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About this Document

This document provides installation instructions for Cisco Virtualized Voice Browser COP file. It also contains a list of issues resolved by this COP. Please review all sections in this document pertaining to installation before installing the product. Failure to install this COP as described may result in inconsistent behaviour.

Supported VVB Version

This COP (ciscovb.1161.ES01.84.cop.sgn) is to be installed on VVB Version 11.6. Installing the COP on previous COP's will not create any repercussions.

Resolved Caveats

Mentioned below are the defect details that are fixed in this ES.

Cisco VVB 11.6(1)ES84	
CSCvn19206	VVB fails to switch from CMT to ASR mode application transfer calls
CSCvk48151	CVP not conforming to RFC when creates SDP contains audio and video capabilities
CSCvm69129	VVB Cache to be optimized
CSCvn03464	VVB11.6 doesn't support with CVP 12.0
CSCvm26230	Menu microapp causes VVB port hung
CSCvn21273	VVB ASR/TTS - WW country code isn't supported
Cisco VVB 11.6(1)ES83	
CSCvk21383	VVB Fails to Execute handler when Integrated with NDF
Cisco VVB 11.6(1)ES82	
CSCvi79154	Digit Element different behaviour with VVB and VXML GW
CSCvj00503	VVB - MicroApp GetDigit (GD) doesn't accept Pound and Asterisk as valid input
CSCvk59038	Absolute HTTPS URL for grammar is malformed by VVB
CSCvk25358	Incoming MRCP messages are not getting printed at higher log level for ASR/TTS
CSCvk52974	VVB overwrites the stored cookie when session is re-directed to an external subdialog
CSCvk20533	Unable to pass UUI Data from ICM to 3rd party when using Virtual VoiceBrowser
CSCvj47623	VVB support for multiple locales unavailable
CSCvk05817	VVB 11.6 ES81 no longer sends VBEventHandler on badfetch event
CSCvm00354	Enhance Voice Browser to support builtin:speech/transcribe grammar
CSCvi79154	Fix for digits not recognized during 2nd instance of digit collection
Cisco VVB 11.6(1)ES81	
CSCvh14283	VVB VRU Type 7 allows only 1 one simultaneous call
CSCvh58531	Call drops after no-input is detected while prompting caller, if secure_logging is enabled
CSCvi25666	fetchaudio media file is not getting cleared from the PromptPlayer
CSCvi43753	VXML session is not getting released completely
CSCvh78069	UTF-8 character encoding support for ASR/TTS
CSCvi43768	Fetchaudio timer does not start from the element where it is configured
CSCvf57695	VVB - ASR - VVB not executing javascript correctly
CSCvh77891	VVB - ASR - SWI parameter not being passed to VXML Server

CSCvj06516	Record Utterance feature needed in VVB
CSCvj06335	Record Utterance not getting deleted from temp folder
CSCvj52882	Alternative Text Not Processed when Wav File Not Found
CSCvj01251	CVVB Call Failure after a reboot and Sip stack is operational.
Cisco VVB 11.6(1)ES22	
Bug ID	Description
CSCvg44744	VVB does not work when prompts are long
CSCvf30722	TTS multi language support.
CSCvf77507	VVB - Asterisk character in Menu elements causes call failure
CSCvf81260	TTS audio node configured with SSML tags that contains value less than 4 chars is not supported
CSCvf71615	VVB Drops call on caller hang up during Record Element
CSCvg22986	Fix for looping with unavailable ASR servers
CSCvg09350	Voice quality issue on audio that Cisco VVB receives from Nuance TTS

Usage Guidelines

CSCvh78069

- For Automatic Speech Recognition and Text To Speech 'encoding' set at application level (*<Call Studio Application> -> Properties -> General Settings -> Encoding*) will work.
    - If ASR is used for locales other than en-US, Universal Grammar needs to be disabled by using the procedure specified in below link.
      https://ciscomarketing.jiveon.com/docs/DOC-46886
- Locale for Text To Speech can be set at application or at element level.

CSCvi43768 & CSCvi25666

- FetchAudio is supported with an application created with Call Studio

CSCvh77891

- SWI Params present in NLSML result are shared back by VVB to VXML Server. If only SWI Params are present in the NLSML result, then they are not shared.

CSCvj06516

- Recorded file in Record Utterance can be referred as given below :
  <var name="the_recording" expr="application.lastresult$.recording"/>

Conditions for installing COP

Pre-Conditions

Make sure there is no previous ES in progress. Else cancel it by running.

utils system upgrade cancel

Installing this cop will reset all custom Voice Browser properties like HTTP Cache max_file_size to default value of 500KB.Identify your customised values for Voice Browser, if set earlier from platform CLI command. Use below show commands to check the values.

show vvb cache browser_cache_size
show vvb cache enable_browser_cache
show vvb cache extensions

show vvb cache max_file_size
show vvb http client response timeout

Post-Conditions

Once ES is applied, reboot the Cisco VVB. After reboot, verify from the Cisco VVB Appadmin that all services come to In-Service.

To restore customised values of Voice Browser, execute the platform CLI "set" command to change the default values of Voice Browser. Applicable only where Voice Browser default values are customised to match the needs. Use below set commands to set the values.

set vvb cache browser_cache_size
set vvb cache enable_browser_cache
set vvb cache extensions
set vvb cache max_file_size
set vvb http client response timeout value

Dependencies for this COP

NA.

Installing COP

Install the COP provided by running

utils system upgrade initiate

Follow the instructions and provide the path of the COP. Do not close the terminal until the installation of COP is successful. Restart the machine after installing the COP.

Uninstalling COP

Follow similar process for uninstalling the COP. It is a cumulative COP, and will reverts to base version.