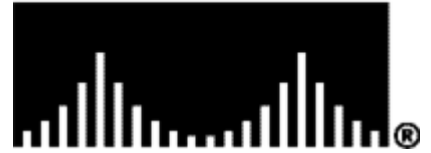


**CISCO SYSTEMS**



**Cisco CVP VoiceXML 3.1**

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**Installation Guide**

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### **Contact Information**

For more information, contact Cisco Systems, Inc. at the following location:

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

Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100

General product information, visit <http://www.cisco.com>

Support inquiries, visit <http://www.cisco.com/support>

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## About This Document

Thank you for choosing Cisco CVP VoiceXML 3.1. This document describes how to install, configure and run Cisco CVP VoiceXML. It contains system and software requirements for running Cisco CVP VoiceXML including, but not limited to, Java version and the supported Java application server.

## Audience

This document is intended for system administrators and voice application developers installing Cisco CVP VoiceXML.

## Related Documentation

- **Cisco CVP VoiceXML Studio.** The Cisco CVP VoiceXML Studio documentation describes the functionality of Studio including creating projects, using the Studio environment and deploying applications to CVP VoiceXML Server. This documentation is available through CVP VoiceXML Studio only.
- **User Guide.** This document provides an introduction to Cisco CVP VoiceXML software though it focuses on describing all aspects of CVP VoiceXML Server.
- **Programmer Guide.** This document provides information on how to build components that run on Cisco CVP VoiceXML.
- **Element Specifications.** This document describes in detail the functionality and configuration options for all CVP VoiceXML Elements included with the software.
- **Say It Smart Specifications.** This document describes in detail the functionality and configuration options for all CVP VoiceXML Say It Smart plugins included with the software.
- **Javadocs.** Javadocs are a group of HTML pages fully describing the entire Java application programming interfaces (APIs) to Cisco CVP VoiceXML. Developers use Javadocs in conjunction with the Programmer Guide to understand how to build custom components that run on Cisco CVP VoiceXML.

## Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

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We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

### Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

### Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

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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:

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Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

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*Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:

[http://www.cisco.com/en/US/about/ac123/ac114/about\\_cisco\\_packet\\_magazine.html](http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html)

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Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:

[http://www.cisco.com/en/US/learning/le31/learning\\_recommended\\_training\\_list.html](http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html)

## System Requirements

This section lists the required 3<sup>rd</sup> party software in order to install and run the various components that make up Cisco CVP VoiceXML. While some of the required software packages are included in the Cisco CVP VoiceXML installer and may be optionally installed, other software packages must be obtained separately.

### CVP VoiceXML Studio

The only requirement to run CVP VoiceXML Studio is Microsoft Windows 2000/XP. All requirements for CVP VoiceXML Studio are included in the installation.

### CVP VoiceXML Server

CVP VoiceXML Server is certified to run on a specific operating systems, application servers, and Java version environment setup.

#### Operating System

Cisco CVP VoiceXML Server is certified to run on Microsoft Windows 2000 with SP4

#### Java

Sun J2SE version 1.4.2 (or later) is required to run CVP VoiceXML Server. The latest Java 1.4.2 J2SE version can be obtained from:

<http://java.sun.com/j2se/1.4.2/download.html>

Java 1.4.2 J2SE SDK is included in the Full and Custom installations of Cisco CVP VoiceXML.

**Important Note:** While Java 1.4.2 J2SE is certified to run CVP VoiceXML Server, custom Java code *must be compiled against J2SE 1.3.1*.

#### Application Server

CVP VoiceXML Server is certified to run on the following application servers.

- Tomcat version 4.1.24. Tomcat 4.1.24 can be obtained from the Apache Jakarta project website at:

<http://archive.apache.org/dist/jakarta/tomcat-4/archive/v4.1.24/bin/>

Apache Tomcat 4.1.24 is included in the Full and Custom installations of Cisco CVP VoiceXML.

- IBM WebSphere 5.1. More information about IBM WebSphere is available at <http://www.ibm.com>

Note, installation for IBM WebSphere is only available in the CVP VoiceXML Server or Custom installation modes.

