Release Notes for *Cisco Unified Business/Department Attendant Console Release v3.1.1.10*

Revised: April 30th, 2010, OL-20133-01

These release notes describe the new features and caveats for Cisco Unified Business/Department Attendant Console Release v3.1.1.10

For a list of the open and resolved caveats for the Cisco Unified Business/Department Attendant Console see Resolved Caveats - Release v3.1.1.10 section on Page 11, and Open Caveats - Release v3.1.1.10 section on Page 11.

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

Contents

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.

Further detailed information can be obtained from the related documents, See "Related Documentation" on page 14

Performance Information

Performance of Cisco Unified Business/Department 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 Business/Department Attendant Console*

Performance Item	Maximum numbers with Cisco Unified Business Attendant Console	Maximum numbers with Cisco Unified Department Attendant Console
Number of Attendant Consoles	6	10
Number of Contacts Supported	500	750
Number of Console Queues	3	5
BHCC	500	1000

Product Feature Table

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

- Cisco Unified Deparment 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	CUDAC	CUBAC	CUEAC
Installation	Web & Wizard	Web & Wizard	Web & Wizard
Configuration	Browser	Browser	Browser
Support	Cisco TAC 3rd tier - Arc	Cisco TAC 3rd tier - Arc	Cisco TAC 3rd tier - Arc
Queue Features			
Queues supported	● 1 per instance (5 instances on a server)	● 3	● >50
Configurable queue names and priority	○	●	●
Show all calls in all queues option	○	●	●
Queue salutations	○	○	●

Table 1-2   Product Feature table

Feature	CUDAC	CUBAC	CUEAC
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	○	●	●
Night service switch	○	●	●
Night service hours/timing	○	●	●
Night service destination	○	●	●
Directory features			
Directory size supported	150 per instance (5 instances on a server)	500	100k
Search fields	3	4	6
Mobile number support	●	●	●
Internal directory support	●	●	●
External directory support	◗	◗	◗
Speed dials	●	●	●
Alternative number search (hotkey)	●	●	●

Table 1-2   Product Feature table

Feature	CUDAC	CUBAC	CUEAC
Alternate Contacts search	○	○	●
Directory to XML phones	○	○	○
Cross tab searching	○	○	●
Notes against person	●	●	●
Presence / Status features			
Busy Lamp Fields / Phone Status supported	150 per instance (5 instances on a server)	500	7000
Presence integration with CUPS	◗	◗	●
Telephony features			
Transfer Reversion (Call Recall)	●	●	●
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			

Table 1-2   Product Feature table

Feature	CUDAC	CUBAC	CUEAC
No of Clients	2	6	25
Keyboard driven	●	●	●
System logging	◗	◗	●
Cisco Unified CallManager Supported			
CallManager Supported	6.0, 6.1, 7.0,7.1	6.0, 6.1, 7.0,7.1	6.0, 6.1, 7.0,7.1
Localisation and accessibility			
Languages supported	15	15	15
Accessibility support (with JAWS Script)	●	●	●

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

Core Languages

The 15 core languages that are supported are: English, French, Italian, German, Spanish, Portugese, 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 Business/Department Attendant applications.

Applies To	PC Specification
Cisco Unified Attendant Server	**Pentium 4 2.2 GHz** 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). Windows 2008 Server R1 (32 bit) is also supported. .Net Framework 3.5 MS SQL Server 2008 (Express) * Internet Explorer 6.0 (or higher)** *** Note:** The Attendant Console Server installation will install this application automatically. If MS SQL Express 2008 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. **** Note**: If IIS is installed seperately to the Attendant Console Server Installation the ASP.NET component must be enabled and installed. This is via the *Add/Remove Windows Component > Applications Server* and *Details*

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

Note If the Cisco Unified Attendant Server is installed on Windows 2003 or Windows 2008 Operating System then 'Data Execution Prevention (DEP)' must be enabled. This is documented in the '*Cisco Unified Business/Department Attendant Console Web Admin / Installation Guide*' *OL-20132-01*

Note Cisco Unified Attendant Server is not supported in a live environment on VMWare, HyperV or any other virtual based operating system.

Note Access to the Cisco Unified Attendant Server is not supported at any time via Remote Desktop (RDP), Terminal Services (TS) or any other session based application. These applications can cause stability problems with the required TAPI/TSP and Wave Driver operation. Only local connection or VNC Connection is supported. See http://support.microsoft.com/kb/308405

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
	17 inch Monitor highly recommended
	Windows XP Professional / Vista Professional (32 bit) / Windows 2003/2008 (See Note below this table)
	SoundBlaster compatible sound card and speakers are recommended for the Console Operator.

Note If the Cisco Unified Business/Department Attendant Console is installed on Windows 2003 or Windows 2008 Operating System then 'Data Execution Prevention (DEP)' must be enabled. This is documented in the '*Cisco Unified Business/Department Attendant Console Web Admin / Installation Guide*' *OL-20132-01.*

Note If you are installing Cisco Unified Business/Department Attendant Console client on Windows Vista or Windows 2008, there is an additional process that you need to complete by disabling the User Account Control. This is documented in the '*Cisco Unified Business/Department Attendant Console Web Admin / Installation Guide*' *OL-20132-01.*

Note Cisco Unified Attendant Server is not supported in a live environment on VMWare, HyperV or any other virtual based operating system.

