



# Release Notes for Cisco Smart CallConnector Operator, Version 2.1.08

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## Introduction

Cisco Smart CallConnector Operator Client Version 2.1.08 (and Operator Standalone version 2.1.010) is the Operator Console release for the Cisco Smart Communication Manager Express on the Integrated Services Router platforms. This is an update to the existing 1.6.0 release with the addition of instant messaging to the CallConnector clients, support for personal directory and Outlook x64, GUI localization for Spanish, French and Portuguese and bug fixes.

The CallConnector Operator can be deployed as a standalone solution on a single PC, or it can be installed as a client connecting to the 2.1.010 CallConnector Server. In the

client/server configuration, multiple operator positions can be installed to service the incoming calls to the business from one or more locations. The standalone solution installs the server components on the operator's PC.

The Smart CallConnector Operator supports UC540 and UC560 running Cisco Communication Manager Express (See UC500/CME-ISR Compatibility for version details).

## CallConnector Operator Overview

Cisco® Smart CallConnector Operator is a Windows application that has been specifically designed for the fast call handling plus contact management and messaging requirements of the business main answering positions. Operators can:

- Handle incoming calls quickly and transfer them to the appropriate and available employees with ease.
- View incoming calls to be answered at a glance, plus view the status of parked, transferred, and held calls.
- Easily send email or text (SMS) or instant messages to employees that are not available to take calls.
- Quickly search for contacts in the directory and maintain the organization's directory information.
- View and update the availability, location, and telephone status of all employees.

Cisco Smart CallConnector Operator is an operator solution for the Cisco Small Business Smart Communication System (UC540, UC560). Easy to install, configure, and use, the application offers a fully customizable user interface, allowing operators to resize feature windows and place them anywhere on the screen to meet individual needs. Users can also choose to use a mouse or a customizable keyboard to access features and for deployment flexibility.

## CallConnector Configuration Manager

The CallConnector Configuration Manager is the administrative utility for configuring and setting up the CallConnector Operator Standalone and also the CallConnector Server. All the configuration is performed from this graphical user interface – CLI changes to the router configuration are not required. Using the Configuration Manager, administrators can:

- Download the router phone configuration information and select the phones that will be used by the CallConnector users and operators.
- Setup the parameters for dialing and lookup as required by the router and add number translation rules to properly format numbers if the default rules are not sufficient.
- Setup the Radius parameters required by the CallConnector solution for generating the real-time telephone status.
- Specify the department/groups for the organization and setup the CallConnector Users and Operators. (These can be manually added or imported)
- Import contacts to the Corporate and External directories for the users and operators.
- Define the operator call queues, park and page numbers and setup the speed dial numbers.
- Manage the CallConnector licenses and perform the maintenance functions.

The CallConnector Configuration Manager is designed to make the configuration and maintenance of the CallConnector Server and Operator quick and easy. Navigation guides provide step-by-step instructions for the common administrative tasks.

## Updated Server Components

All the CallConnector Server components have been significantly updated with enhancements and bug fixes. These are detailed in the sections below.

## Compatible UC500/CME-ISR

Please see datasheet for the latest compatibility information. Version 2.1.0.8 supports the following versions of UC500/CME and IP Phone types

UC500/CME Version	Cisco IOS Release/UC500 Software Pak
8.0	15.0 XA3; SW PAK 8.0.4
8.1	15.1.T2 ; SW PAK 8.1
8.5	15.1.T3

Cisco CallConnector Operator position MUST have one of the following CME IP phones.

IP Phone Types	IP Phone Models
SCCP IP 79xx Phones	<ul style="list-style-type: none"> <li>CME IP Phones 794xG, 796xG, or 797xG Series IP Phone IP Phone for media handling</li> </ul>
SPA Phones	<ul style="list-style-type: none"> <li>Cisco SPA 525G IP Phone for media handling</li> </ul>

Note:

- The Cisco IP Phones models have differing call handling capacity. Capacity here refers to the number of calls received or made per second. The Operator's phone must have the capacity to handle the incoming call volumes. Call volumes exceeding the phone's capacity is known to cause delays in presenting calls, and resetting of the phone or setting the DN's to the Busy/Down state.
- The CallConnector Operator can transfer calls to all the UC500/CME-ISR supported phones SCCP, SPA and SIP.
- The CallConnector displays telephone status based on DN's. These DN's can be associated with any phone type.

Cisco CallConnector Operator does not support the following UC500/CME IP phones as the media handling device. This means that operator's phone should not be one of the types below.

IP Phone Types	IP Phone Models
SCCP IP Phones	<ul style="list-style-type: none"> <li>UC500/CME IP Phone 7902, 793x, and 7985</li> <li>SPA50x phones</li> </ul>
SIP IP Phones	<ul style="list-style-type: none"> <li>SIP phones are not supported.</li> </ul>
Analog Phones with Adapters	<ul style="list-style-type: none"> <li>Cisco ATA 186, Cisco ATA 188 and Cisco VG200 Series Analog Gateways with SCCP FXS ports are not supported.</li> </ul>

## Compatibility – Hardware and Windows Operating Systems

The operator workstation and server PC and their Windows operating systems must meet the minimum requirements and must be supported versions. Both 32-bit and 64-bit versions of the PC hardware and Windows Operating systems are supported for the CallConnector Operator and CallConnector Server

Cisco CallConnector	Windows Operating System
CallConnector Operator	<ul style="list-style-type: none"><li>• Microsoft Windows XP Professional (SP 2 or later)</li><li>• Windows Vista</li><li>• Windows 7</li><li>• Both x32-bit and x64-bit Windows supported</li></ul>
CallConnector Server	<ul style="list-style-type: none"><li>• Microsoft Windows XP Professional (SP 2 or later)</li><li>• Windows Vista</li><li>• Windows Server 2003 or 2008 (recommended)</li><li>• Windows Small Business Server</li><li>• Both x32-bit and x64-bit Windows Servers are supported</li></ul>

The CallConnector Server can also be installed on the following virtual machine environments.

