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# Unified Application Environment Release Notes, Release 2.5(1) SR3

These release notes describe the new features and caveats for the Cisco Unified Application Environment, Release 2.5(1) SR3.

## Related Documentation

There are two types of related documentation: product and developer.

- **Table 1** provides the links to product documentation
- For developer documentation, go to: http://developer.cisco.com/web/cuae

**Table 1: Product Documentation**

| Related Information | URL |
|---|---|
| Cisco Unified Application Environment | http://www.cisco.com/en/US/products/ps7058/prod_maintenance_guides_list.html |

| | |
|---|---|
| Administration Guide, Release 2.5.1 | |
| Cisco Unified Application Environment Installation Guide, Release 2.5.1 | http://www.cisco.com/en/US/products/ps7058/prod_installation_guides_list.html |
| Cisco Unified Application Environment Messaging Plugin Installation Guide, Release 2.5.1 SR1 | http://www.cisco.com/en/US/products/ps7058/prod_installation_guides_list.html |
| Cisco Unified Application Environment Upgrade Guide, Release 2.5.1 | http://www.cisco.com/en/US/products/ps7058/prod_installation_guides_list.html |
| Cisco Unified Application Environment Hardware Compatibility Matrix, Release 2.5.1 | http://www.cisco.com/en/US/products/ps7058/products_device_support_tables_list.html |
| Cisco Unified Application Environment Software Compatibility Matrix, Release 2.5.1 | |
| Open Source License Notices for the Cisco Unified Application Environment | http://www.cisco.com/en/US/docs/voice_ip_comm/cuae/openssl_license/cuae_ssllic.html |
| Cisco Unified Communications Manager Documentation | http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html |

## New and Changed Information

This section describes the new and changed information for the Cisco Unified Application Environment:

- Call Control APIs to support early media feature for SIP Trunk?Cisco Unified Application Environment 2.5(1) SR3 provides two additional APIs, AcceptCallEarlyMedia and GetRemoteMedia, to support early media (SIP 183 response from Cisco Unified Application Environment) feature for SIP Trunk.

- Added support for Cisco Unified Presence 7.0?Cisco Unified Application Environment 2.5(1) SR3 supports Cisco Unified Presence 7.0.

- Hotfixes from Cisco Unified Application Environment 2.5(1) SR2?All defects that are mentioned under Closed Caveats and were part of 2.5(1) SR2 hot fixes are now part of Cisco Unified Application Environment 2.5(1) SR3.

## Installation and Upgrade Notes

The following sections describe the upgrade procedures:

**Installing Cisco Unified Application Environment 2.5(1) SR3**

Before you install the Cisco Unified Application Environment 2.5(1)SR3, you must complete these prerequisite steps:

1. Perform a Cisco Unified Application Environment database back up.
2. Go to this URL: http://developer.cisco.com/web/cuae/downloads.
3. Download the following executable files, and save them on your system:
    - CUAE-coreadd-2.5.x.exe (Cisco Unified Application Environment Core Addendum)
    - CUAE-platsvc-2.5.x.exe (Cisco Unified Application Environment Platform Services)
    - CUAE-appserver-2.5.x.exe (Cisco Unified Application Environment Application Server)
    - CUAE-mediaengine-2.5.x.exe (Cisco Unified Application Environment Media Engine)

**Installing the Cisco Unified Application Environment Core Addendum**

To install the Cisco Unified Application Environment Core Addendum, follow these steps:

**Procedure**

**Step 1** Locate and double-click this executable file where you downloaded it on your local system: **CUAE-coreadd-2.5.x.exe**.

**Step 2** Click **Run**. The end-user license agreement appears.

**Step 3** Read it, and if you agree with the terms, select **I Agree**. The Cisco Unified Application Environment OS Addendum Setup dialog box appears with a message indicating that older versions of third-party software are detected.

**Step 4** Click **Yes** to remove the older versions of the third-party software. A console appears and indicates progress. The system then reboots, and a clean-up utility console appears.

**Note**: You may get a security warning indicating that the publisher could not be verified. If so, proceed to **Step 5**.

**Step 5** Click **Yes** to run the Cisco Unified Application Environment Core Addendum. The end-user license agreement appears.

**Step 6** Read it, and if you agree with the terms, select **I Agree**. The Cisco Unified Application Environment OS Addendum Setup dialog box appears.