**Database (optional)**

A database is required only if one or more applications running on CVP VoiceXML Server uses the Cisco CVP VoiceXML user management system. The two databases supported by the user management system are:

- MySQL (<http://www.mysql.org/downloads/index.html>)
- Microsoft SQLServer (<http://www.microsoft.com/sql/evaluation/trial/>)

In order to enable database access on your application server, a compatible JDBC driver must be installed. These drivers, typically packaged as JAR files, should be placed in a directory accessible to the application server classpath (on Tomcat, for example, in `common/lib`). Additionally, CVP VoiceXML Server communicates with the database using JNDI naming and the application server must be configured to refer to this JNDI name accordingly. Please refer to the application server documentation on how to set up JNDI naming for use by web applications.

# Installing Cisco CVP VoiceXML

The Cisco CVP VoiceXML installer provides four different installation options: Full, Cisco CVP VoiceXML Server 3.1, Cisco CVP VoiceXML Studio 3.1 and Custom. Note that the installation of Tomcat and Java 1.4.2 are only available for Full and Custom installations.

## Full Installation

This section describes the process of performing a full installation of Cisco CVP VoiceXML consisting of CVP VoiceXML Server, CVP VoiceXML Studio, Apache Tomcat 4.1.24 and Java 1.4.2 J2SE SDK.

### Prerequisites

- Make sure that all the requirements described in the section entitled System Requirements are met for both Studio and Server.
- The software should be installed by the user that is expected to run CVP VoiceXML Server. For example, if the Server is expected to run under the user “Administrator”, the installer must be run under “Administrator” as well. This is especially important when the application server is installed as a service.

### Installation

- Step 1 Run the Cisco CVP VoiceXML installer by executing `CiscoCVP.exe`.
- Step 2 After agreeing to the license agreement, the installer asks for the type of the installation to choose. Select “Full” and click “Next”.
- Step 3 Choose whether to create desktop and/or program menu shortcuts for CVP VoiceXML Studio and click “Next”.
- Step 4 Fill in the Administrator login information for the Tomcat 4.1.24 installation. If the default values are used, there will be no administrator password and the HTTP/1.1 Connector port will be 8080. Click “Next” to continue with the installation.
- Step 5 Choose whether to install Tomcat 4.1.24 as a Windows service. If Tomcat is installed as a service, CVP VoiceXML Server will be started automatically upon Windows startup. Click “Next” to continue.
- Step 6 The next screen will summarize the chosen options and installation path. Review the Pre-Installation Summary carefully before selecting “Install”. After the selection, the installation of Cisco CVP VoiceXML will begin.
- Step 7 CVP VoiceXML Server requires the use of an environment variable that is created by the installer. In order for this environment variable to take effect, the machine must be rebooted. After a successful installation, click “Next” and you will be asked to restart your computer.

Step 8 Select “Done” to complete the installation.

Step 9 Refer to the Post Installation section for instructions on licensing and verifying the installation.

**Note:** Cisco CVP VoiceXML is installed to `C:\Cisco\CVP`. This directory will be referred to in this guide as `INSTALLATION_PATH`.

## Cisco CVP VoiceXML Server 3.1 Only Installation

This section describes the process of installing only CVP VoiceXML Server.

### Prerequisites

- Make sure that all the requirements described in the section entitled System Requirements are met for CVP VoiceXML Server.
- The software should be installed by the user that is expected to run CVP VoiceXML Server. For example, if the Server is expected to run under the user “Administrator”, the installer must be run under “Administrator” as well. This is especially important when the application server is installed as a service.

### Installation

Step 1 Run the Cisco CVP VoiceXML installer by executing `CiscoCVP.exe`.

Step 2 After agreeing to the license agreement, the installer asks for the type of the installation to choose. Select “Cisco CVP VoiceXML Server 3.1” and click “Next”.

Step 3 You will be asked to provide the installation folder for Cisco CVP VoiceXML in which the Server will be installed. The default location is `C:\Cisco\CVP`. The installation directory can be changed by manually editing the path or clicking on the “Choose” button to choose another location. This directory will be referred to in this guide as `INSTALLATION_PATH`.

**Note:** If Cisco CVP VoiceXML has already been installed, the existing installation path will automatically be used and this step will be skipped.

Step 4 Select the application server on which to install CVP VoiceXML Server. The options for application server are

- Apache Tomcat 4.1.24
- WebSphere 5.1
- Other

If your application server is not listed, choose “Other”.

Step 5 The installer will ask for the location of the deployable web applications folder of your application server in order to install the Server. The installer will try to obtain this path

from the operating system or failing that, set it to the default installation directory for the selected application server. The installation directory can be changed by manually editing the path or clicking on the “Choose” button to set another location. Note that if you chose “Other” in step 4, the `CVP.war` file will be installed to `C:\Cisco\CVP\War` (for manual deployment) or you may enter the path where web applications are deployed for the appropriate application server.