Virtual Machine	Computer System - Hardware
VMWare	<ul style="list-style-type: none"><li>• Multi-core processor with Intel® Virtualization Technology (2.66 GHz or faster)</li><li>• Minimum 4GB for sites up to 25 users</li><li>• Minimum 8GB for sites up to 75 users</li></ul>
Microsoft Hyper-V	<ul style="list-style-type: none"><li>• Multi-core processor with Intel® Virtualization Technology (2.66 GHz or faster)</li><li>• Minimum 4GB for sites up to 25 users</li><li>• Minimum 8GB for sites up to 75 users</li></ul>
Microsoft Virtual PC	<ul style="list-style-type: none"><li>• Multi-core processor with Intel® Virtualization Technology (2.66 GHz or faster)</li><li>• Minimum 4GB for sites up to 25 users</li><li>• Minimum 8GB for sites up to 75 users</li></ul>

The CallConnector Operator requires the following minimum hardware configuration.

Parameter	Description
Disk Space	<ul style="list-style-type: none"><li>• 250 MB free hard drive for the operator client</li><li>• Reserve Additional 150MB for upgrades</li></ul>
Hardware (Processor)	<ul style="list-style-type: none"><li>• 1.8 GHz or faster Dual-Core or compatible processor</li></ul>
Memory	<ul style="list-style-type: none"><li>• 2 GB Ram (minimum)</li></ul>

The CallConnector Server requires the following minimum hardware configuration:

Parameter	Description
Disk Space	<ul style="list-style-type: none"><li>• Smaller Sites (up to 25 users) 2 GB free hard drive</li><li>• Sites with 25 to 75 users 4 GB free hard drive</li><li>• Sites with greater than 75 users 8GB free hard drive</li></ul>
Hardware (Processor)	<ul style="list-style-type: none"><li>• Smaller Sites (up to 25 users) Multi-core (2.66 GHz or faster)</li><li>• Sites with 25 to 75 users 2.66 GHz or faster Quad-Core</li><li>• Larger sites with 75 to 250 users: Dedicated quad-core 3-GHz or faster processor</li></ul>
Memory	<ul style="list-style-type: none"><li>• Smaller Sites (up to 25 users) 4 GB system memory</li><li>• Sites with 25 to 75 users 8 GB system memory</li></ul>

## CallConnector Operator 2.1 Notes

### Notes on IP Phone Line Configuration and Call Handling:

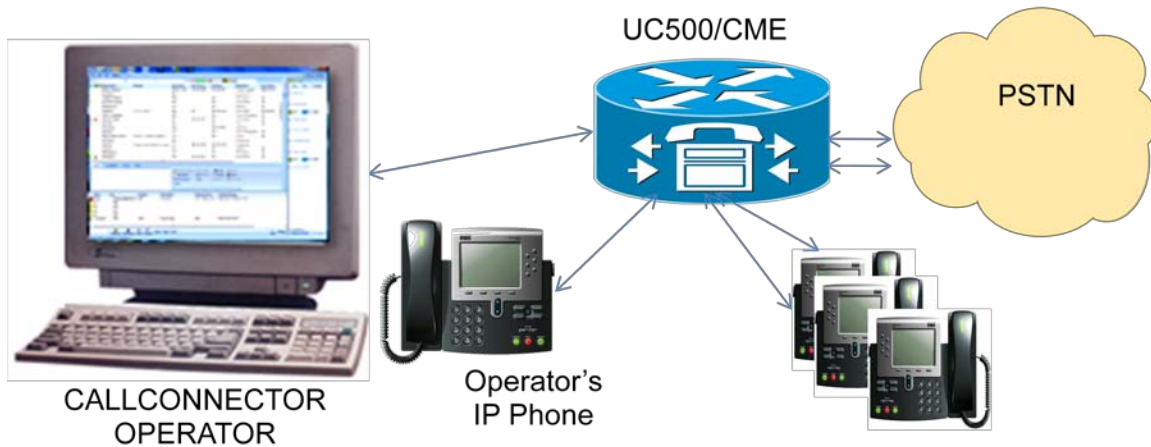
1. Recommended line/channel type is octal lines. These DN should be added to the queue for calls to display in the Queue window.
2. Watch, Overlay or Monitor lines cannot be added to the operator queues
3. The CallConnector does not detect the HLog softkey usage on the phone to login/logout. Therefore is the hunt-group login/logout state will not be displayed on the operator console interface, unless the change is made from the CallConnector Operator.
4. Known issues with TAPI session clearing even after the CallConnector Servers have been shut down causes the operator phone TAPI registration to fail.

