



Release Notes for Cisco Unified Customer Voice Portal (CVP) Release 4.1(1)

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Introduction

This document discusses new features, changes, and caveats for Release 4.1(1) of Cisco Unified Customer Voice Portal (Unified CVP) software.

Additional information on new features, and on many of the product changes, are available in the relevant end-user documentation.



Note

For the most up-to-date version of all Cisco documentation, go to the Cisco Web page:
<http://www.cisco.com/web/psa/products/index.html>



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

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About Release 4.1(1)

Cisco Unified Customer Voice Portal Release 4.1(1) is a minor release. It contains new functionality in Unified Call Studio and VXML Server, as well as an incremental set of defect fixes. Applying Release 4.1(1) installs all the functionality contained in Unified CVP 4.0(1) SR1 and CVP 4.0(2) (except for support of IBM WVS gateway adapters), as well as the new 4.1(1) changes.

This document is a supplement to the Release Notes for Cisco Unified Customer Voice Portal Release 4.0(1) and Release 4.0(1) Service Release 1 and Release Notes for Cisco Unified Customer Voice Portal Release 4.0(2). These two additional documents should be reviewed if upgrading from a release prior to 4.0(2). They are available at:

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

Any changes between Release 4.0(1) and 4.0(2) can be referenced in the above mentioned Release Notes.

The minor release is available on DVD and as downloadable installers from cisco.com.

A Note about Product Naming

These release notes reflect the following changes in the naming conventions within the Cisco Unified Communications product portfolio.

Cisco Unified CallManager is renamed to Cisco Unified Communications Manager (abbreviated as Unified CM).

VoiceXML Server is renamed to Cisco Unified CVP VXML Server (abbreviated as VXML Server).

CVP Studio/VXML Studio/VoiceXML Studio is renamed to Cisco Unified Call Studio (abbreviated as Call Studio).

These new names are introduced in this release for the Unified CVP InstallShield Wizard and the documentation that has been revised for Release 4.1(1), but they do not yet appear in the Cisco Unified Customer Voice Portal Operation Console user interface.

In addition, Cisco IPCC Enterprise Edition is being renamed to Cisco Unified Contact Center Enterprise (abbreviated as Unified CCE).

Cisco IPCC Hosted Edition is being renamed Cisco Unified Contact Center Hosted (abbreviated as Unified CCH).

Cisco Intelligent Contact Management (ICM) Enterprise Edition is being renamed to Cisco Unified Intelligent Contact Management Enterprise (Unified ICME).

Cisco Intelligent Contact Management (ICM) Hosted Edition is being renamed to Cisco Unified Intelligent Contact Management Hosted (Unified ICMH).

Cisco CallManager/Cisco Unified CallManager is being renamed to Cisco Unified Communications Manager.

System Requirements

For hardware and third-party software specifications for Release 4.1(1), refer to the *Hardware and System Software Specification (Bill of Materials)*, 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 4.1(1)* for additional information.

Related Documentation

Documentation for Cisco Unified Customer Voice Portal, as well as most related documentation is accessible from

<http://www.cisco.com/web/psa/products/index.html>

Release Notes for Cisco Unified Customer Voice Portal are accessible from

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

New and Changed Information

Unified CVP Release 4.1 is a minor release that contains new functionality in Unified Call Studio and VXML Server, as well as defect fixes for some components of Unified CVP. Except for support of IBM WVS gateway adapters, all the functionality contained in Unified CVP 4.0(1) SR1, as well as 4.0(2), are included in Release 4.1(1).

The following sections describe new features and enhancements (in Unified Call Studio and Unified VXML Server) that are pertinent to this release:

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- [Voice Application Debugger, page 4](#)
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Web Services

Release 4.1 introduces native support for Web Services in Unified Call Studio and VXML Server. A new call-flow element is included to support integration with sophisticated Web Services using Web Services Description Language (WSDL) and Service Oriented Architecture Protocol (SOAP) from directly within Call Studio and VXML Server.

