# Release Notes for Cisco Unified Attendant Console Advanced Version 10.0.1.10

These release notes describe the new features and caveats for Cisco Unified Attendant Console Advanced Version 10.0.1.10.

You can access the most current Cisco documentation at http://www.cisco.com/techsupport.

You can access the Cisco website at http://www.cisco.com.

You can access international Cisco websites at http://www.cisco.com/public/countries_languages.shtml.

# Contents

**Cisco Systems, Inc.**
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# Introduction

Cisco Unified Attendant Console Advanced is a Windows-based operator attendant console application for use exclusively with Cisco Unified Communications Manager. Cisco Unified Attendant Console Advanced emulates the functions of a manual telephone switchboard, and so enables attendant console operators to quickly accept incoming calls and efficiently dispatch them to recipients within an organization.

For more information, see the documents referred to in Appendix 1, "Related Documentation".

# Features

Cisco Unified Attendant Console Advanced replaces these products:

- Cisco Unified Attendant Console Business Edition
- Cisco Unified Attendant Console Enterprise Edition
- Cisco Unified Attendant Console Premium Edition

and consolidates their functionality into one product.

Cisco Unified Attendant Console Advanced has the following basic features:

- Call queuing engine, with 100 Console queues supported
- Up to 50 concurrent operator client logins
- Busy Lamp Field (BLF)
- Blind and consultative transfers
- Optional server resilience
- Cisco Unified Communications Manager Versions supported— 7.1(5) to 10.0(1)
- Directory search integrated with the Cisco Unified Communications Manager directory
- Directory size supported—100K
- Optional use of these directory sources:
  - Active Directory 2008 R1/R2
  - Active Directory 2012
  - iPlanet Netscape 5.0
  - iPlanet Netscape 5.1

For a more detailed features list see the product data sheets at
http://www.cisco.com/en/US/products/ps7282/products_data_sheets_list.html.

# Upgrading

> **Note**   You cannot upgrade to version 10.0.1.10 from any version of Cisco Unified Attendant Console Advanced Department Edition.

Use the following table to determine whether your current Cisco Unified Attendant Console Advanced version and Edition can be upgraded to version 10.0.1.10,

| Your Cisco Unified Attendant Console Advanced version | Edition | Can be directly upgraded to version 10.0.1.10 |
|---|---|---|
| Pre 8.6.2 | All Editions | No |
| 8.6.2 | Business | Yes - migration upgrade |
| | Enterprise | |
| 9.0.1 | Business | Yes - migration upgrade |
| | Enterprise | |
| | Premium | Yes |
| 9.1.1 | Business | Yes - migration upgrade |
| | Enterprise | |
| | Premium | Yes |

# Core Languages

Cisco Unified Attendant Console Advanced supports English only.

# System Requirements

## Cisco Unified Attendant Console Advanced Server Requirements

In a production environment, Cisco Unified Attendant Console Advanced server Version 10.0.1.10 runs in either a:

- Physical server
- VMware environment compliant with Cisco's Specification-Based Hardware Support program.

### Physical Server Hardware Supported

Cisco Unified Attendant Console Advanced server has the following minimum physical server hardware requirements:

- 2.2 GHz Pentium 4 processor
- 4 GB RAM
- 72 GB of available hard disk space
- Network card, connected to the network using TCP/IP

**Note**    The following points:

- NIC teaming is not supported.
- Cisco Unified Attendant Console Advanced server is not supported in a production environment if running on a desktop PC. It must be on its own dedicated server.
- If you plan to implement Cisco Unified Attendant Console Advanced server resilience, you **must** ensure that the date time and time zone on your Publisher and Subscriber servers are synchronized. Both servers must be in the same time zone to ensure that any daylight-saving time changes occur simultaneously. If they are not in the same time zone, the operator console will be unable to automatically reconnect to the Publisher when it recovers from failure.
- If a DNS Server is not present on the network or the Cisco Unified Attendant Console Advanced server machine name (Publisher server machine name in the case of a resilient installation) cannot be resolved, you must amend the Hosts file (WINDOWS\system32\drivers\etc\) to reflect the server IP address and server machine name. Please ensure that the installation prerequisites in the *Cisco Unified Attendant Console Advanced Administration and Installation Guide* have been satisfied.

## Physical Server Software Compatibility

Cisco Unified Attendant Console Advanced server has the following minimum physical server software requirements:

- One of the following operating systems, with Windows regional settings set to English:
    - Windows Server 2008 R1 (32-bit)
    - Windows Server 2008 R2 (64-bit)
    - Windows Server 2012 (64-bit)

**Note** 64-bit installations are supported only in conjunction with Cisco Unified Communications Manager versions 8.5(1) to 10.0(1).