### Deployment Modes

CallConnector Operator is available in three deployable configurations:

- Standalone** This is a single self-contained operator position that connects the Cisco Router for telephone status information and call control.
- Backup** The Backup Operator position is always associated with a Standalone (Primary) Operator. It connects to the Primary operator to receive the call control and configuration information. A Operator license is required for the backup position as well.
- Server-Based** The Operator Client is installed at the operator position. It connects to the CallConnector Server for configuration and call control information. The server-based configuration is required for multiple operator deployments. Each Operator Client requires a license.

The CallConnector Operator can be deployed as a single call handling position for a small business as shown below:

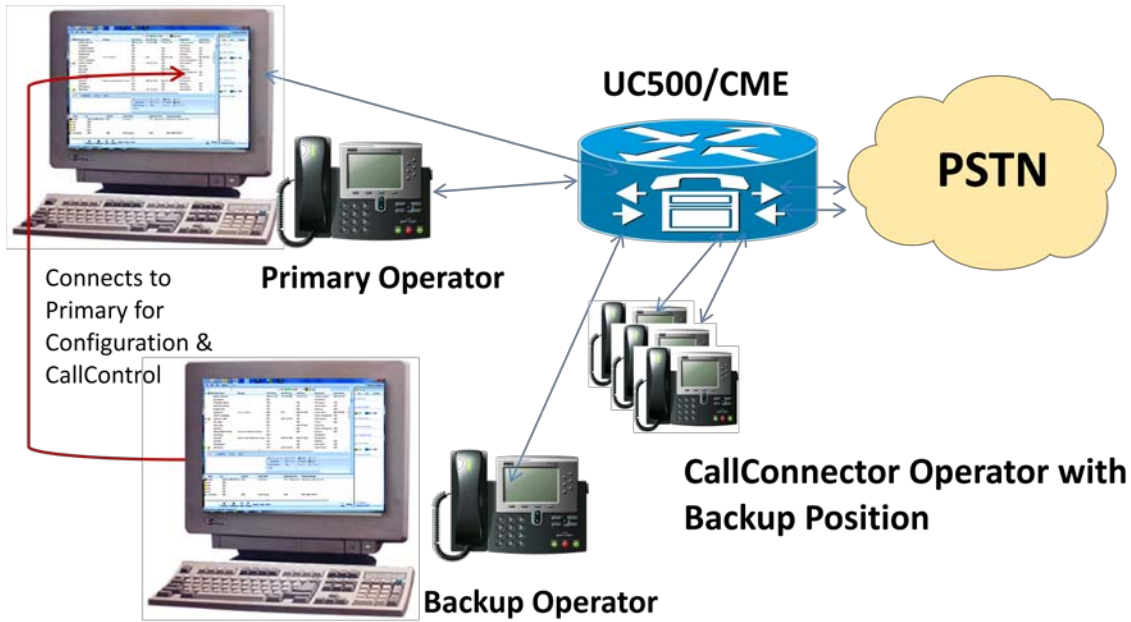


The CallConnector Operator is installed on the operator's PC and it manages the calls that are delivered to the operator's phone.

**Note:**

1. Each CallConnector Operator requires and connects to its own Cisco IP Phone.
2. CallConnector Standalone Operator is a separate install on a Windows workstation with an IP Phone connected to Communication Manager Express.
3. One Standalone (Primary) operator position can be installed with one router.
4. Use the CallConnector Operator Standalone installation to setup the Standalone Operator position. If the PC has Outlook x64, then use the installation file for Outlookx64.
5. If upgrading from standalone to client-server deployment, then the standalone must first be un-installed. Note – you should not deploy a standalone operator and the CallConnector Server.

The CallConnector Backup Operator position is a CallConnector Operator client software installed on the backup operator's PC that connects to the primary operator PC.



Notes:

1. Requires the CallConnector Standalone Operator PC to be running
2. Only one backup operator position is supported with the Standalone Operator
3. Requires hunt groups to be configured to distribute the calls between the operators
4. Administrative and configuration utilities are installed only with the Standalone Operator software.
5. Both operators can participate in the call handling
6. Use the Operator Client install file to setup the backup operator position. If the PC has Outlook x64, then use the operator client installation file for Outlookx64.

The multiple CallConnector Operator s can also be deployed for larger businesses to share the call handling volumes or be deployed across the branch offices.



Notes:

1. Server-based solution requires the CallConnector Server to be installed and running on a server PC
2. Support for multiple operator positions. Each position requires a license.
3. Server version supports instant messaging to CallConnector clients.

### **Outlook 2010 x64-bit Support**

Outlook 2010 x64-bit uses MAPI x64 library and requires all applications and components accessing Outlook x64 to use this x64-bit library. The CallConnector Operator (for Outlook x64) is a native x64-bit application with x64-bit toolbar components to support Outlook x64. As an x64-bit native application, this version of the CallConnector Operator has the following restrictions/limitations:

- The x64-bit CallConnector Operator will only work with Outlook x64. If the x64-bit Windows has Outlook x32 installed, then the installation will fail.
- Existing 1.6.0 version CallConnector Operator will need to be uninstalled first before installing the 2.1 version.

