



Release Notes for Cisco Unified Attendant Console Compact Edition Version 8.6.4.1106

Revised: July 3, 2012, OL-25986-01

These release notes describe the new features and caveats for Cisco Unified Attendant Console Compact Edition version 8.6.4.1106

For a list of the resolved caveats for the Cisco Unified Attendant Console Compact Edition see [Resolved Caveats - Release 8.6.4.1106 on Page 6](#), and [Open Caveats - Release 8.6.4.1106 on Page 7](#)

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml



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Introduction

About Cisco Business Edition 3000

Cisco Business Edition 3000 is a unified communications system designed for small to medium sized businesses. This product provides the following benefits:

- Easy provisioning of users, phones, lines, and phone features,
- Simple monitoring and troubleshooting features,
- Easily maintained through simplified backup and restore process.

More about Cisco Business Edition 3000 can be found by visiting <http://www.cisco.com/go/cmbe3000>

Benefits of the Cisco Unified Attendant Console Compact Edition

The Cisco Unified Attendant Console Compact Edition is an intuitive client application that enables you to: -

- Answer telephone calls using your Windows PC to control your Cisco IP Phone
- Search a directory of your co-workers (up to 300 contacts can be searched) including the ability to create custom directories to make sorting easy
- Transfer calls to a contact in the directory
- Set Do Not Disturb or Call Forward on your co-workers' telephone if desired
- Page (one way speech through the speaker) a co-worker through your Cisco phone
- Group Paging
- Use the mouse to select a number in Microsoft Office applications, and dial it using the Cisco Unified Attendant Console Compact Edition
- Set Do Not Disturb or Call Forward on your own Cisco phone

Performance Information

Performance of Cisco Unified Attendant Console Compact Edition can be measured in several ways:

Table 1-1 Shows the performance of Cisco Unified Attendant Console Compact Edition

Performance Item	Maximum numbers with Cisco Unified Attendant Console Compact Edition
Number of Attendant Consoles	10
Number of Contacts Supported	300
Number of Lines Supported	400

Hardware/Software Minimum Specification

The following table provides the minimum specification required for the Cisco Unified Attendant Console Compact Edition.

Table 1-2 Minimum specification for Cisco Unified Attendant Console Compact Edition

Applies To	PC Specification
Cisco Unified Attendant Console Compact Edition	2.2 Ghz Pentium 4 processor 1 GB RAM 1.5 GB of available hard drive space Network Card Connected to Network via TCP/IP SVGA (1024x768) display card 17 inch Monitor highly recommended The PC hosting Cisco Unified Attendant Console Compact Edition must be running one of the following operating systems: • Microsoft Windows XP Professional Service Pack 3 (32-bit) • Microsoft Windows Vista Professional (32-bit) • Microsoft Windows 7 (32-bit or 64-bit) Audio output capability

Software Compatibility

Cisco Unified Attendant Console Compact Edition	Cisco Business Edition 3000
8.6.4.1106	8.6(2) TSP 8.6(2.2)
	8.6(3) TSP 8.6(2.2)

Antivirus Software

There are many different antivirus products that are supported on a Cisco Unified Attendant Console Compact Edition. Supporting guidelines on antivirus software can be found on the following site:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps556/prod_bulletin0900aecd806f6221.html

It is important that the antivirus product supports **exclusions** – the ability for the user to define specific files and/or folders that will NOT be scanned by the antivirus program.

The following exclusions should be set when using antivirus software on a Cisco Unified Attendant Console Compact Edition:

File Name	File Location	Use
All	%APPDATA%\Cisco\CUDC	These are the main trace files created by the Cisco Unified Attendant Console Compact Edition
CiscoTSPLog001(x).txt	\\Temp\Cisco\Trace	This is where the Cisco TSP Trace files are located



Note

The "File Locations" and "File Names" may be changed by your System Administrator.

The files in the above table are constantly being written to and updated during standard operation of the Cisco Unified Attendant Console Compact Edition. Due to this, these files are permanently being accessed – an antivirus "scan on access" policy for these files will mean that the files are constantly being scanned for viruses. This will, in turn, slow down the operation of the server; therefore, excluding these files from being continuously scanned will allow the server to function as expected.

Cisco Unified Attendant Console Compact Edition TCP Port

The Cisco Unified Attendant Console Compact Edition uses the following TCP/IP Port to communicate with the Cisco Business Edition 3000:

TCP/IP	Use
2748	This is the Port used by the Cisco TSP. The Cisco Unified Attendant Console Compact Edition uses this port to communicate with the Cisco Business Edition 3000.

