

# **GENESYS**

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# Genesys Multicloud CX Release Notes

Voice SIP Cluster Service Release Notes

# Contents

- 1 January 12, 2024
  - 1.1 Resolved Issues
- 2 October 06, 2023
  - 2.1 Resolved Issues
- 3 July 31, 2023
  - 3.1 Resolved Issues
- 4 August 02, 2022
  - 4.1 What's New
  - 4.2 Resolved Issues
- 5 July 25, 2022
  - 5.1 For private edition
- 6 April 04, 2022
  - 6.1 What's New
  - 6.2 Resolved Issues
- 7 March 28, 2022
  - 7.1 Security Fixes
  - 7.2 For private edition
- 8 March 07, 2022
  - 8.1 What's New
- 9 February 16, 2022
  - 9.1 Resolved Issues
- 10 November 19, 2021
  - 10.1 Resolved Issues
  - 10.2 Known Issues
- 11 September 27, 2021
  - 11.1 Resolved Issues
  - 11.2 For private edition
- 12 September 22, 2021

- 12.1 Resolved Issues
- 13 September 15, 2021
  - 13.1 What's New
  - 13.2 For private edition
- 14 June 30, 2021
  - 14.1 For private edition

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

# **Related documentation:**

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# RSS:

- For cloud
- · For private edition

# **Important**

The Release table lists the initial availability date for each release and the deployment environments for which a release is made available. Except when otherwise stated in the description for a specific release, each release includes all of the features and resolved issues that were introduced on earlier dates, regardless of the deployment environment. The features and resolved issues that apply only to a specific deployment environment are noted as such.

Available	Genesys CX on		Private edition	Highlights	Release
AWS	Azure				
January 12, 2024		Azure		Resolved issue.	100.0.100.0052
October 6, 2023		Azure		Resolved issue.	100.0.100.0051
July 31, 2023		Azure		Resolved issue.	100.0.100.0050
August 2, 2022		Azure	<u> 즉</u>	Call monitoring subscription	100.0.100.0036

Available	e Genesy	s CX on	Private edition	Highlights	Release
				in SIP Server is now cleared correctly (cancellation of call monitoring is successful).  In the INVITE message sent to a conference destination, the user part of the From header is now updated correctly (the Tenant ID is not added to the From header).  Third-party dependency updates.	
July 25, 2022		Azure	<u>취</u>	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).  New Helm charts and third-party dependency updates.	100.0.100.0030

Available	Genesys CX on	Private edition	Highlights	Release
April 4, 2022	Azure		<ul> <li>Voice SIP         Cluster         service         introduces a         configurable         user data         size limit for         the         RequestUpda         and         RequestAttac         requests.</li> <li>Fixed a         memory         leak in SIP         node.</li> </ul>	te <b>l Q&amp;: ®al</b> D0.0027 hUserData
March 28, 2022		<u>최</u>	Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms.  *Important security improvements.  • Support for deploying all private edition services in a single namespace.	100.0.100.0022
March 7, 2022	Azure		Support for a new voice call	100.0.100.0025

Available	Genesys	CX on	Private edition	Highlights	Release
				rebalancing feature.  • Support for customization of the Designer Application Server (DAS) part of the dial-planmoh option value.	
February 16, 2022		Azure		Updates to SIP node.	100.0.100.0024
November 19, 2021		<b>A</b> zure		<ul> <li>Voice SIP         Cluster         Service now         correctly         selects an         originating         trunk for         inbound         calls.</li> <li>Known issue         related to         call         supervision.</li> </ul>	100.0.100.0021
September 27, 2021	r	Azure	ᆁ	<ul> <li>Resolved issue.</li> <li>Log redirection to standard output (stdout).</li> </ul>	4: 100.0.100.0014
September 22, 2021	r	Azure		100.0.100.0013 Resolved issue.	3: 100.0.100.0013

Available	Genesys CX on	Private edition	Highlights	Release
September 15, 2021	Azure		<ul> <li>Early         Adopter         Program         support for         Genesys         Multicloud         CX private         edition         deployments         on GKE.</li> <li>Support for         customized         default         Music On         Hold.</li> <li>Support for         silp         redundancy         in multitenant         environments</li> <li>Support for         arbitrary         UIDs in         private         edition         deployments         on         OpenShift.</li> </ul>	100.0.100.0012
June 30, 2021		즉.	Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.32

