



## **Release Notes for Cisco Unified Customer Voice Portal Release 10.0(1)**

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# Release Notes

## Introduction to Cisco Unified Customer Voice Portal Release 10.0(1)

This document discusses new features, changes, and caveats for Release 10.0(1) of Cisco Unified Customer Voice Portal (Unified CVP) software.

Additional information about new features and product changes is available in the relevant end-user documentation.



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**Note**

For the most up-to-date version of all Cisco documentation, go to the following Cisco web page: <http://www.cisco.com/web/psa/products/index.html>.

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## New and Changed Features

### a-Law Support

The Unified Cisco Voice Portal 10.0(1) supports deployment of u-Law and a-Law Codec during fresh install. Upgrade from 9.0(1) to CVP 10.0(1) in a-law is supported. It allows the customers to choose the desired codec while installing Unified CVP. To upgrade, refer to the installation information provided in the *Unified CVP Install and Upgrade guide*.

### WAAS Support

The Cisco Wide Area Application Services (WAAS) has been introduced as part of the Cisco Unified Customer Voice Portal Unified 10.0(1) release to accelerate applications, enhance bandwidth, and help improve productivity for the contact centers with large number of media files used in their deployments. WAN accelerators support a lot of in built filters and tools that accelerate and optimize the TCP traffic (in and out) on a network. Cache mechanisms, dynamic redundancy eliminations and compression techniques in WAN accelerators cut down the amount of traffic across the WAN. WAAS is a software and hardware integrated, cloud-ready WAN optimization and application acceleration solution. This helps to reduce the download time of media files and also the end to end voice delays. Currently, CVP uses Cisco's VXML Gateway that limits its cache for media files to 32 MB. This limits the number of media prompts that can be cached locally. Therefore, with this release we support external WAN accelerators used between the gateway and the media server component of Unified CVP.

### Specification Based Hardware

In addition to TRC UCS hardware platform, specification based hardware platforms are also supported as part of this release. This enhancement allows customer to use an equivalent or faster Intel-processor based servers from HP, IBM, and Dell. For more information on specification based hardware platforms refer the [CVP Virtualization Wiki](#).

## Serviceability Improvements

The VXML Server License utilization alert raise and clear based on defined thresholds. In addition to this number of OnHold calls is limited to a percentage of total VXML server licenses.

## Tomcat Upgrade

Tomcat has been upgraded from earlier versions of 5.x and 6.x to 7.0.25. The Call Server, VXML Server, OPS Console Server, and the Web Services Manager are upgraded to support Tomcat 7 version. The JRE 1.6.24 version is supported for Tomcat 7.0.25 version.

## Call Studio Support on Windows 8

The CVP Call Studio Application is supported on Windows 8 operating system.

## XML API Support in Call Studio

Building and customizing Unified CVP VXML Server components using XML APIs, will not be supported in Call Studio after release 10.0(1).

## Service Fulfillment

The Cisco Unified Customer Voice Portal 10.0(1) uses REST based APIs to address the "Service Fulfillment" requirement as a day two configuration management of CVP components. Service fulfillment APIs are focused on the management of Media files on CVP Media servers and VXML applications on CVP VXML Servers.

- 1 Media File APIs: Create/Update/Delete/Get/List API has been provided for the Media Files that gets stored in the CVP Media Server Component.
- 2 VXML Application APIs: Deploy/Delete/Get/List API has been provided for VXML Applications that gets stored in CVP VXML Server Component.

## Service Assurance

The Cisco Unified Customer Voice Portal CVP 10.0(1) uses REST based APIs to address the Service Assurance requirement as a day two configuration management of CVP components.

- 1 Syslog APIs: Syslog APIs is provided to update and delete the syslog server details of already configured CVP managed devices.
- 2 SNMP V1/V2 APIs: Create/Update/Delete/Get/List APIs is provided for the SNMP V1V2 Community String and Notification Destinations configuration management.

## System Requirements

For hardware and third-party software specifications for Release 10.0(1), see the Hardware and System Software Specification (Bill of Materials) for Cisco Unified Customer Voice Portal, which is accessible from [http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_technical_reference_list.html).

See the Installation and Upgrade Guide for Cisco Unified Customer Voice Portal Release 10.0(1) for additional information. The document is accessible from [http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_installation_guides_list.html).

## Important Notes

This section contains important notes and restrictions that apply to Release 10.0(1).

### Migration Process

To migrate an existing H.323 CVP deployment to Release 10.0(1), follow this two-step process:

- 1 Migrate the existing H.323 CVP deployment to SIP CVP deployment running Unified CVP 9.0(1) or Unified CVP 10.0(1).
- 2 Migrate the CVP SIP deployment to Unified CVP 10.0(1) on Windows Server 2008 R2.

If the existing Unified CVP deployment has solution components such as IBM WebSphere, CSS, or CUPS, you must migrate them to Tomcat, ACE, or CUSP respectively before migrating to Unified CVP 9.0(1).