Voice Application Debugger

Release 4.1 provides the ability to execute and test voice application call flows directly from within Unified Call Studio.

Standalone Application Builder

Release 4.1 introduces the ability to deploy applications from Unified Call Studio to Unified VXML Server in unattended mode without running the graphical Call Studio.

Enhanced Multi-Language Support

Release 4.1 provides integrated and simplified support for configuring multilingual voice applications within Unified Call Studio.

Subroutine

Release 4.1 introduces a new Subdialog Invoke element in Unified Call Studio and VXML Server to support the functionality of calling another voice application as a subdialog.

Application Management API

Release 4.1 provides the ability to monitor and configure Unified VXML Server via any JMX-compliant (Java Management Extension) management interface.

Global Logger

Release 4.1 introduces the Global Logger in Unified VXML Server to utilize Logging API and support full customization of global logs.

Eclipse Version Upgrade

Unified Call Studio in Release 4.1 is upgraded from Eclipse 3.1 to Eclipse 3.2.

Java Version Upgrade

Unified Call Studio and VXML Server in Release 4.1 is upgraded from Java 4 to Java 5.

VoiceXML Gateway Description

Release 4.1 adds a new VoiceXML Gateway Description field to the “General Settings” properties pane in Unified Call Studio, providing additional information about a selected gateway adapter.

IBM WVS Adapters Discontinued

The IBM WVS gateway adapters, which were supported in previous versions of CVP, are no longer supported as of Release 4.1. The discontinued gateway adapters are:

"Cisco Unified CVP 4.0 with IBM WebSphere Voice Server 5.1"

"Cisco Unified CVP 4.0 VoiceXML 2.1 with IBM WebSphere Voice Server 5.1"

New customers are advised to use one of the supported gateway adapters instead (as listed below):

"Cisco Unified CVP 4.1 with Cisco DTMF"

"Cisco Unified CVP 4.1 with Nuance 8.5"

"Cisco Unified CVP 4.1 with OSR 3/Nuance 9"

"Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF"

"Cisco Unified CVP 4.1 VoiceXML 2.1 with Nuance 8.5"

"Cisco Unified CVP 4.1 VoiceXML 2.1 with OSR 3/Nuance 9"

Local Hotlinks

In addition to retaining support for global hotlinks, Release 4.1 provides the ability to configure local hotlinks on a per-element basis in Unified Call Studio and VXML Server.

Enhanced Security

Unified VXML Server introduces security enhancement in most of the voice elements, by providing a new setting to disable logging of sensitive data containing callers' responses on a per-element basis.

Extended N-best Support

Release 4.1 extends support for n-best processing from Form elements to most of the voice elements in Unified Call Studio and VXML Server.

Third Party Library Removal

The following third party libraries are no longer shipped with Unified Call Studio and VXML Server as of Release 4.1:

- Xalan.jar
- Crimson.jar

If you have custom elements that require any of these libraries, you need to download them from the internet.

Installation Notes

- [Call Studio Install and Vista “Program Files” Directory, page 6](#)
- [Backup Custom Files During Upgrades, page 6](#)
- [Component Upgrade Order, page 6](#)
- [Call Studio Upgrade, page 7](#)
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Call Studio Install and Vista “Program Files” Directory

Windows Vista sets access permissions on the C:\Program Files directory and allows only users with administrator privileges to write to this directory. Therefore, it is generally recommended that Call Studio be installed to a directory other than “C:\Program Files”.

Component Upgrade Order

The Unified CVP components do not need to be upgraded in a specific order.

Backup Custom Files During Upgrades

Before you attempt to run a CVP 4.1 upgrade, make sure that all custom files in each of the following directories are backed up manually:

- %CVP_HOME%\VXMLServer\Tomcat\webapps\ROOT
- %CVP_HOME%\CallServer\Tomcat\webapps\ROOT
- %CVP_HOME%\OPSConsoleServer\Tomcat\webapps\ROOT

Additionally, VXML Server upgrade retains all deployed voice applications as well as custom audio files deployed to %CVP_HOME%\VXMLServer\Tomcat\webapps\CVP\audio. However, as an additional precaution back up the custom audio files manually in a temporary directory prior to running the upgrade.