### **Instant Messaging to CallConnector Clients**

The CallConnector Operator 2.1 supports sending instant messages to the CallConnector Clients – including the Advanced Client, other Operator positions and the UCC Personal Client configured in the server-mode. Instant messages can be sent from the Action bar or by right clicking on the directory contact. If the Operator position is configured with external IM accounts, then the Operator can receive and send IM messages to the external parties. Key features of the instant messaging include:

- Send and receive instant messages to CallConnector clients (Advanced, Operator and Personal (in server mode) Clients.
- Send and receive instant messages to external contacts, if external accounts are enabled.
- Send quick message from Action bar or from Instant Message conversation window.
- Change fonts, send emoticons and files
- Have multiple concurrent IM sessions.
- Escalate IM Session to group chat, calls and send messages via email, SMS.
- Receive popup notifications of new messages

Following limitations apply with the IM function:

- File transfer is not supported on x64-bit Operator and between x32-bit and x64-bit versions.
- Buddy lists from external IM accounts generally do not provide telephone numbers. Presence status is limited to the presence states supported by the IM Server. Location information is not available from external contacts.



## Dial Plan Changes

The CallConnector Operator uses the dialing rules setup on the CallConnector Server. This also applies to the standalone operator position. Therefore the dialing rules have to be setup using the Configuration Manager program.

Additional dialing rules added in this release include:

- Option in UCC Server → Location Management page to pre-pend long distance code to the look-up number to support locales that include this in their PSTN numbers.
- Addition of canonically-formatted number search for Outlook contacts in addition to the default look-up format. This allows lookup of numbers that have country code in the contact numbers.
- Note - exact searched are performed on the lookup numbers, so the numbers in the directory needs to be in the standard format.
- Contact numbers with extension number added to them will fail to be looked-up.

## Personal Directory with External Contacts

The 2.1 version adds a personal directory as the fourth Operator directory. This directory can be used to store the operators personal contact information. It is also the directory where the external contacts (buddies lists) are displayed. For each account configured for the operator, the external contact information is downloaded from the external server. Presence information is displayed for these contacts if provided by the external server. The Operator can send and receive instant messages from these external contacts.

## Support for Localization

The Operator 2.1 version adds support for localization of the graphical user interface. Localization is based on the language files that are loaded as a part of the installation. Currently supported languages include, in addition to English:

- Spanish
- French
- Portuguese

Users can select the GUI language during the Operator client installation or from Preferences->Language.

## Demo Installation on Cisco Notebook

The following procedures must be followed for installation on a Cisco asset with the Cisco Security Agent (CSA): These notes apply to installing a Standalone Operator Console for demo purposes on a Cisco notebook.

1. Turn Off the Security Level in the CSA before running the installation program.
2. Change the CallConnector Services to start manually from the Windows Services window.
3. Start these services using the CallConnector Services Manager program before launching the CallConnector Operator program.
4. Turn off "Use Numeric Keypad for dialing" option in the Preferences→Keyboard section.

## Running under Windows Standard User Rights

Version 2.1 Cisco CallConnector clients can run on Windows accounts that have standard user rights. There are differences in the client behavior when run under standard user rights. These are summarized below:

- The Cisco CallConnector client must be installed from a Windows account with administrator/power user rights. During installation, the option to “Run with limited user rights” must be selected. The required Cisco CallConnector services are setup to run automatically at Windows startup.
- The option to ‘Run with limited user rights’ is not available when updating. User requiring this option must uninstall the Cisco CallConnector clients.
- The Cisco CallConnector Services cannot be started or stopped by the client menu. (Note the status of the CallConnector services cannot be queried and always indicates stopped).
- Connection errors that require restart of the CallConnector Services will require the PC to be restarted.

## Telephone Status Reset Timeout

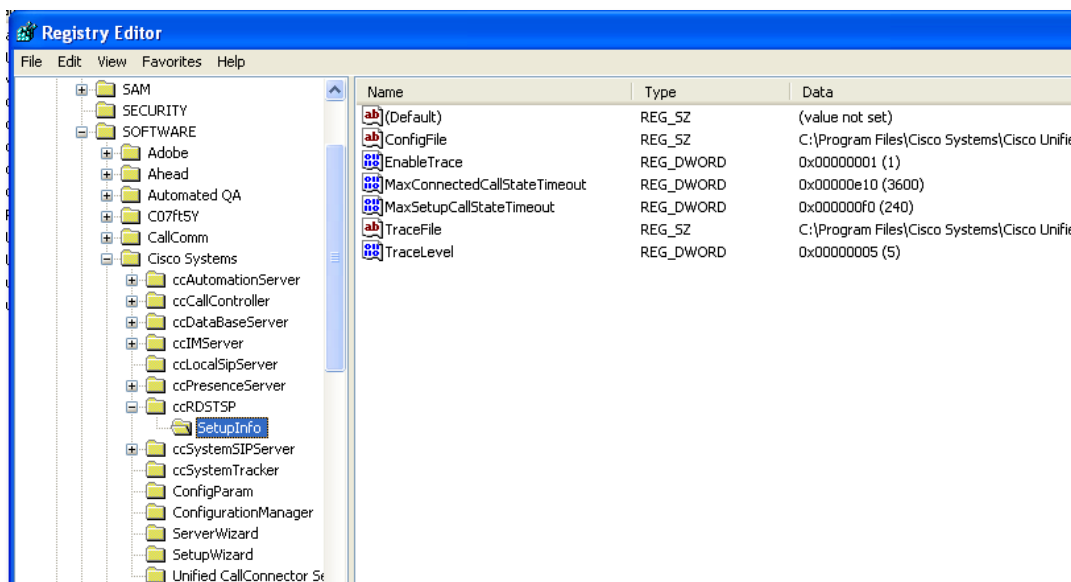
The Presence Server has options to reset or clear out call that exceed the timeout value set in the registry of that call state. This provides a mechanism to reset telephone status for calls that may be out of synchronization with the state in the CME.