**Step 7** Click **OK** when prompted to begin the installation setup. A console appears indicating the progress of the installation.

**Step 8** Click **Close** when the output stops and when the Close button is no longer grayed out. A window appears indicating that the installation is complete, and that the server must be rebooted.

**Step 9** Click **Yes** to reboot the server.

#### Installing the Cisco Unified Application Environment Platform Services

To install the Cisco Unified Application Environment Platform Services, follow these steps:

**Procedure**

**Step 1** Locate and double click this executable file where you downloaded it on your local system: **CUAE-platsvc-2.5.x.exe**.

**Step 2** Click **Run**. The Cisco Unified Application Environment Platform Services installation wizard appears.

**Step 3** Click **Next**. The end-user license agreement appears.

**Step 4** Read it, and if you agree with the terms, select **I accept the terms in the license agreement**. A notice about cryptographic features appears.

**Step 5** Read it, and if you agree to comply with the applicable laws and regulations described in the notice, then click **Next**. The Create Services User dialog box appears.

**Step 6** Enter a password for the Cisco Unified Application Environment service user, then reenter it.

**Note**: Remember this password. You will be prompted for it again when you run other Cisco Unified Application Environment installers.

**Step 7** Click **Next**. A **MySQL Database Server** dialog box appears.

**Note**: Do not change the default Database Server or Login ID.

**Step 8** Enter the MySQL password; the same one used for the earlier release.

**Step 9** Click **Next**.

**Step 10 A Ready to Install the Program** dialog box appears.

**Step 11** Click **Install**. The dialog window indicates progress as the installation proceeds.

**Step 12** Click **Finish** when the installation is complete.

#### Installing the Cisco Unified Application Environment Application Server

To install the Cisco Unified Application Environment Application Server, follow these steps:

**Procedure**

**Step 1** Locate and double click this executable file where you downloaded it on your local system: **CUAE-appserver-2.5.x.exe**.

**Step 2** Click **Run**. The Cisco Unified Application Environment Application Server installation wizard appears.

**Step 3** Click **Next**. The end-user license agreement appears.

**Step 4** Read it, and if you agree with the terms, select **I accept the terms in the license agreement**.

**Step 5** Click **Next**. A notice about cryptographic features appears.

**Step 6** Read it, and if you agree to comply with the applicable laws and regulations described in the notice, then click **Next**. The Service User Password dialog box appears.

**Step 7** Enter the password for the Cisco Unified Application Environment service user. This is the password you created in Step 6 of Installing the Cisco Unified Application Environment Platform Services.

**Step 8** Click **Next**.

**Step 9** A Ready to Install the Program dialog box appears.

**Step 10** Click **Install**. A dialog will indicate when the installation is complete.

**Step 11** Click **Finish**.

**Step 12** A dialog appears asking if you want to restart the system.

**Step 13** Do one of the following:

> **a** If you have Cisco Unified Application Environment Media Engine Release 2.5(1) installed, click **No** and proceed with the Cisco Unified Application Environment Media Engine installation.
>
> **b** If you do not have Cisco Unified Application Environment Media Engine Release 2.5(1) installed, click **Yes**.

#### Installing the Cisco Unified Application Environment Media Engine

To install the Cisco Unified Application Environment Media Engine, follow these steps:

**Procedure**

**Step 1** Locate and double click this executable file where you downloaded it on your local system: **CUAE-mediaengine-2.5.x.exe**.

**Step 2** Click **Run**.

**Step 3** Do one of the following:

> **a** If you do not have the Nuance OpenSpeech Recognizer 3.0 installed on the server, a prompt appears asking if you want to install it. Click **Install**.

**b** If you have the Nuance OpenSpeech Recognizer 3.0 installed, the Cisco Unified Application Environment Media Engine installation wizard appears. Click **Next**.

The end-user license agreement appears.

**Step 4** Read it, and if you agree with the terms, select **I accept the terms in the license agreement**.

**Step 5** Click **Next**. A notice about cryptographic features appears.

**Step 6** Read the end-user license agreement , and if you agree to comply with the applicable laws and regulations described in the notice, then click **Next**.

The **Service User Password** dialog box appears.

**Step 7** Enter the password for the Cisco Unified Application Environment service user.

This is the password you created in Step 6 of Installing the Cisco Unified Application Environment Platform Services.