Similarly, if Call Server is used as a media server, custom audio files deployed to the %CVP_HOME%\CallServer\Tomcat\webapps\cvp\audio directory should be backed up manually prior to running a Call Server upgrade.

While not required, it is a best practice to backup the configuration of the Operations Console and the database of the Reporting Server prior to this upgrade. For details about how to backup the configuration of the Operations Console, refer to "Exporting an Operations Console Configuration" in the *Operations Console Online Help for Cisco Unified Customer Voice Portal*. For information about backing up the Reporting Server database, refer to "Database Backup" in the *Reporting Guide for Cisco Unified Customer Voice Portal*.

Call Studio Upgrade

The CVP 4.1 upgrade process also automatically removes CVP Studio 4.0(x) if it was installed on the same machine as VXML Server running on Windows 2003. This is because Unified Call Studio (formerly Unified CVP Studio) is no longer supported on Windows 2003. Unified Call Studio now provides debugging capability and should run on a developer workstation running either Windows XP or Windows Vista.

Call Studio Licensing

As of Release 4.1, Unified Call Studio can be used for 30 days after installation without an active license. This may be useful for simple testing or evaluation purposes. After 30 days, an active license must be applied to continue using Call Studio.

VXML Server Licensing

As of Release 4.1, Unified VXML Server supports two concurrent sessions by default with no expiration date before a license is applied. To utilize more simultaneous sessions, Unified VXML Server must be activated with a valid license.

Installation on WebSphere

There are manual steps that must be performed to finalize CVP installation on WebSphere. For example, the default port on WebSphere for web applications is 9080; it must be set to 7000 to work with Unified VXML Server and other CVP components. See the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal, Release 4.1(1)* for additional information.

After the installation completes, install the WAR file via WebSphere's standard web application deployment process. The WAR file is named CVP.war; the file resides in CVP_HOME/VXMLServer/war. After the CVP.war is deployed, modify the module class loader order for CVP.war using the WebSphere Administrative Console. To do this, in the WebSphere Administrative Console, navigate to **Applications > Enterprise Applications > CVP_war > Manage Modules >**

Cisco Unified CVP VXML Server and from the **Class loader order** drop-down, select **Classes loaded with application class loader first**. Click **Apply**, and then **OK**. Finally, save the changes to the master configuration. Refer to WebSphere documentation for additional details.

Custom JAR Files Locked on Windows

On the Microsoft Windows operating system, while Unified VXML Server is running, a user attempting to delete an application folder by calling the “releaseApp” function may be prevented from doing so by the operating system if the application references any Java application archive (JAR) files placed within the java/application/lib or java/util/lib directories.

This is due to a known bug with Sun's JVM (see http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=5041014), where the system keeps an open file handle for JAR files not released until a garbage collection event occurs. As a result, the administrator will have to wait until the garbage collector activates before being able to delete the directory. The wait time is determined by how often garbage collection is run.

For the same reason, if a project is open in Unified Call Studio and it contains custom elements in its deploy/java folder, deleting the project may fail with the following dialog box message “Problems encountered while deleting files”. If this occurs, a workaround is to close Call Studio, and then reopen it to delete the remainder of the project.

Unable To Install Additional CVP Components

If you have installed CVP in a directory other than the default (C:\Cisco\CVP), you will be unable to install additional CVP components using the installer software (Setup.exe). The CVP installation program does not recognize previously installed components if they reside outside the default path. Rerunning the installation program causes you enter the maintenance/uninstall mode.

To install additional CVP components, you need to uninstall the current CVP installation and reinstall in the default directory.

