



Release Notes for *Cisco Unified Enterprise Attendant Console* Release v3.0.1.4

Revised: April 14th, 2009, OL-13165-01

These release notes describe the new features and caveats for Cisco Unified Enterprise Attendant Console Release v3.0.1.4

For a list of the resolved caveats for the Cisco Unified Enterprise Attendant Console [Resolved Caveats - Release v3.0.1.4](#) section on Page 12.

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

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

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



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Introduction

Cisco Unified Enterprise 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.

A summary of the features within the product are:-

- Queue Priority
- Overflow
 - Emergency
 - Max Calls
 - No Operator
- Night Service – Basic
- 6 search fields
- CUPS Presence
 - CUPS 6 and 7
- Recalls
 - Transfer

- Camp-on
- Park
- Hold
- Telephony features
 - Answer
 - Transfer (Blind/Consult)
 - Camp-on
 - Hold
 - Hold with Notes
 - Park
 - Toggle
 - Conference
 - Last Call Reclaim

Further detailed information can be obtained from the related documents, See [“Related Documentation” on page 13](#)

Performance Information

Performance of Cisco Unified Enterprise Attendant applications can be measured in several ways,

1. Number of Operators
2. Number of Contacts Supported
3. Number of Console Queues
4. BHCC - Busy Hours Call Completions

Table 1-1 shows the performance of Cisco Unified Enterprise Attendant Console

Performance Item	Maximum numbers with Cisco Unified Enterprise Attendant Console
Number of Attendant Consoles	25
Number of Contacts Supported	100k
Number of Console Queues	50
BHCC	6000

Product Feature Table

The following table displays a break down by feature of the following products.

- Cisco Attendant Console (CAC). Due to be EOL (End of Lifed) by April 17th, 2009.
- Cisco Unified Department Attendant Console (CUDAC)
- Cisco Unified Business Attendant Console (CUBAC)

- Cisco Unified Enterprise Attendant Console (CUEAC)
The symbols denote the level of support within the product :-
● = Supported, ◐ = Partial Support, ○ = Unsupported

Table 1-2 Product Feature table

Feature	Version			
	CAC	CUDAC	CUBAC	CUEAC
Installation	Browser	Web & Wizard	Web & Wizard	Web & Wizard
Configuration	UCM	Browser	Browser	Browser
Support	Cisco TAC	Cisco TAC 3rd tier - Arc	Cisco TAC 3rd tier - Arc	Cisco TAC 3rd tier - Arc
Queue Features				
Queues supported	Hunt Groups	● 5	● 3	● >50
Configurable queue names and priority	○	○	●	●
Show all calls in all queues option	○	○	●	●
Queue salutations	○	○	○	●
Show & pick calls from each Queue	●	●	●	●
Queue wait time overflow	●	○	○	○
Queue limit overflow (no of calls)	●	●	●	●
Operator overflow (no operators)	○	●	●	●
Queue overflow destinations supported	○	●	●	●
Overflow options	●	●	●	●
Service options				
Emergency mode switch	○	○	●	●
Emergency mode destination	○	○	●	●

Table 1-2 Product Feature table

Feature	Version			
	CAC	CUDAC	CUBAC	CUEAC
Night service switch	●	○	●	●
Night service hours/timing	●	○	●	●
Night service destination	●	○	●	●
Directory features				
Directory size supported	100k	750	500	100k
Search fields	2	3	4	6
Mobile number support	○	●	●	●
Internal directory support	●	●	●	●
External directory support	○	◐	◐	◐
Speed dials	●	●	●	●
Alternative number search (hotkey)	○	●	●	●
Alternate Contacts search	○	○	○	●
Directory to XML phones	○	○	○	○
Cross tab searching	○	○	○	●
Notes against person	○	●	●	●
Presence / Status features				
Busy Lamp Fields / Phone Status supported	Yes	750	500	7000
Presence integration with CUPS	○	◐	◐	●
Telephony features				
Transfer Reversion (Call Recall)	○	●	●	●

