



# Release Notes for Cisco Customer Voice Portal, Release 3.0(0) Updated 6/24/05

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## Introduction

This document provides the latest information about the Customer Voice Portal (CVP), Release 3.0(0). Please review this document before installing and using CVP 3.0(0).



**Note**

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Customer Voice Portal is the name of the Cisco product that was formerly known as Internet Service Node (ISN). In these release notes, previous versions of CVP are referred to as ISN.

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## New Features

This section lists features new to CVP 3.0.



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**Corporate Headquarters:**  
**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

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## CVP Voice XML Server and Studio Option

The CVP VoiceXML Server and Studio option:

- Allows you to build complex voice applications without requiring extensive knowledge of Java or VoiceXML.
- Includes an easy, graphical interface for building voice applications and simplifies the tasks of building custom components that easily plug into the studio's modular architecture.
- Provides the fastest, most error-free process for building professional, dynamic voice applications.

## What's Changed

### New Micro-Application Features

The following features have been added for CVP micro-applications. For more information about configuring these features, refer to the *CVP 3.0 Configuration and Administration Guide*.

- Metadata ECC Variable

Following the Menu (M), GetData (GD) and GetSpeech (GS) micro-applications, CVP now returns information about the execution of that micro-application. The information is returned in a new ECC variable called "user.microapp.metadata". Its format is defined in terms of a number of subfields, each separated by a vertical bar character ('|'). The subfields are of fixed length in order to facilitate extraction either at reporting time or within the ICM routing script itself.

- Capture (CAP) Micro-Application

The Capture (CAP) micro-application is new for CVP 3.0. It allows you to trigger the storage of current call data at multiple points in the ICM routing script. The CAP micro-application must be configured as a VRU script, and it is executed using a RunExternalScript node, just as with any other CVP micro-application. The VRU Script Name must be "CAP" or "CAP,xxx", where "xxx" is any arbitrary string to be used if necessary for uniqueness purposes. There is no VRU Script Config string.

### Support for Scansoft TTS

Scansoft TTS supported has been added in CVP 3.0.

## Required Hardware and Software

Refer to the *Cisco Customer Voice Portal (CVP) 3.0(0) Bill of Materials (BOM)* for the most current information regarding hardware and software requirements for CVP 3.0(0). The CVP 3.0 BOM is available at <http://www.cisco.com/univercd/cc/td/doc/product/icm/ccubom/index.htm>.

# CVP 3.0 Considerations

## Install/Upgrade Considerations

There are two installation programs for CVP 3.0. They are:

- CVP 3.0 setup.exe. This setup program is for the main components of CVP 3.0, which include:
  - Application Server,
  - CVP Voice Browser,
  - System Media Files,
  - Spanish System Media Files,
  - SDDSN,
  - Update External SDDSN Components,
  - CVP Online Help, and
  - Voice Browser Administration.


**Note**


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The installation and upgrade for CVP 3.0 still places files under the ISN directory, and registry entries are still under ISN.

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- CiscoCVP.exe installer. The CVP VXML Server and Studio are bundled in this installer. From within this installer, you have the following options:
  - Full Installation (both CVP VoiceXML Server and Studio)
  - CVP VoiceXML Server only
  - CVP VoiceXML Studio only
  - Custom Installation

Note that a full or custom installation also installs Apache Tomcat 4.1.24 and JAVA SDK 1.4.2


**Note**


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This release only supports the CVP VXML Server's Tomcat application server, which is part of the CVP VXML Server installation.

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## Upgrades

To upgrade the main components of CVP 3.0, use the setup.exe from the upgrade directory. There is no upgrade for CVP VXML Server or Studio, since it is the initial release of this software.

## How to get CVP Software Updates

With CVP 3.0 updates to software are no longer provided through the Hot Fix process. A new process is in place that provides Engineering Specials (ES) for specific issues and Service Releases (SR) for general upgrades.