Important Notes

The following sections contain restrictions that apply to Release 4.1(1)

- [Reporting Server Performance with Logging](#), page 9
- [Support for ASR/TTS Failover](#), page 9
- [HTTPS Performance Numbers in Configuration and Admin Guide are Incorrect](#), page 9
- [Call Survivability Feature Now Mandatory for CVP 4.x\(x\) and 7.x\(x\)](#), page 9
- [CVP Subdialog Elements](#), page 9
- [Subdialog Invoke and Reporting Server](#), page 10
- [Subdialog Support on Multiple Application Servers](#), page 10
- [SOAP Support in Web Service Element](#), page 10
- [Avoid Cyclic Type Definition in WSDL Schema](#), page 10
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- [Limitations in CVP 4.1 Gateway Adapters](#), page 11
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Reporting Server Performance with Logging

The Unified CVP Reporting Server database is installed with unbuffered logging. In some situations, unbuffered logging may cause performance issues with the reporting server. Changing the database to use buffered logging resolves the performance issue.

To verify the type of logging that the reporting server is using:

```
dbaccess sysmaster Select * from sysdatabases where name='cvp_data';
```

To change the database to use buffered logging mode:

```
Ontape -B cvp_data
```

Support for ASR/TTS Failover

The ASR/TTS failover mechanism in Unified CVP only works with CVP microapps. The ASR/TTS failover mechanism does not work when using the external VXML server application. The section "ASR, TTS, and Media Server Redundancy for VXML Server Applications (without CSS)" in the *Unified CVP Configuration Guide* does not detail this limitation.

HTTPS Performance Numbers in Configuration and Admin Guide are Incorrect

The published performance numbers for deployments using HTTPS are not correct in the *Configuration and Administration Guide for Unified Customer Voice Portal*, Releases 4.x(x) or in the Release Notes for Unified Customer Voice Portal, Releases 4.x(x). The correct performance numbers are available in the [Cisco Unified Customer Voice Portal \(CVP\) Solution Reference Network Design \(SRND\)](#). See the sections on sizing.

Call Survivability Feature Now Mandatory for CVP 4.x(x) and 7.x(x)

All calls that originate in the PSTN and reach Unified CVP via a POTS dial-peer must have call survivability configured on the POTS dial-peer. Any deployments where calls originate to Unified CVP via POTS dial-peer that do not use the survivability feature are not supported unless the feature being used explicitly states that survivability is not required.

For more information on call survivability and the survivability.tcl script, see the section "Call Survivability" in the [Configuration and Administration Guide for Unified Customer Voice Portal](#).

CVP Subdialog Elements

The following five subdialog elements will appear in Unified Call Studio as of Release 4.1: CVP Subdialog Start, CVP Subdialog Return, Subdialog Start, Subdialog Return, and Subdialog Invoke.

When using a Cisco Unified CVP VoiceXML gateway, CVP Subdialog Start and CVP Subdialog Return elements should be used instead of Subdialog Start and Subdialog Return elements.

Subdialog Invoke and Reporting Server

The Subdialog Invoke element specifies the URI of the subdialog to invoke via the “Subdialog URI” setting. In order for the invoked subdialog to work with a Reporting Server, the following request parameter must be added to the end of the URI:

```
&callid={Data.Session.callid}
```

where the value between the curly-braces is a substitution string. This will allow the Reporting Server to track each voice application visited by the caller. For example:

```
http://IP:PORT/CVP/Server?application=SecondApp&callid={Data.Session.callid}
```

Subdialog Support on Multiple Application Servers

After voice applications are created to invoke other VoiceXML applications as subdialogs via the Subdialog Invoke element, Unified VXML Server supports deployment of these applications to separate application servers.

If a calling application (for example, App 1) runs on a host having the same IP address as the subdialog application (for example, App 2), any of the sequences listed in (1) through (4) will work; however, those in (5) and (6) will fail due to cookie path conflicts between the servers:

1. App 1 on WebSphere calls App 2 on Tomcat (supported on same IP)
2. App 1 on Tomcat calls App 2 on WebSphere (NOT supported on same IP)

If the calling application runs on a host having a different IP address from the subdialog application, then all six sequences will work as expected:

1. App 1 on WebSphere calls App 2 on Tomcat (supported on different IPs)
2. App 1 on Tomcat calls App 2 on WebSphere (supported on different IPs)

SOAP Support in Web Service Element

Unified Call Services supports SOAP 1.1 in the Web Service element. Additionally, the WSDL file must not contain binding operations for SOAP 1.2 and HTTP POST.