Core Languages

The Cisco Unified Attendant Console Compact Edition Help is translated into the following languages:

- Chinese (Simplified)
- French (Canada)
- French (France)
- Indonesian
- Italian
- Portuguese (Brazil)
- Russian
- Spanish (Mexico)
- Spanish (Spain)

New and Changed Information

New Software Features in Version 8.6.4.1106

Cisco Unified Attendant Console Compact Edition Version 8.6.4.1106 resolves defects found in Version 8.6.3 and adds these new features:

- Audible alerts—a different sound is played for each type of event
- Visual alerts—these types of visual events are displayed:
 - Cisco Unified Attendant Console Compact Edition window becomes the active window
 - In the Windows taskbar the application button flashes and is overlaid with a symbol representing the event
 - In the taskbar notification area a *notification* is displayed
- Support for 79xx phones (all supported phones are listed in the Guide)
- The application now runs on 32 and 64 bit versions of Windows 7
- The GUI can now be displayed in the following new languages:
 - French (France)
 - Indonesian
 - Italian
 - Spanish (Mexico)
 - Spanish (Spain)

Caveats

This section contains these topics:

- [Resolved Caveats - Release 8.6.4.1106 on Page 6](#)
- [Open Caveats - Release 8.6.4.1106 on Page 7](#)

Resolved Caveats - Release 8.6.4.1106

Table 3 shows resolved caveats that have been discovered during the quality testing of the Cisco Unified Attendant Console Compact Edition version 8.6.4.1106

Table 3 *Resolved Caveats for Cisco Unified Attendant Console Compact Edition*

Bug ID	Description
CSCtw50714	No notification if a call was missed http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtw50714
CSCtw50755	No audio/visual notification for user when AC console is minimized http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtw50755
CSCtx96987	CUAC automatically calls the phone when user presses the disabled paging icon http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtx96987
CSCty18123	User is able to page the call when unicast paging is not enabled http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCty18123
CSCty93252	79xx phones not able to page the call to 6961 phone http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCty93252
CSCty99791	Multicast paging not working for CUAC-CE http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCty99791
CSCty99859	No voice path established when 6961 phone pages the call to phone 7942 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCty99859
CSCtz00108	paging icon is disabled for 7965 phone when 6961 phone is attendant user http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz00108
CSCtz08627	No voice path established when 7942 phone pages the call to phone 7925 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz08627
CSCtz11710	No voice path established when 7942 phone pages the call to phone 8941 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz11710
CSCtz15507	PC Client - Participating in third call transfers previous two calls http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz15507

CSCtz15524	PC Client - drag and drop transfer http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz15524
CSCtz15534	PC Client - Randomly unable to use the Call Forward Button http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz15534
CSCtz17371	shortcut to open dial phone dial pad for PC client is not working http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz17371
CSCtz17409	8941 phone unable to page the call to 6961 phone http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz17409
CSCtz70046	Paging icon is not going to idle state after user exits paging http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz70046
CSCtz77679	Paging icon is disabled for 6961 phone when 8961 phone is attendant console http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz77679
CSCtz77740	Paging icon is disabled for 8961 phone when 7942 is attendant user http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz77740
CSCtz77891	Paging icon disabled for 7965 phone when 8961 is the attendant user http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz77891
CSCtz77941	Paging icon disabled for 7965 phone when 8941 is the attendant user http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz77941

Open Caveats - Release 8.6.4.1106

Table 4 shows open caveats that have been discovered during the quality testing of the Cisco Unified Attendant Console Compact Edition version 8.6.4.1106.

Table 4 Open Caveats for Cisco Unified Attendant Console Compact Edition- 8.6.4.1106

Bug ID	Description
CSCtw90362	Restoring a pre-existing call to a shared line http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtw90362
CSCtw90369	Adding or deleting lines in real-time http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtw90369

CSCua74001	Multicast paging does not work when IP address ends in .1 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCua74001
CSCua78826	8941/8945 phone always page at max volume http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCua78826
CSCua78833	Intermittent paging failure on 8961 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCua78833
CSCua78855	Pre-page tones (impacts 8961 & wi-fi phone) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCua78855

Related Documentation

Software Documents

The documents related to this product include:

- Cisco Unified Attendant Console Compact Edition Quick Reference Guide
- Cisco Unified Attendant Console Compact Edition User Guide

The latest documents may be found at:

http://www.cisco.com/en/US/products/ps7282/products_user_guide_list.html

Obtaining Documentation, Obtaining Support, and Security

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:
<http://www.cisco.com/wl/export/crypto/tool/stqrg.html>. If you require further assistance please
contact us by sending email to export@cisco.com.

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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