These settings are under Cisco Systems->ccRDSTSP->SetupInfo

Ring Time Parameter= MaxSetupCallStateTimeout (Default value is 240 seconds)

Connected State Timeout= MaxConnectedCallStateTimeout (Default value is 3600 seconds)

Both are DWORD type and the value are in seconds.



In this release, the Connected State timeout value has been changed to one hour (3600 seconds)

## CallConnector Operator Installation

The CallConnector 2.1 installation program has been significantly revamped. Enhancements include:

- This installation uses the Windows 4.5 Installer. If this version is not found on the PC, then it will be installed. (Reboot is required).
- The CallConnector Operator (Standalone) and the CallConnector Server require Microsoft .NET 2.0 or greater environment. If this is not found on the PC, then it is downloaded and installed. This requires Internet access and a PC reboot.
- Localization of the installation GUI for the Operator client for Spanish, French and Portuguese has been added. (Note – Operator Standalone installation is not localized, however after the installation, GUI language options can be selected from the Operator preferences menu)
- Standalone Operator IP Address must be static.

### CallConnector Operator x64-bit version

This is a native x64-bit Windows Operator client application that includes interface to the x64-bit MAPI library. This version supports Outlook 2010 x64 and should be installed only on Windows x64-bit OS with Outlook 2010 x64.

For Windows x64-bit OS that have no Outlook or have Outlook x32, please install the CallConnector Operator (for Outlook x32) version.

### Installation Files Matrix

Use the following installation files for each of the following Operator deployment modes.

Deployment	Outlook	Installation Files
Single, Standalone Operator Position	x32-bit	Cisco Smart CallConnector Operator Standalone (for Outlook x32)
Single, Standalone Operator Position	x64-bit	Cisco Smart CallConnector Operator Standalone (for Outlook x64)
Primary Operator with a Secondary Operator position	x32	<ul style="list-style-type: none"> <li>• Install the CallConnector Smart Operator Standalone (for Outlookx32) for the Primary Operator position</li> <li>• Install Cisco Smart CallConnector Operator Client (see below for install version) at the secondary operator position</li> </ul>
Primary Operator with a Secondary Operator position	x64	<ul style="list-style-type: none"> <li>• Install the CallConnector Smart Operator Standalone (for Outlook x64) for the Primary Operator position</li> <li>• Install Cisco Smart CallConnector Operator Client (see below for install version) at the secondary operator position</li> </ul>
Multiple Operator Clients connected to UCC Server	x32	<ul style="list-style-type: none"> <li>• Cisco Smart CallConnector Operator Client (for Outlook x32)</li> </ul>

Multiple Operators connected to UCC Server	x64-bit	Cisco Smart CallConnector Operator Client (for Outlook x64)
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## Installing on VMWare Systems

- Virtual machine environments are supported for the CallConnector Server only and for Operator Demo installs. Production Operator Standalone on VMWare not recommended.
- The License Activation checking is not performed during the installation, but when the Configuration Manager is first run, internet access required..
- The Server installation is locked to the Cisco Router that was specified during installation.
- If this router is replaced, then the license checking will fail and you will need to contact TAC or Cisco Global Licensing team to reset. Provide the used CallConnector serial number to the clear the condition.

## Upgrade Rules

Use the following installation files for each of the following Operator deployment modes.

Current CallConnector	Upgrade to 2.1 Operator	Method
CallConnector Operator Standalone x32	CallConnector Operator Standalone (for Outlook x32)	Run install to upgrade
CallConnector Operator Standalone x32	CallConnector Operator Standalone x64-bit	Uninstall and then re-install
CallConnector Operator Standalone x64	CallConnector Operator Standalone x64-bit	Run install to upgrade
Any CallConnector Operator Standalone	CallConnector Operator Client	Uninstall and then re-install
Any Smart CallConnector Clients (Personal, Advanced)	CallConnector Operator Client	Uninstall and then re-install
Any Smart CallConnector Clients (Toolbar, Advanced)	CallConnector Operator	Uninstall and then re-install

## Upgrading from Version 1.6.0.16

Recommended upgrade is to un-install 1.6 and then re-installs the 2.1 version. However a standard upgrade can also be performed.

Note – you cannot upgrade from the Smart CallConnector to the Smart CallConnector or visa-versa. If you need to make this change, first make a record of the PAKID, and

configuration parameters, then first uninstall the current version and then re-install the required version. Note the PAKID can be re-used as long as it is on same the machine.

### **CallConnector Operator Upgrade Notes**

- Step 1. Download the 2.1.x CallConnector Operator installation file from CCO. Note that during upgrade the client services will not be available and the services will need to be restarted.
- Step 2. Close all the CallConnector Services and applications including the Configuration Manager and the CallConnector Services Manager
- Step 3. Run the 2.1.x Operator installation to upgrade the program files. The installation program will shut down all the CallConnector Services and then copy the new files.
- Step 4. Restart the PC once installation has completed.