The ICM data sheet titled "Cisco Software Support Release Methodology for Cisco ICM and Cisco IPCC Enterprise and Hosted Editions" describes the ES and SR processes. While this data sheet describes the ICM processes, this information also applies to CVP 3.0. You can find this data sheet at:

[http://ftp-sj.cisco.com/cisco/custcontact/icmpdf/Maintenance\\_Strategy\\_IPCC\\_and\\_ICM\\_5.12.pdf](http://ftp-sj.cisco.com/cisco/custcontact/icmpdf/Maintenance_Strategy_IPCC_and_ICM_5.12.pdf)

Refer to the ICM data sheet for more information about Engineering Specials and Service Releases. The location for CVP ES and SR updates is [http://www.cisco.com/kobayashi/sw-center/contact\\_center/CVP/](http://www.cisco.com/kobayashi/sw-center/contact_center/CVP/)



**Note**

The hot fix process still applies to ISN release 2.1 and previous release. For hot fix information, refer to the downloads page on the Cisco web site.

## Engineering Special For CVP 3.0

Currently there is an Engineering Special available for CVP 3.0. This Engineering Special is associated with defect number CSCsa56023. For more information, use the Bug Tool Kit ([http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl)) to access this defect.

## Getting Updates for CVP VoiceXML Studio

The CVP VoiceXML Studio product uses a different process for updating software. These updates are obtained through a Studio utility. To get latest Studio updates, start Studio and select:

Help->Software Updates->Latest updates

Studio will search the Eclipse site as well as the Cisco Web site for updates and display them to you.

## Tomcat Server Considerations

When you select the CVP VoiceXML full installation option, the Tomcat server software is installed by default. However, when you select the CVP VoiceXML Server only option the Tomcat server is not installed. If you want to install the CVP VoiceXML Server with Tomcat, you must use the Custom Installation option.

## Instructions for setting up CVP VXML Server with JNDI Database Connections

If you are using MSSQL, the recommended driver is the i-net Opta XS driver on <http://www.inetsoftware.de>. This is the most mature, commercially available JDBC driver out in the market.

If you are using MySQL, the tested driver is Connector/J 3.0 which can be found at <http://dev.mysql.com/downloads/connector/j/3.0.html>

The driver will be a .jar file. Place his .jar file in the C:\Cisco\CVP\Tomcat 4.1\common\lib directory. This is a directory in Tomcat's classpath.

**Tomcat Context:**

You must now add a Tomcat Context for the database connection so that CVP VXML Server knows how to communicate with your database. If you are connecting to more than one database, you will need to create more than one <Resource> entry with its associated <ResourceParams> within the <Context> ... </Context> tags, one <Resource> entry with <ResourceParams> for each database you wish to connect with. To add the Tomcat Context, do the following:

- Go to the machine where CVP VXML Server is installed.
- In the directory, C:\Cisco\CVP\Tomcat 4.1\conf, open the file server.xml
- Search for <!-- Tomcat Root Context -->. Below the ROOT context (see example below) insert your Context for either MySQL or MSSQL.



**Note** This is just an example, the contexts are explained further later in this section.

You must restart Tomcat after making server.xml changes for them to take effect.

### Example of Tomcat Context

```
<!-- Tomcat Root Context -->
  <!--
    <Context path="" docBase="ROOT" debug="0"/>
  -->
  <Context path="/CVP" docBase="CVP" crossContext="true">
  <Resource name="jdbc/DB_name" auth="Container" type="javax.sql.DataSource"/>
    <ResourceParams name="jdbc/DB_name">
      <parameter>
        <name>username</name>
        <value>root</value>
      </parameter>
      <parameter>
        <name>password</name>
        <value>isnqa</value>
      </parameter>
      <parameter>
        <name>driverClassName</name>
        <value>com.mysql.jdbc.Driver</value>
      </parameter>
      <parameter>
        <name>url</name>
        <value>jdbc:mysql://localhost:3306/DB_name</value>
      </parameter>
    </ResourceParams>
  </Context>
```

