



Release Notes for Cisco Unified Call Studio, Release 7.0(2)

August 2008

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Introduction

Cisco Unified Call Studio (Call Studio) is a development platform for the creation of voice applications. Call Studio provides a framework on which Cisco Unified Customer Voice Portal (Unified CVP) and third-party tools appear with a consistent interface for voice application designers and developers to use. Call Studio provides a control panel for developing all aspects of a voice application, each function implemented as a plug-in to the greater Call Studio platform.

This document discusses new features, changes, and caveats for Maintenance Release 7.0(2) of Cisco Unified Call Studio software. This document is a supplement to information about Call Studio in the *Release Notes for Cisco Unified Customer Voice Portal, Release 7.0(1)*, which is available at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_release_notes_list.html



System Requirements

For hardware and third-party software specifications for Release 7.0(2), refer to the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified Customer Voice Portal*, Release 7.0(1), which is accessible from:

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_technical_reference_list.html

See the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal*, Release 7.0(1) for additional information. This document is accessible from:

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_installation_guides_list.html

New and Changed Information

Call Studio Release 7.0(2) is a maintenance release that contains fixes and a limited set of new functionality. Release 7.0(2) is incremental and cumulative, and can be rolled back. While not required, it is strongly suggested to back up applications and custom code prior to installing this release.

Gateway Adapters

Two new Gateway Adapters are added in this release. Use the new Gateway Adapters only in setups that use third-party Automatic Speech Recognition (ASR) engines that are currently not supported by any other adapter. Please contact your third-party ASR vendor, if planning to use these adapters. Note that the adapters do not have any impact on other adapters present in the software or in the existing applications. The new adapters are:

- Cisco Unified CVP 7.0 with Speech
- Cisco Unified CVP 7.0 VoiceXML 2.1 with Speech

Note: Unified CVP 7.0(2) is required to run the applications using these new adapters.

Installation Notes

This section describes the installation requirements and installation steps.

Installation Requirements

Call Studio 7.0(2) can be installed in the following ways:

1. Over a previously installed Call Studio 7.0(1).
2. With a new installation of Call Studio 7.0(1). Install Call Studio 7.0(1), and then immediately install Release 7.0(2) over it.

Installation Steps

This maintenance release is to be installed on top of the current installation of Call Studio 7.0(1). Please save your applications and close Call Studio before installing the maintenance release.

1. Open and run the Call Studio 7.0(2) patch installer executable.
2. Follow the instructions within the installer screens.

Resolved Caveats in This Release

This section lists caveats specifically resolved by Cisco Unified Call Studio Maintenance Release 7.0(2). Click the highlighted identifier to access the bug in the Cisco system.

| Identifier | Headline |
|----------------------------|---|
| CSCsm08866 | Product Activation over proxy, slow, configuration unclear |
| CSCzc10274 | Printing workspace problem |
| CSCzc10522 | Editing the last exit state makes it appear as if the text box appears |
| CSCzc10426 | Return and tab keys in Element configuration cause square characters |
| CSCsj44153 | Libraries not loading when copied and pasted in the project tree |
| CSCsl77221 | Troublesome to quit Call Studio after 30 days without license |
| CSCsk91903 | Context menus accessed during exit state connecting are unexpected |
| CSCsm46861 | The data in "AudioFile/TTS" should retain when we use PromptManager |
| CSCsm60421 | Prompt manager is not retaining values for SIS Recorded audio |
| CSCsq37117 | wSDL failing to load with I/O errors |
| CSCsm60876 | Minimal columns filter causes multiple jface plug-in exceptions |
| CSCsq63665 | Can't load some WSDL in CVP Call Services Studio |
| CSCzc10785 | Change the reference in the XML Decision to the new class. |
| CSCsm78483 | Fault exit state does not immediately appear in Web Service element |
| CSCsq38747 | XML schema XSD and DTD files should be packaged with Call Studio |
| CSCsk53945 | Unicode is displayed escaped |
| CSCsl28172 | Cyclic schema type definitions cause stack overflow while loading WSDL |
| CSCsm78493 | WSDL schema namespace consolidation may cause prefix collisions |
| CSCso64720 | Web Services element should allow substitution in auth credentials |
| CSCzc10245 | Inconsistent use of "s" in time settings |
| CSCzc10788 | Ctrl+C, Ctrl+Ins (Copy) and Ctrl+V, Shift+Ins (Paste) shortcuts issues |
| CSCzc10602 | Dependent element configuration settings do not update immediately |
| CSCzc10502 | Substitution dialog box is enabled in places where it should not |
| CSCsk38816 | inputmode element data should not return "voice" for dtmf inputs |
| CSCsk38800 | Terminating console should disable the "terminate" button in Debug view |

Bug Toolkit

In addition to the resolved caveats listed above, you can also find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs. You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log onto:

<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>

To access Bug Toolkit, you need the following items:

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

To access the Bug Toolkit, go to

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Then complete the following steps:

1. Log on with your Cisco.com user ID and password.
2. Click the **Launch Bug Toolkit** hyperlink.
3. If you are looking for information about a specific caveat, enter the ID number in the "Enter known bug ID:" field. To view all caveats for Cisco Unified Customer Voice Portal, go to the "Search for bugs in other Cisco software and hardware products" section, and enter **Cisco Unified Customer Voice Portal** in the Product Name field.
4. Click **Next**. The Cisco Unified Customer Voice Portal search window displays.
5. Choose the filters to query for caveats. You can choose any or all of the available options:
 - a. Select the Cisco Unified Call Studio Version:
 - Choose the major version for the major releases. A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.
 - Choose the revision for more specific information. A revision release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.
 - b. Choose the Features or Components to query; make your selection from the "Available" list and click **Add** to place your selection in the "Limit search to" list. Note that the component for Unified Call Studio is **vxml_studio**. To query for all caveats for a specified release, choose "All Features" in the left window pane. The default value specifies "All Features" and includes all of the items in the left window pane.