**Step 8** Click **Next**. A Ready to Install the Program dialog box appears.

**Step 9** Click **Install**. A dialog box indicates when the installation is complete.

**Step 10** Click **Finish**. A dialog appears indicating that you must restart the system for the changes to take effect.

**Step 11** Click **Yes**.

**Upgrading From Release 2.3 or 2.4 to Release 2.5(1) SR3**

To upgrade from Cisco unified Application Environment Release 2.3 or 2.4 to Release 2.5(1) SR3, you must first upgrade to Release 2.5(1). For more information, see the *Upgrade Guide for the Cisco Unified Application Environment, Release 2.5*, listed in the Related Documentation section.

**Upgrading From Release 2.5(1), 2.5(1) SR1 or SR2 to Release 2.5(1) SR3**

To upgrade from Cisco Unified Application Environment Releases 2.5(1), 2.5(1) SR1 or SR2 to Release 2.5(1) SR3, run the following installers:

1. Cisco Unified Application Environment Platform Services
2. Cisco Unified Application Environment Application Server
3. Cisco Unified Application Environment Media Engine

**Before you Begin**

Locate the following executable files on the Release 2.5(1) SR3 DVD or download them from the Cisco Unified Application Environment Downloads page http://developer.cisco.com/web/cuae/downloads.

1. CUAE-platsvc-2.5.x.exe.
2. CUAE-appserver-2.5.x.exe.
3. CUAE-mediaengine-2.5.x.exe.

**Installing Cisco Unified Application Environment Developer Tools**

Developers can download the CUAE-devtools-2.5.1.x.exe executable file from the Cisco Unified Application Environment wiki:http://developer.cisco.com/web/cuae/downloads.

Install the downloaded Cisco Unified Application Environment developer tools on a machine running Windows XP.

**Note**: Before you install Cisco Unified Application Environment developer tools, uninstall the existing version from the Control Panel.

In the Cisco Unified Application Environment 2.5(1) SR3 and earlier versions, the developer tools contain two main components, both of which allow you to develop Unified Communications applications:

- Cisco Unified Application Designer?The legacy .Net / C# based IDE.
- Etch Tools?The cross-platform, language independent ETCH framework and the Cisco Unified Application Environment command-line utility.

To install the Cisco Unified Application Environment developer tools, follow these steps:

**Procedure**

**Step 1** Download the developer tools installer: **CUAE-devtools-<version>.exe**.

**Step 2** Run the installer. The install shield checks for prerequisites.

**Step 3** The Cisco Unified Application Environment developer tools installer might display any pending requirements to be installed. Click **Install**.

**Step 4** After the prerequisites are installed, the Welcome page appears. Click **Next**. The end-user license agreement appears.

**Step 5** Read it, and if you agree with the terms, select **I accept the terms in the license agreement**. Click **Next**.

**Step 6** A notice about cryptographic features appears. Read it, and if you agree to comply with the applicable laws and regulations described in the notice, then click **Next**.

**Step 7** Accept the defaults until the completed window appears. Click **Finish**. If needed, restart the computer for environment settings to take effect once the installation is complete.

**Upgrading Cisco Unified Application Environment Developer Tools**

Follow these steps to upgrade the Cisco Unified Application Environment developer tools:

**Procedure**

**Step 1** Uninstall the existing version of Cisco Unified Application Environment developer tools from your machine.

**Step 2** Install the Cisco Unified Application Environment 2.5.1 SR2 developer tools.

**Step 3** Download and install the Cisco Unified Application Environment 2.5(1) SR3 developer tools.

**Step 4** Start the Cisco Unified Application Environment 2.5(1) SR3 developer tools.

**Backing up the Cisco Unified Application Environment Database**

Use the system backup feature to take a snapshot of the current configuration settings in the Cisco Unified Application Environment Administration, to save applications, and to save application configurations.

Cisco recommends backing up systems regularly to prevent data loss in the unlikely event of system failure. See Restoring the System for instructions on restoring a previously backed up system.

A system backup generates a .cuae file located in the C:\Program Files\Cisco Systems\Unified Application Environment\Backups folder. Make a copy of the backup folder and move it to a safe location outside the Cisco Unified Application Environment machine.

Follow these steps to perform system backups:

**Procedure**

**Step 1** Use the server console or VNC to open a command window.

**Step 2** Change the current directory to C:\Program Files\Cisco Systems\Unified Application Environment\Framework\1.0, and locate the executable file: cuae-backup.exe

**Note**: Arguments with spaces in their names must have double quotes around them.
**For example:**

cd "C:\Program Files\Cisco Systems\Unified Application Environment\Framework\1.0"

**Step 3** Enter the following command:

**cuae-legacy-backup.exe [ +database_name ...]**

where +database_name is the name of a database you want to backup in addition to the system database.

