



Release Notes for the Cisco Unified Application Environment, Release 2.4

July 18, 2007

These release notes describe the caveats for the Cisco Unified Application Environment, Release 2.4.

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Introduction

The Cisco Unified Application Environment is a development and runtime platform designed for creating, deploying, and executing converged voice and data applications. It is integrated with Cisco Unified Communications Manager and Cisco Unified Presence.



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Related Documentation

There are two types of related documentation: product and developer. [Table 1](#) provides links to related product documentation. [Table 2](#) provides links to related developer documentation.

Table 1 *Product Documentation*

Related Information	URL
<i>Administration Guide for the Cisco Unified Application Environment, Release 2.4</i>	http://www.cisco.com/en/US/products/ps7058/products_administration_guide_book09186a00807dcce7.html
<i>Installation Guide for the Cisco Unified Application Environment, Release 2.4</i>	http://www.cisco.com/en/US/products/ps7058/prod_installation_guide09186a00807fb85e.html
<i>Upgrade Guide for the Cisco Unified Application Environment, Release 2.4</i>	http://www.cisco.com/en/US/products/ps7058/products_upgrade_guides09186a008080cfd.html
Cisco Unified Communications Manager Documentations	http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
Cisco Unified Presence Documentation	http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html

Table 2 *Developer Documentation*

Related Information	URL
<i>SDK User Guide</i>	http://www.cisco.com/web/developer/cuae/content/docs.html
<i>Developer Guide</i>	
<i>API Reference Guide</i>	

New and Changed Information

This section includes these new and changed items in Release 2.4:

- [Software Developer Kit, page 3](#)
- [Licensing, page 3](#)
- [Supported Hardware, page 3](#)
- [Integration with Cisco Unified Communications Software, page 4](#)
- [Application Localization, page 4](#)
- [Triggering Event Types, page 4](#)
- [Microsoft .NET 2.0, page 4](#)
- [Provider Packaging, page 4](#)
- [Statistics, page 5](#)

Software Developer Kit

You can download the software developers kit (SDK) at no charge and use it for development and testing. The SDK includes these components:

- Cisco Unified Application Server (includes a limited test license)
- Cisco Unified Media Engine (includes a limited test license)
- Cisco Unified Application Designer (Tested on Windows XP SP2 and Windows 2003 SP1)

To download the SDK, at no charge, go to: <http://cuaesdk.sourceforge.net/installation.shtml>

Licensing

The licensing has changed in Release 2.4, and concurrent script and media instance usage is now strictly enforced. (For Release 2.4 license information, see [Installation and Upgrade Notes, page 5.](#))

To upgrade a license, email cume-license-support@cisco.com.

Supported Hardware

The following Cisco MCS servers are supported in this release:

- MCS-7845H2 and MCS-7845I2
- MCS-7835H2 and MCS-7835I2
- MCS-7825H2 and MCS-7825I2
- MCS-7845-H1 (was supported in Release 2.3)
- MCS-7835-I1
- MCS 7816-I3

Although the MCS-7845-I2, MCS-7835-I2, and MCS 7816-I3 are supported and listed in the Release 2.4 guides on Cisco.com, they are not listed as supported in the PDFs on the product DVD of these Release 2.4 guides:

- *Installation Guide for the Cisco Unified Application Environment*
- *Upgrade Guide for the Cisco Unified Application Environment*
- *Administration Guide for the Cisco Unified Application Environment*

Integration with Cisco Unified Communications Software

Cisco Unified Application Environment, Release 24, is integrated with:

- Cisco Unified Communications Manager, Release 6.0

In addition to continuing support for Cisco Unified CallManager, Releases 4.x and 5.x, Cisco Unified Application Environment, Release 2.4 now supports Cisco Unified Communications Manager, Release 6.0. However, no new protocols for Cisco Unified Communications Manager, Release 6.0 have been added to the framework.

- Cisco Unified Presence, Release 6.0

Cisco Unified Application Environment, Release 2.4 supports Cisco Unified Presence, Release 6.0, and provides real-time notifications of presence changes.

Application Localization

This release, provides features that enable you to easily localize applications:

- Partitions have default locale settings.
- Scripts can change their locale at runtime.
- A new script editor can be used to define localizable strings.
- Media resources attached to the applications are localized.

Triggering Event Types

This release provides the following new triggering and non-triggering event types:

- Constructor—A new triggering event type that is executed when application is loaded on server.
- Deconstructor—A new non-triggering event type sent to a script that is executed when a script instance dies for any reason.