**Note** The following restrictions concerning Windows 2012 support:

- Windows 2012 is only supported on Cisco Unified Communications Manager 10.0(1).
- Windows 2012 R2 is not supported.

- For non-English characters, the relevant language pack for the locale must be installed
- Internet Information Service (IIS) 6.0 or later.
- ASP.NET
- .Net Framework 3.5 SP1
- One of the following databases:
    - Microsoft SQL Server 2008 Express, Standard or Enterprise (32-bit or 64-bit)
    - Microsoft SQL Server 2008 R2 Express, Standard or Enterprise (32-bit or 64-bit)
    - Microsoft SQL Server 2012 Express, Standard or Enterprise (32-bit or 64-bit)

**Note** The following points:

- No versions of Microsoft SQL Server 2005 are supported.
- No 64-bit version of Microsoft SQL Server is supported under Windows Server 2008 R1 (32-bit).
- Cisco Unified Attendant Console Advanced server does not support the Cisco Media Convergence Server (MCS) version of Windows Server.
- If the Cisco Unified Attendant Console Advanced server installer does not detect a supported version of Microsoft SQL Server, it will automatically install Microsoft SQL Server 2008 Express.
- You must install SQL locally on the Cisco Unified Attendant Console Advanced server. Cisco Cisco Unified Attendant Console Advanced does not support external SQL servers.
- **IMPORTANT:** If you plan to implement Cisco Unified Attendant Console Advanced with server resilience, you **must** use Microsoft SQL Server Standard or Enterprise (not Express) on the Publisher server. You can use Microsoft SQL Server Express, Standard or Enterprise on the

Subscriber server. Also, the Publisher and Subscriber servers must use the same version of Microsoft SQL Server (for example, both must use 2008). For guidance on which SQL edition to use, see "Additional Server Considerations" on page 1-7.

## VMware Server Requirements

In a production environment, Cisco Unified Attendant Console Advanced server is supported on VMware ESXi 4.x or 5 running on a host machine that is compliant with Cisco's Specifications-Based Hardware Support program (described at http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support).

**Note** The following points:

- Cisco Unified Attendant Console Advanced server is *not* supported in HyperV or any other virtualization products other than VMware.
- Cisco Unified Attendant Console Advanced **does not** run on a copy (clone) of a virtual machine.
- For more information about VMware requirements, visit: http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements.

### VMware Guest Machine Requirements

Cisco Unified Attendant Console Advanced server has the following minimum VMware instance (guest machine) requirements:

- 1x vCPU unrestricted
- 4 GB RAM
- 40 GB of available hard disk space Cisco Unified Attendant Console Advanced

**Note** You can download an OVA template configured with the above specifications from the following location: http://software.cisco.com/download/release.html?mdfid=284373299&flowid=33202&softwareid=283910832&release=8.x-9.x&relind=AVAILABLE&rellifecycle=&reltype=latest.

### VMware Software Requirements

Cisco Unified Attendant Console Advanced server running on a virtual machine requires one of the following operating systems, with Windows regional settings set to English:

- Microsoft Windows Server 2008 R1 (32-bit)
- Microsoft Windows Server 2008 R2 (64-bit)
- Microsoft Windows Server 2012 (64-bit)

**Note** 64-bit installations are supported only in conjunction with Cisco Unified Communications Manager versions 8.5(1) to 10.0(1).

**Note** The following restrictions concerning Windows 2012 support:

- Windows 2012 is only supported on Cisco Unified Communications Manager 10.0(1).

- Windows 2012 R2 is not supported.

## Additional Server Considerations

This section contains important information you should know about your server hardware and software.

### SQL Server 2008 Express Limitations

Microsoft SQL Server 2008 Express has the following limitations:

- Can access only a single CPU

- Uses only 1 GB of RAM

- Has a maximum database size of 4 GB

You should consider using Microsoft SQL Server Standard or Enterprise if you expect your Cisco Unified Attendant Console Advanced deployment to support any of the following:

- More than 10 operators

- More than 500 calls per operator per day

- A directory containing more than 10,000 contacts

If a Cisco Unified Attendant Console Advanced system outgrows Microsoft SQL Server Express, you can upgrade the database to Microsoft SQL Server Standard or Enterprise.

### SQL and Cisco Unified Attendant Console Advanced Server Resilience

With Cisco Unified Attendant Console Advanced server resilience uses SQL replication, which is not available in Microsoft SQL Server Express. Therefore, if you plan to implement server resilience, you must use the Standard or Enterprise editions of Microsoft SQL Server 2008 on the Publisher server. The Subscriber server can use Microsoft SQL Server Express, Standard or Enterprise, depending on the size of your Cisco Unified Attendant Console Advanced deployment. The Publisher and Subscriber servers can be part of a Microsoft Domain, so long as they can access each other by hostname.