Avoid Cyclic Type Definition in WSDL Schema

When a WSDL file's schema includes a cyclic type definition (that is, type A has child of type B, which has a child of type A), loading of the WSDL file into a Web Service element will fail and result in an error such as the following stored in Call Studio error log:

```
java.lang.StackOverflowError
at java.util.ArrayList.addAll(Unknown Source)
at org.apache.xmlbeans.impl.schema.SchemaTypeImpl.getProperties(SchemaTypeImpl.java:705)
... (etc.)
```

The cyclic type definition in the WSDL file's schema must be corrected for the WSDL file to load correctly.

Limitations in Voice Application Debugger

The following restrictions apply to Voice Application Debugger in Unified Call Studio:

- Elements with external dependencies - Elements with external dependencies require special care when used with Voice Application Debugger; this includes both built-in and custom elements. Built-in elements that fall into this category include VoiceXML Insert, Subdialog Invoke, Application Transfer and Database. Since these elements require access to external systems which may not be accessible from the development machine they are being executed on, they may encounter errors at runtime. To avoid this, it is strongly recommended that such elements be skipped using the Skip and > context menu (available by right-clicking on the elements) option so that debugging can proceed past them. Once debugging is complete, they can be unskipped.
- Browser dependency – Custom elements that generate browser-specific VoiceXML markup (and therefore depend on a particular browser to work) may not function correctly. It is recommended that such elements be skipped using the Skip and > context menu option so that debugging can proceed past them. Once debugging is complete, they can be unskipped.
- Transfer element – All telephony transfer attempts, either via the built-in Transfer element or a custom transfer voice element, will be simulated as a blind transfer. When such an element is visited, the call flow will cease and the call end information will indicate that a transfer has occurred. This will occur even if the Transfer element is configured to perform a bridge transfer.
- External grammars - When a built-in or custom element using external grammars is visited, your input will be treated directly as the semantic interpretation. However, if there are any inline or built-in grammars active during that element, your input will first be matched against those grammars before being matched against external grammars.
- Input Mode - The following voice elements only accept DTMF input (regardless of Input Mode configuration): Currency, Currency_With_Confirm, Date, Date_With_Confirm, Digits, Digits_With_Confirm, Number, Number_With_Confirm, Phone, Phone_With_Confirm, Time and Time_With_Confirm.
- Element Data – Element data named “nbestLength” will always be returned as “1”, and “nbestInputmode” will always be returned as “voice”.

Limitations in Multi-Language Configuration

The following restrictions apply to multi-language configuration in Unified Call Studio:

- Global Audio – Application-level Audio Settings do not support multiple languages.
- Hotlink element – Hotlink grammars do not support multiple languages.

Limitations in CVP 4.1 Gateway Adapters

- Record and Record_With_Confirm elements – When Start With Beep is set to "true", no beep tone is played prior to recording. This restriction applies to the following Cisco CVP gateway adapters:
 - “Cisco Unified CVP 4.1 with Cisco DTMF”
 - “Cisco Unified CVP 4.1 with OSR 3/Nuance 9”
 - “Cisco Unified CVP 4.1 with Nuance 8.5”

