

## Cisco Unified Customer Voice Portal and Microsoft JVM

PB452120

**Note:** This product bulletin affects only customers using versions of Cisco® Unified Customer Voice Portal (CVP) earlier than Version 4.0.

### Background

Although Microsoft stopped supporting Java Virtual Machine (JVM) at the end of 2007, Cisco will continue to support these older CVP products, monitoring for any concerns that may arise with JVM and alerting customers to any problems found. Because Cisco Unified CVP 4.0 and later versions do not use Microsoft JVM, they are not affected.

### Products Affected

- Cisco Unified Customer Voice Portal 3.1
- Cisco Unified Customer Voice Portal 3.0
- Cisco Internet Service Node 2.0
- Cisco Internet Service Node 1.0

### Effect on Customers

Cisco does not believe customers will be affected by Microsoft's ending of support for its JVM product because the embedded use of the Microsoft product by the CVP does not expose it to external modifications or management. Specifically, Cisco does not believe customers will be affected because the Cisco Unified CVP implementation:

- Does not expose the JVM implementation to external applications
- Does not expose any JVM Web interfaces
- Does not expose the JVM administration interface

Cisco will continue to support these CVP versions until stated end-of-life dates and will monitor developments related to the use of Microsoft JVM. Cisco recommends that customers upgrade to the latest CVP version to ensure that all components are using the latest supported versions of software from Cisco and its partners.

### Additional Information

- Cisco Unified Customer Voice Portal <http://www.cisco.com/go/cvp>
- Microsoft JVM <http://www.microsoft.com/mscorp/java/default.mspx>

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