



Release Notes for *Cisco Unified Enterprise Attendant Console* Release v8.0.0.5

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These release notes describe the new features and caveats for Cisco Unified Enterprise Attendant Console Release v8.0.0.5

For a list of the open and resolved caveats for the Cisco Unified Enterprise Attendant Console see [Resolved Caveats - Release v8.0.0.5](#) section on Page 11, and [Open Caveats - Release v8.0.0.5](#) section on Page 11.

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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
- 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 15](#)

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 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	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	○	○	●
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	○	●	●

Table 1-2 Product Feature table

Feature	CUDAC	CUBAC	CUEAC
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)	●	●	●
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)	●	●	●

Table 1-2 **Product Feature table**

Feature	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 per instance (5 instances on a server)	6	25
Keyboard driven	●	●	●
System logging	◐	◐	●
Cisco Unified Communication Manager Supported			
Cisco Unified Communication Manager Supported	7.0,7.1, 8.0	7.0,7.1, 8.0	7.0,7.1, 8.0
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, 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>Windows 2008 Server R1 (32 bit) is also supported.</p> <p>Internet Information Service (IIS) 6.0 (or later).</p> <p>.Net Framework 3.5</p> <p>MS SQL Server 2008 (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 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.</p> <p>** Note: If IIS is installed seperately 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



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 Enterprise Attendant Console Web Admin / Installation Guide*' OL-20135-01



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>

SQL Considerations and Scalability

CUEAC installs SQL 2008 Express by default as part of its standard installation process. The performance limitation that SQL Server 2008 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 2008 Standard or Enterprise should be strongly considered. Where a system outgrows the SQL2008 Express deployment, the Standard or Enterprise versions of SQL 2008 can be used to upgrade the existing implementation with minimal effort.



Note

For future versions of CUEAC to benefit from some features, SQL 2008 express will not be an option and SQL 2008 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) / 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 Enterprise 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 Enterprise Attendant Console Web Admin / Installation Guide*' OL-20135-01

**Note**

If you are installing Cisco Unified Enterprise 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 Enterprise Attendant Console Web Admin / Installation Guide*' OL-20135-01

**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 Enterprise Attendant Console Server

There are many different AntiVirus products that are supported on a Cisco Unified Enterprise 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 software on a Cisco Unified Enterprise Attendant Console 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 Cisco Unified Enterprise 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 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 (CUCM)
v8.0.0.5	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)
	8.0(1.6)	8.0

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 v8.0.0.5

Cisco Unified Enterprise Attendant Console v8.0.0.5 includes the following features:

- Product compatibility support for CUCM 8.0
- TSP Silent Installs with CUCM 8.0 onwards
- Cisco Next Generation Wave Driver (compatibility only)
- E.164 Support
 - Enable an Attendant Console user to dial an E.164 number to the UCM "as is" and without any formatting changes to the number to be dialled. In this use case, the number will retain the '+' (plus) character when dialling numbers.
 - Enable an Attendant Console user to dial an E.164 number to the UCM that does not directly support E.164. In this use case, the number will be converted and will be optionally appended with a prefix to support:
 - Internal prefix
 - Domestic prefix
 - International prefix



Note

If Console Directory contains E.164 number which is NOT AN EXACT MATCH in CUCM database, console will not be able to support BLF on such devices as CTI Server will not be able to get the correct information through AXL for that device.

- AXL Supportability Features
 - Compatibility support for API changes in the AXL layer for UCM 8.0 compatibility
 - Some operations that use the thin AXL feature will be converted to use the thick AXL features. The conversion will depend on availability of equivalent thick AXL features and where performance of the UCM and Attendant Console operations are not compromised.

Caveats

This section contains these topics:

- [Resolved Caveats - Release v8.0.0.5](#), Page 11
- [Open Caveats - Release v8.0.0.5](#), page 11

Resolved Caveats - Release v8.0.0.5

[Table 3](#) lists Severity 3 Caveats that have been resolved in Cisco Unified Enterprise Attendant Console v8.0.0.5

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

Table 3 Resolved Caveats for Cisco Unified Enterprise Attendant Console - v8.0.0.5

Application	Description
CSCtc15010	Original called name not being displayed in CUEAC console. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtc15010
CSCtc23664	CUxAC ports will not sync with CUCM. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtc23664
CSCtc51002	BLF Logging path does not show in web admin http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&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=fetchBugDetails&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=fetchBugDetails&bugId=CSCtc51013
CSCtc77367	Disable User Account Control in win2008 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtc77367
CSCtc61101	Conditions for generating new license file should be documented http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtc61101
CSCtc84599	Operator console rings only once for incoming calls http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtc84599
CSCtc85506	Blind transfer from Unity is never presented to operator console http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtc85506
CSCtd26310	Doc Correction - CUBAC Does not have the "Queue Association" box http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtd26310
CSCtd31215	Document update for back-up procedures http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtd31215
CSCtd93987	Windows Terminal Services or Remote Desktop can cause CUxAC to crash http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtd93987
CSCte15390	Presence status "Unknown" for userid with mixed case http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCte15390

CSCtd25433	French characters display incorrectly in CUBAC directory window http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtd25433
CSCte96025	Cannot dial park device to pickup call from console http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCte96025
CSCte79239	CUxAC multiple site config with UCM Time of Day http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCte79239
CSCtb71071	CUEAC Documentation for UCM Compatibility http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtb71071
CSCte90503	CTI Server stops processing BLF requests after ARC driver errors http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCte90503
CSCte91227	LDAP Sync Includes User Templates from Bulk Admin on CUCM http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCte91227
CSCte93489	Shared Line support for AC client DN http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCte93489
CSCtf33388	Dead URL Link in CUxAC Design Guide http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&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=fetchBugDetails&bugId=CSCtf39569
CSCtf56917	CUEAC console intermittently freezes http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtf56917

Open Caveats - Release v8.0.0.5

Table 4 lists Severity 3 Caveats that have been Opened in Cisco Unified Enterprise Attendant Console v8.0.0.5

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

Table 4 Open Caveats for Cisco Unified Enterprise Attendant Console - v8.0.0.5

Application	Description
CSCtf08876	CUxAC UI fails to lookup host name for CUPS http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&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=fetchBugDetails&bugId=CSCtf65400

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
- Cisco Unified Enterprise 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.

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