## **Bug Fixed in this Upgrade**

CallConnector Operator Client (version 2.1.0.8) and CallConnector Operator Standalone (version 2.1.0.010) are available for download from Cisco.com. The following bugs have been resolved in the 2.0 and 2.1 releases:

- CSCth22519: Operator with SIP trunk that translate the main number into extension caused Operator crashed
- CSCth87881: SR 613860959 ccLSS crashed after changing the IP address in Configuration Manager-Server Options and restart all the services
- CSCte87866: Operator and CM are sometimes unable to recover after hibernation/sleep
- CSCte87859: Operator Client can't recall a Park call using Recall button
- CSte87842: Pickup or recall a call will put the call on hold if Auto-Answer is on
- CSCte87826: Operator Client may get stuck upon exit
- CSCti28631: No Presence/Call Status for Outbound calls with Service Provider SIP that change caller-id extension number to main number
- CSCtj23697: Operator Standalone or SCC Server stuck at establish connection to database
- CSCtj23711: IM field should be filled in automatically after username/password is configured
- CSCtj23725: Start/Stop Monitor radius in CM – caused radius default port 1646 occupied and Presence Server stops working
- CSCtg71746: Database Server can't run in Windows Server 2008
- CSCti17043: CallConnector/Operator shows wrong caller ID when intercom setup
- CSCtj23764: CM doesn't sort selected ephone id correctly if the phone has more than 11 buttons
- CSCtj23777: CM displays ##undefined for Operator's first name and last name in user page after import contacts if the ephone-dn has the same name with Operators
- CSCtj23785: SCC Advanced Client can't search for Outlook contacts in Outlook 2010 x64 that is using MAPI x64

- CSCtj23793: SCC Advanced Client doesn't lookup caller name for Speed-dial, Redirected From in CallControl window
- CSCtj23785: SCC Advanced Client can't search for Outlook contacts in Outlook 2010 x64 that is using MAPI x64

## Open Caveats

This section describes possibly unexpected behavior and known caveats. Only the significant caveats are described in this section.

### General

- CSCsi88386

The Activation check fails and asks to re-activate the license.

Both the CallConnector Server and CallConnector Clients have to be registered through an activation process before they can be used. This process sends the serial number and machine information to a License Server and saves an activation record on the local computer. Every time the applications are run, this activation record is checked to verify the license.

In some situations, sometimes after a PC is re-booted or if the network adapters are disabled, then this activation check fails even though the a valid license is installed on the PC. This failure has also shown up on PC with Windows Virtual Machines or virtual adapters.

As a workaround, you can enable the network adapter and re-start the CallConnector application or from the Popup About dialog clear and re-apply the serial number and activate the license again.

- CSCto00550

File cannot be sent from x64-bit versions Operator and CallConnector clients using the IM File Transfer feature.

IM file transfer function is not supported between the x64-bit Operator and CallConnector (UCC or SCC) clients. This function has been disabled in the client.

There is no workaround.

- CSCsr32805

CallConnector Server does not check the connection status of UC500/CME

The CallConnector Server does not track the status of UC500/CME. If UC500/CME is reset or restarted, then the information displayed in the status windows and for some of the call states may not be correct any longer.

The workaround is to restart the CallConnector Server whenever UC500/CME is restarted or reset.

- CSCto00560

CallConnector Operator Telephone status does not update and/or remains stuck

The CallConnector Operator does not track the status of some extension numbers – specifically they stay in the connected state.

The workaround is to restart the CallConnector Server whenever UC500/CME is restarted or reset.

- CSCto00567

Cross-router calls with multiple transitions can cause the CallConnector Operator Telephone status display incorrect status for the calls

The CallConnector Operator does not track the status of some extension numbers – particularly they stay in the connected state.

The workaround is to restart the CallConnector Server whenever UC500/CME is restarted or reset.

## **CallConnector Operator**

- CSCto00573

If option Manual is set in the Queue Window, once Operator logs back in, all the Local queue dns are forwarded to busy/night service number

Since the operator call handling state is set for manual update, this should not be occurring automatically.

The workaround is to manually change the forward conditions after login in.

- CSCto00582

The Notification balloon pops up twice: one is for English and another is for French once I change the Presence status

This is a localization error.

There is not workaround.

- CSCtj23793:  
SCC Advanced Client doesn't lookup caller name for Speed-dial, Redirected From in CallControl window
- CSCtg34267:  
Configuration Manager fails to detect Extension Mobility as it does in Server Wizard 1.5

## CallConnector Server

- CSCsm75174

UCC client does not work properly with CIPC.

In the UCC Server configuration, when the CIPC is closed, the connection to the ephone is dropped. The UCC Server will try to re-establish connection every six minutes.

As a workaround, you will need to wait at least six minutes before the connection to the CIPC is restored.

- CSCtn97683

Certain inter-router call flows in multi-router configurations, can cause the telephone status to be inaccurate and/or stay stuck in incorrect state. This is visible in the telephone status and directory windows.

Deployments with multiple routers can have calls cross from one router to another and then execute multiple state transitions (forwards, transfers, etc). These call states are not correctly interpreted by the CallConnector Server. This can result in inaccurate or stuck call states.

As a workaround, you can set the automatic clearing of call longer than the specified period. Another option is to schedule automatic stop and restarts of the services nightly using the Windows Task Scheduler to run the Configuration Manager with these command parameters.

- CSCtn57736

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Call status does not get cleared and stays stuck. This is visible in the telephone status and directory windows.

Radius Service in CME/IOS has buffer overflow for certain call state transitions and in this case does not send STP packets to the CallConnector Server. This causes the calls not to get cleared.

