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About this Document

This document provides installation instructions for Cisco Virtualized Voice Browser COP file. It contains the list of issues resolved and feature enhancements supported 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.1261.ES01.cop.sgn) is to be installed on VVB version 12.6(1).

Resolved Caveats

The following table lists the defects fixed in this ES.

Cisco VVB 12.6(1) ES01	
Bug ID	Description
CSCvy39534	VVB doesn't release TTS license in one specific scenario
CSCvy12144	VVB switching to SRTP after 15 min session refresh SIP re-INVITE
CSCvy25404	Does not include a separating blank line between each MIME part's headers and the body content
CSCvy30996	Same Call-ID on VVB with ASR leg
CSCvy80418	VVB not confirming to RFC standard when use POST method with multipart/form-data
CSCvy39529	Issue introduced by F5 load-balancer fix in 12.0 (CSCvu48063)
CSCvy30206	VVB engine stops processing all calls in rare cases when it receives malformed SIP message (caffeine-stack)
CSCvy24297	WXM IVR survey fails with the errors in VVB

Feature Enhancements

The following table lists the feature enhancements supported through this ES.

Cisco VVB 12.6(1) ES01		
Feature	Description	References
SSML Speak	TTS entries can now be enclosed within <speak> tag from Cisco Unified Call Studio.	NA
ECDSA	ECDSA, a variant of Digital Signature Algorithm can now be enabled on the secured interfaces across the solution.	Certificate Management for Secured Connections > Enabling ECDSA Certificate section in the <i>Security Guide for Cisco Unified ICM/Contact Center Enterprise, Release 12.6(1)</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html
NBest Support for ASR	NBestCount property of the Transcribe element returns the maximum number of recognition results.	Transcribe Element chapter in the <i>Element Specifications for Cisco Unified CVP VXML Server and Call Studio, Release 12.6(1)</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-programming-reference-guides-list.html

Usage Guidelines

NA.

Conditions for installing COP

Pre-Conditions

Make sure there is no previous ES in progress; else, cancel it by running:

utils system upgrade cancel

Post-Conditions

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

Reconfigure the Cloud Connect details from NOAMP (for UCCE and standalone IVR deployments) or CCEAdmin (for PCCE deployments).

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 COPs must be removed in the reverse order in which they were installed.

Important: If ECDSA is enabled in VVB, please ensure that rollback COP is executed only after switching to RSA mode.