### For MSSQL, the Context will take the form:

```
<Context path="/CVP" docBase="CVP" crossContext="true">
  <Resource name="jdbc/LABEL_YOU_CHOOSE" auth="Container" type="javax.sql.DataSource"/>
    <ResourceParams name="jdbc/SAME_LABEL_FROM_PREVIOUS_LINE">
      <parameter>
        <name>username</name>
        <value>YOUR_USERNAME</value>
      </parameter>
      <parameter>
        <name>password</name>
        <value>YOUR_PASSWORD</value>
```

```

    </parameter>
    <parameter>
      <name>driverClassName</name>
      <value>com.inet.tds.TdsDriver</value>
    </parameter>
    <parameter>
      <name>url</name>
      <value>jdbc:inetdae7:YOUR_HOSTNAME_OR_IP:PORT_NUMBER?data
base=DATABASE_NAME</value>
    </parameter>
  </ResourceParams>
</Context>

```

In the above Context, an example url value would be, `jdbc:inetdae7:10.86.130.93:1433?database=DB_name` Where 1433 is the default port for MSSQL and DB\_name is the name of the database that already exists in MSSQL. Note that the database must exist for this connection to work. CVP VXML Server will not create the database for you.

**For MySQL the Context will take the form:**

```

<Context path="/CVP" docBase="CVP" crossContext="true">
  <Resource name="jdbc/LABEL_YOU_CHOOSE" auth="Container" type="javax.sql.Data-
Source"/>
  <ResourceParams name="jdbc/SAME_LABEL_FROM_PREVIOUS_LINE">
    <parameter>
      <name>username</name>
      <value>YOUR_USERNAME</value>
    </parameter>
    <parameter>
      <name>password</name>
      <value>YOUR_PASSWORD</value>
    </parameter>
    <parameter>
      <name>driverClassName</name>
      <value>com.mysql.jdbc.Driver</value>
    </parameter>
    <parameter>
      <name>url</name>
      <value>jdbc:mysql:
//YOUR_HOSTNAME_OR_IP:PORT#/YOUR_DATABASE_NAME</value>
    </parameter>
  </ResourceParams>
</Context>

```

The default port number for MySQL is 3306. An example url for the above Context would be `jdbc:mysql://localhost:3306/DB_name`

Note that the database must exist for this connection to work. CVP VXML Server will not create the database for you.

**JNDI Name:****User Management:**

If you wish to activate the User Management System, in your CVP VXML Studio Application, go to the Properties page by right-clicking on the Application in Studio and choose Properties. Under the General Settings tab, check the Enable checkbox next to the User Management label. Then choose the type of database you are using, either MySQL or MSSQL. Now enter the string you entered in the <LABEL\_YOU\_CHOOSE> from the above Context into the JNDI Name text field.

**Database Node:**

If you are using the Database node, enter the string you entered in the <LABEL\_YOU\_CHOOSE> from the above Context into the JNDI Name property of the Settings tab of your Database node.

**Database Connection Pooling:**

Under heavy load conditions, enabling Database Connection Pooling is strongly recommended. A database connection pool creates and manages a pool of connections to a database. Recycling and reusing already existing connections to a database is more efficient than opening a new connection. For further information on Tomcat Database Pooling please see, <http://jakarta.apache.org/tomcat/tomcat-4.1-doc/jndi-datasource-examples-howto.html>.