For more information, see the Installation and Upgrade Guide for Cisco Unified Customer Voice Portal Release 10.0(1).

## Caveats

### Open Caveats

#### Bug Search Tool

If you have an account with cisco.com, you can use the Bug Search tool to find caveats of any severity for any release. Access the Bug Search Tool at <https://sso.cisco.com/autho/forms/CDClogin.html>. Enter the bug identifier in the search box and press return or click Search.

#### Open Caveats in this Release

This section contains a list of defects that are currently pending in Cisco Unified Customer Voice Portal Release 10.0(1). Defects are listed by identifier and then by component.

IDENTIFIER	HEADLINE
CSCuj35467	Replay option fails in Record_With_Confirm element
CSCuj47476	Transfer and conference via CVP failed during load testing
CSCuj48270	CVP Upgrade removes srv.xml configuration
CSCuj65816	Repair and Modify options not working for CVP Call studio installer
CSCuj35467	Replay option fails in Record_With_Confirm element
CSCuj55813	CVP device is missing from available device list of SNMP config page
CSCuj60858	SendSignal.bat doesn't work with CVP.

IDENTIFIER	HEADLINE
CSCuh87025	Install: Minimum password length validation incorrect SSP6

### Closed Caveats in this Release

This section contains some of the important defects that are closed as part of the Cisco Unified Customer Voice Portal Release 10.0(1). Defects are listed by identifier and then by component.

IDENTIFIER	HEADLINE
CSCub26504	CVP 9.0 Reporting Server Installation Fails Unless Run by Administrator
CSCub38384	Cisco Unified CVP Software Tomcat Web Application Vulnerability
CSCuh61750	CVP - Session Fixation Vulnerability
CSCud14451	CVP Installer does not set System/Environment Variables
CSCud24259	CPU high in CVP and Rpt Srv due to unwanted polling for OAMP service
CSCud62920	param open-hours-agent0 &lt;retry> in survivability script not working
CSCuh00932	query times out after DB runs out of temp space
CSCue76608	param ani-dnis-split on survivability.tcl script breaks REFER from CVP
CSCug45500	X-cisco-moh-source - takes effect only after restart
CSCuh61726	CVP - XSS Vuln found OAMP interface /oamp/searchSIPServerGroups.do
CSCuh61723	CVP - XSS Vuln found OAMP interface /oamp/searchDialedNumberPattern.do
CSCuh61751	CVP - Insufficient Transport Layer Protection - Weak Cipher
CSCuh61711	CVP - Cross-Site Scripting vulnerability found OAMP interface
CSCuh61731	CVP - XSS Vuln found /oamp/controlCenterDispatchActions.do
CSCuh61727	CVP - XSS Vuln found OAMP interface /oamp/searchV3User.do

IDENTIFIER	HEADLINE
CSCuh61745	CVP - Session token in URL
CSCuh61720	CVP - XSS Vuln found OAMP interface /oamp/searchUserGroups.do
CSCuh61733	CVP - XSS Vuln found /oamp/searchPastConfigurations.do
CSCui30272	CVP CCB timeInFirstPlace parameter resets when call leaves queue
CSCui37160	Call GUID is different for initial call and survey call
CSCui31424	CVP- B2BUA- SIP feature tag isfocus to be added
CSCuj18751	System CLI doesn't accept password untill it reset through OAMP
CSCuj01140	Installer does not convert and copy the default record AG files from ICM
CSCui90510	Agt phone keeps ringing even after caller disconnects (PCS enabled DNIS)
CSCui99585	Callserver status is not partial upon Graceful shutdown
CSCuj16546	Unable to deploy scripts in call studio due to virtual memory space
CSCua58332	Installing CVP Reporting Server does not open port 1526 for use by CUIC
CSCua83569	Minimum 12 character password required on Reporting Server Installation
CSCub19128	CVP Installer Does Not Check for Domain Membership
CSCub55076	Outgoing ip traffic from cvp doesn't contain DSCP packet marking.
CSCub28873	Zombie calls on CVP with duration >7200 seconds
CSCub79041	Reporting Server(Premium) Installation DB Creation gone in Infinite Loop
CSCub92606	Incorrect calaculation of Reporting Messages
CSCub74218	Outpulse Transfer, Gateway goes down - one license Blocked for CVP

IDENTIFIER	HEADLINE
CSCub89285	Thread pool gets exhausted in SIP subsystem
CSCuc70970	CVP Call Studio 9 Debugger Fails
CSCud57003	Post Call Survey invoked even on caller disconnect
CSCue59908	CVP does not use the gateway trunk size to validate CallBack Capacity
CSCue65248	CVP Reporting summary tables are not populated
CSCue89605	UAC clears call prior CVP ACK 200 OK resulting in incorrect call state
CSCue89752	Wrong query in cvp call detail template
CSCue80042	caller leg hangs when SIP.Terminating.Pause is 0

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