not.	Resolved in HA2040
1-4577304	Allow Moderator API to provide ability to bypass default dialout callflow	New ive.ini DtmfDialingControlEnabled parameter in the MiscConfig section. Default is active or on (1). This parameter will allow the normal dial out menu commands (once a participant is dialed and talking 1-to-1 with a subscriber) to work. If set to off (0) DTMF commands to join participant to conference, join participant and dial out someone else, hook participant and put subscriber back into conference, will not be recognized. To fulfill this ECR the customer may set this parameter to off (0) and disable the eCMD_DIAL_OUT (comment out that line in the ive.ini's DTMF_CMDS section). This will totally disable DTMF dialouts for the system (note the appropriate wav files telling the subscriber the available DTMF commands to use for initiating dial out, and once dial out is initiated to join participant to conference, hook, should be replaced). Once this is done the only way to dial out and join a participant to conference is via the RV APIs (MAPI/CAPI).

Defect or ECR #	Description	Resolution
1-4889301	Putting span in blue alarm, then immediately putting it back into green alarm will cause the span to never come up. Rebooting the card seems to be the only way to revive the span.	The Green Alarm button is deactivated immediately after the Blue Alarm request is issued. Since a blue alarm indication from the bridge does not mean that the signaling is complete on the far end, a timer was added of 10 seconds before reactivating the "Green Alarm" button.
1-5612401	gzip binary included with 2.32.2 RV system will not support >2G files	Gzip 1.3.5 has been added to the RV install as a separate package (SMCgzip). Gzip 1.3.5 supports large files (>4GB files).
1-5593604	Moderator app appears to change database, violating API rule sets. See attached Doc from customer. The subscriber account started out with "name record" on and entry announcement set to "name announce". Under "Account Options" in the HTML Moderator GUI, when we turn off "name record", the GUI shows that entry announcement option is set to "tones" - which is correct. However this new announcement option does not get set in the database, so anyone who later loads this subscriber setting in the Subscriber Provisioning page will get an error because of this rule violation.	The stored procedures are now checked for invalid Name Record and Name Announce combination. If Name Record is turned on, and is configurable, while RollCall is Name, and is not configurable, is not a valid combination, since users can turn Name Record off, while RollCall can not be changed. The following stored procedures are modified to enforce the above rule: AddSubAndAN_v2500 AddSubAndAN_v2320 AddSubAndAN_v2130 AddSubAndAN_v2110 UpdateSub_v2500 UpdateSub_v2320 UpdateSub_v2130 UpdateSub_v2110
1-5585615	Win Op; connect and disconnect icons are identical but should be different or at least be labeled	Disconnect button' has been removed and replaced with 'connect button' toggle. Pressing the 'connect button' once will connect the GUI to the server and clicking again will disconnect.
1-3710603	Capability for using * as well as # key as the prefix for activating In-Conference ACM application	Modified CGI to only allow the following DTMF command: *n, or #n, where n is a number from 0-9

Defect or ECR #	Description	Resolution
1-3710616	Allow participant name to be recorded in CDR	Prior to 2550, MAPI users can set participant names in current conference by using PARTICIPANT_INFO event. Once the conference ends, participant names get discarded, and cannot be retrieved for viewing later. Customers have asked for the entered name to be saved in CDR database, so they can be retrieved. In 2.55.0 release, participant names are now saved into part_last field in cdr_post_part table.
1-4701103	When *3 is executed to change options, there is a 3 second delay on the play of the wav file.	Bridge scripts
1-4934061	/rahome/etc/vbootp.db is world readable	Permissions set to 0600
1-5136516	SNMP - HP OpenView access to the ReadiVoice, Informix, and Veritas MIBs	Veritas MIB file can be found at /etc/VRTSvcs/snmp/vcs.mib. The Informix MIB files are under /usr/informix/snmp/. ReadiVoice MIBs are under /etc/srconf/mgr/.
1-5486347	Duplicate dates with snmp log files, ex. log files from November 1 and Jan 11th have the same time stamp.	The cyclelogs_hist and cyclelogs_sn files have been modified to change the date time stamp in the file name to have underscores between all relevant portions of the date/timestamp.
1-5091461	Windows Operator - The number of conferences appears to be incrementing twice when a subscriber starts conference But only decrementing one when the subscriber leaving.	Fixed
1-5340744	Operator incorrectly shows zero conferences even though it shows ports in use. This situation may occur after the network connection has been lost and restored between the bridge and the CACS server.	Fixed. BIS module has been modified to properly handle resync process.