Table 1-2 Product Feature table

Feature	Version			
	CAC	CUDAC	CUBAC	CUEAC
Hold Recall	○	●	●	●
Call toggle	●	●	●	●
Camp on	○	○	○	●
Call hold with notes	○	○	○	●
Undirected Call park (finds first slot)	●	●	●	●
Directed Call Park (to specific Park location)	●	●	●	●
Call Hold	◐	●	●	●
Park recall	◐	●	●	●
Transfer	●	●	●	●
Conference	●	●	●	●
System features				
No of Clients	●	2	6	25
Keyboard driven	●	●	●	●
System logging	○	◐	◐	●
Cisco Unified CallManager Supported				
CallManager Supported	4.3, 5.1, 6.0, 6.1, 7.0	4.3, 5.1, 6.0, 6.1, 7.0	4.3, 5.1, 6.0, 6.1, 7.0	6.0, 6.1, 7.0, 7.1
Localisation and accessibility				
Languages supported*	20	15*	15*	1**
Accessibility support (with JAWS Script)	○	●	●	●

Legend: ● = Supported, ◐ = Partial Support, ○ = Unsupported

* The localisation languages supported are dependant on the software release version. In the case of CUDAC and CUBAC, thirteen languages are supported in software version 1.1.1.25, although the new version 2.0.0.11 which has only been available since October 2008 only supports English, with further languages to be supported in future releases. Please check with your reseller if localisation is required.

** The initial CUEAC (version 3.0.0.2 & 3.0.1.4) release supports English. This will be expanded to the 15 core languages within later versions scheduled for 2009 and 2010.

Core Languages

The 15 core languages that are supported are: English, French, Italian, German, Spanish, Portuguese, Chinese (simpl), Chinese (trad.), Japanese, Korean, Arabic, Dutch, Swedish, Russian & Danish

System Requirements

The following section is broken into two parts:-

- Hardware/Software Supported
- Software Compatability

Hardware/Software Supported

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

Applies To	PC Specification
Cisco Unified Attendant Server	<p>Pentium 4 2.2 GHz</p> <p>2 GB RAM</p> <p>72 GB Hard Drive</p> <p>CD-ROM/DVD-Rom</p> <p>Network Card</p> <p>SVGA (1024x768) display card with correct drivers</p> <p>Windows 2003 Server SP2 running Windows English Regional Settings.</p> <p>Internet Information Service (IIS) 6.0 (or later).</p> <p>.Net Framework 3.5</p> <p>MS SQL Server 2005 (Express) * (See “SQL Considerations and Scalability” on page 8 for further details)</p> <p>Internet Explorer 6.0 (or higher)**</p> <p>* Note: The Attendant Console Server installation will install this application automatically. If MS SQL Express 2005 is installed manually, it must be installed as the Default instance for the Attendant Console to function. Cisco Unified Attendant applications will not work with a Named instance of SQLEXPRESS.</p> <p>** Note: 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 > Applications Server and Details</i></p>

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.



Note

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

SQL Considerations and Scalability

CUEAC installs SQL 2005 Express by default as part of its standard installation process. The performance limitation that SQL Server 2005 Express possesses is that it can access only a single CPU and 1 GB of RAM with a maximum database size of 4Gb.

In sites where one or more of the following are expected;-

- A large number of operators – more than 10,
- A high call volume – greater than 500 calls per operator per day,
- A Large Directory – greater than 10,000 contacts;

The use of SQL Server 2005 Standard or Enterprise should be strongly considered. Where a system outgrows the SQL2005 Express deployment, or issues are experienced that are related to the use of SQL 2005 Express, the Standard or Enterprise versions of SQL 2005 can be used to upgrade the existing implementation with minimal effort.



Note

For future versions of CUEAC to benefit from some features, SQL 2005 express will not be an option and SQL 2005 Standard or Enterprise will be required.

