



# Release Notes for Cisco Unified Business/Department Attendant Console Release v2.0.1.14

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Revised: July 9th, 2009, OL-17277-01

**These release notes describe the new features and caveats for Cisco Unified Business/Department Attendant Console Release v2.0.1.14.**

**For a list of the open and resolved caveats for the Cisco Unified Business/Department Attendant Console see [Open Caveats - Release v2.0.1.14](#) section on Page 7 and [Resolved Caveats - Release v2.0.1.14](#) section on Page 9.**

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## Introduction

Cisco Unified Business/Department Attendant Console is an efficient application specially designed for handling calls and messages. This application enables you to answer calls from predefined set of queues and transfer them to desired extensions.

The application enables you to perform comprehensive tasks like Call Conference, Call Transfer, Call Parking and Call Retrievals. The user-friendly design of the application gives speed and flexibility and facilitates you to manipulate calls with simple mouse clicks or keystrokes.

# System Requirements

## Hardware/Software Supported

The information provided below gives details of the minimum hardware/software required to run Cisco Unified Business/Department Attendant applications.

Applies To	PC Specification
Cisco Unified Business/Department Attendant Server	<b>Pentium 4 2.2 GHz</b> 2 GB RAM 72 GB Hard Drive CD-ROM/DVD-Rom Network Card SVGA (1024x768) display card with correct drivers Windows 2003 Server SP2 running Windows English Regional Settings.* Internet Information Service (IIS) 6.0 (or later). .Net Framework 2.0 SP1* MS SQL Server 2005 (Express) * Internet Explorer 6.0 (or higher)* * <b>Note:</b> The Attendant Console Server installation will install these applications automatically. If MS SQL Express 2005 is installed manually, it must be installed as the <b>Default instance</b> for the Attendant Console to function. Cisco Unified Attendant applications will not work with a <b>Named instance</b> of SQLEXPRESS. ** <b>Note:</b> If IIS is installed separately to the Attendant Console Server Installation the ASP.NET component must be enabled and installed. This is done via the <i>Add/Remove Windows Component &gt; Applications Server and Details</i>

The Server should be connected to the network via the TCP/IP protocol.

You will require appropriate Operating System Licenses.



### Note

Cisco Unified Attendant Server is not supported within a 64 bit Operating System.

Cisco Unified Attendant Server is not supported on the Cisco MCS (Media Convergence Server) Operating System.

2. The minimum specification required by Cisco Unified Business/Department Attendant Console is as follows,

Applies To	PC Specification
Cisco Unified Business/Department Attendant Console	Pentium 4 Entry Level Specification 1 GB RAM 1GB available Hard Drive space CD-ROM/DVD-ROM Network Card Connected to Network via TCP/IP SVGA (1024x768) display card Windows Small Fonts <i>17 inch Monitor highly recommended</i> Windows 2000 Professional / Windows XP Professional / Windows 2003/ Vista Professional (32 bit) SoundBlaster compatible sound card and speakers are recommended for the Console Operator.

**3. Backups** – As with all systems, we advise that backup facilities are provided to ensure application and data integrity, should an unforeseen circumstance arise.

Examples:

CD Writer

Tape streamer. DLT, DAT, Travan etc

Zip / Jaz drive or other type of Magneto Optical drive

If possible, choose a solution that gives a one step disaster recovery. This is a solution that has the ability to restore the complete contents of a hard drive from a bootable floppy disk and the restore media.

**4. Server Redundancy** – It is strongly recommended that the PC Server should be a redundant system with the following redundancy methods. This is at the discretion of the customer

Multiple hot-swap power supplies

Hot-swap Hard Drive arrays

UPS / power conditioners

RAID

## 5. Security Considerations

All servers in a Windows environment have a requirement for Anti Virus software, any of the following anti virus software may be used.

McAfee NetShield, Norton Antivirus, Trend OfficeScan

6. The following table outlines the network requirements for running Cisco Unified Business/Department Attendant applications.

Applies To	Network Specification
All Network Types	The network will need to support/run TCP/IP.
	Cisco Unified Business/Department Attendant Admin application will need to run under an Administrator profile. (Local Administrator is acceptable)
Microsoft Windows Network	If the network uses DHCP then the PC Server will need a static IP address allocated to it.