12.2 Innovox v4.21.0

Defect or ECR #	Description	Resolution
1-5905671	I/O card does not put spans into alarm when the VCE is removed or rebooted.	The I/O card and its two corresponding VCEs did not always accurately receive status change messages from each other when one of them had either rebooted, locked up or was removed from the chassis. In such cases, the port capacity would not change or the spans were not put into alarm thus causing issues like dead air or the wrong capacity. Code was added to make sure that each card will handle situations where the other card has encountered an issue.
1-6014431	log strings reported as MAJOR can be changed to MINOR; also, make EXCEPTION more unique	A couple of log strings reported as MAJOR were changed to MINOR since this severity more accurately reflected their impact, and their frequency was causing the escalation file to become large. Also, the log that is generated when processor exceptions occur at the OS level was changed to make the string unique so that it wouldn't be associated with IVE exception logging.
1-6037401	Callers turned away with syserr 503 message	Due to a software bug, there were instances when Callers dialing into a conference were receiving a 503 error message from ReadiVoice. This occurred because the associated resource allocation request was being ignored. The code was fixed to avoid this issue.
1-6179601	The batteries for the flash on the CPC4401 boards have a 14-16 month life, as they are drawing power even when the board is inserted into a live bridge. This is a defect in the board, and the impact is minimized in RV2550 (IV4200) and beyond, as the key information has been moved off the flash.	Software fix included in the release. PTI card swap may be required.
1-4466809	A bug was fixed in the genvoice program which calculated the header length incorrectly, overwriting the first 2 bytes of the data and creating an unusable WAV file.	Fixed
1-4428013 1-5501916 1-5501901 1-5596701	Several issues relating to the port counts on the bridge were fixed	Fixed

Defect or ECR #	Description	Resolution
1-4478406	A bug was fixed on the T3 card that caused the T1s to stay in a BLUE alarm state at boot time in certain circumstances. Code was added to correct the error.	Fixed
1-3905305	File access across the network was fixed on the VCE to prevent excessive delays during network outages.	Fixed
1-4777206	When loading a DSP manually using the xdspiLoadImg xhelp command, an error sometimes occurred leaving the card in an unusable state where a reboot was necessary to recover. The code was corrected to prevent this from happening.	Fixed
1-4777280 1-3648201	The 6201 DSPs on the PMOD can sometimes lock up or lose synchronization on the second stream into the conference DSP when the clocks are double-driven for short periods. Code was added to detect an out-of-sync condition and self-correct. Also, monitoring was added so that a DSP could be reloaded if it was determined to be dead.	Fixed
1-4850401	An issue on the 480 platform caused cards to not communicate with each other. Code was added to correct the problem.	Fixed
1-5297317	A critical log that happened at startup was removed because it complained about an issue that did not really exist.	Fixed
1-5340312	Channels could leave conference but not be correctly removed by the conference which caused confusion and could lead to “bleed through” to other conferences. Code was added to address this issue.	Fixed
1-5343257	Most NETI messages were changed to use RESRCHNDL instead of board/span/ts to make searching the logs easier and more consistent.	Fixed

