**About this Document**

This document provides installation instructions for CVP10.5(1) ES20. It also contains a list of CVP issues resolved by this engineering special. Please review all sections in this document pertaining to installation before installing the product. Failure to install this engineering special as described may result in inconsistent CVP behavior.

This document contains these sections:

* [Signup to Receive Email Notification of New Field Notices](http://www.cisco.com/web/software/280840592/135613/Release_Document_1.html#signup)
* [About Cisco CVP (and CVP Engineering Specials)](http://www.cisco.com/web/software/280840592/135613/Release_Document_1.html#about)
* [CVP Compatibility and Support Specifications](http://www.cisco.com/web/software/280840592/135613/Release_Document_1.html#compatibility)
* [CVP Engineering Special Installation Planning](http://www.cisco.com/web/software/280840592/135613/Release_Document_1.html#planning)
* [Installing CVP10.5(1) ES20](http://www.cisco.com/web/software/280840592/135613/Release_Document_1.html#installing)
* [Obtaining Documentation](http://www.cisco.com/web/software/280840592/135613/Release_Document_1.html#documentation)
* [Obtaining Technical Assistance](http://www.cisco.com/web/software/280840592/135613/Release_Document_1.html#assistance)

**Signup to Receive Email Notification of New Field Notices**

The [Product Alert Tool](http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice) offers you the ability to set up one or more profiles that will enable you to receive email notification of new Field Notices, Product Alerts or End of Sale information for the products that you have selected.   
  
The [Product Alert Tool](http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice) is available at <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

**About Cisco CVP (and CVP Engineering Specials)**

*Explain how this particular patch (service release or engineering special) is used -- does it play nice with other patches?   
Be sure to include ALL of the changes for the files you're delivering, i.e. all of the info from the release notes of the previous ES which included these files.*

**CVP Engineering Special Installation Planning**

*In this section, you should describe all steps users need to take before starting to install this patch. Also describe any "gotchas" that are waiting for them, such as "this patch should be applied late at night, because it needs to shut everything down" or "the components need to be installed in this specific order".*

**Installing CVP10.5(1) ES20**

**Patching Unified CVP Call Server**1. Perform Graceful Shutdown on CVP Call Server using OAMP.  
2. Run the patch installer.  
3. Reboot the machine

**Uninstall Directions for CVP10.5(1) ES20**

To uninstall this patch, go to Control Panel. Select "Add or Remove Programs". Find the installed patch in the list and select "Remove".

Note: Patches have to be removed in the reverse order in which they were installed. For example, if you had installed patches 3, then 5, then 10 for a product, you will need to uninstall patches 10, 5 and 3 in that order to remove all patches for that product.

**Resolved Caveats in this Engineering Special**

This section provides a list of significant CVP defects resolved by this engineering special. It contains these subsections:

* Resolved Caveats in CVP10.5(1) ES20

**Note:** You can view more information on and track individual CVP defects using the Cisco Bug Toolkit located at: <http://www.cisco.com/support/bugtools/Bug_root.html>

**Resolved Caveats in CVP10.5(1) ES20**

This section lists caveats specifically resolved by CVP10.5(1) ES20.

**Index of Resolved Caveats**

Caveats in this section are ordered by CVP component, severity, and then identifier.   
Be sure to include ALL of the resolved caveats for the files you're delivering, i.e. all of the caveats from the release notes of the previous ES which included these files.

|  |  |  |  |
| --- | --- | --- | --- |
| **Identifier** | **Severity** | **Component** | **Headline** |
| CSCup87524 | 2 | ss\_sip | UUI Data not passed to PSTN via Voice GW |
| CSCvb31305 | 3 | ss\_sip | CVP does not terminate a dtmf\*8 transfer |
| CSCvb44847 | 3 | ss\_sip | CVP is not removing isFocus from SIP messages |

**Detailed list of Resolved Caveats in This Engineering Special**

Caveats are ordered by severity then defect number.   
Be sure to include ALL of the resolved caveats for the files you're delivering, i.e. all of the caveats from the release notes of the previous ES which included these files.

**Defect Number:** CSCup87524

**Component:** ss\_sip

**Severity:** 2

**Headline:** UUI Data not passed to PSTN via Voice GW

**Symptom:** in both "call.usertouserinfo" and "user.microapp.uui" scenarios , CVP is not adding protocol descriptor in the message body of SIP BYE method ( hangup call ) . The Current SIP BYE Message Body looks like : Content-Type: application/gtd REL, PRN,isdn\*,,NI\*\*\*, UUS,30313030303030303030303030303030303534313538 The correct format should be Content-Type: application/gtd REL, PRN,isdn\*,,NI\*\*\*, UUS,3,30313030303030303030303030303030303534313538 As you see the logs the protocol descriptor (UUS, 3,) is missing in the SIP BYE message going from CVP to Gateway , and gateway throwing the error later on  **Conditions:** CVP 9  **Workaround:** NA  **Further Problem Description:** One or more of the following links will take you to an emergency patch called an Engineering Special or ES. If you are not directly experiencing this problem, we encourage you to select or wait for a formally tested fix in an upcoming major, minor, or maintenance release. Installing any interim emergency patch or ES on a production system poses a risk of instability due to the limited testing it receives. If you believe you are currently experiencing this problem and you cannot wait for a later release, please select the link for the ES built for your system. To identify the base version for this ES, please remove \_ES?? from the version name listed below. That will give you the version of the tested base release you may install a given ES over. Be sure to read the release notes or Readme file before running the patch installer.

* CVP9.0(1)\_ES25 at http://www.cisco.com/cisco/software/special/release.html?config=8a8fbc7838aec12d6268152a467cd446

**Defect Number:** CSCvb31305

**Component:** ss\_sip

**Severity:** 3

**Headline:** CVP does not terminate a dtmf\*8 transfer

**Symptom:** SIP call legs not cleared when doing UUI transfer to provider, can be visible in CVP OAMP and reports on UCCE - calls in progress.  **Conditions:** UUI transfer to provider  **Workaround:** none  **Further Problem Description:**

**Defect Number:** CSCvb44847

**Component:** ss\_sip

**Severity:** 3

**Headline:** CVP is not removing isFocus from SIP messages

**Symptom:** CVP sends isFocus on a call leg when other call leg didnt sent it. For example, if CVP is receiving isFocus on outbound leg(agent leg), CVP transfer it to ingress leg. Issue is that in subsequent updates from agent leg, if isFocus is removed, CVP still keeps on sending it to ingress leg and hence MOH is not heard on these scenarios. This should not happen as CVP is a b2bua  **Conditions:** CVP 10 or above are used with isFocus in SIP messages  **Workaround:** None  **Further Problem Description:**

**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
* 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.

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**

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

**Cisco.com**

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to: http://www.cisco.com

**Technical Assistance Center**

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

**Contacting TAC by Using the Cisco TAC Website**

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website: http://www.cisco.com/tac

P3 and P4 level problems are defined as follows:

* P3--Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
* P4--You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website: http://www.cisco.com/register/

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website: http://www.cisco.com/tac/caseopen

**Contacting TAC by Telephone**

If you have a priority level 1(P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website: http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

P1 and P2 level problems are defined as follows:

* P1--Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
* P2--Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.