**Note**: The system database is automatically backed up during the backup process. If you do not need to back up additional application-specific databases, do not specify database names.
In general, if you have any applications that use their own, customized, MySQL database on the server, you need to specify their database names. Check with the developers who created the applications that are installed on the system to find out if there are custom databases associated with the applications, and whether they should be backed up. For example, to back up only the system database, enter:

**cuae-backup.exe**

After running the cuae-backup.exe tool, the backup file is saved in C:\Program Files\Cisco Systems\Unified Application Environment\Backups. Cisco strongly recommends you remove the backup file from the MCS server and store it in a safe location.

**Restoring the Cisco Unified Application Environment Database**

Use the system restore feature to install and activate a previously-generated system backup file.

**Note**: If the upgrade is successful, there is no need to restore backed up data.
**Caution**:

The configuration in the backup folder overwrites the current configuration. Once started, the process cannot be stopped or undone. Always back up the system before you restore a system backup file.

To restore a backup, follow these steps:

**Procedure**

**Step 1** Place the Backup folder anywhere on the MCS server.

**Step 2** Log in to the Cisco Unified Application Environment Administration.

**Step 3** From the Cisco Unified Application Environment Management, choose Serviceability >Services, select Watchdog Server, then click Stop to stop all the services.

**Step 4** Use the server console or VNC to open a command window.

**Step 5** Change the current directory to C:\Program Files\Cisco Systems\Unified Application Environment\Framework\1.0, and locate the executable file: cuae-restore.exe

**Note**: Arguments with spaces in their names must have double quotes around them.
**For example**:

cd "C:\Program Files\Cisco Systems\Unified Application Environment\Framework\1.0"

**Step 6** Enter the following command to do a restore of the same software version as the backup was taken:

**cuae-restore.exe [path_to_backup_file]**

where path_to_backup_file is the location of the file generated by the cuae-legacy-backup tool, which is located in the Backup folder on the server.

For example, if you want to restore a file called backup1.cuae located in the C:\Program Files\Cisco Systems\Unified Application Environment\Backups folder, enter:

**cuae-restore.exe "C:\Program Fil"s\Cisco Systems\Unified Application Environment\Backups\backup1.cuae"**

**Step 7** Enter the following command to test the restore:

**cuae-dbtool -t upgrade**

If the test is successful, the following message appears "The trial run was successful." and you can proceed to the next step.

If the test fails, the following error message appears "The trial run failed." Contact the Cisco Technical Assistance Center (TAC). For a complete list of Cisco TAC contacts, go to this URL: http://www.cisco.com/techsupport/contacts.

**Step 8** Enter the following command to do a restore on a later build from when the backup was taken:

**cuae-dbtool upgrade**

If the migration is successful, the following message appears "The migration was successful." and you can proceed to the next step.

If the migration fails, the following error message appears "The migration failed." Contact the Cisco Technical Assistance Center (TAC). or a complete list of Cisco TAC contacts, go to this URL: http://www.cisco.com/techsupport/contacts.

**Step 9** If the upgraded server is a media engine, then you must reset the password; the cuae-dbtool.exe does not restore the password for the media engine software. From the Main Control Panel on the Cisco Unified Application Environment management console, click Media Engine Configuration, and enter a password for the media engine.

**Note**: You must also enter the same password under Main Control Panel > Media Engine Configuration on any application servers that use this media engine. This enables the application servers to communicate with the media engine.

**Step 10** Return to the Main Control Panel, and click Service Control, then click Restart for the Watchdog Server. This restarts all of the services in order of dependency.

## Caveats

This section includes these topics:

### Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit. To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

### Procedure

**Step 1** To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs.

**Step 2** Log in with your Cisco.com user ID and password.

**Step 3** To look for information about a specific problem, enter the bug ID in the ?Search for Bug ID? field, then click **Go**.

**Open Caveats**

The table below lists the open caveats. For information about an individual bug, click the Identifier to access the online record, including workarounds.

**Note**: Because defect status continually changes, be aware that the table reflects the list of the defects that were open at the time the release notes were compiled. For an updated view of open defects, access Bug Toolkit and follow the instructions as described in the Using Bug Toolkit section.