Microsoft .NET 2.0

The Cisco Unified Application server and the Cisco Unified Media Engine run on the Microsoft .NET 2.0 framework. The Cisco Unified Application Environment framework DLLs built on the .NET 1.1 framework are not installed on the server. If you have Release 2.3 plugins, they must be rebuilt with Release 2.4 DLLs.

Provider Packaging

Provider packages can be bundled with additional resources, and any resource bundled with a provider package (.mcp) is installed automatically. The following are the supported resources that can be bundled with a provider package:

- Additional .NET DLLs required by the provider DLL.

If your code is encapsulated in a .NET library (DLL) that is referenced by your provider, you can bundle the extra DLLs with the provider package so that the library is installed along with the provider DLL on the Cisco Unified Application Server.

- File resources (images, CSVs, XML documents, binary data, etc.).

If you have file data that is used by the provider, you can bundle it with the provider, and the files will be installed on the Cisco Unified Application Server.

- A custom Windows service required by the provider.

If the provider requires that a custom Windows service be installed on the server (for example, a specialized service in Java that communicates with a provider), you can bundle it with the provider, and it will be installed on the Cisco Unified Application Server.

Statistics

You can now use the Cisco Unified Application Environment management console to view and monitor concurrency and historical graphs of licensed resources.

In addition, SNMP can be used for finer statistical granularity and for management systems.

Installation and Upgrade Notes

Before you begin the upgrade or installation, you must obtain licenses for your Cisco Unified Application Server and Cisco Unified Media Engine.

After placing your order for the Cisco Unified Application Environment:

1. Cisco ships you a Claim Certificate with a Product Authorization Key (PAK).
2. You register the PAK to obtain licenses. (The Claim Certificate provides directions for registering the PAK to obtain the licenses.)
3. After the installation or upgrade, you upload the licenses to the Cisco Unified Application Environment.

For detailed information about obtaining and uploading licenses, see the *Administration Guide for the Cisco Unified Application Environment, Release 2.4* at this URL:

http://www.cisco.com/en/US/products/ps7058/products_administration_guide_book09186a00807dccc7.html

Technical Support

The Cisco Unified Application Environment provides product and developer support as follows:

- **Product Support**—Provided by the Technical Assistance Center (TAC), specifically for upgrading and installing the Cisco Unified Application Environment, administering it, and running applications.

Contact the TAC if you have purchased a Cisco Unified Communications Essential Operate Service contract for your Cisco Unified Application Server and Cisco Unified Media Engine.

For additional information, [Contacting the TAC, page 6](#).

- **Developer Support**—Provided by Developer Services, specifically for developing applications that can be installed and administered using the Cisco Unified Application Environment.

Contact Developer Services if you have purchased a Developer Services contract.

For additional information, see [Contacting Developer Services, page 6](#).

Contacting the TAC

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Contact the TAC if you experience:

- Interoperability problems between the Cisco Unified Application Environment and the Cisco Unified Communications Manager from a telephony or audio perspective. Specifically:
 - If SIP, H.323, SCCP, or CTI calls to and from the Cisco Unified Communications Manager and Cisco Unified Application Server fail to complete.
 - When RTP streams from the Cisco Unified Media Engine to endpoints (phones or other callable entities) experience one-way, no-way, or poor audio.
- Interoperability problems between the Cisco Unified Application Environment and Cisco Unified Presence.



Note

Calls that fail to complete, audio problems, and Cisco Unified Presence interoperability problems are caused by an incorrectly-developed application. For technical support involving logical or programmatic errors in applications which have not been created by Cisco Systems, contact Developer Services. See [Contacting Developer Services, page 6](#) for information on reviewing logs and contacting Developer Services.

- Cisco Unified Application Environment management console problems.
- Operating system problems.
- Hardware-related problems (if hardware support is included in your Cisco Unified Communications Essential Operate Services).

Contacting Developer Services

Contact Developer Services if you have problems related to developing applications, or when your applications are not operating correctly. Contact Developer Services at the following URL:

<http://www.cisco.com/web/developer/cuae/content/support.html>

However, before contacting Developer Services, check the log files to try and locate a probable root cause. Reviewing the log messages will also help you determine whether the problem should be routed to the TAC instead.

Viewing Log Files

To view the log files, follow these steps:

1. Log in to the Cisco Unified Application Environment management console.
2. From the Main Control Panel, under Logs, click **Server Logs**.
3. Click the log at the top of the list.

Obtaining Log Files

Developer Services may ask you to email the log files to them. To obtain the log files, follow these steps.

