



Migration Process

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Migration Process

To migrate from a Cisco-IOS-VB to Cisco-VB, the first step is installation and configuration of Cisco-VVB followed by adding the Cisco-VVB to the CVP deployment. This will require some configuration on CVP OAMP and Egress routing routes.

Service and Dial-Peer Configuration

1. For comprehensive, standalone and ringtone service, create equivalent application in Cisco-VVB.
2. For each corresponding dial-peer on Cisco-IOS-VB, add corresponding trigger on the Cisco-VVB.
3. For SigDigit is defined at dial-peer level in Cisco-IOS-VB, configure SigDigit at corresponding application of the trigger, for example:

```
dial-peer voice 60001 voip
description CVP VRU LABEL, SIGDIGITS 555XXX
preference 1
service bootstrap
incoming called-number 555.....1111119999T
voice-class sip rellxx disable
dtmf-relay rtp-nte
codec g711ulaw
param sigdigits 4
no vad
```

Service and Dial-Peer

| | |
|--|---|
| Name * | Comprehensive |
| Maximum Number of Sessions* | 600 |
| Script* | SSSCRIPT[CVPComprehensive.aef] ▼ |
| <input type="checkbox"/> Secured | false |
| <input checked="" type="checkbox"/> Sigdigit | 4 |
| Description | Comprehensive Applicati |
| Enabled | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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Comprehensive Service or Application

In a comprehensive call model administrator needs to add application and set various parameters.



Note SigDigit is defined as parameter at the service level in Cisco-IOS-VB.

For example:

```
service comprehensive flash:bootstrap.tcl
 paramspace english index 0
 paramspace english language en
 paramspace english location flash
 paramspace english prefix en
 param sigdigits 4
```

Comprehensive Service

| | |
|--|---|
| Name | Comprehensive |
| Maximum Number of Sessions* | 600 |
| Script* | SSSCRIPT[CVPComprehensive.aef] ▼ |
| <input type="checkbox"/> Secured | false |
| <input checked="" type="checkbox"/> Sigdigit | 4 |
| Description | Comprehensive Applicati |
| Enabled | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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Standalone Service or Application

In a standalone call model, the administrator has to add application and set various parameters like VXML application name, primary/secondary server, port and other related.

For example:

```

service standalone flash:CVPSelfService.tcl
  paramspace english language en
  paramspace english index 0
  param CVPPrimaryVXMLServer 10.78.26.38
  paramspace english location flash:
  param CVPSelfService-port 7000
  param CVPSelfService-app AgeIdentification

```

Service standalone

| | |
|---|---|
| Name | standalone |
| Maximum Number of Sessions* | 600 |
| Script* | SSCRIPT[SelfService.aef] |
| <input checked="" type="checkbox"/> ApplicationName | "HelloWorld" |
| <input checked="" type="checkbox"/> Port | "7000" |
| <input checked="" type="checkbox"/> PrimaryVXMLServer | "10.78.26.156" |
| <input type="checkbox"/> BackupVXMLServer | "" |
| <input type="checkbox"/> Secured | false |
| Description | |
| Enabled | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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Ringtone Service or Application

For ringtone service, add application and set various parameters, VXML application name, primary/secondary server, and port.

For example:

```

service ringtone flash:ringtone.tcl
  paramspace english index 0
  paramspace english language en
  paramspace english location flash
  paramspace english prefix en

```

Ringtone

| | |
|-----------------------------|---|
| Name | Ringtone |
| Maximum Number of Sessions* | 600 |
| Script* | SSCRIPT[Ringtone.aef] |
| Description | Ringtone Application |
| Enabled | <input checked="" type="radio"/> Yes <input type="radio"/> No |

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MRCP Configuration

1. If ASR and TTS are configured in Cisco-IOS-VB, then add these in the Cisco-VVB for the following scenarios:-
 - a. Multiple servers are configured for ASR or TTS, for load balancing, using dial-peer. In this case multiple servers can be configured on Cisco VVB. These will be used in round robin configuration. You cannot set a maximum session limit on CiscoVVB for the configured servers .
 - b. IOS-VB has single server and a corresponding backup server configured. You can add multiple servers and these can be used in round-robin basis.



Note Cisco VVB does not use the concept of backup server.

2. For Cisco VVB the client timeout timers are not configurable. Cisco VVB uses optimized values for the client timeout for connect, disconnect etc.
3. For Microapps, when the url (rtsp://tts-en-us:4900/synthesizer or rtsp://asr-en-us:4900/recognizer), is processed by Cisco VVB, only hostname or IP-address in the url is used by Cisco VVB. Hostname is matched to locally configured server and corresponding port name is used to setup the connection. Depending on MRCP v1 or v2 configured on the system, session is setup to the server. So practically, you can use MRCP v2 also to for Microapps.

Call Throttling

Cisco VVB throttles the call to prevent overload.

For maximum calls supported, see VVB virtualization https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-virtualized-voice-browser.html.

Each OVAs defines the maximum number of calls supported. The maximum concurrent calls count is aggregated call count of various types of calls in the system (IVR, ringtone, whisper etc.).

In a deployed VVB, if the concurrent calls reaches maximum supported calls, any new call requests received beyond this number will be rejected. Each OVA defines maximum calls per second (cps) that a specific OVA supports. Any higher call rate beyond this number will trigger overload (see Solution Design Guide for Cisco Unified Contact Center Enterprise for details). When migrating Cisco-IOS-VB to Cisco VVB, this factor should be considered in sizing.

SIP RAI

1. If SIP RAI is configured in the Cisco-IOS-VB to send the RAI report to the remote server every interval, then the RAI needs to be configured for the remote server on Cisco VVB.
2. If the Remote server is using SIP OPTIONS method to get out the RAI data, then no additional configuration is required in the Cisco VVB. Cisco VVB will report system, cpu, memory, DS0 and DSPs like Cisco-IOS-VB. But given that Cisco VVB does not have DS0, the number of available ports will be reported on this.

DSP data can be ignored.

```
X-cisco-rai : SYSTEM; almost-out-of-resource=false
X-cisco-rai : CPU; almost-out-of-resource=false;total=100%;available=77
X-cisco-rai : MEM; almost-out-of-resource=false;total=100%;available=71
X-cisco-rai : DSO; almost-out-of-resource=false;total=600;available=148
X-cisco-rai : DSP; almost-out-of-resource=false
```

Adding Cisco-VVB to Deployment

Cisco VVB can be added to the deployment using any one of these methods:

1. Comprehensive deployment model
 - a. After Cisco VVB is configured (through Cisco VVB AppAdmin or CVP-OAMP bulk configuration), add the newly configured Cisco VVB to the CVP 'Dialed Number Pattern' or 'SIP Server Group'.
 - b. CVP will initiate SIP Heartbeat with the Cisco VVB and if SIP RAI is configured
2. Standalone deployment model

After the Cisco VVB is configured (through Cisco VVB AppAdmin or CVP-OAMP bulk configuration), add the dial-peer in the Ingress-gateway (Cube or PSTN-GW) to point to the Cisco VVB.