A reproducible step to recreate the problem is to establish a two-way call and place the call hold and resume more than 10 times then the STOP packets won't be sent



by the router due to the following error occurred (The same problem can happen when a CXFER/CALLFORWARD flow occurred more than certain number of times):

```
575149: Mar 2 22:02:38.148: %AAA-3-BUFFER_OVERFLOW: Radius I/O buffer has overflowed -  
Traceback= 0x826D8938z 0x826D94FCz 0x826D9EF8z 0x80D90C44z 0x80D962FCz 0x80D91F10z  
0x802D560Cz 0x802BBEB4z  
575150: Mar 2 22:02:38.148: RADIUS/ENCODE(00043785): build from list; FAIL  
575151: Mar 2 22:02:38.148: RADIUS/ENCODE(00043785): build packet; FAIL  
575152: Mar 2 22:02:38.148: RADIUS/ENCODE(00043785): unable to build packet; FAIL  
575153: Mar 2 22:02:38.148: RADIUS/ENCODE(00043785): send packet; FAIL_NO_RETRIES
```

As a workaround, you can set the automatic clearing of call longer than the specified period. These settings are under Cisco Systems->ccRDSTSP->SetupInfo

Ring Time Parameter= MaxSetupCallStateTimeout (Default value is 240)  
Connected State Timeout= MaxConnectedCallStateTimeout (Default value is 3600)

Another option is to schedule automatic stop and restarts of the services nightly using the Windows Task Scheduler to run the Configuration Manager with these command parameters. Example: "C:\Program Files\Cisco Systems\Cisco Smart CallConnector Server\ConfigurationManager.exe" /stopSvrs /startSvrs

- CSCtn97678

Change the ephone username and after import using Schedule Task->Configuration Manager. There are now two records – the user original record and a 2nd one is the modified one.

During the UCC Server Configuration Manager import users from CME, a user is associated with an ephone that has a username and password. If the user name changes, the import does not have a way to differentiate between manually added user records and these user records resulting from CME Config changes.

As a workaround, you will need to review the User Configuration from the Configuration Manager and manually correct duplicates or incorrect user records.

- CSCtn97675

Restart all the CallConnector Servers, the clients do not show connected calls.

There is no workaround, this situation will clear automatically once the call is dropped and new calls are started.

- CSCtn97673

Configuration Manager prompts "Registry is being written by a previous process. Please wait a few seconds and try again" after restart all the CallConnector Servers and is stuck in this state until click OK.

As a workaround, click on OK to continue.

## Configuration Manager

- CSCto00590

Sometimes Configuration Manager is stuck at “Establish connection to Database Server” step when Configuration Manager is started up or Configuration Manager switches to Offline mode and never switches back to Online mode while it is running, especially after your server PC is waken up from sleep mode.

As a workaround, you will need to stop Local SIP Server and System SIP Server. Stopping System SIP Server will also stop Database Server. After stopping the servers, you need to start Local SIP Server and Database Server again.

## Important Notes

### Windows Computer System for CallConnector Server

The computer system performance and memory requirements are dependent on the number of users configured for the CallConnector Mobility Service. See the Smart CallConnector Mobility datasheet for details.

### Ports, UDP and TCP Connections

The CallConnector Server applications, including the Mobility Service, setup UDP and TCP connections to UC500/CME and the each of the CallConnector Clients. See the CallConnector Server Administrator Guide for the list of the ports that must be available for the CallConnector Server applications to provide services. If the default port is not available, then you must change the port setting from the CallConnector Server wizard to an available port.

### Additional Configuration of Cisco Smart Operators

Function	What needs to be setup
Configure the Operator's IP Phone(s)	The CallConnector Operator application allows the operators to control the calls on their IP phone from the PC. This requires the phone to be configured with directory numbers and features suitable for the operator call handling functions, These include: Personal Directory Number Directory Numbers for the incoming call of each category (call queues) Softkey Features including Transfer-to-Voicemail
Call Routing to the Operator Phones	There can be several categories of calls received by the operators each requiring a distinct call treatment. Examples of such call categories might include the Main Number calls, Customer Support calls, Sales calls or Internal calls. The routing of these calls to the operator phones needs to be configured in the Cisco Router. Generally these calls will be directed to different extension numbers in the operator's phone.
Multiple Operators Deployments	If the organization has multiple operators, the calls need to be distributed to the operators. The recommended method is to use a hunt group for each operator call queue.
Busy and Night Service Routing	When the operators are not available during the work day the incoming calls need to be routed either to an alternate number or to voice mail. For

	off-hour call routing, the Cisco router night service routing can be enabled.
Park and Page Numbers	Park slots or directory numbers need to be configured on the router to allow the operators to park the calls and make overhead announcements. This requires: Setting up the Park Ephone-DN in the router Setting up the overhead paging circuits and their associated DNs
Telephony Service Parameters	Voicemail number and Fac Standard need to be enabled to allow operators transfer calls directly to CUE. Hunt-group logout HLog is required for operators to perform hunt-group logout operation.

