

CVP Servers and Call Studio JRE/Java Support, Compatibility, Upgrade Policy, and Files

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Introduction

The document provides the Java support, compatibility, and major upgrade steps on Customer Voice Portal (CVP) and Call Studio.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP
- Call Studio
- Microsoft Windows

Components Used

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

- CVP Version 8.5, 9.0 and 10.X
- Call Studio Version 8.5, 9.0 and 10.X

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, make sure that you understand the potential impact of any command.

Support and Compatibility

CVP Call Studio

Run the supported default Java Runtime Environment (JRE) version as mentioned in this table:

CVP Studio Version Default JRE Versions

10.0(1)	1.6
10.5(1)	1.7

Note: A JRE upgrade is not supported on Call Studio. This limitation is due to the eclipse and plugins that do not support a later version of JRE.

CVP Servers

The current list of supported JRE versions is shown in this table:

CVP Version Default JRE Versions Additional JRE Versions Tested for Support

10.0(1)	1.6	NA
10.5(1)	1.7	NA

Note: Check the supported JRE version before you upgrade the current installation. Any other versions (earlier or later) that are not listed in the previous table are not supported.

Upgrade Process on CVP

Minor Update of JRE

The [Download Software tool](#) is used in order to upgrade Java (for example, 1.6.0_24 to 1.6.0_81).

Use the JREUpdate.bat script in order to complete a minor update of the JRE version on your Unified CVP Server. For example, the script does a minor update from JRE version 1.6.0_24 to 1.6.0_81.

Note: The script does not support a major upgrade of JRE versions. For example, the JREUpdate.bat script cannot complete an upgrade from JRE version 1.6.0_81 to 1.7.0_45.

Upgrade Steps

1. Download and install the preferred Java Development Kit (JDK) version on your personal computer.
2. Copy the JRE folder available within the installed JDK to a known location on the Unified CVP Server. The JRE folder is available inside the root folder of the JDK installation. For example, C:\JRE or C:\jdk1.7.0_67\jre.
3. Unzip the JREUpdate.zip contents to a known location on your CVP Server. For example, C:\Cisco\CVP\bin.
4. In order to update the JRE version on the Unified CVP Server, run this script from the command prompt: **C:\Cisco\CVP\bin >JREUpdate.bat apply C:\JRE**
5. The script executes and the CVP JRE gets updated to the new version. Ensure that the

script output displays the updated JRE version.

6. The JREUpdate.bat script takes a backup of the old JRE at C:\Cisco\CVP\jre.old. In order to revert to the previous backup version of JRE, run this script from the command prompt:**C:\Cisco\CVP\bin>JREUpdate.bat revert**

Note: The CVP JRE contains JConsole tool. After a successful update to the JRE, the tool is available inside the backup folder only - jre.old/bin. In case you need to debug issues, use the tool directly from within the backup folder.