

HP OpenCall Media Platform Video 1.0

Software Development Kit

Release Notes

April 2006



E0406

NOTE

A monthly OCMP Software Status Bulletin (SSB) for release Video 1.0 will be available. This bulletin lets you know all the news about OCMP release Video 1.0.

How to receive the SSB:

If you have an OpenCall support contract, connect to the <http://www.hp.com/go/opencallsupport> website, sign-in with HP Passport or register (i.e. create an HP Passport login).

Go to "Online service" > "Email notifications", select "Subscribe for software status bulletin notification" in the "Subscribe to e-mail notification" list.

Then, in the Notification Options, select for Product "OpenCall Media Platform (OCMP)" and the appropriate values for Product Version and OS.

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Publication History

The following release notes edition is dedicated to the HP OpenCall Media Platform Software Development Kit Release Video 1.0 (hereafter referred to as OCMP-SDK Video).

Edition: *April 2006* (HP OpenCall Media Platform Software Development Kit Video 1.0, Initial Release)

Conventions

Release

A release means a software version that has been released. The initial release will evolve by the addition of patches and incremental Consolidated Patches. Its description and evolution history is documented in the Release Notes.

Patch

A patch is a downloadable package solving a specific problem (urgent corrective maintenance). Patch descriptions are documented in the Patch Notes.

Discontinued

Features or products are no longer shipped, but are still supported.

Obsolete

Features or products are no longer shipped, and no longer supported.

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1. Finding HP OpenCall Documentation

Where Do I Begin?

The OCMP SDK Video 1.0 Release Notes describe what is new in this release. When appropriate, they include information previously announced in the Software Status Bulletins.

These release notes provide the following information for OCMP Video 1.0:

- features available in this new release
- software description
- known defects on OCMP Video 1.0

For other information, refer to the existing documentation on this release as listed below:

Related Information

- *HP OpenCall Media Platform – SDK User’s Guide*
This document describes the SDK used to develop VoiceXML and CCXML applications for the HP OCMP Video 1.0 release.
- *HP OpenCall Media Platform - Product Description*
This provides descriptive background information to help the reader understand OCMP-Video.
- *HP OpenCall Media Platform - Installation and Configuration of TTS*
This document describes the installation and configuration of the TTS server(s).
- *HP OpenCall Media Platform – VoiceXML Implementation Description*
This describes how to implement the VoiceXML 2.0 standard to develop VoiceXML applications for deployment on OCMP-Video.
- *HP OpenCall Media Platform – CCXML Implementation Description*
This describes how to implement the CCXML 1.0 Working Draft June 2005 to develop CCXML applications for deployment on OCMP-Video.
- *HP OpenCall Media Platform – BRE – Outgoing Calls*
This guide describes the procedure for creating outbound calls in the OCMP-BRE.
- *HP OpenCall Media Platform – BRE – CDR Specification*
This specification describes the contents of the CDR, including the XML elements, their attributes and their children nodes.

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2. Features

Features from real platform

The following list includes features provided by the Initial Release of OCMP Video 1.0.

The HP OpenCall Media Platform Video 1.0 (OCMP-Video) is a scalable, carrier-grade media server enabling rapid development and deployment of applications ranging from playing audio and video files to advanced video-enabled interactive services.

For a complete and detailed description of the following topics, and especially for supported configurations, please refer to: *HP OCMP Video 1.0 Product Description*.