Note Access to the Cisco Unified Attendant Server is not supported at any time via Remote Desktop (RDP), Terminal Services (TS) or any other session based application. These applications can cause stability problems with the required TAPI/TSP and Wave Driver operation. Only local connection or VNC Connection is supported. See http://support.microsoft.com/kb/308405

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 Cisco Unified Business/Department Attendant Console Server

There are many different AntiVirus products that are supported on a Cisco Unified Business/Department Attendant Console system server. 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

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 Cisco Unified Business/Department Attendant Console Server

File Location	Use
C:\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 Cisco Unified Business/Department Attendant Console 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 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 <u>static IP address</u> allocated to it.**

Software Compatibility

CUBAC/CUDAC Version	CUBAC/CUDAC TSP Version	Cisco Unified Communication Manager (CUCM)
v3.1.1.10	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
	7.1(1.5)	7.1(2A)
	7.1(3.4)	7.1(3)

Installation Notes

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

New and Changed Information

New software Features in Release v3.1.1.10

Cisco Unified Business/Department Attendant Console v3.1.1.10 includes the following features:

- CUCM 7.1(2A) and 7.1(3) compatibility with phone models 69xx, 7931, 7965, 89xx and 99xx.
- 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.
- Web Admin has been updated to replicate a CUCM 7.0 look and feel.
- Support has also been added for Windows 2008 Server and Microsoft SQL 2008.
- Additional User License Capability.

Note The solution to support device level BLF will only be available for the new CUCM v7.1(2A) platform onwards. Older CUCM platforms prior to CUCM v7.1(2A) will continue to use the "on demand" solution.

Note The current proposition will not support the use of phone models 69xx, 7931, 7965, 89xx and 99xx for attendant console positions.

Caveats

This section contains these topics:

Resolved Caveats - Release v3.1.1.10

Table 3 lists Severity 3 Caveats that have been resolved in Cisco Unified Business/Department Attendant Console v3.1.1.10

The following table shows a list of caveats that have been found during testing.

Table 3 Resolved Caveats for Cisco Unified Business/Department Attendant Console - v3.1.1.10

Application	Description
CSCtc51002	BLF Logging path does not show in web admin http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtc51002
CSCtc51011	Far Eastern Languages are not supported Japanese, Korea, Chinese (Simplified), Chinese (Traditional) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtc51011
CSCtc51013	Active Subscription on the CTI Status does not get decremented on the UI http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtc51013
CSCtc83611	CUAEC is not updating Contact_Number RID field when phone is replaced http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtc83611
CSCte29963	Calls coming thru Queue DDI can be controlled by the CUxAC operator http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCte29963
CSCte41742	CUxAC: BLF ignores MAC address defined in Contact Details http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCte41742
CSCte50833	BLF status is blank on operator client software for Extension mobility http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCte50833
CSCte69868	Salutation Field Not Defined in Documents http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCte69868

CSCte15390	Presence status "Unknown" for userid with mixed case
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCte15390
CSCtd25433	French characters display incorrectly in CUBAC directory window
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtd25433
CSCte79239	CUxAC multiple site config with UCM Time of Day
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCte79239
CSCte90503	CTI Server stops processing BLF requests after ARC driver errors
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCte90503
CSCte93489	Shared Line support for AC client DN
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCte93489
CSCtf56917	CUEAC console intermittently freezes
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtf56917
CSCtf33388	Dead URL Link in CUxAC Design Guide
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtf33388
CSCtf39569	Document Note: Migration/upgrade DAC/BAC/EAC outside product line not supported
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtf39569

Open Caveats - Release v3.1.1.10

Table 4 lists Severity 3 Caveats that have been Opened in Cisco Unified Business/Department Attendant Console v3.1.1.10

The following table shows a list of caveats that have been found during testing.

Table 4   Open Caveats for Cisco Unified Business/Department Attendant Console - v3.1.1.10

Application	Description
CSCtf08876	CUxAC UI fails to lookup host name for CUPS
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtf08876
CSCtf65400	CUxAC is unable to get Presence states if CUPS is on multi cluster
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtf65400

CSCtg09271	CUxAC Installation Doc - create template with unique DN
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtg09271
CSCtg20600	BLF Status for 3rd Party SIP Devices unknown in CUBAC
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtg20600
CSCtg29033	CUxAC DirSync causes incorrect BLF values
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtg29033
CSCtg35613	CUxAC Installation Guide reflect stand alone server/PC
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCtg35613

Software

The Cisco Unified Business/Department 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 Business/Department Attendant Console User Guide

- Cisco Unified Business/Department Attendant Console Web Admin / Installation Guide -

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.

This document is to be used in conjunction with the documents listed in the "Related Documentation" section.