



Avaya™ Interactive Response
Release 1.0
Release Notes

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Notice

Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1 800 643 2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Web site:

<http://www.avaya.com>

Select **Support**, then select **Escalation Lists US and International**. This Web site includes telephone numbers for escalation within the United States. For escalation telephone numbers outside the United States, select **Global Escalation List**.

Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- your Avaya-provided telecommunications systems and their interfaces
- your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces

- any other equipment networked to your Avaya products.

Federal Communications Commission Statements

Part 15: Class A Statement

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- answered by the called station,
- answered by the attendant, or
- routed to a recorded announcement that can be administered by the CPE user.

This equipment returns answer-supervision signals on all direct inward dialed (DID) calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered.
- A busy tone is received.
- A reorder tone is received.

Canadian Department of Communications (DOC) Interference Information

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

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Select **Escalation Lists**. This Web site includes telephone numbers for escalation within the United States. For escalation telephone numbers outside the United States, select **Global Escalation List**.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to the Limited use Software License Agreement provided with your package.

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Acknowledgment

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Release notes overview

These release notes provide important information about the Avaya IR system, including known issues and workarounds for Release 1.0 .

This document is updated periodically when known issues are fixed or enhancements are added to the system. Please check the Avaya Support Centre Web site (<http://support.avaya.com>) for an updated version of this document.

Resolved issues

Resolved issues can be found in a list on the Avaya Support Centre Web site. Find the list by doing the following:

1. With a browser, navigate to <http://support.avaya.com>.
2. From the navigation menu (the area on the left of the browser window, under **Technical Database**), select **Call Center/CRM**.
3. From the navigation menu, select **Interactive Voice Response**.
4. From the navigation menu, select **Interactive Response**.
5. Beneath the **R 1.0** heading, select **Software Downloads**.
6. In the **Software Downloads** table, select **IR Service Pack: AV1-Oqp**.

The list is beneath the **Problem Synopsis** heading.

Unresolved issues

Known issues for the current version of the Avaya IR system are described in the following sections:

- [Backup and Restore issues](#) on page 9
- [Documentation issues](#) on page 13
- [ISDN issues](#) on page 19
- [System monitoring issues](#) on page 23
- [Text-to-Speech issues](#) on page 29
- [VoiceXML issues](#) on page 35

Release notes overview

- [Other issues](#) on page 43

Backup and Restore issues

Consider the information provided in the following topics when using the Backup and Restore feature:

- [Use only one process per mount point when restoring the system](#) on page 10
- [Use backup command if backup fails using Web Administration](#) on page 11

Use only one process per mount point when restoring the system from a backup

Usage of a mount point when restoring the system from a backup is restricted to one process at a time. If more than one process attempts to use the same mount point for restoring the system, the first process will not be successful.

The reason for this is that when a process restores the system from a mount point, a single file called archive is created for the mount point. If another process attempts to restore the system, archive will be overwritten.

Use backup command if backup fails using Web Administration

If a backup is not successful using the Web Administration tool, do the following:

1. Start the voice system.
2. Use the **backup** command to perform the backup.

See *Avaya Interactive Response Release 1.0 System Help* for information about using the **backup** command.

Documentation issues

Consider the information provided in the following topics when using *Avaya Interactive Response Release 1.0 System Help*:

- Do not use Netscape 4.76 browser to view online Help on page 14
- File list field description incorrect in Help on page 15
- Scheduling multiple days with the sched croncdh command is not documented on page 16
- Web Administration automatically stops the voice system before a backup on page 17

Do not use Netscape 4.76 browser to view online Help

Do not use Netscape 4.76 to view *Avaya Interactive Response Release 1.0 System Help*. Avaya recommends that you use only Internet Explorer 5.0 or later.

Netscape 4.76 has the following problems:

- When viewing some topics in the online Help, Netscape could adversely affect system performance by using up to 100 percent of the system CPU.
- Netscape poorly displays many system Help topics by improperly interpreting the cascading style sheet that is used to format text.

File list field description incorrect in Help

The **Restore screen** topic in *Avaya Interactive Response Release 1.0 System Help* incorrectly describes how the files in the **File list** field should be listed. The field should be described as follows:

- **File list** — (Optional) A list of backed-up files. Include a full path for each file. List the files on separate lines.

Scheduling multiple days with the `sched_croncdh` command is not documented

Avaya Interactive Response Release 1.0 System Help does not show how to use the `sched_croncdh` command to schedule `uploadcdh` cron jobs for multiple days. The usage is similar to the `schedback` command.

The following table is an updated description of the variables used in the `sched_croncdh` command. Note in particular the information about the `days_of_week` variable.