- Transfer element - When a TTS error occurs during the blind transfer, multiple semantic errors are also returned. This is because the browser treats a blind transfer as a consultation transfer, and therefore monitors the outcome after the call transfer is attempted. To stop the semantic errors from occurring, in the application where a blind transfer is configured, add a Hotevent element with "Event" set to "error.com.cisco.media.resource.failure.tts" and the "Has Exit State" field checked. Then follow this Hotevent element with a Hang Up. This restriction applies to the following CVP gateway adapters:
 - "Cisco Unified CVP 4.1 with Cisco DTMF"
 - "Cisco Unified CVP 4.1 with OSR 3/Nuance 9"
 - "Cisco Unified CVP 4.1 with Nuance 8.5"
- TTS and Recorded Audios - Any audio item configured with only Audio File URI (and no TTS) will not be played if there is another audio item in the same Audio Group with only TTS configuration. This restriction applies to the following CVP gateway adapters:
 - "Cisco Unified CVP 4.1 with Nuance 8.5"
 - "Cisco Unified CVP 4.1 VoiceXML 2.1 with Nuance 8.5"
- Timeout properties - Configuration of the `tervertimeout` property is not supported. Any configuration of the `interdigittimeout` property will dictate the terminating timeout behavior in DTMF input recognition. This restriction applies to the following CVP gateway adapters:
 - "Cisco Unified CVP 4.1 with Nuance 8.5"
 - "Cisco Unified CVP 4.1 VoiceXML 2.1 with Nuance 8.5"
- Custom elements - The following Cisco VoiceXML tag extension is not supported for custom elements: `<cisco-vcrcontrol>`. In order to use this extension, a VoiceXML Insert element should be used. This restriction applies to all CVP 4.1 gateway adapters.
- Asterisk * - The asterisk (star) key * is accepted as a valid input in Currency, Currency_With_Confirm, Digits and Digits_With_Confirm elements. This restriction applies to the following CVP gateway adapters:
 - "Cisco Unified CVP 4.1 with Cisco DTMF"
 - "Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF"
- Digits and Digits_With_Confirm elements – Depending on the input, the built-in digits grammar referenced by these elements may return a value in an incompatible format with the Say It Smart "Digit-by-Digit" type. It is therefore recommended that the result be post-processed before the "Digit-by-Digit" type is used. This restriction applies to the following CVP gateway adapters:
 - "Cisco Unified CVP 4.1 with Cisco DTMF"
 - "Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF"
- Phone and Phone_With_Confirm elements – Depending on the input, the built-in phone grammar referenced by these elements may return a value in an incompatible format with the Say It Smart "Phone Number" type. It is therefore recommended that the result be post-processed before the "Phone Number" type is used. This restriction applies to the following CVP gateway adapters:
 - "Cisco Unified CVP 4.1 with Cisco DTMF"
 - "Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF"
- Form and Form_With_Confirm elements - The asterisk (star) key * is a reserved character in Cisco DTMF grammar, and must be escaped to be included for recognition. To do this, set DTMF Keypress to `\"*\"` instead of `"*"`. This restriction applies to the following CVP gateway adapters:
 - "Cisco Unified CVP 4.1 with Cisco DTMF"

- “Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF”
- Speech recognition functionality is not available on the DTMF only adapters. Therefore, all voice elements with an Input Mode setting must have the setting configured to "dtmf". This restriction applies to the following CVP gateway adapters:
 - “Cisco Unified CVP 4.1 with Cisco DTMF”
 - “Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF”
- X_Option_Menu elements – Option X Voice settings (where X is 2 - 10 as applicable) must not be configured. This restriction applies to the following CVP gateway adapters:
 - “Cisco Unified CVP 4.1 with Cisco DTMF”
 - “Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF”
- Form and Form_With_Confirm elements – Cisco DTMF grammars can only be used inline, and therefore DTMF Grammar must NOT be configured. This restriction applies to the following CVP gateway adapters:
 - “Cisco Unified CVP 4.1 with Cisco DTMF”
 - “Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF”
- Form and Form_With_Confirm elements – Grammar slots and semantic interpretation are not supported by the Cisco DTMF grammar. Therefore, Slot Element Data should not be configured and DTMF Keypress should be configured without a return value. These restrictions apply to the following CVP gateway adapters:
 - “Cisco Unified CVP 4.1 with Cisco DTMF”
 - “Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF”
- Form and Form_With_Confirm elements – As the DTMF input process is terminated as soon as the browser detects a valid input, the developer should avoid setting DTMF Keypress to two inputs where one is a substring of the other. Otherwise, entering the longer input will always trigger a misrecognition error. For example, if DTMF Keypress is configured to accept DTMF inputs: 1 and 12, then a DTMF input 12 will be misrecognized as 1. This restriction applies to the following CVP gateway adapters:
 - “Cisco Unified CVP 4.1 with Cisco DTMF”
 - “Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF”
- Hotlink element – Speech recognition functionality is not available. Therefore, the Speech setting must not be configured. This restriction applies to the following CVP gateway adapters:
 - “Cisco Unified CVP 4.1 with Cisco DTMF”
 - “Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF”
- Hotlink element – External grammars are not supported. Therefore, the DTMF setting must not be configured with an External URI. This restriction applies to the following CVP gateway adapters:
 - “Cisco Unified CVP 4.1 with Cisco DTMF”
 - “Cisco Unified CVP 4.1 VoiceXML 2.1 with Cisco DTMF”