Defect or ECR #	Description	Resolution
1-5430943	An issue where power supplies and/or fans that had failed at boot time did not reporting the failure to ReadiVoice. Code was added to correct the problem.	Fixed
1-1PTUZ/ 1-1SRHG	Fixed multiple issues with BAPI losing the registration for events from the bridge which might cause zero-part conferences.	Fixed
1-1WMUD	A feature was added to be able to loop-time all T1s within a T3.	Fixed
1-X34S	For ISDN spans, an issue sometimes occurred where after a shutdown was issued, calls to the span might get dead-air. An issue in the code was fixed to resolve this issue.	Fixed
1-5534923	Customers experiencing one-way audio on a VOIP system (VCE only). This issue was resolved.	Fixed
1-5822701	Channels that were offhook during an alarm are left in a bad state after the alarm clears. The code was changed to make sure that the state of the channel is cleaned up properly when the span goes into alarm.	Fixed
1-5229679	The DSP check script for 6201 sometimes returns "false positive" failure indications. The DSP check script was modified to address the issue.	Fixed
	Lost events from bridge: A problem existed where events from the bridge were sometimes lost causing ReadiVoice to lose sync with the bridge. Potentially this might cause zero-participant conferences. A fix was added to ensure reliable delivery of events from the bridge to ReadiVoice.	Fixed

Defect or ECR #	Description	Resolution
	Changes to sockcap logs: In previous releases, bridge logs referenced the board, span, and timeslot for select network events (offhook, onhook, etc.). This information was logged inconsistently. With IV4200, this information will be listed in a consistent manner to aid in troubleshooting.	Fixed

12.3 ReadiVoice v2.53.1

The following table summarizes the defects addressed since ReadiVoice v2.53.0.

Defect or ECR #	Description	Resolution
1-4889403	CDR Purge process is too slow, and cannot catch up once behind. In some releases archive does not work correctly. There is no way to do bulk cleans during maintenance periods. Processed flag must be set to purge.	Fixed
1-4891901	sysx_creator does not setup T3 I/O card to sync clock with the network.	Additional steps were added to sysx_creator. It will now ask for the card number used to clock the system. Multiple card can be specified.
1-5042801	vbootp2sockcap puts the switch card IP address into sockcap.conf	vbootp2sockcap has been modified to skip and not allow for the switch card IP address to be added to sockcap.conf.
1-5067701	Old Infostore (internal data collection depository) history files are never purged.	/rahome/bin/cleanuplogs modified to purge old Infostore files.
1-5098101	When an operator logs in, only 11 bridges can be viewed on the screen. Operator only requests bridge information for number of bridges that can be viewed. If a 12th bridge is added, one bridge will be missing.	The Java Operator code has been modified to send the register event when bridge_up event is received and not depend on the bridges being viewable.
1-5102701	Names of participants in waiting room are played during conference roll call. Private roll call correctly only plays the names of participants in conference.	Bridge script
1-5240724	The report output directory is customer specific.	Added -l option to /rahome/utils/engReport to allow users to specify the output directory. The default output directory is still /rahome/bin/attReports for back compatibility.