Variable	Description	Comments
minute	Minute that the cron job runs	0-59
hour	Hour that the cron job runs	0-23
days_of_week	Days of the week that the cron job runs	0-6, all (0=Sunday, 6=Saturday, all=every day) You can specify one or more days to run the cron job. To specify more than one day, use a comma-separated list or a dash-separated range. Examples: 1-3 backs up on Monday, Tuesday, and Wednesday. 1,3 backs up on Monday and Wednesday.

Web Administration automatically stops the voice system before a backup

The Web Administration tool no longer requires user input to stop the voice system before you do a backup. Instead, the tool automatically stops the voice system and Oracle database (if applicable). Because of this new functionality, the **Setup Backup Schedule** screen for Web Administration no longer has the **Stop the voice system before backup** field.

ISDN issues

Consider the information provided in the following topics when working with ISDN:

- ISDN calls blocked on page 20
- Some PRI channels may not come up INSERV on page 21

ISDN calls blocked

At times, software inadvertently triggers events to block calls on some ISDN channels. As a result, the B-channels do not come into service (they are in a MANOOS state).

To repair this problem, remove and restore the B-channels, using the `remove` and `restore` commands.

Note:

See *Avaya Interactive Response Release 1.0 System Help* for complete details on these commands.

If the `restore` command does not bring the channels to the `INSERV` state, remove and restore the associated D-channels.

If restoring the D-channel does not fix the problem, stop and restart the voice system using the `stop_vs` and `start_vs` commands.

Some PRI channels may not come up INSERV

Periodically, especially after a heavy load has been on the system for two or more hours, some PRI channels may not come up in the INSERV state after the voice system has been restarted or the Avaya IR system has been rebooted. This problem may also occur the first time the voice system has been started after the NMS cards have been assigned.

To repair this problem, remove and restore the B-channels use the **remove** and **restore** commands.

Note:

See *Avaya Interactive Response Release 1.0 System Help* for complete details on these commands.

If the **restore** command does not bring the channels to the INSERV state, remove and restore the associated D-channels. You may need to do this several times.

If restoring the D-channel does not fix the problem, use the **stop_vs** and **start_vs** commands to stop and restart the voice system.

System monitoring issues

Consider the information provided in the following topics when determining the status and configuration of the system:

- show sys command is enhanced on page 24
- Some trunks are incorrectly reported in service on page 26
- sysmon status is not updated for ISDN on page 27

show_sys command is enhanced

The `show_sys` command displays more data about the system than was available in the previous release. This data now includes information about NMS boards and Voice over IP cards. The `show_sys` command also uses Solaris commands to acquire other system information.

Below is a list of the major sections of the `scan.out` file generated by the system when `show_sys` is run. These sections include information that was available in the last release, as well as information that is available in this release.

- Basic information (such as versions of the operating system and Avaya IR software, CPU type, and memory size)
- Disk partition information
- Voice cards and their function (NMS or VoIP)
- Platform information
- CPUs
- IO devices
- Memory configuration
- USB devices
- Right-to-Use license
- Free space in the UNIX file system
- Speech storage
- Installed software
- Snapshot of panic from the `crash` command
- Current values (subset) of UNIX tunable parameters
- Proxy TTS information
- Speech recognition proxy information
- Free space in swap
- Free space in the speech file system
- Last lines from the `croncdh` file
- UUCP information

- Output of the `pmadm -l` command
- Cron information for root
- T1 DNIS information
- Cards installed (including trunk, port, channel, state, and service information)
- Output of `ipcs -qob` command
- System activity report for eight days, including current day

Some trunks incorrectly reported in service

After the system is rebooted, the system might incorrectly report some trunks on the telephony cards as in service (the INSERV state) when there is no trunk connected to the card.

To repair the problem:

1. Plug any trunk cable into the empty trunk port.
2. Unplug the cable.

This will cause all the channels on that trunk to correctly go into the NETOOS state.

sysmon status is not updated for ISDN

The **sysmon** command does not properly verify that incoming ISDN telephone lines and their associated cards are functional.

To determine the state of a card with incoming ISDN lines, use the **display card** command. To determine the state of an ISDN channel, use the **display channel** command.

See *Avaya Interactive Response Release 1.0 System Help* for information about using the **display card** and **display channel** commands.