**MySQL:**

If you are connecting to a MySQL database, add these entries to your <ResourceParams> list to turn on and fine tune your database connection pool.

```
<!--To configure a DBCP DataSource so that abandoned dB connections are removed and recycled-->
  <parameter>
    <name>removeAbandoned</name>
    <value>true</value>
  </parameter>
```

```
<!--Use the removeAbandonedTimeout parameter to set the number of seconds a dB connection has been
idle before it is considered abandoned-->
  <parameter>
    <name>removeAbandonedTimeout</name>
    <value>60</value>
  </parameter>
```

```
<!--Use the removeAbandonedTimeout parameter to set the number of seconds a dB connection has been
idle before it is considered abandoned-->
  <parameter>
    <name>logAbandoned</name>
    <value>true</value>
  </parameter>
```

```
<!-- The logAbandoned parameter can be set to true if you want DBCP to log a stack trace of the code which
abandoned the dB connection resources. -->
  <parameter>
    <name>maxActive</name>
    <value>100</value>
```

```

    </parameter>

<!-- Maximum number of idle dB connections to retain in pool. Set to 0 for no limit. -->
    <parameter>
        <name>maxIdle</name>
        <value>30</value>
    </parameter>

<!-- Maximum time to wait for a dB connection to become available in ms, in this example 10 seconds. An
Exception is thrown if this timeout is exceeded. Set to -1 to wait indefinitely. -->
    <parameter>
        <name>maxWait</name>
        <value>10000</value>
    </parameter>

```

**MSSQL:**

Refer to the user documentation for the i-netOpta XS JDBC driver for Data Pool configuration at <http://www.inetsoftware.de>.

## Nuance Configuration Requirements

These are the recommended configuration changes to the Nuance MRCP Server for optimal call treatment. The config files for MRCP are in the relative directory \Nuance\V8.5.0\mrpc. Add or change the following configuration parameters in the following files.

**On MRCP Server**

If you are using a Cisco Content Server Switch with Nuance, you need to set the parameter below:

**mrpc.SendRtspDestination TRUE**

By default, Nuance creates one log file for each call in addition to the MRCP Server log files. In a production system, this can quickly fill up the Nuance disk space. It is recommended to turn off this type of logging.

To turn off individual Call log file creation, in **watcher.startup**, add this startup parameter to the line beginning with 'mrpc-server':

**client.Behaviors=timeout**

Nuance is configured as a 3-tier. Also, hyper-threading must be enabled.

**Note**


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If you keep the default logging level of STATUS, it will impact performance.

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## CVP VoiceXML Server Language Setting for Nuance

If you are creating CVP VoiceXML Studio scripts that use ASR/TTS with Nuance, in each one of your CVP VoiceXML Server scripts you need to set the Language field under Properties->CVP VoiceXML General Settings to "en-us" (without the quotes). You do this because en-US is sent to Nuance if this field is not set and Nuance only accepts en-us as the language type.

## Configuration File Edits for Requirements Scansoft OSMS 2.0.4

### Add

server.session.ossrec.useWidecharStringGrammars VXIInteger 0

### Change from/to

server.session.ossweb.machine	VXIString	localhost
server.session.ossweb.machine	VXIString	<IP address of this box>

### Change from/to

server.transport.port	VXIInteger	4900
server.transport.port	VXIInteger	554

### Change from/to

server.transport.dtmfPayloadType	VXIInteger	96
server.transport.dtmfPayloadType	VXIInteger	101

### Change from/to

server.transport.dtmfTriggerLeading	VXIInteger	1
server.transport.dtmfTriggerLeading	VXIInteger	0

### Change from/to

server.session.ossrec.mrcp.startOfSpeechOnDTMF	VXIInteger	0
to		
server.session.ossrec.mrcp.startOfSpeechOnDTMF	VXIInteger	1

### Change from/to

server.session.ossweb.port	VXIInteger	80
server.session.ossweb.port	VXIInteger	9080

**The number of ports is license based, change appropriately (less than license limit)**

## Security Considerations

The Cisco Security Agent software and installation guide is available via CCO site:

[www.cisco.com/kobayashi/sw-center/contact\\_center/csa/](http://www.cisco.com/kobayashi/sw-center/contact_center/csa/)

Please take note that there are 3 different CSA agents/policies:

- There is an agent for CVP 3.0 Application Server and CVP Voice Browser boxes.
- There is another agent is for the SDDSN (this uses CSA for ICM).
- There is a 3rd agent for the CVP VXML Server option.