## Software Compatibility

*Table 1 Software Compatibility with CUCM software*

CUBAC / CUDAC Version	CUBAC/CUDAC-CM TSP Version	Cisco Unified Communication Manager
2.0.1.14	4.3 (0.1)	4.3
	5.1 (0.1801)	5.1
	6.0.0.6	6.0
	6.1 (0.10)	6.1a
	6.1 (2.4)	6.1.2
	7.0 (1.6)	7.0
	7.1(5)	7.1

## Installation of Software

The installation instructions for Cisco Unified Business/Department Attendant Console are covered in Chapter 4 of the [Cisco Unified Business/Department Attendant Consoles Web Admin / Installation Guide](#) which is available via the following address:

[http://www.cisco.com/en/US/products/ps7282/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps7282/prod_maintenance_guides_list.html)

# New and Changed Information

## New Software Features in Release v2.0.1.14

Support for CUCM 7.1.2	
Support for the display of Cisco Unified Presence Server (CUPS) information.	Available with CUCM 6.0 platform onwards.*
Do Not Disturb (DND) Support	Available with CUCM 6.0 platform onwards.
DTMF Digit Dialling	
Muting Calls during specific attendant console operations.	
Supported languages:	English



### Note

\* TLS Encryption with the Cisco Unified Presence Server (CUPS) is not supported in this current release.

Within Web Admin Engineering > CUPS Connectivity, there is facility to set the TLS Port. This setting should be left at the default which is -1 (disabled).

# Caveats

This section contains these topics:

- [Using Bug Toolkit](#), Page 7
- [Open Caveats - Release v2.0.1.14](#), page 7
- [Resolved Caveats - Release v2.0.1.14](#), page 9

## 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

## Open Caveats - Release v2.0.1.14

[Table 2](#) lists Severity 1, 2 and 3 defects that are open for Cisco Unified Business/Department Attendant Console

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 [Table 2](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the “[Using Bug Toolkit](#)” section on page 5.

*Table 2 Open Caveats for Cisco Unified Business/Department Attendant Console - v2.0.1.14*

Application	Description
<a href="#">CSCsv13188</a>	CUBAC/CUBAC doc update needed for BLF monitoring <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv13188">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv13188</a>
<a href="#">CSCsv13219</a>	CUBAC/CUDAC install should detect MCS OS & fail install <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv13219">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv13219</a>
<a href="#">CSCsv15419</a>	CUBAC/CUDAC does not define the MAX number of devices <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv15419">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv15419</a>

## Resolved Caveats - Release v2.0.1.14

Table 3 lists Severity 1, 2 and 3 Caveats that have been resolved in Cisco Unified Business/Department Attendant Console v2.0.0.14

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.

*Table 3 Closed Caveats for Cisco Unified Business/Department Attendant Console - v2.0.1.14*

Documentation	Description
<a href="#">CSCso07154</a>	New user Activation on the ARC website needs to be faster. <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso07154">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso07154</a>
<a href="#">CSCso66610</a>	No provision to enable logging on the operator console <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso66610">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCso66610</a>
<a href="#">CSCsu80273</a>	CUDAC can not tell difference between CUBAC and CUDAC licenses <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsu80273">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsu80273</a>
<a href="#">CSCsv13092</a>	CUBAC CUDAC doc does not state AC NEED to be configurd in CUBAC <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv13092">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv13092</a>
<a href="#">CSCsv13201</a>	CUBAC Server install not supported on MCS OS of any version <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv13201">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv13201</a>
<a href="#">CSCsv15435</a>	CUBAC, Super Provider & Standard CTI Allow Control of All Devices <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv15435">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv15435</a>
<a href="#">CSCsv15782</a>	Missing Role for ArcAdmin- Installation Guide version 1.1.2 <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv15782">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv15782</a>
<a href="#">CSCsv43982</a>	AD integration for CUBAC and CUDAC end user with CCM missing <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv43982">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsv43982</a>
<a href="#">CSCv67878</a>	12 digits DN limit is hardcoded into the CUBAC software <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCv67878">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCv67878</a>
<a href="#">CSCsw38161</a>	DB Wizard fail: Permissions on folder DBData <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw38161">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw38161</a>



Documentation	Description
<a href="#">CSCsw38207</a>	Doc:Apply License, need to start/restart Attendant service <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw38207">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsw38207</a>
<a href="#">CSCsx03404</a>	CUxAC - Setting password for operator user fails <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx03404">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx03404</a>
<a href="#">CSCsx03459</a>	CUxAC - documentation "for CTI: Application user" this is wrong <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx03459">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx03459</a>
<a href="#">CSCsx41585</a>	CUxAC - Status problem with CUPS presence. <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx41585">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx41585</a>
<a href="#">CSCsx73778</a>	License process for moving a server <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx73778">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx73778</a>
<a href="#">CSCsx78472</a>	Enhancement: Add Extension Mobility caveats to CUEAC doc <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx78472">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx78472</a>
<a href="#">CSCsx83510</a>	CUBAC/CUBAC doc update needed for operator shared line <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx83510">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsx83510</a>
<a href="#">CSCsy57343</a>	SR2 610974853 - CUBAC - EM users presence status & BLF not available <a href="http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsy57343">http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&amp;bugId=CSCsy57343</a>

# 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/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

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