H.323 Scalability Enhancements

In Unified CVP Release 4.0(2) and 4.1(1), the scalability numbers for H.323 increased. Use VBAAdmin to modify the new default values for the following configuration commands.

- setmaxtotalcalls - 555

- setRAIMaxthreshold - 90
- setRAIMinthreshold - 80

Resolved Caveats in This Release

Resolved caveats are no longer listed in Release Notes. Instead you can 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.



Tip

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

Bug Toolkit

To access Bug Toolkit, you need the following items:

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

Procedure



Tip

To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

- Step 1** Log on with your Cisco.com user ID and password.
- Step 2** Click the **Launch Bug Toolkit** hyperlink.
- Step 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 ICM/IPCC Enterprise and Hosted Editions, go to the "Search for bugs in other Cisco software and hardware products" section, and enter **Cisco Unified Intelligent Contact Management Enterprise** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco Unified Intelligent Contact Management Enterprise**.
- Step 4** Click **Next**. The Cisco Unified Intelligent Contact Management Enterprise search window displays.
- Step 5** Choose the filters to query for caveats. You can choose any or all of the available options:
- Select the Cisco Unified Intelligent Contact Management Enterprise 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.
 - 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.
To query for all caveats for a specified release, choose "All Features" in the left window pane.



Note

The default value specifies "All Features" and includes all of the items in the left window pane.

- Enter keywords to search for a caveat title and description, if desired.



Note

To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

- 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**.

Step 6 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 Cisco Unified Customer Voice Portal Release 4.1(1). Defects are listed by component and then by identifier.



Tip

If you have an account with Cisco.com, you can use the Bug Toolkit to find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than is reflected in this document. To access the Bug Toolkit, log onto http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Table 1 *Open Caveats for Cisco Unified Customer Voice Portal Release 4.1(1)*

Identifier	Component	Headline
CSCzc20983	vxml server	On-hold call is not hearing busy call message immediately
CSCsk45143	vxml studio	Issues with debugger and VoiceXML inserts
CSCsi89957	install	AIX - after install, orm / snmp in bad state
CSCsi80513	oamp	Outbound proxy host is not listed on changing H323 Call Server to SIP
CSCsi84434	oamp	Graceful shutdown of Reporting server from OAMP fails
CSCsi95507	patch	can not restore DB storeProcedure if uninstall of patch failed.
CSCsi86264	snmp	AIX install: snmp agent still running on port 8161 after uninstall
CSCsi83990	ss_ivr	No prompt played when the length of the text for tts exceeds 123 chars
CSCsl41739	vbrowse	RNA number in VB interval stat is wrong
CSCsi60387	vmxl server	VXML Server errors w\SA VXML DTMF load
CSCsi77773	vmxl server	VXML SA load WeatherApp Scansoft CVP and GW errors
CSCsi93014	vmxl server	SERVER ERROR: bad_url: /CVP/Server? occurs with no calls running HTTPS
CSCsj02513	vmxl server	VXML WAS load test results in VXML\GW errors

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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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