- Step 6 The next screen will summarize the chosen options and installation path. Review your selection carefully before selecting “Install”. The installer will then install CVP VoiceXML Server.
- Step 7 CVP VoiceXML Server requires the use of an environment variable that is created by the installer. In order for this environment variable to take effect, the machine must be rebooted. After a successful installation, click “Next” and you will be asked to restart your computer.
- Step 8 Select “Done” to complete the installation.
- Step 9 Refer to the Post Installation section for instructions on licensing and verifying the installation. Note, if WebSphere 5.1 has been selected for the application server, refer to the Continuing CVP Server Installation on WebSphere 5.1 section.

## Cisco CVP VoiceXML Studio 3.1 Only Installation

This section describes the process of installing only CVP VoiceXML Studio.

### Prerequisites

CVP VoiceXML Studio must be installed on Microsoft Windows 2000/XP operating system.

### Installation

- Step 1 Launch the Cisco CVP VoiceXML installer with the filename `CiscoCVP.exe`.
- Step 2 After agreeing to the license agreement, the installer asks for the type of the installation to choose. Select “Cisco CVP VoiceXML Studio 3.1”.
- Step 3 You will be asked to provide the installation folder for Cisco CVP VoiceXML (in which Studio will be installed). The default location is `C:\Cisco\CVP`. The installation directory can be changed by manually editing the path or clicking on the Choose button to select another location. This directory will be referred to in this guide as `INSTALLATION_PATH`.  
**Note:** If Cisco CVP VoiceXML has already been installed, the existing installation path will automatically be used and this step will be skipped.
- Step 4 After choosing whether to create shortcuts to CVP VoiceXML Studio, the next screen will summarize the chosen options and installation path. Review your selection carefully before selecting “Install”. The installer will then install Studio.

Step 5 Select “Done” to complete the installation.

Step 6 Refer to the Post Installation section for instructions on licensing and verifying the installation.

## Custom Installation

The Custom Installation option allows the user to selectively choose which components to install; CVP VoiceXML Studio and/or CVP VoiceXML Server (with or without Tomcat 4.1.24 or Java 1.4.2 J2SE) This option is suggested only for advanced users. In addition to the previous installation options listed previously, the Custom Installation option provides the following additional installation options:

1. **Cisco CVP VoiceXML Studio 3.1 and Cisco CVP VoiceXML Server 3.1 without Apache Tomcat 4.1.24/Java SDK 1.4.2.**
2. **Cisco CVP VoiceXML Server 3.1 with Apache Tomcat 4.1.24/Java SDK 1.4.2.**

When using the Custom Installation option, follow the steps necessary to complete the installation as provided by the installer. Specific details regarding particular installation configuration options can be found in the installation instructions for the corresponding software component.

Refer to the Post Installation section for instructions on licensing and verifying the installation.

## Continuing CVP Server Installation on WebSphere 5.1

This section describes the process of registering a new web application on IBM WebSphere 5.1 using the WebSphere Administrative Console. This process should be followed after running the installer for CVP VoiceXML in order to deploy the CVP Server web application.

- Step 1 In the WebSphere Administrative Console navigate to Applications -> Enterprise Applications.
- Step 2 In the right pane click on the “Install” button.
- Step 3 In the following page, browse locally to the CVP.war file. This will be located in the selected path for the CVP web application during the CVP VoiceXML installation for example, C:\Program Files\WebSphere\AppServer\installableApps.
- Step 4 Fill in the Context Root field with “CVP”.
- Step 5 Click on “Next”.
- Step 6 The page will allow for bindings configuration. Leave the default values and click on “Next”.
- Step 7 In the “Application Security Warnings” page, click on “Continue”.
- Step 8 In the “Install New Application Page” (Step 1 : Provide options to perform the installation), leave the default values and click on “Next”.
- Step 9 In the “Install New Application Page” (Step 2 : Map virtual hosts for web modules), check “Web Module” and “Cisco CVP VoiceXML Server v3.1”. Click on “Next”.
- Step 10 In the “Install New Application Page” (Step 3 : Map modules to application servers), check “Module” and “Cisco CVP VoiceXML Server v3.1”. Click on “Next”.
- Step 11 In the “Install New Application Page” (Step 4 : Summary), leave the default values and click “Finish”.
- Step 12 Wait for a few second for the installation results. Click on “Save to Master Configuration” and follow steps to save the workspace changes to the master configuration.
- Step 13 Before the CVP web application can be started, an environment variable must be configured. In the WebSphere Administrative Console, go to Environment -> Manage WebSphere Variables.
- Step 14 Click on “New”.
- Step 15 Fill in the fields listed below with the following values:  
Name: AUDIUM\_HOME  
Value: *INSTALLATION\_PATH* (for example the default is, C:\Cisco\CVP\Server)
- Step 16 Click on “Apply”.