1. Log in to the Cisco Unified Application Environment management console.
2. From the Main Control Panel, under Logs, click **Server Logs**.
3. Select files to archive.
4. Click **Archive Selected Logs**.
5. Click **Download Log Archive** to download the files or folders to your computer.



Note

If the application is not working correctly, or if the logs indicate an application error (root cause resides in the application), then you may need to contact the creator of the application to resolve the problem.

Caveats

This section contains these topics:

- [Using Bug Toolkit](#)
- [Open Caveats](#)
- [Resolved Caveats](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit. To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

Procedure

-
- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolkit/action.do?hdnAction=searchBugs>.
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.
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Open Caveats

Table 3 lists the open caveats. For information about an individual bug, click the Identifier to access the online record, including workarounds.

**Note**

Because defect status continually changes, be aware that Table 3 reflects a snapshot of the defects that were open at the time the release notes were compiled. For an updated view of open defects, access Bug Toolkit and follow the instructions as described in the “Using Bug Toolkit” section on page 7.

Table 3 *Open Caveats for the Cisco Unified Application Environment, Release 2.4*

Identifier	Summary and Bug Toolkit Link
CSCsh73252	F1 Help Support For Locale Grid.
CSCsi13836	Creating A New Locale Editor Does Not Switch View.
CSCsi71280	SCCP: IP to PSTN, Bridged Call Dropped After 2 Rings.
CSCsi86907	License Management upload should verify MAC, reject if does not match.
CSCsi97988	Alarms not being raised when out of RTP resources.
CSCsi98005	Alarms not being raised when out of ERTP resources.
CSCsj07761	JTAPI Service memory usage grows to 500+MB after 15 hours run.
CSCsj16517	Cross Redundancy App Server Service Shutdown.
CSCsj18353	JTapi Hold/Resume Confused By MOH Turned Off.
CSCsj27456	CTIERR_MAXCALL_LIMIT_REACHED: Max call limit reached.
CSCsj42232	Application server hang/crash caused by .Net 2.0 Remoting Bug.
CSCsj45698	Wmiprvse leaks memory w/jtapi, csrss leaks with h323.
CSCzb40674	Form names in application configuration page override real config.
CSCzb50598	Transfer from, to, or via a device with a pattern number may misbehave.
CSCzb50741	Hold/Resume (Bridge Call) problems with H.323.
CSCzb50786	JTAPI: P2P IP to PSTN: IP phone goes to fast busy after PSTN line ring.
CSCzb50990	MakeCall_Complete:OriginalTo not populated by SCCP and H.323.
CSCzb50991	MakeCall_Complete:To not correct under forwarded conditions w/ H.323.
CSCzb51019	SCCP provider fails to handle conference call flow.

Table 3 *Open Caveats for the Cisco Unified Application Environment, Release 2.4 (continued)*

CSCzb51083	~1/30 failure rate in redirected calls with JTAPI + 20k BHCA.
CSCzb51101	P2P IPto PSTN: Results for Hold/Resume unreliable: 2 way, 1 way media.
CSCzb51123	Images above 64k fail to transmit via SendResponse.
CSCzb51124	Document all intended features of ImageBuilder.
CSCzb51139	H232 W/Early Media - Outgoing Calls - PSTN, Answer - Call Dies After 2.
CSCzb51143	JTapi - P2P Calls - IP Phone to IP Phone, Basic, IP Phone conference.
CSCzb51144	PSTN ringback not audible with SIP.
CSCzb51149	JTapi - 3rd Party Outgoing Conference Error - CallIdUnknown.
CSCzb51165	IP Phones can respond with empty response --SendExecute throws Exception.
CSCzb90031	Framework version not detected correctly.
CSCzb90087	Property grid tooltip flicker.
CSCzb90154	Cannot resize \Customize Toolbox\ dialog.
CSCzb90156	Changing graph options require restarting max.
CSCzb90189	Can't make any changes to breakpoints during debug session.
CSCzb90208	Non-functional CallFunction nodes are created when Toolbox set to Auto.
CSCzb90252	Bogus AppServer IP can cause Designer to hang when debugging active.
CSCzb90254	In Custom Coder or literal editor, [x] button can trash any changes.
CSCzb90272	Right-click literal/variable/csharp dropdown feature on action param.

Resolved Caveats

You can find the latest resolved caveat information by using Bug Toolkit, which is an online tool available for customers to query defects according to their own needs. For details, see [Using Bug Toolkit](#).

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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