Defect or ECR #	Description	Resolution
1-5311612	In CDRs, part_actual_end is 0 for participants that don't actually join conference. It shows as N/A and Incomplete on the CDR screen.	Bridge scripts
1-5345823	purgeCDR will delete active conferences. The purgeCDR looks for conferences with end time < xxx, where xxx > 0. By default, running conference has end time =0, which fits into the logic. This causes active conferences to be deleted.	/rahome/cdr/purgeCDR.pl
1-5448504	Waiting Room participants joined to locked conference being recorded are not played recording wave file "This conference is now being recorded"	Bridge script
1-5468413	High number of reserved ports causes calls to be turned away. The reserved pool holds one port per conference on the new version of code	Call Router module.
1-5471301	Upgrade to D7 1.3.1.7 SS7 routing interfaces that use the SS7 network and D7 software now utilize the D7 version 1.3.1.7.	modules affected: /rahome/lib/att_ss7_module.so /rahome/lib/dms_500_ss7_module.so /rahome/lib/dms_100_ss7_module.so
1-5546026	stop/start of opinterface leaves opinterface and wcapimsock log with wrong permissions; logs are readable by root only and should be able to be read by cnow	/rahome/bin/start-opinterface
1-5546304	additional ODBC connections setup in onconfig.conferencenow (DBSERVERALIAS) and sqlhosts lost with upgrade	Allow customers to configure their own specific environment in .custtchsrc which is sourced at the end of .tcshrc. Modified : /rahome.tcshrc
1-5562406	dial out from a locked conference gives an error Dial out from a locked conference was made available in 2500. The dial out is performed, but when the dialed party answers the phone, they hear conf_locked.wav and are disconnected.	Bridge script
1-5569401	RV 2530 upgrade from 2506; sysx.ini is automatically created from existing file but the following fields do not come over correctly: cacheUpdateFrequency updatePollFrequency iniUpdatePollFrequency	/rahome/templates/sysxIniMerge
1-5582404	DIAL_CALL Unable to Dial out when Quick Start is disabled and subscriber is not in the cenference	Bridge script
1-5671901	No error indication when using one-click to join a locked conference.	cmod module
1-5671913	One-Click URL allows participant to join a conference locked by WR on entry.	Bridge script

Defect or ECR #	Description	Resolution
1-5675707	Recorder line gets disconnected when subscriber is not in conference.	Recorder cannot be the the first line to join the conference unless the Quick Start option is ON. Resolve in CSC module.
1-5689401	Roll Call feature does not work properly if custom prompt sets are missing	Bridge scripts
1-5710401	Customer has received reports of participants who get "one-way audio" in conference. The participant goes into conference and they are able to hear the others participants, but they are not able to be heard. However, it appears that other participants within the conference have no problems. This has occurred at least twice to two different participants and two different conferences.	VOIP bridge scripts
1-5766101	Conf Profile DB Loading does not expect Billing Id to be from external application (rather then from Billing table in CNOW database)	profile.ec
1-5828901	SNMP does not report consistently the same IP address for bridge, it appears that any of the card Ips may be reported as the bridge IP	BIS module modified to consistently report the IP address of the lowest slot ID.
1-5850603	Moderator login fails in case when Access Code is not used (private numbers or two passcode callflow)	database access layer.
1-5890803	Conference continuation is working differently in 2530 compared to 2506. If auto continuation is set to on and the subscriber configurable is set to off in 2506 the continuation works. In 2530 it does not.	Bridge scripts
1-5253401	D7 panics cpu if one link is down and you issue an ebs_stop – need new version of D7 - 1.3.1.7	SS7 Routing modules: SS7(AT&T) SS7 DMS 500 SS7 DMS 100
1-5875601	On a non dedicated routing networks sometimes the close system call on a socket takes upto 4 seconds to return.	tcp_routing module
1-5927904	Subscriber and participants joined conference with music (single occurrence)	Bridge scripts
1-5927934	Exceptions are logged in the escalations log due to name record throwing an exception when a user hits pound quickly without recording their name.	Bridge scripts

12.4 InnoVox v4.13.0

The following table summarizes the defects addressed since InnoVox v4.12.0.

Defect or ECR #	Description	Resolution
1-5458704 1-5456958	This defect leads to a communication failure with the IP card. A patch was received from Motorola to address this issue.	Motorola software.

12.5 Resolved in ReadiVoice v2.53.0

The following table summarizes the defects addressed since ReadiVoice v2.52.0.