Text-to-Speech issues

Consider the information provided in the following topics when working with Proxy Text-to-Speech:

- [More time than expected to configure TTS on a speech server](#) on page 30
- [Reconnecting to the Speechify service](#) on page 31
- [SAPI servers stay BROKEN when connectivity lost](#) on page 32
- [Speech vendor uses default TTS configuration](#) on page 33

More time than expected to configure TTS on speech server

When you use the Avaya Proxy Text-to-Speech software to configure voices on a Windows NT speech server running SAPI-compliant Text-to-Speech engines, the time the software takes to configure multiple voices will be much longer than the "approximate time left" displayed in the **Configuring Proxy Text-to-Speech Interface** window.

You should wait as long as the software takes to configure the voices.

For more information about voice configuration see "PTTS Voice Administration on the Windows NT Servers" in Chapter 3, "PTTS Administration" in *PTTS User Guide*, 585-350-115.

Reconnecting to the Speechify service

If you are using SpeechWorks Speechify, the Proxy-Text-to-Speech software on the Avaya IR system does not automatically reconnect with the Speechify service when the Speechify service is stopped and restarted.

To repair this problem for resource type `ttsX` (where `X` is a number 0-9):

1. At the command prompt, type `sproxyadm -r ttsX -f inserv` and press **Enter**.

This command forces the proxy to reinitialize the connection with the Speechify server.

2. After a minute, type `sproxyadm -r ttsX -d` and press **Enter**.

The system displays the port states. All ports should be in service (be in the `INSERV` state).

3. If all ports are not in service, type `sproxyadm -r ttsX -s server_name -p port -f inserv` and press **Enter**, where `server_name` is the name assigned to the speech proxy server, and `port` is the port number.

The connection for the port is initialized.

4. If the `sproxyadm` command does not re-establish connection, use the `stop_vs` and `start_vs` commands to stop and restart the voice system.

See *Avaya Interactive Response Release 1.0 System Help* for complete details on these commands.

SAPI servers cannot be brought INSERV using sproxyadm after connectivity is reestablished

When connectivity has been lost and reestablished between the Avaya IR system and a speech server running SAPI-compliant Text-to-Speech engines, you should be able to change the server state from BROKEN to INSERV by using the `sproxyadm` command (for example: `sproxyadm -r TTSx -f INSERV`). Instead, you must stop and start the Windows NT Text-to-Speech service.

To stop and start the Windows NT Text-to-Speech service, do the following on the Windows NT server:

1. Open the **Control Panel** window (**Start > Settings > Control Panel**).
2. Select **Administrative Tools**.
3. Select **Component Services**.
The system displays the **Component Services** window.
4. On the **Tree** tab, click **Services (Local)**.
5. Select the Text-to-Speech service from the list of services in the lower-right window.
6. From the **Action** menu, click **Stop**.
The **Status** of the service is displayed as blank.
7. From the **Action** menu, click **Start**.
The **Status** of the service is displayed as *Started*.
8. Close the **Component Services** window.

Speech vendor uses default TTS configuration

Loquendo provides a Text-to-Speech engine that works with Avaya Proxy Text-to-Speech software on a Windows NT server. When using this TTS engine, you should administer the system to use the default TTS configuration.

The note in the *Avaya Interactive Response Release 1.0 System Help* topic, "Special considerations for PTTS," should be ignored. It incorrectly states that there "are currently no Text-to-Speech vendors that use the default configuration."

VoiceXML issues

Consider the information provided in the following topics when working with VoiceXML:

- [Only English is supported by VoiceXML on page 36](#)
- [Some called TAS applications cannot use speech recognition on page 37](#)
- [Use OPSR4 for SpeechWorks on page 38](#)
- [Using TTS languages with VoiceXML on page 39](#)
- [Unsupported features of the VoiceXML 2.0 specification on page 40](#)

Only English is supported by VoiceXML

The use of languages other than English for speech recognition is not supported by the Avaya VoiceXML interpreter on the Avaya IR system.

Some called TAS applications cannot use speech recognition

If a VoiceXML application using NLSR calls a TAS application that uses NLSR, the speech functionality will not be available to the TAS application. The reason for this is that the AvayaVXI retains the license to use NLSR, and does not pass this license to the TAS application.

Use OPSR4 for SpeechWorks

When you are administering speech recognition for VoiceXML and you are using a SpeechWorks speech engine, always set the speech recognition type to OPSR4. If you do not use OPSR4, then VoiceXML applications will not be able to use speech recognition.

Using TTS languages with VoiceXML

To use TTS with VoiceXML for languages other than English or Japanese, you must set the **encoding** attribute in the **xml** tag to **ISO-8859-1**.

Note:

For Japanese TTS to work with VoiceXML, the **encoding** attribute in the **xml** tag must be set to **UTF-16**. Also, the VoiceXML document must also be saved as **Unicode**.