- Step 17 Click on “OK”.
- Step 18 Save the changes to the master configuration.
- Step 19 Refer to the Post Installation section for instructions on licensing and verifying the installation.

## Post Installation

Congratulations on installing Cisco CVP VoiceXML 3.1! There are still some steps that need to be followed to finish off the installation and prepare the software to be used. This section describes those final steps to follow.

When the steps in this section are followed, proceed to the section entitled Running Cisco CVP VoiceXML to verify the successful installation of Cisco CVP VoiceXML 3.1.

## Licensing

Both CVP VoiceXML Server and Studio require their own separate licenses in order to run. The licenses consist of two files, one called “License” and another called “Signature”. Once obtained, place the CVP VoiceXML Server license files in the directory:

```
INSTALLATION_PATH\Server\license
```

and the CVP VoiceXML Studio license files in the directory:

```
INSTALLATION_PATH\Studio\eclipse\plugins\com.audium.studio.license_3.4.0\license
```

Note that the proper license must be used in order to run CVP VoiceXML Server and/or Studio.

## Updating Licenses

If existing licenses have expired, new license files must be obtained. To update the license files for CVP VoiceXML Server, stop the application server running CVP VoiceXML Server. With the new license files, replace the existing license files located in the

```
INSTALLATION_PATH\Server\license
```

directory and restart the application server.

To update the license files for CVP VoiceXML Studio, first close Studio. With the new license files, replace the existing license files located in the

```
INSTALLATION_PATH\Studio\eclipse\plugins\com.audium.studio.license_3.4.0\license
```

directory and restart CVP VoiceXML Studio.

## Ensuring Proper Environment Variable Setup

CVP VoiceXML Server requires the use of an environment variable that is created by the installer. In order for this environment variable to take effect on Windows 2000, the machine must be rebooted. If the machine was not rebooted by the installer, reboot the machine manually

at this point. Before rebooting, make sure to close all the running application and save the unsaved work. For installations on IBM WebSphere, setting of the environment variable is performed through WebSphere specific configuration options.

Note that installations involving CVP VoiceXML Studio only do not require a machine restart.

# Updating Cisco CVP VoiceXML

## Refreshing an Existing Install

If the system already contains an installation of Cisco CVP VoiceXML, the installer can be used to re-install the same component. The installer will overwrite only those files created by the original installer. Custom files added after installation such as license files, applications, logs and custom Java code will not be deleted. However it is strongly suggested to back up all related data before proceeding with the update process. To perform the refresh, run the installer according to the installation instructions found in section entitled Installing Cisco CVP VoiceXML. Note that the installer will automatically detect an existing installation and ask the user for confirmation that the refresh will take place.

## Adding Components to an Existing Install

If the system already contains an installation of Cisco CVP VoiceXML, the installer can be used to install additional components that were not previously installed. While the installer will not delete any existing files in the installation, it is strongly suggested to back up all related data before proceeding with the install of additional components. Run the installer according to the installation instructions found in section entitled Installing Cisco CVP VoiceXML. Note that the installer will automatically detect an existing installation and ask the user for confirmation that the refresh will take place.

## Updating From Cisco CVP VoiceXML 3.0

If a previous installation of Cisco CVP VoiceXML 3.0 is already present on the target installation machine, full uninstallation is required before installing Cisco CVP VoiceXML 3.1. Run the “Uninstall Cisco CVP VoiceXML” option from Windows Start Menu.-> Cisco Customer Voice Portal. Once the previous version has been installed, follow the instructions listed in the previous sections for the desired Cisco CVP VoiceXML 3.1 installation configuration.