Media Processing

- Support for AMR-NB, G711 A-Law, Mu-Law codecs for the voice stream
- Support for MPEG-4, H.263 and H.263-1998 for the video stream
- Support for CIF and QCIF frame formats
- Support of Text To Speech (TTS)
- Automatic Speech Recognition (ASR) is not supported

Service Development

- VoiceXML and CCXML services are supported
- Call Control API services are not supported

Protocol and Connectivity

- Support of SIP/RTP for media control and media transfer
- Full support of the VoiceXML 2.0 standard
- Supported VoiceXML 2.1 features:
 - consultation transfer
 - <foreach> element
 - <mark> element
 - srcexpr attribute on <grammar> element
 - namelist attribute in <transfer>
- HP specific VoiceXML extensions:
 - Access to SIP telephony parameters
 - Sending SNMP traps using <log> elements
- Full support of the CCXML 1.0 Working Draft June 2005

Note: for developer-related information using VoiceXML and CCXML, refer to the *HP OCMP VoiceXML and CCXML Implementation Descriptions*.

Features specific to the SDK platform

The Software Development Kit (SDK) allows you to develop your application on top of the HP OCMP product without any hardware required.

It provides:

- Quick and easy installation
- Same functionalities as the HP OCMP product
- Development environment including tutorials
- Test environment
- Complete compatibility of your developed application with the HP OCMP product.

Application Framework

- Voice XML and CCXML Interpreter, enabling a standardized XML-based approach for fact voice dialog and enhanced call control application creation
- The OCMP-SDK Video is downloadable at the following URL:
<http://devresource.hp.com/drc/downloads/ocmpsdk.jsp>

More information and tools for the developers are available on the OpenCall developer portal: <http://devresource.hp.com/drc/topics/OpenCall.jsp>

Call Control

Capabilities of the Call Control include:

- Receiving an incoming call
- Connecting the call to a media resource
- Bridging an incoming call to an outgoing one
- Initiating an outgoing call

Operation & Support

- Developer Training
- Technical Assistance for developers
- Web-based management of the platform: enhancement of the OCMP Services Installation

3. Software Description

Below is a list of the different software components of the OCMP-SDK Video. You will need this information when installing OCMP-SDK Video.

For the OCMP-SDK Video installation procedure description, please refer to the *HP OpenCall Media Platform – SDK User’s Guide*, for release Video 1.0.

Identifier of this release: HP OCMP SDK Video 1.0					
Description	HP OpenCall Media Platform SDK Video 1.0 Windows – April 2006				
List of packages	<p>→ <u>Base package</u>: ocmp-base_24C2_CPEw1_bg7.exe</p> <p>→ <u>BRE package</u>: ocmp-bre_windows_video_1.0-1.exe</p>				
Pre-requisites / Dependencies	<ul style="list-style-type: none"> • Windows 2000 and XP • QuickTime version 7 • Java 2 SDK for Linux version 1.4.2-09 (see http://java.sun.com) 				
OA&M	<p>The Web-based interface should be run on a Windows machine with one of the following browsers:</p> <ul style="list-style-type: none"> • Netscape 7.1 (or Mozilla) • Internet Explorer 6 and above <p>In order to run Java applets, Java Development Kit (JDK) 1.4.2 is needed on this machine. Download it from: http://java.sun.com/j2se/download.html</p> <p><i>Note: The OCMP OA&M must be launched on a machine that is on the same domain as OCMP.</i></p>				
ASR/TTS Supported versions	<p>The OCMP-SDK Video has been validated with Scansoft TTS systems. The recommended versions for this OCMP-SDK Video are:</p> <p style="text-align: center;">TTS: Scansoft RealSpeak 4.0 used with SpeechWorks Media Server 3.1.4</p>				
Impact	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: right;">Kernel rebuilt</td> <td style="width: 50%; text-align: center;">No</td> </tr> <tr> <td style="text-align: right;">Platform restart</td> <td style="text-align: center;">No</td> </tr> </table>	Kernel rebuilt	No	Platform restart	No
Kernel rebuilt	No				
Platform restart	No				

4. Known Defects

Known Problems

JAGaf96885 If record is triggered by a TTS play, a beep may not be heard.

Description: To hear a beep before starting a record, an audio file play must be added to the vxml script before the record. If only a TTS play is programmed, the beep won't be heard by the caller.

Workaround: In the vxml script, add an audio play before the record instruction.