**Note** The Publisher and Subscriber servers *must* use the same version of Microsoft SQL Server.

### Windows Updates and Service Packs

Cisco Unified Attendant Console Advancedserver supports the application of all Microsoft Windows Updates and Service Packs.

Java auto-updates are not supported because they sometimes fail, rendering the system unusable.

**Data Backup**

You should provide backup facilities to ensure application and data integrity in the event of unforeseen circumstances. If possible, choose a solution that offers one-step disaster recovery, such as the ability to restore the complete contents of a hard drive from a bootable floppy disk and the backup media.

**Server Redundancy**

We strongly recommended that you configure your Cisco Unified Attendant Console Advanced server as a redundant system with the following redundancy features:

- Multiple hot-swap power supplies
- Hot-swap Hard Drive arrays
- UPS / power conditioners
- RAID

**Antivirus Software**

Cisco Unified Attendant Console Advanced server supports many antivirus products. You can find guidelines on antivirus software at:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_bulletins_list.html.

The files in certain folders are constantly being accessed by the Cisco Unified Attendant Console Advanced software. Consequently, your antivirus software will constantly try to scan them for viruses, which will slow down the server. Therefore, your chosen antivirus product must support **exclusions**, which you use to specify the following files and folders that are *not* to be scanned by the antivirus software:

| Default Folder | Contains |
|---|---|
| \\DBData | System configuration databases |
| \\Program Files\Cisco\ | Software and application trace files |
| \\Apache | Active MQ folder |

✎

**Note** The System Administrator may set up your Cisco Unified Attendant Console Advanced server to use different folders for these files.

**Network Requirements**

For Cisco Unified Attendant Console Advanced to run across a network:

- The network must support TCP/IP.
- Cisco Unified Attendant Console Advanced Administration web application must run under an Administrator profile (Local Administrator is acceptable).
- On Microsoft Windows networks that use DHCP, you must allocate Cisco Unified Attendant Console Advanced server with a static IP address.

# Cisco Unified Attendant Console Advanced Client Requirements

This section describes the hardware and software requirements of the PC and operator phones running the Cisco Unified Attendant Console Advanced Version 10.0.1.10 client.

## PC Hardware Requirements

The PC running the Cisco Unified Attendant Console Advanced client has the following hardware requirements:

- 2.0 GHz Pentium 4 processor
- 1 GB RAM
- 1 GB of available hard disk space
- Network card, connected to the network using TCP/IP
- SVGA (1024x768) display card
- 17-inch or larger monitor highly recommended
- SoundBlaster-compatible sound card and speakers highly recommended
- Keyboard with 10-key number pad

## PC Software Requirements

The PC running the Cisco Unified Attendant Console Advanced client must be running one of the following operating systems:

- Microsoft Windows XP Professional Service Pack 3
- Microsoft Windows Vista Professional 32-bit
- Microsoft Windows Vista Professional 64-bit (using WoW64 emulation)
- Microsoft Windows 7 32-bit
- Microsoft Windows 7 64-bit (using WoW64 emulation)
- Microsoft Windows 8
- Microsoft Windows 8 Pro
- Microsoft Windows 8 Enterprise

### Windows Updates and Service Packs

Cisco Unified Attendant Console Advanced client supports the application of all Microsoft Windows Updates and Service Packs.

Java auto-updates are not supported because they sometimes fail, rendering the system unusable.

## Operator Phone Requirements

If the operator is using a Cisco 7931 IP phone, maximum calls on the Cisco Unified Communications Manager must be set to at least two.

If the operator is using a Cisco 89xx or 99xx IP phone, the rollover feature on Cisco Unified Communications Manager must be disabled.

> ✎
> **Note** Cisco Unified Attendant Console Advanced does not support logging on any device that has a duplicate DN, or that uses Extension Mobility. Attendant console handsets are not supported on shared lines.

# Cisco Software Compatibility

Cisco Unified Attendant Console Advanced V10.0.1.10 is compatible with:

- Cisco Unified Communications Manager versions 7.1(5) to 10.0(1).
- Cisco Unified Presence (CUP) Server versions 7.1(5) to 10.0(1).
- Cisco TSP versions 7.1(5) to 9.1(1).

> ✎
> **Note** The 32-bit version of TSP is required when running Cisco Unified Attendant Console Advanced under a 32-bit operating system. The 64-bit version of TSP is required when running Cisco Unified Attendant Console Advanced under a 64-bit operating system. If you are running Cisco Unified Attendant Console Advanced on a 64-bit computer, you cannot integrate it with Cisco Unified Communications Manager versions 7.1(5), which does not support 64-bit TSP.