Defect or ECR #	Description	Resolution
1-5277505	VoIP: If participant enters access code incorrectly three times and the system is configured to route the call to an operator, the operator is unable to connect to the participant.	BIS
1-4703543	In fixed access, private number system with 2 passcode call flow, an access number is assigned to multiple bridges when a subscriber is created in the default group.	This issue was not reproduceable.
1-4716201	A process used to support the Windows Operator (wcapimsock) is started even if Windows Operator is disabled.	Windows Operator startup script
1-4717801	On 3x2016 port PSTN system, Java operator shows all but 100 conferences.	This issue was not reproduceable.
1-4629701	Moderator lets user log in with invalid access code.	Call router, CSCS, and opqueuemgr
1-4819241 1-4819237	VoIP: If a resync occurs when there are calls that were originated via dialout, the dialout calls will be disconnected.	SUA
1-4837601	On large systems deployed with InnoVox 480s, during a resync test with a large CDR database, there may be a delay of several minutes before conferences can start after the bridge has logged back in.	CDR processing
1-4799532	VoIP: During internal load test, an instance of SUA core was experienced due to a failed write() system call.	SUA
1-4969301	VoIP: SIP hold does not stop RTP traffic. If an endpoint places the SUA on hold by re-inviting SUA to 0.0.0.0 port 0, then the RTP stream coming from the RV side should stop until another invite re-establishes.	Bridge script
1-4770004	VoIP: SIP trace information may be printed to the xterm where RV was started if using TCP transport.	SUA (Dynamicsoft SIP stack)
1-5028026	VoIP: Failure to store final bridge port information in persistant store may lead to a period of rogue RTP that ultimately gets cleaned up. This is because the IVR port is stored and used during a resync.	SUA
1-4742721	CDR data sending from ACM manager is not in sync with CDR Manager, causing the events to be dropped.	Fixed

Defect or ECR #	Description	Resolution
1-4138121	Subscriber is left in sub-conference if operator disconnects without putting subscriber back in conference first.	Operator needs to place subscriber back into conference before disconnecting.
1-4888653	Operator GUI is showing participant in music line state after participant has been sent to operator after incorrect security called, then placed back into call flow, then entering conference.	This issue was not reproducible in this release.
1-24C00 1-1M2Z9	Quick Provisioning page has no default labels for Waiting Room and Listen Only features.	Post install/upgrade, update the labels on the Quick Provisioning page with the .htmlrc file.
1-3684801	System configuration page may provide a success message when invalid data is entered.	Refresh the System Configuration page and validate setting.
1-20YK	After pressing *9 to change entry and exit tones, the subscriber must press “2” before changing entry/exit options.	None
1-4508238	VoIP: If there is an active conference and the Ethernet cables are disconnected while a participant disconnects, then after the cables are reconnected new calls to the same conference may not be placed in the same conference.	This is resolved with the InnoVox 4000 hardware.
1-4508227	VoIP: If some of the RTP cables are disconnected from the bridge, some calls will receive dead air or only first prompt.	This is resolved with the InnoVox 4000 hardware.

12.6 Resolved in InnoVox v4.12.0

Defect or ECR #	Description	Resolution
1-4878001	The Ethernet switches in the InnoVox 4000 bridge may not fail over properly.	For PSTN bridges and VoIP development bridges, the PTI 4401 switch card may be used. For VoIP bridges, the PTI 4411 switch card is recommended for production usage.

12.7 Resolved in ReadiVoice v2.52.0

The following table summarizes the defects addressed since ReadiVoice v2.50.0.

Defect or ECR #	Description	Resolution
1-4888653	Operator GUI is showing incorrect line state	Not reproducible in v2.52.0.
1-4024451	Odproc core dumps when subscription is used a second time in an environment using fixed access, private numbering, translation numbers with prefix.	BIS
1-4280211	Conferences fail under load. This issue has also been experienced as a delay between access code collection and the playing of the “thank you” prompt. This was caused by a problem with RPC messages between the bridge and the Sun. When this error occurs under load an unusual amount of logging is sent to stdout causing excessive CPU utilization on the bridge.	Bridge scripts
1-4173501	When the operator dials out from a conference without a subscriber, the name they put in for the dial out is given to all existing parts in the conference.	Operator
1-4510601	Provisioner is unable to change subscriber's account status to 2 (Deleted) in database from GUI.	EditSubscriber CGI
1-4594763	Failure to receive conf_profile in timely manner results in syserr 105.	Call router, BIS, conference profile manager
1-4116413	Web moderator will allow selection of conference option "Name Announce" without selection of "Name Record".	Moderator, CSC
1-4228901	Sun does not respond to ARP requests when bridge is being booted.	Failover script
1-4698737	Two conferences may share the same translation number on a routed system with fixed translation numbers.	Call router
1-4508209	The following logs have incorrect permissions (readable and writeable only by root) after failover: sua.log, suatraceXX.log, vbootp.log, boottrace.log, escalations.log.	SUA, startup scripts, vbootp, sockcap
1-4280211	There are noticeable delays between prompts.	Bridge script
1-4024451	In a routed system, odproc cores when the subscriber attempts to start another conference.	BIS
1-3713353	One-click URL does not work when provisioning accounts since participant PIN is not populated.	CSC
1-4443155	If the first caller to a conference decides to hang up before getting to conference, the conference may result in being split between two bridges, or a syserror 105 may result for future callers.	BIS, Call Router

Defect or ECR #	Description	Resolution
1-4009341	Odproc cores due to partID being set with inappropriate value “INIT”. This can be caused by a participant dialing into music hold, awaiting subscriber. Subscriber dials in and locks conference before going into conference. When entry timeout is exceeded, participant is disconnected. CDR containing “INIT” as participant ID is sent.	CDR
1-4116413	Name record should be automatically selected if name announcement is enabled.	Moderator and CSC
1-4594713 1-4576722	With translation number type set to Fixed + 3-digit, wrong translation numbers may be used and incorrect dialed number placed in CDRs.	Call Router
1-4002602	Subscribers unable to login to Moderators due to “Moderator already logged in” errors.	Opqueue manager, mplex, CSC
1-4443905	TCP routing: if MaxSockets is reached, lack of error handling causes routing interface to hang or exit.	TCP routing interface
1-4247801	Subscriber is unable to return to the main conference if s/he disconnects a participant during one-on-one.	Bridge scripts
1-3679803 1-4568503	Routed system is returning busy due to conference full rather when it should return busy due to bridge full.	Call router
1-4247003	Participant status changes from OP to CO when it should remain CO.	BIS
1-4070302	Participant is disconnected when participant and subscriber are admitted together to conference from one-on-one.	Bridge scripts
1-4093334	SNMP MIB no longer returns bridge IP address.	SNMP agent
1-3872107	E.164 format is required for VoIP dialouts.	SIP User Agent
1-4116401	Roll call plays the names of participants in Waiting Room and participants that have been locked out of the conference.	Bridge scripts
1-4165812	Changing lock state does not work properly.	BIS, Bridge scripts
1-4185101	Dialouts to recorder occasionally fail.	Bridge scripts
1-4339701	A channel that attempted to join the conference while it was in the process of ending was not terminated normally.	Odsoundplay
1-3824710	The sysx_creator.pl does not correctly configure maxProcessorConfs on cards with 3210 DSP resources.	sysx_creator.pl
1-4408744	CDR manager throws an error and exits when there are more than one number groups associated with a subscriber.	CDR
1-22YBF	The system should not play any wav files to the channel of a recorder. Recorder should only record what is being played to the conference.	Bridge scripts, BIS