Applications created and deployed from previous installations will remain after uninstallation. If Cisco CVP VoiceXML 3.1 is installed in the same location as the previous version, the existing applications do not need to be copied to a new directory. Deployed applications on CVP VoiceXML Server will run without modification and CVP VoiceXML Studio applications can be used after importing the application project. If a new installation directory is created, applications from CVP VoiceXML Server and Studio should be copied to the appropriate new directory. For CVP VoiceXML Server, this will be

```
INSTALLATION_PATH\Server\applications
```

and for CVP VoiceXML Studio

INSTALLATION\_PATH\Studio\eclipse\workspace

Licenses from Cisco CVP VoiceXML 3.0 will work for Cisco CVP VoiceXML 3.1 installations. If license files from previous installations will be used for Cisco CVP VoiceXML 3.1, the licenses should be copied from both CVP VoiceXML Server and Studio before uninstalling the previous version. Once the new installation is complete, the license files should be copied back into the appropriate location (refer to the [Post Installation](#) section for more details on licensing).

---

## Running Cisco CVP VoiceXML

To verify a successful installation Cisco CVP VoiceXML, the installed components must be run without license or execution errors. For CVP VoiceXML Studio, it should be opened without error, and for Cisco CVP VoiceXML Server, an application deployed on it should be requested by simulating a voice browser using a web browser. Each process is described in the following sections.

### Verifying CVP VoiceXML Studio

If the CVP VoiceXML Studio shortcuts were selected during installation, double-click on one of the available shortcuts. If a shortcut was not installed, launch CVP VoiceXML Studio by double-clicking on the startup script found at:

```
INSTALLATION_PATH\Studio\startStudio.cmd
```

CVP VoiceXML Studio should launch without errors and display the welcome screen. If an error is displayed, refer to the Troubleshooting section in this document.

### Verifying CVP VoiceXML Server

- Step 1 Start the application server with CVP VoiceXML Server installed. Most application servers open a console window with information about the application server and web applications installed on it. For those that do not open a display or are installed as a Windows service, the content normally sent to the console may be stored in a log file located on the application server directory. The console window or content should show CVP VoiceXML Server and the one included application, “HelloWorld”, loading without any errors. Should errors appear, please refer to the Troubleshooting section in this document. If IBM WebSphere is used, be sure to start the CVP web application.
- Step 2 To test that the application server itself is running properly, open a web browser on the local machine and enter the URL: “`http://localhost:PORT/`” where PORT is the port the application server is configured to listen on (for example, this is set to port 8080 by default for Tomcat 4.1.24). If the default application server web page appears, the server is working as expected.
- Step 3 To test that CVP VoiceXML Server was installed correctly, type the following URL in the web browser:

```
http://localhost:PORT/CVP/Server?application=HelloWorld
```

where PORT is the port on which the application server is configured to listen.

Step 4 The web browser should display VoiceXML that contains the text

“You have successfully installed the Cisco customer voice portal voice x m l server. You are now ready to develop your own world-class voice applications.”

If the display shows VoiceXML referring to an error, please refer to the Troubleshooting section in this document.

Step 5 Congratulations! CVP VoiceXML Server has been properly installed and is now running.

# Uninstalling Cisco CVP VoiceXML

The Cisco CVP VoiceXML uninstaller provides two different uninstall methods – a complete uninstall, which uninstalls CVP VoiceXML Studio and CVP VoiceXML Server, or uninstalling specific components. The uninstaller can be run by selecting Start -> All Programs -> Cisco Customer Voice Portal and choosing Uninstall Cisco CVP VoiceXML or by running the executable named “Uninstall Cisco CVP VoiceXML.exe” located in the Uninstall Cisco CVP VoiceXML folder.

## Complete Uninstall

This option will uninstall all components of Cisco CVP VoiceXML, regardless of when each component was installed. The uninstaller will act as described in each of the following sections.

## Uninstalling Specific Components

The uninstaller allows for the removal of individual components, while retaining all other components regardless of when the component was installed.

### Uninstalling CVP VoiceXML Studio

The uninstaller will delete the entire Studio folder in the installation directory except for the folder:

```
INSTALLATION_PATH\Studio\eclipse\workspace
```

It is recommended to back up all important data such as application project folders before starting the uninstallation process. Note that if Studio was configured to store its projects in a directory outside of the Studio directory, the uninstaller will not affect those projects.

### Uninstalling Cisco CVP VoiceXML Server

The uninstaller deletes only those files that were *installed* in the original CVP VoiceXML Server installation. Custom applications, license files and log files will not be deleted by the uninstaller. Entire directories will be deleted only if all files within the directory were previously installed by the Cisco CVP VoiceXML installer. Even though the uninstaller will leave some content alone, it is strongly suggested to back up all data to be retained before proceeding with the uninstallation process.

