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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.ES01.87.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)ES87	
CSCvu44291	error.unsupported.format error in custom VVB app
CSCvt32466	INVITEs and OPTIONs not being processed on VVB causing all calls to fail.
CSCvu58296	VVB throws exception when TOEXTVXML ECC variables has " "
CSCvu48159	VVB is not sending RPID and PAID in 200 OK, when received INVITE has RPID and PAID.
CSCvu79257	Incorrect MRCP message count length
Cisco VVB 11.6(1)ES86	
CSCvs47486	VVB 11.6 - TTS spoken words come out of order when using "break time"
CSCvs60581	VVB drops 2-3 RTP packets from TTS Server for each TTS SPEAK. This causes garbled voice.
CSCvs78580	VVB is interpreting incorrect confidence value
CSCvt04073	ES84 causes VVB to invoke application infinitely till all ports got exhausted
Cisco VVB 11.6(1)ES85	
CSCvn01580	VVB 11.6 Stuck custom ringtone (Potential deadlock detected)
CSCvn82885	VVB max nomatch hot event is not working
CSCvo00805	Record Element - Session is not released after hangup
CSCvo31078	Invalid exception handling - ASR server not available
CSCvo31351	Vvb calls get hung when supported language library is not present in nuance
CSCvo86208	MRCPv1 fails if setting xdebugging level in SS_MRCP
CSCvo87201	Call fails to play prompt when using VVB
CSCvp22890	Record Element - Temp Files not deleted
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 UII Data from ICM to 3 rd 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

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

utils system upgrade cancel

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.

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 installing the COP, but install the specific rollback COP for the version. The COP's have to be removed in the reverse order in which they were installed.