- c. Enter keywords to search for a caveat title and description, if desired. To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.
- d. Choose the Set Advanced Options, including the following items:
 - Bug Severity level—The default specifies 1-3.
 - Bug Status Group—Check the Fixed check box for resolved caveats.
 - Release Note Enclosure—The default specifies Valid Release Note Enclosure.
- e. Click **Next**. Bug Toolkit returns the list of caveats on the basis of your query. You can modify your results by submitting another query and using different criteria.

Open Caveats in This Release

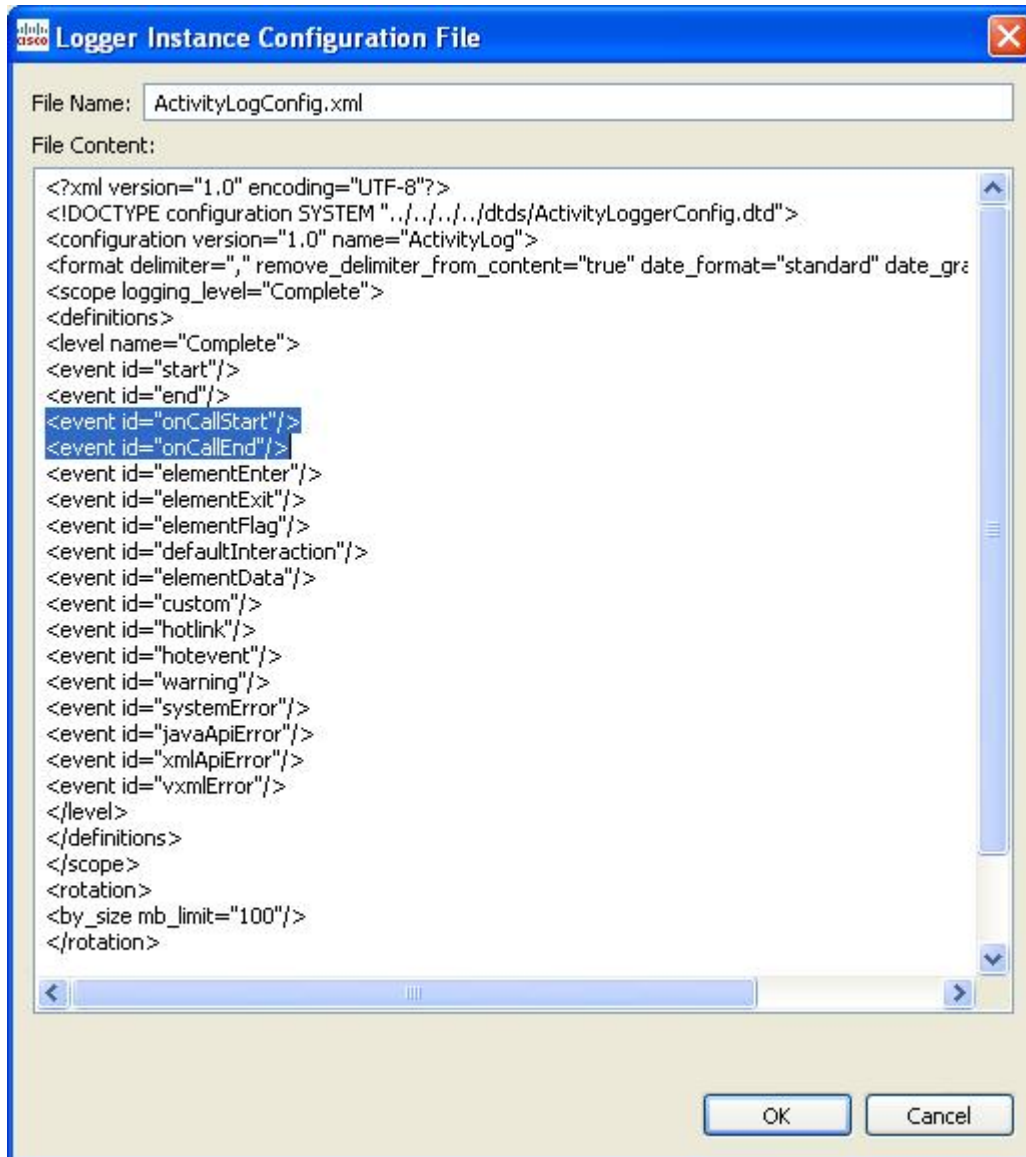
This section contains a list of defects that are currently pending in Call Studio Release 7.0(2).

| Identifier | Headline |
|----------------------------|---|
| CSCsm65420 | Voice application debugger throwing a warning with default cvp loggers |
| CSCso88311 | Start and End-of-call Class Logging |
| CSCsm65381 | Voice application Debugger is referring to Call Services 6.0 |
| CSCsr02265 | Legal cyclic type defs should not cause Web Service config errors |
| CSCzc10660 | On Import, path line after browsing not useful / doesn't work as intended |

Logging OnCallStart and OnCallEnd Events

In the 7.0(2) release, VXML Server supports logging the class name / URI name for the OnCallStart and OnCallEnd events in the application activity log. To configure this in Call Studio, Release 7.0(2), follow the steps listed below:

1. Go to the project properties for the application in Call Studio 7.0(2). Under **Call Studio**, select **General Settings**.
2. Select the **ActivityLog** option under Loggers and select **Edit**.
3. Select **Edit** for the **Include Configuration File** check box. This brings up the Logger Instance Configuration File for the Activity Logger.
4. Enter the two events as shown in the screen shot that follows and click **OK**.



Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

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