Note that application servers extract the Server web application archive (*CVP.war*) file into a separate folder and then uses this folder from then on. Since the uninstaller does not delete this folder, the user is responsible for deleting this. Refer to the application server documentation on how to do this. For Apache Tomcat 4.1.24, the “CVP” folder should be deleted from the Tomcat installation *webapps* directory.

## Manual Uninstall

It is *strongly suggested* to use the Cisco CVP VoiceXML uninstaller provided to properly uninstall all or some components. However, if manual uninstallation is required, the following sections describe the process of deleting the Cisco CVP VoiceXML installation. Note, only a complete uninstallation is recommended.

### Manually Uninstalling Cisco CVP VoiceXML

To uninstall Cisco CVP VoiceXML in its entirety, perform the following steps:

Step 1 Delete the installation directory.

Step 2 Delete the CVP VoiceXML Server web application archive (CVP.war) file and expanded archive folder (CVP). Refer to the application server documentation on how to do this. For Apache Tomcat 4.1.24, the “CVP” folder should be deleted from the Tomcat installation `webapps` directory.

Step 3 Remove the shortcuts and the Cisco CVP VoiceXML folder within the Start menu.

Step 4 Go to Start -> Control Panel -> System. Navigate to the “Advanced” tab and click on “Environment Variables”. Find and delete the `AUDIUM_HOME` system variable.

## Troubleshooting

This section describes issues that may arise during installation and possible causes and their resolutions.

### CVP VoiceXML Studio

Issue	Cause and Resolution
CVP VoiceXML Studio shows an error on startup beginning with “Error accessing license files...”	Make sure the CVP VoiceXML Studio-specific license files are placed in the folder: <code>INSTALLATION_PATH\Studio\eclipse\plugins\com.audium.studio.license_3.4.0\license</code>
CVP VoiceXML Studio starts up with an error starting with “The license file does not permit use of this version of the software...”	Each Cisco CVP VoiceXML product requires a separate license file that will not function in other products. Most likely the Server license files were placed in Studio. Make sure the CVP VoiceXML Studio-specific license files are used instead.

### CVP VoiceXML Server

Issue	Cause and Resolution
CVP VoiceXML Server shows an error on startup containing “Error accessing license files...”	Make sure CVP VoiceXML Server-specific license files are placed in the folder: <code>INSTALLATION_PATH\Server\license</code>
	If the license files were distributed by email and were not compressed (i.e. as a ZIP file), the files are likely corrupt. Get a new license file and make sure that the sender compresses the files to avoid corruption.
When starting the application server, the console displays no information on CVP VoiceXML Server at all.	This is most likely caused by not having the CVP VoiceXML Server web application archive file, <code>CVP.war</code> , in the correct directory. This could have been due to not installing CVP VoiceXML Server or choosing the wrong directory in the CVP VoiceXML installer for the application server’s web application archive directory.

Issue	Cause and Resolution
CVP VoiceXML Server shows an error on startup containing "AUDIUM_HOME is not defined"	CVP VoiceXML Server requires an environment variable named AUDIUM_HOME, which points to the installation directory. The Cisco CVP VoiceXML installer created this environment variable. However, the variable will not be registered until the machine is restarted.
	If the error message persists, manually create the environment variable. See the documentation for the respective operating system on how to do this.
	If the error persists, the application server may have been installed as a Windows service using a different user than the user under which the application server is running. Make sure the profile for the user running the application server has the environment variable set.
When running the HelloWorld sample application to test if CVP VoiceXML Server is running, the page could not be found.	<p>The URL to be entered to obtain the HelloWorld application is:</p> <p><i>http://localhost:PORT/CVP/Server?application=HelloWorld</i></p> <p>This URL would be valid only if the web browser were running on the same machine as Server. If it is a different machine, the appropriate IP address should be used instead of "localhost". Additionally, the port on which the application server is listening must be used.</p>
When running the HelloWorld sample application to test if CVP VoiceXML Server is running, a VoiceXML page appears indicating that there is technical difficulties.	<p>Several possibilities exist for this error:</p> <ul style="list-style-type: none"> <li>• The application name was not typed in exactly as it appears in the URL shown in the previous option. All application names do not have spaces</li> <li>• There is no HelloWorld application deployed on Server. Check the INSTALLATION_PATH\Server\applications folder.</li> <li>• When the application server was launched, CVP VoiceXML Server encountered an error. See the troubleshooting options in this section for resolutions.</li> </ul>