January 12, 2024**△**Azure

# Resolved Issues

- UTF-8 encoded data is now handled correctly by SIP node. (VOICEMCS-5931)
- Any attempt to Single Step Transfer a call to a Routing Point (RP), which is already present in a conference will be rejected.
   Previously, such request was accepted by SIP Server in multi-tenant environments. (VOICEMCS-5820)

October 06, 2023 Azure

### Resolved Issues

Now, SIP node supports both cgroup v1 and v2 on Linux. Previously, only v1 was supported. (VOICEMCS-5704)

July 31, 2023**△** Azure

## Resolved Issues

• A new option, **multitenant-rp-type**, is added to SIP Server with values rtqueue (default) and cdn. When the option is set to rtqueue, SIP Server will report *EventRouteUsed* event with *CallState*=26 (dropped) when the Routing Point (RP) party is deleted from conference. Setting the option to cdn will instruct SIP Server to behave in a backward-compatible way (*EventAbandoned* will be reported). As a result, when a RP is deleted from conference, the Designer application running at the RP will be stopped. Previously, if an *EventAbandoned* event was distributed, the application was not stopped. (VOICEMCS-5615)



100.0.100.0036 available August 25, 2022

· Helm charts and containers

#### What's New

• Third-party dependency updates to maintain security and reliability. (VOICEMCS-4762)

# Resolved Issues

- In the INVITE message sent to a conference destination, the user part of the From header is now updated correctly with the value specified in override-domain-from when the override-from-on-conf option is set to true; in addition, the Tenant ID is not added to the From header. Previously, the value in override-domain-from was not used to update the user part of the From header and the Tenant ID was added to the header instead. (VOICEMCS-4023)
- Call monitoring subscription in SIP Server is now cleared when a supervision conference fails to establish. Previously, the call
  monitoring subscription was not cleared in this scenario, meaning calls to the monitored DN were supervised even if the
  Supervisor canceled the monitoring session. (VOICEMCS-3676)



100.0.100.0030 available July 25, 2022

· Helm charts and containers

# For private edition

- This release includes:
  - An updated container and new versions of the Helm charts.
  - Helm chart upgrades compatible for Kubernetes version 1.22 and Consul version 1.10.
  - Third-party dependency updates to maintain security and reliability.
- Voice SIP Cluster Service supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3613)

April 04, 2022 Azure

### What's New

Voice SIP Cluster service now has a configurable user data size limit for the RequestUpdateUserData and RequestAttachUserData
requests. The default value is 16,000 bytes of packed user data. The maximum allowed value is 64 Kilobytes. SIP Cluster service
rejects requests that attempt to attach user data above the maximum allowed size limit. The user data size limit is controlled by
the following configuration option in the Helm values.yaml file: configDir/options/requestUserDataLimit. (VOICEMCS-3980)

## Resolved Issues

• SIP node no longer leaks memory when performing the periodic reading of configuration. (VOICEMCS-3969)



100.0.100.0022 available March 28, 2022

· Helm charts and containers

# Security Fixes

This release includes important security upgrades made to third-party software. (GCLOUD-18868)

# For private edition

- As of July 13, 2022, Voice SIP Cluster Service is Generally Available for deployment in Genesys Multicloud CX private edition on the
  officially supported by Genesys.
- Support for deploying the Voice SIP Cluster Service in a single namespace with other private edition services has been
  implemented. To deploy Voice SIP Cluster Service in a single namespace, override the namespace parameter in the SIP Cluster
  Service Helm chart values.yaml file:

```
1 deployment:
2 namespace: voice
```

In the SIP Cluster Service Helm chart **values.yaml** file, you must also update the namespace specified in the **rmAddress** parameter so it matches the single namespace that you are configuring. That is, change "gvp-rm.gvp.svc.cluster.local;transport=tcp" to "gvp-rm.single namespace for services>.svc.cluster.local;transport=tcp".

```
context:
nmAddress: "gvp-rm.<single namespace for services>.svc.cluster.local;transport=tcp"

(VOICEMCS-2912)
```

March 07. 2022 ▲ Azure

### What's New

• In this release, SIP Cluster service introduces support for a new *Voice call rebalance* feature that allows the transition of voice calls from a SIP Cluster Service instance, undergoing graceful termination, to a successor service instance. This type of voice call transition enhances call handling continuation during a rolling upgrade or service scale-down.