Defect or ECR #	Description	Resolution
1-22QQR/ 1-4219661	Subscriber PIN, subscriberdetail.clientsubA, subscriberdetail.clientsubB, billinginfo.clientbilla, billinginfo.clientbillb, subscribergroupID, and conferenceID should be added to the list of available options to transmit in the recorder dialout string.	BIS, database
1-1M2Z9	Listen Only quick provisioning has no description after upgrade.	Upgrade merge utility
1-1Q8Z1	The changeHostName.pl script is referencing the old web directories on RV v2400.	changeHostName.pl
1-4651743 1-1W8Z5	In some cases, records for cdr_end_conf are not created. These are caused by timing conditions relating to an attempted late entry to the conference.	CDR
1-3972601	If there is exactly one page of subscribers displayed on the Subscriber page, and the user clicks the '>' link, SQL errors are displayed.	SearchSub CGI
1-22YBN/ 1-4219661	Need to be able to configure if the recorder line will enter a conference as muted or unmuted.	Bridge scripts, BIS
1-4173501	When the operator dials out from a conference without a subscriber, the name entered for the dialout is displayed for all existing participants in the conference.	SUA
1-4636720 1-4594753	Debug stacks are presented if the InformedActive ports (ports believed to be in use by BIS) exceeds the ActivePorts (ports believed to be in use by Call Router).	Call Router
1-4548531	If participant arrives before the subscriber, and Waiting Room is enabled, the late_subscriber.wav is played when participant enters conference. This wav should be played when participant enters Waiting Room.	Bridge scripts
1-4232501	With autocontinuation off, quick start off, enable conference continuation during call flow. If the moderator is used to dialout to a participant, and then the subscriber disconnects, if the subscriber dials back in, the toggle button indicates that conference continuation is not enabled when it actually is enabled.	Bridge scripts
1-20YK	Subscriber is required to press "2" unnecessarily to change entry/exit types.	Bridge scripts
1-3791750	ReadiVoice IP: The SIP 'Invite to Hold' capability is not compatible with some SIP applications.	Invite to Hold was removed in RV v2520 in SUA.

12.8 Resolved in InnoVox v4.10.0

Defect or ECR #	Description	Resolution
1-4312201	Timing issue caused span that was placed in blue alarm to be displayed as “disabled”.	Changed the way we deal with the acknowledgment packets for disable vs. busy span commands.
1-4176801	Clock arbitration exits when ticks roll over (after about 49 days).	Updated tick arithmetic to handle the roll over. Don’t let ticks fall below 1.
1-4657901	There was a scenario seen on the InnoVox 4000 platform where a core processor locked up in production, believing it was accessing invalid memory.	This has been fixed by a PLD change that is now available with a card swap.
1-4781701	There were instances when an invalid request was being sent to a DSP and it was trying to perform them instead of rejecting them. New edits are in place, and the DSP software now rejects these requests.	DSP software was modified to address this issue.
1-4777280 1-4727703	DSPs resynchronizations may not be successful on the second stream. When a DSP detects it is out of synchronization with the primary clock, it initiates a resynchronization process to realign itself. During this resynchronization, the first of the two streams of data being output from the DSP is checked to verify the process was successful. There were rare instances where the second stream was actually not valid, and the resynchronization that was thought to be successful was not.	A change was inserted to ensure both streams are valid prior to considering a resynchronization a successful.
1-3648201	A scenario was found where a DSP, in the process of resynchronizing itself was waiting on a response that it never received. In the unusual situation where this occurs, conferences on that DSP are lost.	A change was made to ensure that the main processor can watch the DSP and, if it sees it is in an unresponsive state, re-initialize it.
1-4605939	Following an upgrade of 480 bridge, a full bridge reboot may result in one or more cards suspended due to clocking flux that is underway during a boot.	Innstart script was modified to introduce delay to allow clock to stabilize before starting drivers.
1-4611001	Long pauses may be experienced during roll call playing due to competing requests to play prompts.	Ctrlproc was modified to address this issue.
1-4478406	The T3 alarm clear indication received from the switch is not timed as expected by the bridge, leaving the bridge in an alarm state.	The timing has been changed to eliminate this problem.
1-5810115 1-1WXG6	If an operator answers a request and the participant disconnects before the operator does, the operator will have difficulty answering the next request and an exception is printed in the bridge logs.	Additional RPC added for channels to address missed notification.