### Note

There are no agents available for 3rd party software boxes such as Media Servers, Nuance, Scansoft. Also, no agents are available for the Cisco CVP VXML Studio.

## ASR/TTS Server Redundancy for Cisco CVP VXML Server Applications

The CVP 3.0 VoiceXML Server does not support backups for ASR/TTS servers. CVP VoiceXML Server applications rely on the gateway's configured default for ASR and TTS servers, which allow only a single host name or IP address to be specified for each. This differs from the CVP micro-applications based applications, which support automatic retries to specifically named backup ASR and TTS servers. Refer to the *CVP Configuration and Administration Guide* for more information.

## Using barge-in with Record

For any VXML used with the Cisco Gateway, prompts which precede a Record can only be barged-in with DTMF, not with voice.

## Bridged Transfers are not supported in Standalone CVP VoiceXML Server

In Standalone CVP mode, blind transfers are the only type of transfers that are supported. Script writers will need to select "Bridge=false" on the settings tab of the transfer element. This is not enabled by default.

In the Full CVP Solution with ICM, the transfer element in the CVP Builder Studio is not supported. Bridged and Blind transfers are performed using the ICM Script Editor."

## Voice Barge-In with Audio Element with CVP Voice XML Server

Voice barge-in with CVP Voice XML Server is supported, but only when prompts are followed by an input element which allows voice input. If the input element only allows DTMF input, then only DTMF can barge in to the prompts which precede it.

The VoiceXML specification does not provide a way to indicate whether barge-in with voice, or barge-in with DTMF, or both, should be allowed. The rule is that whatever kind of input is allowed in the subsequent blocking element is the kind of input that can cause a barge-in. For example, prompt that allow bargein which precede an input element in which both voice and DTMF input are allowed can be interrupted by either voice or DTMF. But if the input element only allows voice, then only voice will be able to interrupt its prompts. There are some caveats to this rule, however. If the blocking state is caused by a Record element, then only DTMF will be able to interrupt its prompts. The ability to interrupt prompts ahead of a Record element using voice is a very complicated subject. In some implementations the prompt will only be interrupted if an actual voice grammar is matched. In any case, this is an optional feature in VoiceXML 2.0 and is not supported by the IOS voice browser. The other significant caveat comes into play when the blocking state is caused by a Transfer element. A Transfer element is not actually an input state; it contains no grammar definition, and more to the point, does not contain a way to indicate whether input with voice or DTMF should be accepted. The IOS voice browser avoids using ASR resources in this case, and only allows bargainable prompts ahead of a Transfer element to be interrupted using DTMF.

## ICM timeout errors

If this CVP Application Server or Voice Browser is being upgraded from ISN 2.0 directly to CVP 3.0 using the upgrade program, you may experience ICM timeout errors. Read this section if you are experiencing this problem.

**Note**

If ISN 2.0 Hotfix 1 has already been applied, or if you are using the Advanced Speech deployment model, you do not need to do anything else.

The following information should only be used by customers that are using the CVP as a type 3 VRU with an ICM NIC.

Symptoms: ICM timeout errors are logged for each call that is successfully transferred or released following a “Run VRU Script” node result.

Conditions: ISN is used as a type 3 VRU with a NIC as the routing client in the release 2.0 “Queue and Transfer” deployment model. This results in benign errors in the logs for each call that is successfully transferred or released following a “Run VRU script” result.

Solution: This fix provides a capability that should only be used by customers that are using the ISN as a type 3 VRU with a NIC, and is turned off by default. It allows the ISN Voice Browser to send a Disconnect message to the Application Server after the inbound call goes away, instead of a retry. A timeout parameter change is needed on the VoiceBrowser. To change the parameter, run VBAAdmin on the VoiceBrowser and type:

- SetAppServerTimeout <value, default=7>, where the new value is 1 second less than the value specified in the Application Server's "AppAdmin->Engine->EngineConfiguration->ICM Timeout".
- If you are using all default timeouts, this “ICM Timeout” parameter is 4 seconds, so you would then type in VBAAdmin:
- SetAppServerTimeout 3

With the fix configured properly, the call can be seen going away at the Application Server without any errors in the log files, after the timeout period configured in the Voice Browser.

