About this Document

This document provides installation instructions for CVP12.0 (1) ES8. 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:

1. Signup to Receive Email Notification of New Field Notices
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Signup to Receive Email Notification of New Field Notices

In the Product Alert Tool, you can set up profiles to receive email notification of new Field Notices, Product Alerts, or End of Sale information for your selected products.

The Product Alert Tool is available at https://www.cisco.com/cisco/support/notifications.html.

About Cisco CVP (and CVP Engineering Specials)

This ES includes fix for CSCvu04988, CSCvx14235, CSCvu67527, CSCvv90156, CSCvw50177 and CSCvp67085.

This ES fixes critical issues faced by customers on Cisco Unified Customer Voice Portal 12.0. Installing this ES on older ES's will not have any negative impact.

CVP Compatibility and Support Specifications

CVP Version Support

Cisco Unified Customer Voice Portal 12.0.

CVP Component Support

Supported CVP Components

CVP12.0 (1) ES8 is compatible with and should be installed on these CVP components:

1. CVP Server
2. Operations Console

Unsupported CVP Components

Do not install this engineering special on any of the following components:

1. Reporting Server
2. Remote Operations

CVP Engineering Special Installation Planning

Pre Installation Steps:

1. ES5, ES6 and ES7 are mandatory to be installed before installing this ES.

2. Before installing the patch, the audio files must be backed up from **"C:\Cisco\CVP\VXMLServer\Tomcat\webapps\CVP\audio"** folder.

3. Take backup of custom files, if any.

Installing CVP 12.0 (1) ES8

Follow the below steps in sequence to install this ES:

Patching Unified CVP Server:

1. Stop Callserver and VXMLServer service.

2. Run the patch installer.

3. Reboot the machine.

Patching Unified OPSConsoleServer:

1. Stop the services.

2. Run the patch installer.

3. Reboot the machine.

Post Installation Steps:

1. Ensure both CallServer and VXML server services are up and running after this ES is installed on CVP Server.

2. Ensure OpsconsoleServer service is up and running on OAMP Server.

3. Ensure the "audio" folder is created under **"C:\Cisco\CVP\VXMLServer\Tomcat\webapps\CVP"** on CVP Server.

4. Restore the backed up audio files and custom files.

Uninstalling CVP 12.0 (1) ES8

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 lists defects resolved by CVP 12.0(1) ES8.

Identifier	Headline
CSCvv90156	Sessions not getting deleted.
CSCvw50177	CVP disconnects call when receiving 491 Request Pending
CSCvu04988	CVP VXML active sessions SNMP statistics mismatch
CSCvx14235	VXML applications failing after timeout randomly at Set Value node
CSCvp67085	CVP SIP_SS not recognizing the crypto key changes in SDP
CSCvu67527	CVP is changing SDP Origin/sess-version field for 180 Ringing and 200 OK

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 408-5267208 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, easyto-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.