2. The minimum specification required by Cisco Unified Enterprise Attendant Console is as follows,

Applies To	PC Specification
Cisco Unified Enterprise 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 XP Professional / 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. AntiVirus support on a CUxAC Server

There are many different AntiVirus products that are supported on a CUxAC system server. Typically, the most commonly used products are McAfee VirusScan, Norton AntiVirus or Trend OfficeScan.

This is not a definitive list. Any AntiVirus program can be used on the CUxAC Server, as long as it is configured as below:-

Folder/File Exclusions

It is important that the AntiVirus product supports "Exclusions". This is the ability for the user to specify specific files and/or folders that will NOT be scanned by the AntiVirus program.

The following exclusions should be set when using AntiVirus on a CUxAC Server

File Location	Use
\\DBData	This folder is where the System Configuration Databases are located
\\Program Files\Cisco\Logging	This is where all the system log files are stored.
\\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 CUxAC system.

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.

6. The following table outlines the network requirements for running Cisco Unified Enterprise Attendant applications.

Applies To	Network Specification
All Network Types	The network will need to support/run TCP/IP.
	Cisco Unified Enterprise 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 <u>static IP address</u> allocated to it.

Software Compatibility

CUEAC Version	CUEAC-CM TSP Version	Cisco Unified Communication Manager (UCM)
3.0.1.4	6.0.0.6	6.0
	6.1 (0.10)	6.1a
	6.1 (2.4)	6.1.2
	6.1 (3.2)	6.1.3
	7.0 (1.6)	7.0
	7.1(1.4)	7.1

Installation Notes

The installation instructions for Cisco Unified Enterprise Attendant Console are covered in Chapter 4 of the Cisco Unified Enterprise 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

New and Changed Information

New software Features in Release v3.0.1.4

Support has been added for UCM 7.1.2 with RT Lite Phone Support which is due to be released in Q2Y09. This release will be emphasised on the testing of new UCM along with other minor features which are as follows:

- CUCM 7.1.2 compatibility testing on RT Lite Phones.
- Enhancements have been made to the Dynamic BLF where users can monitor a device on demand based on MAC Address and Directory Number. Where there may be multiple devices linked to a Directory Number, the system can be configured to specific partitions to ensure that the correct device is monitored.
- Fixed Open Issues stated in CUEAC FCS documents.

Caveats

This section contains these topics:

- [Using Bug Toolkit](#), Page 11
- [Resolved Caveats - Release v3.0.1.4](#), page 12

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

Resolved Caveats - Release v3.0.1.4

Table 3 lists Severity 1, 2 and 3 Caveats that have been resolved in Cisco Unified Enterprise Attendant Console v3.0.1.4

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 Enterprise Attendant Console - v3.0.1.4

Application	Description
CSCsv15419	CUBAC/CUDAC* does not define the MAX number of devices. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv15419
CSCsy17401	Popup mentionig one of the service were not started properly. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsy17401
CSCsy17407	Console shows incorrect device status when device is unplugged. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsy17407
CSCsy17417	Old information displayed for an Operator (attendant), when the “Back to Operator” link is used on Queue Association Page. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsy17417
CSCsy17417	CUBAC/CUDAC* - EM uses presence status & BLF not available - unavailable http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsy17417
SR610925027	Right click on the user to Send Instant Message is not activated. <i>This feature is not available within CUEAC.</i>

*References to CUBAC/CUDAC are included as the issue is raised against all CUxAC products.

Software

The Cisco Unified Enterprise Attendant Console software can be downloaded from the following website:-

<http://www.cisco.com/go/ac>

Related Documentation

Software Documents

The documents related to this product include:

- Cisco Unified Enterprise Attendant Console User Guide OL-18666-01
- Cisco Unified Enterprise Attendant Console Web Admin / Installation Guide OL-18667-01

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.


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