JAGaf92213 A call to an un-configured service makes phone simulator hanging

Description: If a service is not configured in operating management system, and called from the phone simulator, then the phone simulator hangs.

JAGaf92215 No beep heard in <record name="msg" beep="true" dtmfterm="true">

Description: Beep play with beep="true" in <record> is silent.

Workaround: define an audio file to play a beep.

```
<record name="msg" beep="false" dtmfterm="true">
  <prompt>
    Start recording after the beep.
    <audio src="../../wav/langpip.wav"/>
  </prompt>
</record>
```

JAGaf97734 SDK: ASR/TTS resources not visible from OM in services part.

Description: ASR/TTS resources are sometimes not visible in the OM : <http://localhost:5001/dev> interface in the service view.

Workaround: restart the OCMP-BASE.

Known Limitations

- The following features are not possible with SDK:
 - Access to SIP incoming or outgoing messages in CCXML
 - http streaming for video resources. For example, 3gpp files are downloaded by http in their entirety before playback begins. This is a limitation of the QuickTime video player.
 - Real video recording. Video recording is simulated with SDK. See *HP OCMP Video 1.0 SDK User guide* for recording use.
- The following features are limited with SDK :

- Video recording is simulated and uses pre-recorded file. See *HP OCMP Video 1.0 SDK User Guide* for more information.
 - In video recording, if the `maxtime` attribute of `<record>` is set to 0s (or 0ms), an error will occur. This is because empty video files are not yet supported.
 - The size and duration of video recordings are not aligned with elapsed time during `<record>`, since video recording uses pre-recorded files rather than live recordings.
 - `<record>`'s size and duration shadow variables relate to the pre-recorded file, not to the real elapsed time. However, the `maxtime` shadow variable is accurate with respect to elapsed time (and therefore may also be in conflict with the recording's size and duration shadow variables). This is a limitation of using pre-recorded video files for recording.
 - When recordings are interrupted by DTMF, the full recording (pre-recorded file) is returned, not just the recording up to the point of interruption.
 - The video playback capabilities are dependent on the QuickTime player in the Video SDK. This player may offer more capabilities than the one in the Video 1.0 product. Refer to the *HP OCMP Video 1.0 Product Description Guide* for recommended 3gpp file settings.
- The following features are possible with OCMP-SDK Video but not supported on the deployable product :
 - Associate video dialogs to two calls bridged in an audio mode (using VoiceXML `<transfer>`)
 - Bridge two video phones
 - ASR usage
 - The OCMP-SDK Video is not able to test all encoding audio and video file formats. The following are supported:
 - wav files encoded in PCM 16-bits linear with record operations and
 - wav file encoded in PCM 16-bit-linear, alaw and ulaw with play.
 - 3gpp files for video

Media support

Simultaneous play of a video and TTS is not supported. The TTS must only be invoked after the video has finished playing.

Documentation

The following apply to the CCXML Implementation Description:

- In Section 6.4.1, "Incoming SIP Session Actions", the final "To", "From" and "RequestURI" in each of the following three lines of Example 6.4:

```
<log expr="'To:' + evt.connection.protocol.sip.SIPInfo.To"/>
<log expr="'From:' + evt.connection.protocol.sip.SIPInfo.From"/>
<log expr="'RequestURI:' + evt.connection.protocol.sip.SIPInfo.RequestURI"/>
```

should be replaced by "to", "from" and "requestURI"; i.e. with lower-case first letters.

- In Section 7.4, "Using the basichttp Processor", the `<send>` line goes off-screen. The full correct line is:

```
<send target="verification_service" targettype="basichttp" data="verify.contact"
namelist="sessionid eventsource contact"/>
```

- On p. 45 of Chapter 8, "A CCXML Example", one of the <if> lines goes off-screen. The full correct line is:

```
<if cond="results == 'busy' || results == 'noanswer' || results == 'network_busy' ||
results == 'unknown'">
```