If the **lang** attribute is set to something other than English and English is used in the prompt, the TTS engine attempts to translate the English into the specified language.

If not otherwise specified in the VoiceXML `/vs/data/vxml/defaults.xml` file or in the VoiceXML application, the default TTS voice for VoiceXML is US English and female. To change the default gender to male at the system level, add the following line to the defaults.xml file:

```
<property name="promptgender" value="male"/>
```

To change the default language at the system level, modify the **xml:lang** property in the defaults.xml file. Note that the TTS voice administered as part of Text-to-Speech must match the defaults for VoiceXML. For example, if the VoiceXML defaults of US English and female are used, there must be a TTS voice available that is US English and female.

Unsupported features of the VoiceXML 2.0 specification

The features of the VoiceXML 2.0 specification, as described in the following table, are not supported, or are supported in a limited way.

Feature	Description
DTMF <code>termtimeout</code> parameter	Not supported.
<code>record</code> tag	Only the dtmfterm attribute is supported. Recognition is not supported for the record tag, so you can use only the modal=true attribute.
<code>voice</code> tag	Not supported. To change gender, set the property promptgender in the <code>defaults.xml</code> file or in the VoiceXML document to either male or female to use the appropriate TTS voice.
<code>xml:lang</code> attribute	Not supported for either the paragraph or sentence elements. To set the language used for TTS, set the xml:lang attribute in either the vxml tag or the prompt tag. Note that setting the xml:lang property (<code><property name='xml:lang' ...></code>) should be done only in the <code>/vs/data/vxml/defaults.xml</code> file for a system-wide default. Use the vxml tag or the prompt tag to change the language, either by document or within document.
<code>transfer</code> tag	Only DTMF grammars are supported inside the transfer tag.
transferaudio attribute of transfer tag	Not supported.
maxtime_disconnect return value of transfer tag	Not supported.
Maxspechtimeout event	Not supported.
bargeintype attribute for any tag	Not supported except for the <i>speech</i> value.
error.unsupported.language event	Not supported.
maxspechtimeout event	Not supported.
bargeintype property	Not supported.
fetchaudiodelay property	Not supported.
fetchaudiominimum property	Not supported.
maxnbest property	Not supported.

Unsupported features of the VoiceXML 2.0 specification

maxspechtimeout property	Not supported.
universals property	Not supported.
maxstale property	Not supported. The documentmaxtale and audiomaxtale properties are supported.
maxage property	Not supported. The documentmaxage and audiomaxage properties are supported.
Using <code><meta http-equiv=.../></code> to control caching	Not supported.
Bridge transfer (<code><transfer bridge="true"/></code>)	Does not work with a VoIP configuration.
https protocol	Not supported.
accept attribute for menu and option tags	Supports only exact .
session.connection.aai	Use session.telephone.uui instead.
session.connection.redirect	Not supported.
session.connection.originator	Not supported.
Undefined expression in the audio tag	Not ignored.
Multi-lingual ASR	Not supported.

Miscellaneous issues

The following topics provide information about other issues:

- [International customers need an approved external modem](#) on page 44
- [Problems starting callprg](#) on page 45
- [VoIP channels displayed in wrong state if problem with gatekeeper communications](#) on page 46

International customers need an approved external modem

International customers must get an external modem that has been approved for use in their country. Without an approved modem, the Dialout Alarming feature does not work.

Note:

The U.S. Robotics Sportster modem shipped with systems sold in the US is type approved for use in the US only.

Problems starting callprg

If you start the Avaya IR system before you set up the digital telephony or VoIP cards, the **/vs/bin/vrs/callprg** process has problems starting up. The system reports a number of errors related to this problem on the screen during startup. One such reported error is that the process is respawning too quickly.

This respawning problem occurs when the **callprg** process attempts to reserve memory based on the number of channels provisioned on the system. If there are no channels provisioned, it creates a problem for the process.

You can fix these problems by properly setting up the cards on the system, then stopping and restarting the voice system.

VoIP channels displayed in wrong state if problem with gatekeeper communication

When using Voice over IP (VoIP), the system communicates with a gatekeeper, such as a MultiVantage PBX. If there is a problem with this communication, calls cannot be made on VoIP channels. If you use the `display card` command to determine the state of the VoIP channels, the system incorrectly displays the channels in the INSERTV state.

To work around this issue:

1. Fix the problem with the gatekeeper.

For information about how to troubleshoot and fix the communication problem, see the customer documentation for your gatekeeper system.

2. Stop and start the Avaya IR voice system.

See *Avaya Interactive Response Release 1.0 System Help* for information about how to stop and start the voice system.

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