To enable this functionality, configure the following section in the **values.yaml** file:

```
configDir:
create: true
poptions:
rebalanceEnabled: true
callIdEnabled: true
```

The rebalanceEnabled: false option disables the feature. For this functionality to work correctly, you must upgrade dependent services to the following versions or higher:

SIP Proxy service: 100.1.100.0014SIP Front End: 100.1.100.0007

• Orchestration service: 100.1.100.0033 (VOICEMCS-3844)

• Voice SIP Cluster service now allows customization of the Designer Application Server (DAS) part of the dial-plan-moh option value. To customize the value, specify a new designerDasAddress parameter in the Helm chart **values.yaml** file.

Support for this feature begins with Helm chart version voice-sip-100.0.1000013.tgz. (VOICEMCS-3843)

# February 16, 2022 Azure

# Resolved Issues

When an agent initiates Single Step Conference (or 2 Step Conference) with an external caller and Routing Point (RP) and then
leaves the call and logs out, a subsequent TRouteCall received on the RP executes successfully. Previously, the TRouteCall failed
in this scenario. (VOICEMCS-3712)

November 19, 2021 Azure

#### Resolved Issues

Voice SIP Cluster Service now correctly selects an originating trunk for inbound calls. Voice SIP Cluster Service selects the trunk
only if the partition ID of that trunk is the same as the tenant callcenterid (CCID) received in the X-Genesys-Partition-Id
header of the initial INVITE message that is arrived from a Voice SIP Proxy Service. (VOICEMCS-3224)

#### Known Issues

• When a supervision conference fails to establish, the call monitoring subscription in SIP Server is not cleared. The result is that calls to the monitored DN are supervised even if the Supervisor cancels the monitoring session.



100.0.100.0014 available November 12, 2021

· Helm charts and containers

#### Resolved Issues

The call-cleanup idle timeout in the Voice SIP Cluster Service has been increased from 60 minutes to 4 hours. (VOICEMCS-2987)

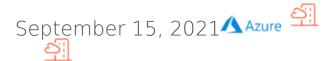
# For private edition

Voice SIP Cluster Service now supports optional forwarding of SIPNode logs to standard output (stdout) using a Fluent Bit sidecar
and an ephemeral volume (emptyDir). You must override parameters in the voice-sip Helm chart values.yaml file to implement
Fluent Bit log forwarding to stdout. (VOICEMCS-2662)

September 22, 2021 Azure

# Resolved Issues

When a trunk, softswitch, or trunk group is deleted from the environment, the Voice SIP Cluster Service now correctly removes
device's Prometheus metrics. Previously, the Voice SIP Cluster Service did not remove metrics of the deleted device, which led to
invalid alerts on that device. (VOICEMCS-2751)



100.0.100.0012 available September 15, 2021

· Helm charts and containers

#### What's New

- Voice SIP Cluster Service supports customized default music per Tenant basis that is played when a call is placed on hold. For each
  Tenant, the Voice SIP Cluster Service composes a specific URI that points to the Music on Hold (MOH) resource, and then includes
  this URI in a SIP INFO message to GVP when an active call is placed on hold. The MOH resource is a media file stored in the
  Designer Music on Hold media collection. Designer release 9.0.119.08 is required for this feature support. Refer to the for
  details. (VOICEMCS-1996)
- Voice SIP Cluster Service supports SIP redundancy in multi-tenant environments. SIP redundancy enables the Voice SIP Cluster Service to place an outgoing call to an external destination/remote agent using a trunk or softswitch DN in another region within the Tenant if local resources are not available. (VOICEMCS-1894)

# For private edition

- Voice SIP Cluster Service now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.
  - The Dockerfile has been modified to specify container and file ownership as user=500 (genesys) and group=0 (root).
  - The securityContext settings exposed in the default **values.yaml** file specify the user and group IDs for the genesys user (500:500:500). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. For more information, see .
  - Voice SIP Cluster Service is deployed using ServiceAccounts that use the **restricted** Security
    Context Constraint (SCC). In an earlier implementation, Genesys required you to deploy all private
    edition services using a ServiceAccount associated with the custom **genesys-restricted** SCC, to
    control permissions for the genesys user (500). Genesys now expects OpenShift to use arbitrary
    UIDs in your deployment, and the **genesys-restricted** SCC has been deprecated. If you previously
    deployed Voice SIP Cluster Service using the **genesys-restricted** SCC, Genesys recommends that
    you redeploy Voice SIP Cluster Service so that you use arbitrary UIDs. (VOICEMCS-2614)
    More info:
- As of October 29, 2021, Voice SIP Cluster Service supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1983)

June 30, 2021



9.0.000.32 available June 30, 2021

· Helm charts and containers

# For private edition

• Starting with this release, Voice SIP Cluster Service is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (VOICEMCS-1740) More info: