Release Notes for Cisco Unified Attendant Console Advanced Version 14.0.2.20

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These release notes describe the new features and caveats for Cisco Unified Attendant Console Advanced Version 14.0.2.20.

You can access the most current Cisco documentation at
https://www.cisco.com/c/en/us/support/unified-communications/unified-attendant-consoles/tsd-products-support-series-home.html.

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

You can access international Cisco websites at
https://www.cisco.com/c/m/en_us/worldwide/locator.html.

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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 Related Documentation.

Features

Cisco Unified Attendant Console Advanced has the following basic features:

- Call queuing engine, with 100 Console queues supported
- The maximum number of system devices (including CT Gateway devices, Service devices, and Park devices) supported by a Cisco Unified Attendant Console Advanced Server is 1000. This total does not include Queue DDIs, which are CTI Route Points. The system devices can be distributed among up to 100 Queue Device Groups.
- Up to 50 concurrent operator client logins
- Busy Lamp Field (BLF)
- Blind and consultative transfers
- High availability (optional add-on)
- Directory size supported:
    - 500 speed dials per user
    - 125,000 full directory contacts
- Supported directory sources:
    - Active Directory 2012 R2, Active Directory 2016 or Active Directory Lightweight Directory Services (ADLDS)
    - iPlanet Netscape 5.0
    - iPlanet Netscape 5.1
- View more information in Parked Calls pane
- Set calls to automatically connect to the Console without needing to answer them
- Turn off Busy Lamp Field Presence notifications
- Display statistics for each queue
- Display calls with an icon colored to match the queue they arrived from
- Operators can enter Unavailable mode when idle for longer than a defined period
- Operators can be logged out of the console when idle for longer than a defined period
- Click a special directory tab to create a Personal Directory Group
- Rearrange directory tabs by dragging
- Console configuration preferences saved in the server for use next session
- Option to enter the fields in an AND search in any order

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

Use the following table to determine whether your current Cisco Unified Attendant Console Advanced version and edition can be upgraded to version 14.0.2.20.

Your Cisco Unified Attendant Console Advanced version	Edition	Can be directly upgraded to version 14.0.2.20
Pre-8.6.2	N/A	No
8.6.2	Business, Enterprise	No
9.0.1 - 9.1.x	Business, Enterprise, Premium	No
10.0.1 - 10.5.x	Advanced	No
11.0.x - 14.0.1.x	Advanced	Yes

⚠

Caution   If you upgrade from any older version to Cisco Unified Attendant Console Advanced 14.0.1.x, you must enter all existing administrator account and operator profile passphrases in CAPS. For Cisco Unified Attendant Console Advanced version 14.0.2 and above, administrator account is not case-sensitive; however, passphrases remain case-sensitive.

Core Languages

The attendant console Client, Help and User Guide are available in Arabic, Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English, French, German, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Swedish, Traditional Chinese and Simplified Chinese.

New and Changed Features

Cisco Unified Attendant Console Advanced version 14.0.2 is a minor release that includes the following new and changed features.

- **Console Client**

    - **New - Click2Call** - Console users may initiate new calls, transfer active calls, and start/add participants to conference calls from any Windows application that supports the native Windows Click-to-Call API.

    - **New - Auto hold active call when accepting new queued call** - To increase efficiency when using the console application, users can now accept a new queued call while on an active call without needing to manually place the pre-existing active call on hold. The software automatically places the active call on hold while connecting the new call to the console user.

- **New - Transfer active calls to occupied Cisco Unified Attendant Console Park Extensions** - Using the mouse or keyboard, console users may transfer (consultative or blind) an active call to an active park extension. This allows console users to connect their active call with a caller currently residing on a park device.

- **New - Greater visibility of operator unavailability status within console application** - When an application user marks themselves unavailable, this enhancement allows users to set a preferred client window background color to better illustrate they are not available to receive and process new calls.

- **Changed - Console login name input case sensitivity** - Minor revision to the login prompt, wherein the login name is presented in the case matching the console user input.

- **New - Translation supportability** – Application display languages include: French, German, Spanish, Portuguese, Italian, Danish, Finnish, Dutch, Norwegian, Swedish, Russian, Arabic, Chinese Simplified, Chinese Traditional, Traditional Chinese (HK), Japanese, Korean, Hebrew, Turkish, Catalan.

- **Infrastructure changes**

  - Windows 11 support

  - SQL Server 2019 support

  - JAWS 2022 support

- **Attendant Server**

  - **Changed - Strengthened Cisco Unified Attendant Server system device subscription and monitoring at startup and during failover events** - In scenarios at service startup and failover, where failures/timeouts are observed with device subscription and/or monitoring, the involved Cisco Unified Attendant Server applications have been fortified by executing timed retries, cross-server application status checks, and any required cleanup activities.

- **Supportability improvements**

  - **Console client versioning is written to Attendant Server logs** - This helps identify whether console clients are running a version of the client software that is compatible with the server.

  - **Server-side automated Cisco Unified Attendant Server logging archival** - In situations where Cisco Unified Attendant Server software logging is required for an extended period, Cisco Technical Assistance Center engineers can configure scripts to automatically compress and archive logs (locally or to a remote destination) on a reoccurring basis. This ensures that important logging is not overwritten while mitigating available disk space concerns.

New and Changed Features in Version 14.0.1

Cisco Unified Attendant Console Advanced version 14.0.1 is a major release that includes new features.

- Platform support

  - Cisco Unified Communications Manager compatibility updates; for more information, see Cisco TAPI and Cisco Unified Communications Manager Support

  - Windows 2019 support

  - JAWS 18, 2018 and 2020 support; for more information, see Open Accessibility Caveats - Release 14.0.2

- Web Administration

  - Multiple user accounts

- Multiple user roles (Solution Administrator, Moderator, Supervisor, Reporting)
- Console Queues - Call delivery option added to **Forced Delivery** offering the ability to toggle between longest waiting and circular distribution

- Console Client
  - Ability to dock/un-dock the console client panes (Directory, Call History, Calls in Progress), allowing users to take advantage of multiple displays
  - New Call History Pane presenting the latest 100 call transactions
  - New Contact Details Pane
  - New Queue Control toolbar
  - New Contact Notes and Contact Absent Message Panes
  - New keyboard shortcut - shift focus to manual number entry field of Active Calls
  - Directory Features
    - New Directory toolbar
    - Multi-line option for directory contacts within the directory pane
    - New Quick Search option offering the ability to search multiple fields via single search field, configurable
    - Wildcard searching
    - New Keyword contact field allowing users to add multiple keywords to a given contact for the purpose of directory filtering
    - Multiple note colour options with the added option to highlight a contact row within directory with a matching color

- Caller ID
  - Caller ID Passthrough - in absence of an attendant console directory contact match, caller ID is passed through from Cisco Unified Communications Manager

- Console Deployment
  - Silent Installs using answer file with existing executable file

System Requirements

Server - System Requirements

Cisco Unified Attendant Console Advanced server is supported in either of the following:

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

Physical Server Requirements

Minimum hardware requirements are the following:

- 2 x 2.2 GHz Pentium 4 processor
- 6 GB RAM

- 120 GB of available hard disk space

- Network card, connected to the network using TCP/IP

Note
- NIC teaming is not supported.

- Maximum number of network cards supported is 1.

VMware Server Requirements

Supported VMware vSphere ESXi version(s)

- ESXi 5.5, 6.0 U1, 6.5, 6.7, 7.0 (vMotion included)

Note Support is not extended to HyperV or any other virtualization solutions.

Minimum VMware Guest Machine Requirements

- 2 x vCPU unrestricted

- 6 GB RAM

- 120 GB of available hard disk space

Note
- Cloned (copied) virtual machines are not supported.

- Maximum number of network cards supported is 1.

An OVA template, built with minimum requirements, is available for download from
https://cisco.com/go/ac.

Cisco UC Virtualization Compliance

- Cisco's UC Virtualization Supported Hardware
  https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/collaboration-virtualization-hardware.html.

- Cisco's UC Virtualization Software Requirements
  https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-software-requirements.html.

Server - Software Requirements

Server Operating Systems

The following versions are supported:

- Windows Server 2012 R2 (64-bit)

- Windows Server 2016 (64-bit)

- Windows Server 2019 (64-bit)
- Windows Server 2022 (64-bit)

Requirements

- Windows server regional settings must be set to English.
- Cisco Unified Attendant Console Advanced server must be installed and operated exclusively on a supported platform.
- Server cannot be configured as a domain controller.

SQL Server Support

The following versions are supported:

- SQL Server 2012, 2014, 2016, 2017, 2019 Standard, Enterprise or Express

> **Note** SQL Server 2016 and older versions won't be supported on Windows Server 2022 OS. For more information, see SQL Server in Windows operating system.

Requirements

- High Availability Installations require the following:
  - SQL Server Standard or Enterprise must be installed on Publisher Cisco Unified Attendant Server.
  - SQL Server version must match across Publisher and Subscriber Cisco Unified Attendant Console Servers.
  - The date and time zone of the Publisher and Subscriber Cisco Unified Attendant Servers must match.
- Off-box SQL installations are not supported.
- Named instances are not supported.
- Cisco Unified Attendant Console Advanced requires exclusive use of SQL Server.
- SQL login used at installation and in production requires 'sysadmin' role association.

Automated Installation of SQL Server Express

- Publisher server: SQL Server 2016 Express is installed by the Cisco Unified Attendant Server installer if an existing installation of SQL Server is not detected.
- Subscriber server: SQL Server 2016 Express is installed by the Cisco Unified Attendant Server installer if an existing installation of SQL Server is not detected and the installer detects that the Publisher Cisco Unified Attendant Server is running **SQL Server 2016**.

If SQL Server Express version other than 2016 is required, to match Publisher SQL Server Version, it must be manually installed in advance of installing Cisco Unified Attendant Server on the Subscriber. For more information, see the *Cisco Unified Attendant Console Advanced Administration and Installation Guide*.

Miscellaneous Software Requirements

- Internet Information Service (IIS) 8.0 or later, with the Static Content role service added.
- OpenJDK JRE build 17.0.9 (earlier/later builds are not supported)
- .NET Framework 4.7*
- ActiveMQ 5.18.3*
- NXLog 2.11*
- Microsoft Visual C++ 2019 Redistributable 32-bit*
- Microsoft Visual C++ 2019 Redistributable 64-bit*
- Microsoft URL Rewrite Module 2.0 for IIS (x64)
- Microsoft SQL Server 2012 Native Client 11.0 (x64)

Note * Cisco Unified Attendant Server installs these requirements if no existing installation is detected.

Client - System Requirements

Client hardware requirements are the following:

- 2.0 GHz Pentium 4 processor
- 4 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

Client - Software Requirements

Client operating systems:

- Microsoft Windows 10 64-bit (Desktop Mode)
- Microsoft Windows 11 64-bit (Desktop Mode)

Miscellaneous software requirements:

- Microsoft SQL Server 2012 Native Client 11.0 (x64)*
- Microsoft Visual C++ 2019 Redistributable*

Note * Cisco Unified Attendant Console installs these requirements if no existing installation is detected.

Additional Server and Client Requirements and Considerations

Antivirus Software

Chosen anti-virus product must support excluding files and folders used by Cisco Unified Attendant Console Advanced. See the *Administration and Installation Guide* for details.

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 supports IPsec (should you need to encrypt network traffic) and Secure TSP. See the Cisco TAPI documentation for configuration instructions.

Latency

- Maximum latency of 150m/s Round Trip Time (RTT) between any console client and the server.
- Maximum latency of 80m/s Round Trip Time (RTT) between the server and Cisco Unified Communications Manager.

Host name resolution

- Console clients must be able to resolve application server host names.
- High availability installations require host name resolution between the publisher and subscriber application servers.

Citrix Support

Cisco Unified Attendant Console Advanced Server cannot be installed in a Citrix environment.

Cisco Unified Attendant Console Advanced Operator Client can be installed in a Citrix environment:

- XenApp 7 2206 (Fundamentals, Advanced, Enterprise, Platinum)
- XenDesktop 7 2206 (VDI, Enterprise, Platinum)

Citrix environments support the following modes:

- Windows Apps delivery
- Windows Desktops delivery
- Windows Hosted Shared (Server) Desktops delivery

The following platforms are not supported:

- Cisco VXI Solution
- VMWare Horizon

> ✎ **Note** Update KB4034661 needs to be applied prior to launching seamless applications from a Server VDA running Windows Server 2016. For more information, see https://support.citrix.com/article/CTX225819.

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

Directory Contact Jabber Presence

Cisco Unified Attendant Console Advanced can retrieve Jabber presence status for directory contacts.

Support is extended to Cisco IM and Presence Server. The integration requires a dedicated Cisco Unified Communications Manager End User account.

> ✎ **Note** The Cisco Unified Attendant Presence plug-in does not support Single Sign On (SSO) authentication.

Operator Phone Requirements

For more information about operator phone requirements and supported handsets, refer to *Supported Handsets* in the *Design Guide*. In addition to a detailed list of supported handsets (console user devices and contact directory - busy lamp field devices) you will see supportability statements for Jabber soft phones, shared lines, and extension mobility.

Cisco Software Compatibility

Cisco Unified Attendant Console Advanced is compatible with:

- Cisco IM and Presence Server versions 11.x to 15.0(x)

See Cisco TAPI and Cisco Unified Communications Manager Support for Cisco Unified Communications Manager support.

Cisco TAPI and Cisco Unified Communications Manager Support

Cisco TAPI support is shown below:

CUCM Version	Windows 2012 R2 (64-bit)	Windows 2016 (64-bit)	Windows 2019 (64-bit)	Windows 2022 (64-bit)
11.0(x)	Y	N	N	N
11.5 (1.13032-4) or later	Y	Y	N	N
12.0(1)	Y	Y	N	N
12.5(x)	Y	Y	Y	N
14.0(x)	Y	Y	Y	Y
15.0(x)	Y	Y	Y	Y

Builds

Application	Component	File name	Version
Attendant LDAP Plug-in	Service application	LDAPServer.exe	14.0.2.656
	Crypto driver	CryptOn32.dll	14.0.2.6504
	Open SSL	ssleay32.dll	1.0.2.21(1.0.2u)
		libeay32.dll	1.0.2.21(1.0.2u)
Attendant Server	Service application	CTSS.exe	14.0.2.2431
	SSO Connector	CiscoSSOConnector32.dll	14.0.2.6530
	Message Bus driver	MBBL_API32.dll	14.0.2.6506
	Open SSL	ssleay32.dll	1.0.2.21(1.0.2u)
		libeay32	1.0.2.21(1.0.2u)
Attendant BLF Plug-in	Service application	CTI Server.exe	14.0.2.1826
	Audit driver	AuditComponent.dll	14.0.2.6485
	Crypto driver	CryptOn.dll	14.0.2.6504
	Telephony Driver	ASTAPI2x.dll	14.0.2.685
Attendant Presence Plug-in	Service application	PresenceServer.exe	14.0.2.639
	Audit driver	AuditComponent.dll	14.0.2.6485
	Crypto driver	CryptOn.dll	14.0.2.6504
	Presence Driver	XMPPConnector.dll	14.0.2.323
Console Client	Console Application	Operator.exe	14.0.2.4853
	Image Library	ASPLCS.dll	6.2.0.4817
Attendant Admin	Web Pages	Attendant Admin	14.0.2.2228
	AACM COM Dll	AACM.dll	14.0.2.2228
	Database Script	Database Script	14.0.2.639
	DB Component	DB Component	14.0.2.6505

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 https://www.cisco.com/c/en/us/support/unified-communications/unified-attendant-consoles/products-maintenance-guides-list.html.

Caveats

Resolved Caveats - Release 14.0.1.10

Cisco Unified Attendant Console Advanced version 14.0.1.10 has the following resolved caveats:

Bug ID	Description
CSCvr60951	HTTP Security Header Not Detected CWE-693
CSCvt61337	Cisco Unified Attendant Server Logging path changes to ARC connect
CSCvt76693	External dial plans fail to accommodate non-dialable characters
CSCvu55811	Operators intermittently do not see calls in queue, or cannot answer calls from queue
CSCvv76640	BLF Plug-in intermittently crashes, due to race condition
CSCvw68492	CTSS.exe service unexpectedly crashes, due to mismatched console client version
CSCvw70131	Unable to successfully export all directory contacts
CSCvs65295	BLF rules set to remove x number of characters fails to store, execute, and test correctly
CSCvt35238	Calling in Webex Teams (UnifiedCM) solution - Softphone support
CSCuq39061	Feature Request for CUAC Advanced to add Call history
CSCvi97508	Caller ID Pass Through Functionality
CSCvj71228	Ability to pop panes out of the application window
CSCvk38028	Add new contact details pane to client
CSCvm34439	"Add a keyword field, supporting multiple entries, to directory contacts"
CSCvm96075	CUAC Advanced does not have the capability for the Longest Waiting option
CSCvp93692	Unattended / Silent Installation support using the .exe formatted installer
CSCvq17520	CUAC Advanced exporting Contacts with incorrect address information
CSCvq89424	Contact export, update, import - need to include alternate first name, last name, and department
CSCvr53742	Colored note icon and matching color bar in contact directory
CSCvr53746	Add directory toolbar for contact actions
CSCvr53753	Add quick search capability to application
CSCvr53759	Multiple rows of contact data presented in directory
CSCvr53764	Provide option to display contact absent details within a pane in the console vs mouseover
CSCvr53768	Provide option to display contact notes within console client

Resolved Caveats 14.0.1.20

Cisco Unified Attendant Console Advanced version 14.0.1.20 has the following resolved caveats:

Bug ID	Description
CSCwb16572	Update packaged ActiveMQ version to 5.16.4
CSCwa81499	Upgrade to version 14.0.1 results in loss of pre-existing personal directory groups
CSCwb12100	Upgrade from 12.x to 14.0 drops webadmin marking text if configured

Resolved Caveats - Release 14.0.2

Cisco Unified Attendant Console Advanced version 14.0.2 has the following resolved caveats:

Bug ID	Description
CSCvw68525	CUAC Server logs fail to write connected client version to SRV logs
CSCvx54780	Publisher and Subscriber Server Failover Status Reads - Not Available
CSCvy60738	CT Service fails to stop when triggered
CSCvz93352	HA Defect - CUAC Server Service Termination Fails to Trigger Device Deregistration
CSCwb17167	Silent installer does not install SQL Native Client or C++

Resolved Accessibility Caveats - Release 14.0.2

Cisco Unified Attendant Console Advanced version 14.0.2 has the following resolved accessibility caveats:

Bug ID	Description
CSCvx76981	Accessibility - JAWS 2020 - Spanish Scripts - Speed dial confirmation message is not read
CSCvx76984	Accessibility - JAWS 2020 - Spanish Scripts - Fields not read correctly for passphrase change form
CSCvx76985	Accessibility - JAWS 2020 - Spanish Scripts - FAC/CMC cancellation message is not read
CSCvx76990	Accessibility - JAWS 18, 2018, 2020 - Spanish Scripts - Jaws does not read out the number/extensions for the contact number fields in the contact details pane & Jaws reads the incorrect field names associated with contact numbers in the contact details pane
CSCvx74448	Accessibility - Jaws 2020 - Spanish Scripts - Directory field headers are not read
CSCvx77621	Accessibility - JAWS 18, 2018, 2020 - English Scripts - Add Contact form and Contact Details pane field names and content are inconsistently read.

Resolved Caveats - Release 14.0.2.20

Cisco Unified Attendant Console Advanced version 14.0.2.20 has the following resolved caveats:

Bug ID	Description
CSCwi12849	Evaluation of CUAC for ActiveMQ vulnerability (CVE-2023-46604)
CSCwi64629	BLF Plugin is intermittently stopping on CUACA server (publisher and subscriber)
CSCwe69330	CUAC client is intermittently freezing when performing transfers

Open Caveats - Release 14.0.2

Cisco Unified Attendant Console Advanced version 14.0.2 has the following open caveats:

Bug ID	Description
CSCvx76976	Client Visual Defect - Disabling user presence option, requires relaunch to make the option reappears
CSCvu85083	Skype for Business connection attempt from console client is not honoring presence source status
CSCuu45227	Transfer to Voicemail grays out during multiple calls to operator line

Open Accessibility Caveats - Release 14.0.2

Cisco Unified Attendant Console Advanced version 14.0.2 has the following open accessibility caveats:

Bug ID	Description
CSCvx74455	Accessibility - JAWS 18, 2018, 2020, 2022 - Jaws does not read a held/parked call with notes

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

https://www.cisco.com/c/en/us/support/unified-communications/unified-attendant-console-advanced/model.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.