**Table 2: Open Caveats for the Cisco Unified Application Environment, Release 2.5(1) SR3**

| Identifier | Headline |
|---|---|
| CSCsr40650 | The bridge action fails with JTAPI CTIERR_HOLDFAILED error. |
| CSCsu03054 | For a P2P bridged inbound call with CTI Route Point, JTAPI service returns CTIERR_TIMEOUT after 15 seconds. |
| CSCzb50741 | A Hold or Resume bridge call scenario fails with H.323. |
| CSCzb50990 | The Cisco Unified Application Environment Application Server cannot detect if an outbound call placed to a particular DN is forwarded to another DN. |
| CSCzb50991 | The To field is incorrect under forwarded conditions with SIP. |
| CSCzb51019 | The SCCP provider fails to handle conference call flows. |
| CSCsv97343 | A one-way media is established upon completion of a hold and resume request for a SIP P2P call. |
| CSCsw17052 | Call Control state goes from TALKING state to DROPPED state for a JTAPI P2P call. |
| CSCsw52764 | The JTAPI provider reports the following error message: The JTAPI Call encountered an error (CallIdUnknown): <no description>. |
| CSCsw31182 | Cisco Unified Application Designer does not support the Messaging plugin. |
| CSCsx05179 | The Messaging plugin uinstaller does not uninstall the plugin from the Cisco Unified Application Environment server. |
| CSCsx04874 | The Messaging plugin uinstaller gets a return code of ?8? instead of ?0? despite a successful uninstallation on the Cisco Unified Application Environment server. |
| CSCsx05616 | Login attempts to the AUTH web service of VWMS times out and no SOAP response is sent to the client. |
| CSCsx17101 | The Cancel button on the Welcome screen in the Messaging plugin installer does not cancel the installation. |
| CSCsx18881 | A router warning message is written to the application server log file even though the change is added to the database and can be retrieved using the Cisco Unified Application Environment admin interface. |
| CSCsx19837 | The Messaging Plugin Developer Tools uninstaller does not display an error message when it cannot find the component that is selected for removal. |
| CSCsx45550 | Non-numeric DTMF CallID displays an exception in Telephony Manager. |
| CSCtb72682 | The project build fails when Cisco Unified Application Designer script contains a SendExecute action. |

**Resolved Caveats**

The table below lists Severity 1, 2 and 3 defects that are resolved since the last release of the Cisco Unified Application Environment.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that the table reflects a snapshot of the defects that were resolved at the time this report was compiled.

For an updated view of resolved defects, access Bug Toolkit as described in the Using Bug Toolkit section.

**Table 3: Resolved Caveats for the Cisco Unified Application Environment, Release 2.5(1) SR3**

| Identifier | Headline |
|---|---|
| CSCsy86982 | A PSTN caller who waits for a call back from the IP phone has to pay for the call even before the call is established. |
| CSCtd10636 | Cisco Unified Application Environment fails to collect all the digits entered while dialing the number. |
| CSCtb33564 | Cisco Unified Application Environment does not pass the Cisco Unified Presence data to the application. |
| CSCtb49895 | Cisco Unified Application Environment prevents the media engine from processing the calls. |
| CSCtb49915 | Cisco Unified Application Environment fails to answer call or reorder. |
| CSCtb62634 | Cisco Unified Application Environment receives various error messages when placing eight calls per second(CPS). |
| CSCtb68574 | SIP server service on Cisco Unified Application Environment server crashes with minimum load. |
| CSCtb83251 | Cisco Unified Application Environment script has a 2-second delay in playing prompts. |
| CSCtb49552 | AcceptCallEarlyMedia action fails on simultaneous calls. |
| CSCtc84498 | For a P2P call, AcceptCallEarlyMedia API fails with timeout. |
| CSCtf40965 | Cisco Unified Presence notification does not come from the Cisco Unified Presence server. |
| CSCtd88311 | QueryUsers Extension Mobility action does not take the failure path for an invalid user ID. |
| CSCtb56788 | CiscoDeviceListX database does not populate the extension fields for all the phones that are added to the database. |
| CSCtc51556 | DeviceListX plugin response invokes extensions that do not fetch all the device details. |
| CSCsz82718 | The XML output from Cisco Unified Application Environment is corrupt when sent to Cisco Unified IP Phone 7940. |

## 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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