CVP & VVB Java, Tomcat and Informix Default Versions and Upgrade Procedures

Contents

Introduction

This document describes supported versions of Java, Tomcat and Informix for CVP and VVB, also provides references to proper upgrade procedures.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Customer Voice Portal (CVP)
- Virtualized Voice Browser (VVB)

Components Used

The information in this document is based on these software versions:

- CVP 11.5(1), 11.6(1), 12.0(1), 12.5(1), 12.6(1), 12.6(2)

- VVB 11.6(1), 12.0(1), 12.5(1), 12.5(1) SU, 12.6(1), 12.6(2)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

CVP

CVP Processes and Their Purposes

- **Java**

  CVP Applications, primarily Call Server, Voice Extensible Markup Language (VXML) Server, WebServices Manager or OPSConsole Server, are java based applications and they need Java runtime Environment (JRE) for execution.

  Any functionality breakage of JRE can impact the Call Service, Standalone VXML Server Service or Operations Console Service.

  Misconfiguration of java can cause security related issues even though the services are up and running.

- **Tomcat**

  These instances of Tomcat run on CVP server and depend upon the type of deployment:

  - **Cisco CVP CallServer** hosted by **C:\Cisco\CVP\CallServer\Tomcat** on CallServer.

  - **Cisco CVP VXMLServer** hosted by **C:\Cisco\CVP\VXMLServer\Tomcat** on VXML Server.

  - **Cisco CVP CallServer** hosted by **C:\Cisco\CVP\CallServer\Tomcat** on Reporting Server.

  - **Cisco CVP WebservicesManager** hosted by **C:\Cisco\CVP\wsm\Server\Tomcat** on all CVP Servers.

  - **Cisco CVP OPSConsoleServer** hosted by **C:\Cisco\CVP\OPSConsoleServer\Tomcat** on Operations Console Server.

- **Informix Dynamic Server**

  It is the Database used by CVP Reporting Server to store all Reporting Data (that is VXML and Call Data).

CVP Default Versions

Version	Product	Default Version	Comments
11.5(1)	Java (JRE)	1.7.0_67-b01	
	Tomcat	8.0.33	

	Informix	Informix Dynamic Server 12.10.FC3	
11.6(1)	Java (JRE)	1.7.0_121-b31	
	Tomcat	8.0.33	
	Informix	Informix Dynamic Server 12.10.FC3	
12.0(1)	Java (JRE)	1.8.0_172-b11	
	Tomcat	9.0.8	
	Informix	Informix Dynamic Server 12.10.FC3	
12.5(1)	Java (JRE)	1.8.0-332-b09	For latest ES.
	Tomcat	9.0.21	For latest ES.
	Informix	Informix Dynamic server 14.10 FC1	This is 12.5(1) or 12.5(1a) base version If 12.5(1b) is used, informix version is 14.10 FC8
12.6(1)	Java (JRE)	1.8.0.332	For latest ES.
	Tomcat	9.0.43	For latest ES.
	Informix	Informix Dynamic server 14.10 FC8	If 12.5(b) is used as a base FCS version and then upgraded to 12.6(1)

12.6(2)	Java (JRE)	1.8.0.392	For latest ES.
	Tomcat	9.0.83	For latest ES.
	Informix	Informix Dynamic server 14.10 FC8	If 12.5(b) is used as a base FCS version and then upgraded to 12.6(1)

Upgrade Guidelines

Java

⚠️ **Caution:** Major upgrades (i.e 1.8 -> 1.9) are **not supported.**

Minor upgrades (i.e 1.8.172 -> 1.8.192) are supported and the procedure can be found here.

✎ **Note**: You must take adequate responsibility of doing proper tests before upgrading Java minor versions. Read the Java Release notes to determine if any dependent component for CVP is obsoleted in new java version. Example: If any cipher or algorithm used for security is obsoleted.

⚠️ **Caution:** After the JRE update, copy these 3 files from **C:\Cisco\CVP\jre\bin\client** to **C:\Cisco\CVP\jre\bin\server** folder:
classes.jsa
jvm.dll
xusage.txt
The client folder shows after doing the JRE update and you need to move these 3 files to server folder so the VXML Service service can start.

Tomcat

⚠️ **Caution:** Major upgrades (i.e 8.0 -> 8.5 or 9.0) are **not supported.**

Minor upgrades (i.e 8.0.24 -> 8.0.33) are supported and the procedure can be found here.

Informix Dynamic Server

⚠️ **Caution:** Major and Minor Upgrade of Informix is currently **not supported**.

If you are experiencing Informix vulnerabilities contact Cisco TAC.

VVB

Processes and Their Purposes

- **Java:** Virtualized Voice Browser (VVB) Engine runs on JRE.

- **Tomcat:** Hosts the webservice which is required for VVB to run.

- **Informix:** Used for internal DB.

VVB Default Versions

Version	Product	Default Version
11.6(1)	Java (JRE)	1.7.0_131-b12
	Tomcat	7.0.72
	Informix	12.10.UC7X3
12.0(1)	Java (JRE)	Open JDK 1.7.0_181
	Tomcat	7.0.85
	Informix	12.10.UC9W1
12.5(1)	Java (JRE)	1.7.0_231
	Tomcat	7.0.94
	Informix	12.10.UC9W1X3
12.5(1) SU	Java (JRE)	1.8.0_262
	Tomcat	9.0.37
	Informix	12.10.UC9W1X3
12.6(1)	Java (JRE)	1.8.0_262
	Tomcat	9.0.37
	Informix	12.10.UC9W1X3

12.6(2)	Java (JRE)	1.8.0_262
	Tomcat	9.0.56
	Informix	12.10.UC9W1X3

Upgrade Guidelines

VVB does not support any manual way or through ES/ET java/ tomcat/ informix upgrade. It can only be accommodated through the release cycle.