



Release Notes for Cisco Unified Customer Voice Portal Release 9.0(1)

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Introduction

This document discusses new features, changes, and caveats for Release 9.0(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.



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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System Requirements

For hardware and third-party software specifications for Release 9.0(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

See the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal Release 9.0(1)* for additional information. The document is accessible from

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_installation_guides_list.html

Related Documentation

Documentation for Cisco Unified Customer Voice Portal, as well as most related documentation, is accessible from

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/tsd_products_support_series_home.html

The latest Release Notes for Cisco Unified Customer Voice Portal are accessible from

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_release_notes_list.html

Troubleshooting content for Cisco Unified Customer Voice Portal 9.0(1) is available only on DocWiki:

http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Customer_Voice_Portal

New and Changed Information

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Windows Server Support

In Release 9.0(1), Unified CVP is supported on Windows Server 2008 R2. Unified CVP 9.0(1) is not supported on Windows Server 2003.

Informix Database Support

In Release 9.0(1), Unified CVP reporting server installs Informix 11.70xC2 for storing the reporting data.

Combined Installation

In Unified CVP 9.0(1), the Call Server, VXML Server, and Media Server are combined as one installation. Installing the CVP Server will install all three components. In the earlier versions, Call Server, VXML Server, and Media Server could be installed on different machines.

Deprecation of H.323 Protocol

From Release 9.0(1) onward, Unified CVP supports only SIP call signaling. Support for H.323 call signaling protocol is discontinued. You must migrate existing H.323 deployments to SIP before migrating to Release 9.0(1). For more information on migration to SIP, see the “Migration to Unified CVP 9.0(1)” chapter in the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal Release 9.0(1)*, which is available online at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_technical_reference_list.html

Web Server Support

From Release 9.0(1) onward, Unified CVP supports only Apache Tomcat as web server. Support for IBM WebSphere as web server is discontinued.

SIP Proxy Support

From Release 9.0(1) onward, Unified CVP supports Cisco Unified SIP Proxy (CUSP) for proxy server. Support for Cisco Unified Presence Server (CUPS) as proxy server is discontinued.

Load Balancer Support

From Release 9.0(1) onward, Unified CVP supports Application Control Engine (ACE) as the load balancer. Support for Content Services Switch (CSS) is discontinued.

Virtual Machine Template Simplification

Unified CVP 9.0(1) supports virtualization on VMware ESXi 5.0. In earlier versions of Unified CVP, multiple Virtual Machine (VM) templates were required for installing Unified CVP components (Call Server, VXML Server, Operations Console, and Reporting Server). In Release 9.0(1), the customer is required to download only one VM template to choose a configuration for installing various Unified CVP components.

UDP Support on Virtual Machines

In Release 9.0(1), Unified CVP supports UDP as transport protocol for call signaling in virtual machines running on Cisco UCS B-series and C-series servers. For more information, see the Virtualization for Unified CVP DocWiki page at:

http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CVP

Media Resource Control Protocol Version 2 Support

In Unified CVP 9.0(1), Media Resource Control Protocol Version 2 (MRCPv2) is supported between VXML gateway and Automatic Speech Recognition/Text-to-Speech (ASR/TTS).

At Unified CVP 9.0(1) First Customer Ship (FCS) the maximum capacity for MRCP v2 simultaneous sessions for ISR gateway 3945e is still being verified. For more information, see the *Cisco Unified Customer Voice Portal Solution Reference Network Design Release 9.0(1)*.

Operations Console Web Interface

In Release 9.0(1), Operations Console web interface is now supported on Microsoft Internet Explorer Release 8.0 and 9.0 and on Mozilla Firefox 11.0.

Video-in-Queue Support

In Release 9.0(1), Video-in-Queue feature is implemented in Unified CVP. This feature allows the caller to interact through high-definition video prompts or navigate a video menu using Dual-Tone Multifrequency (DTMF) keys while the caller is queued.



Note

Caller-side Hold/Resume is not supported during the Video-in-Queue.