## Duration for a CVP VoiceXML Server application with an Application Transfer

You may see a problem where the CVP VXML Server call log shows application duration of 0 seconds, or shorter than expected.

This may occur when one CVP VXML application uses the Application Transfer element to call a second VXML application, and the Application Transfer element is preceded by an Audio element.

You may want to add an explicit input element just prior to the Application Transfer element, if it is important that all prompts finish playing before the second application begins.

The VoiceXML specification indicates that queued prompts are not to begin playing until the next wait state, which in most cases means the next input element or subdialog\_return element. An Application Transfer element does not constitute a wait state, so prompts queued in the first application will not begin playing, and therefore will not be accounted for in the first application's duration statistics, until a wait state is encountered in the second application.

By design, prompts will not begin to be played until the first input state or subdialog\_return is encountered. Since your first application did not have any input states, the prompt got queued but didn't begin playing until the first application had already ended and the second application had already started. Therefore, all the duration will be spent in the second application.

## Known Caveats

There are no known caveats in CVP 3.0.

## Known Caveats in Other Products

The following issues occur in other products, but may affect CVP Release 3.0

---

**Defect Number:** CSCsa64111

**Component:** ios

**Severity:** 3

**Headline:** DTMF doesn't work with ASR/TTS behind the CSS using IP in config

**Symptom:** TTS/ASR Server is behind a Cisco Content Server Switch. Play prompt to collect DTMF digits. Press DTMF digits on phone and ASR Server does not recognize DTMF input.

**Condition:** IOS Gateway configuration uses hard-coded IP Address for 'ivr' lines below and TTS/ASR server is behind a Cisco Content Server Switch. Below 10.86.130.166 represents a VIP on the Cisco Content Server Switch.

```

!
!
ivr asr-server rtsp://10.86.130.166/recognizer
ivr tts-server rtsp://10.86.130.166/synthesizer

```

**Workaround:** Instead configure 'ivr' lines with TTS/ASR alias as shown below. Where 10.86.130.166 still represents a VIP on the Cisco Content Server Switch. Then DTMF input will be recognized by your ASR Server.

```

ip host tts-en-us 10.86.130.166
ip host tts-en-us-backup 10.86.130.166
ip host asr-en-us 10.86.130.166
ip host asr-en-us-backup 10.86.130.166
!
!
ivr asr-server rtsp://asr-en-us/recognizer
ivr tts-server rtsp://tts-en-us/synthesizer

```

---

**Defect Number:** CSCsa56421

**Component:** ios

**Severity:** 4

**Headline:** Metadata variable after GD microapp does not return correct InputMode

**Symptom:** Metadata variable after GD microapp does not return correct InputMode

**Condition:** Input\_type ECC variable set to "B" (both voice and DTMF allowed) Scansoft ASR with OSR version prior to 2.0.12 IOS version prior to 12.3(11)T4 Input results in a no-match (not a problem if no-input or valid match)

**Workaround:** none

## Resolved Caveats

The following issues have been resolved in CVP Version 3.0.

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**Defect Number:** CSCsa61451