### Additional Recommended CLI Settings

```
!  
telephony-service  
  keepalive 30 auxiliary 4  
  fac standard  
  transfer-digit new-call  
  transfer-system full-consult
```

CLI for Operators with Hunt Groups Queues

```
!  
telephony-service  
  keepalive 30 auxiliary 4  
  hunt-group logout HLog  
!  
ephone-template 1  
  softkeys connected Endcall Hold Transfer HLog  
  softkeys idle Newcall Redial Pickup Cfwdall HLog  
  softkeys seized Endcall Redial Pickup Cfwdall HLog  
!
```

### Blind Transfer Registry Settings

We recommend the call transfer completion setting in UC500/CME for Cisco CallConnector is FULL-CONSULT. (This is a requirement for the Mobility Service). However if UC500/CME is configured for Blind Transfer, then the registry key values in the Cisco CallConnector Server must be manually set to indicate this configuration.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\ccCallController\Server\IsBlindTransfer  
                                     ( default value 0 [dword] ) : global  
                                     effect  
  
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco  
Systems\ccCallController\SetupInfo\Line???\IsBlindTransfer           :where ??? is  
a particular phone. ( default value 0 [dword] )
```

### **Support for Multiple UC500/CME Routers**

The Cisco CallConnector Server is designed to support multiple routers. However we have done limited testing of multiple router configurations. Following are known constraints for the multiple router environments:

- The network connection between the Cisco CallConnector Server and the routers must support the TCP and UDP sessions with sufficient bandwidth and minimum latency.
- Dial plan and location information must be setup for each router for the proper handling of the dialing numbers and looking up incoming caller numbers in the directories.
- Direct transfer to Voice Mail must be configured for each router. CallConnector Mobility Service supports configuration of transfer to voice mail on a per router basis.
- The Hardware/Software Conference option can be set individually for each router.
- The RADIUS service must be enabled on all the routers and the authentication password must be the same on all the routers.
- Extension numbers and ephone usernames must be unique across all the routers.

Note: Please see caveat related to inter-router call status.

### **Restrictions for Extension Mobility**

The Cisco CallConnector client/server does not work properly with UC500/CME Extension Mobility.

In the CallConnector Server configuration, when a user logs in to an ephone to apply their profile to that specific phone, the server connection to the phone is not refreshed immediately. This can take up to six minutes. . For a CallConnector Client running in the local mode, restarting Popup will connect the user to their currently logged in phone.

The user's ephone name and password must be that of the logged on profile. This might need to be configured manually for the ephone because this does not get downloaded from the telnet session.

## Related Documentation

Related Topic	Document Title
Cisco Smart CallConnector Operator documentation	<ul style="list-style-type: none"><li>▪ <a href="#">Cisco Smart CallConnector Operator Installation and User Guide</a></li><li>▪ <a href="#">Cisco Smart CallConnector Server Administrator Guide</a></li><li>▪ <a href="#">Cisco Smart CallConnector Operator Quick Reference Guide</a></li><li>▪ <a href="#">Cisco Smart CallConnector Operator Quick Start Guide</a></li><li>▪ <a href="#">Cisco Smart CallConnector Operator VODs</a></li></ul>
Cisco Smart CallConnector documentation	<ul style="list-style-type: none"><li>▪ <a href="#">Cisco Smart CallConnector Advanced Client User Reference Guide</a></li><li>▪ <a href="#">Cisco Smart CallConnector Server Quick Start Guide</a></li><li>▪ <a href="#">Cisco Smart CallConnector Server Administrator Guide</a></li><li>▪ Cisco Smart CallConnector Customer License Letter (in the box)</li></ul>
Cisco Unified CME documentation	<ul style="list-style-type: none"><li>▪ <a href="#">Cisco Unified CME Documentation Roadmap</a></li><li>▪ <a href="#">Cisco Unified CallConnector Telephony Service Provider 2.1 Setup Guide</a></li><li>▪ <a href="#">Cisco Smart CallConnector Telephony Service Provider 2.1 Developer's Guide</a></li></ul>
Cisco Smart CallConnector Wiki	<ul style="list-style-type: none"><li>▪ <a href="https://www.myciscocommunity.com/docs/DOC-1408">https://www.myciscocommunity.com/docs/DOC-1408</a></li></ul>
Cisco Unified CME Basic Automatic Call Distribution (B-ACD) and Auto-Attendant (AA) service	<ul style="list-style-type: none"><li>▪ <a href="#">Cisco Unified CME B-ACD and Tcl Call-Handling Applications</a></li></ul>
Cisco IOS software command references	<ul style="list-style-type: none"><li>▪ <a href="#">Cisco IOS Software Releases 15.1 Mainline Command References</a></li><li>▪ <a href="#">Cisco IOS Debug Command Reference, Release 15.1</a></li><li>▪ <a href="#">Cisco IOS Security Command Reference, Release 15.1</a></li><li>▪ <a href="#">Cisco IOS Voice Command Reference</a></li><li>▪ <a href="#">Cisco Unified CallManager Express (All Versions) Command Reference</a></li></ul>
Cisco IOS software configuration guides	<ul style="list-style-type: none"><li>▪ <a href="#">Cisco IOS Voice Configuration Library</a></li><li>▪ <a href="#">Cisco IOS Software Releases 15.1 Mainline Configuration Guides</a></li></ul>
Cisco IOS voice troubleshooting information	<ul style="list-style-type: none"><li>▪ <a href="#">Cisco IOS Voice Troubleshooting and Monitoring Guide</a></li></ul>

## Obtaining Documentation, Obtaining Support, and Security Guidelines

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>

**Use this document in conjunction with the documents listed in the "Related Documentation" section.**