Unified CVP-Controlled DTMF Transfer

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- Beginning with Unified CVP 8.5 ES4 or ES6, when the service provider does not disconnect a call after a CVP-controlled DTMF transfer, Cisco Unified Contact Centre Express reports DTMF transfers made by Unified CVP as network errors (cause code 38), if Unified CVP sends the disconnect. Previously, calls were reported as normal disconnections (cause code 16).

- Beginning with Unified CVP 8.5 ES4 or ES6, when Unified CVP-controlled DTMF transfers are used, the service provider does not disconnect the call after receiving digits, and neither Survivability nor Remote-Party ID headers are present. Unified CVP sends a REFER to the error DN after outputting digits. This option can be disabled globally. For more information, see defect CSCua17199 listed in [Open Caveats in This Release, page 6](#).

Cisco Security Agent Not Supported in Release 9.0(1)

In Release 9.0(1), support for Cisco Security Agent (CSA) is removed, because Unified CVP 9.0(1) relies on the security provided by Windows Server 2008 R2.

QoS Implementation and Support

For Microsoft Windows Server 2008, the Microsoft facility for DSCP packet markings (the IP_TOS socket option) is removed. Subsequently, for Microsoft Windows Server 2008, packet markings are now made with locally created QoS Policy entries.



Note

In Release 9.0(1), QoS setting for Unified CVP is no longer supported from the Unified CVP Operations Console.

Important Notes

This section contains important notes and restrictions that apply to Release 9.0(1):

- [Migration Process, page 5](#)
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Migration Process

To migrate an existing H.323 CVP deployment to Release 9.0(1), follow this two-step process:

1. Migrate the existing H.323 CVP deployment to SIP CVP deployment running Unified CVP 8.0(1) or Unified CVP 8.5(1).
2. Migrate the CVP SIP deployment to Unified CVP 9.0(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 9.0(1).

Early Offer on Agent leg

Beginning with Unified CVP 8.5 release, the Unified CVP SIP Call Server does not use early offer while establishing the agent leg. Prior to the 8.5 release, Unified CVP SIP Call Server used to establish the agent leg with the SDP of the caller. This was done as a fix for CSCti57228. Please contact Cisco technical support if a different behavior is needed in your deployment.

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://www.cisco.com/cisco/psn/bssprt/bss>. 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 9.0(1). Defects are listed by identifier and then by component.

Identifier	Headline
CSCtr92018	Calls fail when CVP is gracefully shutdown or comes back in Service
CSCtw51268	CCB Calls stuck in CVP and GW
CSCty31081	CVP sending 2 SDPs, in both INVITE and ACK to caller after Whisper Leg
CSCtz28526	Hold/resume issues on second audio prompt after video queue interrupt
CSCtz45695	491 send by CVP for a CM Invite after Whisper leg
CSCtz57612	Call Detail Report shows zero record after providing the mandatory field
CSCtz67355	VXML call survivability application on VOIP dial-peers
CSCtz70393	CVP does not generate whisper failed error if it exceeds 15 sec timeout
CSCtz95597	CVP not forwarding the retries from gateway
CSCtz99076	OAMP: 'Runcmp with default cmp_config.properties' not working
CSCua17199	REFER to error DN sent after transfer to DTMF label
CSCua18769	Callback offered (Long EWT=3600) is not working
CSCua22668	System CLI command "show component" displays h.323 as one component
CSCua22703	SRV config change needs machine reboot instead of dev restart
CSCua23313	Thread pool exhausted when all elements in srv group is down
CSCua25721	IVR: Apostrophes in toExtVXML result in error.semantic on gateway
CSCua29142	survivability tcl script abort issues upon digit collection
CSCua31416	One Way Audio After WAAG when using 7941
CSCua36218	Simplification of ICM Scripting does not support backup vxml server
CSCua49413	Online view for VXML Server is not working
CSCua52288	CVP version getting displayed if survivability is enabled on inbound leg
CSCua52466	Reporting users are not working after uninstall & install
CSCua53737	No participants displayed on a call
CSCua54893	Call Survivability application strips off preceding 0 digit
CSCua55225	Call Studio: Copyrights notice during Call Studio install is out of date
CSCua65800	Call Survivability script does not trigger for calls in progress and for established calls
CSCub74279	When Agent1 does a warm transfer to Agent 2, the Audio path establishes but there is no video negotiation.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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