# New and Changed Information

Cisco Unified Attendant Console Advanced version 10.0.1.10 is a UC System release that includes new features.

## New Software Features in Version 10.0.1.10

Cisco Unified Attendant Console Advanced version 10.0.1.10 is a major release and includes the following new features:

- Cisco Unified Attendant Console Advanced is now a single product, replacing the Cisco Unified Attendant Console Business, Enterprise, and Premium Editions available under version 9.x.
- Cisco Unified Attendant Console Advanced server now supports Cisco Unified Communications Manager 7.1(5) to 10.0(1).
- Cisco Unified Attendant Console Advanced server now supports Cisco Unified Presence (CUP) Server 7.1(5) to 10.0(1).
- Attendants using the Cisco Unified Attendant Console Advanced client can now manually add contacts to Personal Directory Groups, and share Personal Directory Groups with other attendants. All attendants sharing a Personal Directory Group can add, delete and edit manually added contacts, but only the owner or the Personal Directory Group can delete it.
- Working days and Night Service functionality have been superseded by new Out of Hours Routing functionality that can be defined for each queue. A new menu option **User Configuration > Templates > Out of Hours Routing** enables this functionality to be configured.

# Installation Notes

For instructions on how to install Cisco Unified Attendant Console Advanced, see the *Cisco Unified Attendant Console Advanced Administration and Installation Guide*, which is available from http://www.cisco.com/en/US/products/ps7282/tsd_products_support_series_home.html.

# Caveats

This section lists the following:

- Open Caveats - Release 10.0.1.10
- Resolved Caveats - Release 10.0.1.10

# Open Caveats - Release 10.0.1.10

Cisco Unified Attendant Console Advanced version 10.0.1.10 has the following open caveat.

| Bug ID | Description |
|--------|-------------|
| CSCuh35880 | Directory sync fails to fully import all contacts from CUCM. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh35880 |
| CSCuj47586 | Transfer with Enter key within 1.5 - 2 secs showing call failed error. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuj47586 |
| CSCuj85333 | Held displayed in CUAC client page even after hold is pressed twice. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuj85333 |
| CSCul12164 | Call not successfully retrieved when held using CUAC client page. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCul12164 |
| CSCul15673 | Filter Search for Queue Associations of Operator doesn't work. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCul15673 |

# Resolved Caveats - Release 10.0.1.10

The following caveats were discovered and resolved during the quality testing of the Cisco Unified Attendant Console Advanced version 10.0.1.10.

| Bug ID | Description |
|---|---|
| CSCuh06802 | Web Admin indicating that 255 device limit has been reached, in error. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh06802 |
| CSCuh44266 | VIOC: CTRL+SPACEBAR fails to read entire entered string. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44266 |
| CSCuh44278 | VIOC: Backspace (delete) is not reading deleted digit. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44278 |
| CSCuh44289 | Assistant/Alternate form not read correctly and impossible to select. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44289 |
| CSCuh44295 | VIOC: Information for Internal and External Priority not read correctly. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44295 |
| CSCuh44299 | VIOC: Operator Preferences (Advanced tab) information not read correctly. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44299 |
| CSCuh44309 | VIOC: Field names in F12 Contact Numbers not being read. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44309 |
| CSCuh44313 | VIOC: Ready (Emergency) status not read when status is requested. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44313 |
| CSCuh44318 | VIOC: Problems with reading Speed Dial information. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44318 |
| CSCuh84882 | Web Admin Transfer Recall '0' setting is not disabling transfer recalls. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh84882 |
| CSCuh94107 | CUCM application user password exceeding 9 chars causing connection failure. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh94107 |
| CSCui05050 | 'Failover Unregistered settings' missing from pub DN configuration. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCui05050 |

| Bug ID | Description |
|--------|-------------|
| CSCui17374 | Operators unable to log in with E.164 formatted DN. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCui17374 |
| CSCui48179 | CUAC-xE Custom Group Directory Filters incorrect when using Number. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCui48179 |
| CSCuj33939 | OPR unable to send DTMF digits on outbound calls. |
| | http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuj33939 |

# Obtaining the Software

The Cisco Unified Attendant Console Advanced software can be downloaded from http://www.cisco.com/go/ac.

# Related Documentation

Cisco Unified Attendant Console Advanced has the following product documentation:

- Cisco Unified Attendant Console Advanced Design Guide
- Cisco Unified Attendant Console Advanced User Guide
- Cisco Unified Attendant Console Advanced Administration and Installation Guide

You can access the latest documents at http://www.cisco.com/en/US/products/ps7282/tsd_products_support_series_home.html.

# Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

# 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.