**Component:** appsvr

**Severity:** 3

**Headline:** GS overwrites CED after 2.1 Hotfix 5

---

**Defect Number:** CSCsa40012

**Component:** asr-tts

**Severity:** 2

**Headline:** Scansoft ASR/DTMF fails for CVP VXML get digit with TDM phones

---

**Defect Number:** CSCsa50610

**Component:** asr-tts

**Severity:** 2

**Headline:** no more than ~24 concurrent calls with Nuance 8.5

---

**Defect Number:** CSCsa49122

**Component:** Scansoft

**Severity:** 2

**Headline:** Scansoft ASR/TTS unavailable during light load testing

---

**Defect Number:** CSCsa56023

**Component:** CVP VXML Server

**Severity:** 2

**Headline:** IllegalStateException Calls Going on Hold. No Ports Available

---

**Defect Number:** CSCma29027

**Component:** vbrowse

**Severity:** 1

**Headline:** Post-routed calls to ISN in blind transfer are dropped immediately

---

**Defect Number:** CSCma29411

**Component:** vbrowse

**Severity:** 1

**Headline:** VB memory corruption under load conditions

---

**Defect Number:** CSCma29702

**Component:** appsvr

**Severity:** 2

**Headline:** AS5400 Voice Browser doesnt recognize # (pound sign)

---

**Defect Number:** CSCsa20884

**Component:** appsvr

**Severity:** 2

**Headline:** Recognition Confidence w/ decimal point causes NumberFormatException

---

**Defect Number:** CSCsa43366

**Component:** appsvr

**Severity:** 2

**Headline:** \*8 takeback in survivability tcl via wavefiles doesn't work consistently

---

**Defect Number:** CSCma27081

**Component:** install

**Severity:** 2

**Headline:** 2.0 to 2.1 upgrade causes GS to fail

---

**Defect Number:** CSCma26483

**Component:** vbrowse

**Severity:** 2

**Headline:** Call is immediately disconnected in ISN Comprehensive mode

---

**Defect Number:** CSCma27429

**Component:** vbrowse

**Severity:** 2

**Headline:** ISN Voice Browser transferring calls to another ISN VB causes crash

---

**Defect Number:** CSCma28502

**Component:** vbrowse

**Severity:** 2

**Headline:** ISN VBs fail to re-register to HSRPd Gatekeeper

---

**Defect Number:** CSCma29379

**Component:** vbrowse

**Severity:** 2

**Headline:** Post-routed calls to ISN can experience one-way voice

---

**Defect Number:** CSCsa28186

**Component:** vbrowse

**Severity:** 2

**Headline:** TransRoute TO occurs running warm consult transfer w/ ISN under load

---

**Defect Number:** CSCee66714

**Component:** vbrowse

**Severity:** 2

**Headline:** setTransferLabel does not work when ANI absent in incoming call

---

**Defect Number:** CSCsa42645

**Component:** vbrowse

**Severity:** 2

**Headline:** 'No Negotiated codec' error occurs on GW during Load test

---

**Defect Number:** CSCma26551

**Component:** appsvr

**Severity:** 3

**Headline:** App server cannot start because RMI port in use by another process

---

**Defect Number:** CSCma29139

**Component:** appsvr

**Severity:** 3

**Headline:** Calls dropped due to insufficient timeout in gateway bootstrap.vxml

---

**Defect Number:** CSCma28065

**Component:** appsvr

**Severity:** 3

**Headline:** CED field not written/cleared with timeout/invalid entry

---

**Defect Number:** CSCsa20453

**Component:** appsvr

**Severity:** 3

**Headline:** Spell-Out SSML Tag is not used with Nuance/Spanish TTS

---

**Defect Number:** CSCsa32689

**Component:** appsvr

**Severity:** 3

**Headline:** Nuance uses two speech licenses for one call with ASR and TTS

---

**Defect Number:** CSCsa35270

**Component:** appsvr

**Severity:** 3

**Headline:** Buttons display incorrectly in AppAdmin

---

**Defect Number:** CSCsa39578

**Component:** appsvr

**Severity:** 3

**Headline:** Certain paths in script, using metadata mode, are not working

---

**Defect Number:** CSCeg04296

**Component:** appsvr

**Severity:** 3

**Headline:** JScript runtime error for AS Administrator web app

---

**Defect Number:** CSCsa51264

**Component:** doc

**Severity:** 3

**Headline:** VRU script timeout limitation not clearly documented.

---

**Defect Number:** CSCma26373

**Component:** install

**Severity:** 3

**Headline:** Missing setting in system.properties file during upgrade 2.0 to 2.1

---

**Defect Number:** CSCma26449

**Component:** vbrowse

**Severity:** 3

**Headline:** Call Preservation in a CCM cluster does not work with ISN

---

**Defect Number:** CSCma27100

**Component:** vbrowse

**Severity:** 3

**Headline:** Media Files on local V/B not playing

---

**Defect Number:** CSCma27137

**Component:** vbrowse

**Severity:** 3

**Headline:** Call restarted after caller has disconnected, results in stuck call

---

**Defect Number:** CSCma28554

**Component:** vbrowse

**Severity:** 3

**Headline:** CallingNumber displayed in transfer if caller requests restriction

---

**Defect Number:** CSCma28403

**Component:** vbrowse

**Severity:** 3

**Headline:** Locations-based CAC does not work in branch office model

---

**Defect Number:** CSCsa17849

**Component:** vbrowse

**Severity:** 3

**Headline:** Q931 hdr in ISN transfer says video call: causes 'show call' IOS problem

---

**Defect Number:** CSCsa18433

**Component:** vbrowse

**Severity:** 3

**Headline:** Voice Browser dies when unexpected Q.931 disconnect code recv'd from GW

---

**Defect Number:** CSCsa18440

**Component:** vbrowse

**Severity:** 3

**Headline:** GK IPaddr containing a zero node causes HSRP failover to not work w ISN

---

**Defect Number:** CSCsa17610

**Component:** vbrowse

**Severity:** 3

**Headline:** BadFetch Error when prompts aren't needed

---

**Defect Number:** CSCsa17520

**Component:** vbrowse

**Severity:** 3

**Headline:** One-way voice sometimes experienced after agent puts caller on hold

---

**Defect Number:** CSCee62706

**Component:** vbrowse

**Severity:** 3

**Headline:** ISN 2.1: Problems with setTransferLabel in voice browser

---

**Defect Number:** CSCsa28977

**Component:** vbrowse

**Severity:** 3

**Headline:** Takeback&Transfer via outpulse (\*8) and hookflash need delay mechanism

---

**Defect Number:** CSCee85493

**Component:** vbrowse

**Severity:** 3

**Headline:** Setup timer value in survivability script needs to be increased

---

**Defect Number:** CSCeg04241

**Component:** vbrowse

**Severity:** 3

**Headline:** VB Admin configuration utility showing read only access

---

**Defect Number:** CSCsa39480

**Component:** vbrowse

**Severity:** 3

**Headline:** Voice channels not re-established after Ring-no-Answer.

---

**Defect Number:** CSCsa39028

**Component:** vbrowse

**Severity:** 3

**Headline:** VB ERROR INTERNAL: '..... in this in this CallState CWaitForOutConnect'

---

**Defect Number:** CSCsa51338

**Component:** vbrowse

**Severity:** 3

**Headline:** ANI appears on agent desktop as TA:<IP-address>:port

---

**Defect Number:** CSCsa52674

**Component:** vbrowse

**Severity:** 3

**Headline:** CLI appears in ICM and desktop when presentationIndicator is restricted

---

**Defect Number:** CSCsa47933

**Component:** appsvr

**Severity:** 4

**Headline:** Calls arriving to survivability with variable length ANI's fail

---

**Defect Number:** CSCsa49457

**Component:** vbrowse

**Severity:** 2

**Headline:** Large memory leak when using commas in ICM labels for Takeback&Transfer

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# Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

## World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

## Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

## Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:

[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

<http://www.cisco.com/go/subscription>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408-526-7208 or, in North America, by calling 800 553-NETS(6387)

## Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Network Professional Connection

Cisco provides a forum where you can discuss and exchange information regarding call center issues. To access the forum, go to the following Web site:

<http://www.cisco.com/discuss/contactcenter>

## Cisco Technical Support Website

The Cisco Technical Support 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, 365 days a year at this URL:

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

Access to all tools on the Cisco Technical Support 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>

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

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

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

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

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
<http://www.cisco.com/go/marketplace/>
- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:  
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:  
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:  
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:  
<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

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

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>