



Release Notes for Cisco Unified Attendant Console Compact Edition Version 8.6.3.940

Revised: February 1st, 2012, OL-25986-01

These release notes describe the new features and caveats for Cisco Unified Attendant Console Compact Edition version 8.6.3.940

For a list of the resolved caveats for the Cisco Unified Attendant Console Compact Edition see [Resolved Caveats - Release 8.6.3.940 on Page 5](#), and [Open Caveats - Release 8.6.3.940 on Page 6](#)

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

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You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml



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Introduction

About Cisco Business Edition 3000

Cisco Business Edition 3000 is a unified communications system designed for small to medium sized businesses. This product provides the following benefits:

- Easy provisioning of users, phones, lines, and phone features,
- Simple monitoring and troubleshooting features,
- Easily maintained through simplified backup and restore process.

More about Cisco Business Edition 3000 can be found by visiting <http://www.cisco.com/go/cmbe3000>

Benefits of the Cisco Unified Attendant Console Compact Edition

The Cisco Unified Attendant Console Compact Edition is an intuitive client application that enables you to: -

- Answer telephone calls using your Windows PC to control your Cisco IP Phone
- Search a directory of your co-workers (up to 300 contacts can be searched) including the ability to create custom directories to make sorting easy
- Transfer calls to a contact in the directory
- Set Do Not Disturb or Call Forward on your co-workers' telephone if desired
- Page (one way speech through the speaker) a co-worker through your Cisco phone
- Group Paging
- Use the mouse to select a number in Microsoft Office applications, and dial it using the Cisco Unified Attendant Console Compact Edition
- Set Do Not Disturb or Call Forward on your own Cisco phone

Performance Information

Performance of Cisco Unified Attendant Console Compact Edition can be measured in several ways:

Table 1-1 Shows the performance of Cisco Unified Attendant Console Compact Edition

Performance Item	Maximum numbers with Cisco Unified Attendant Console Compact Edition
Number of Attendant Consoles	10
Number of Contacts Supported	300
Number of Lines Supported	400

Hardware/Software Minimum Specification

The following table provides the minimum specification required for the Cisco Unified Attendant Console Compact Edition.

Table 1-2 Minimum specification for Cisco Unified Attendant Console Compact Edition

Applies To	PC Specification
Cisco Unified Attendant Console Compact Edition	2.2 Ghz Pentium 4 processor 1 GB RAM 1.5 GB of available hard drive space Network Card Connected to Network via TCP/IP SVGA (1024x768) display card 17 inch Monitor highly recommended Windows XP Professional / Vista Professional (32 bit) / Windows 7 (32 bit) Audio output capability



Note

Cisco Unified Attendant Console Compact Edition is not supported on 64 bit and WoW 64 mode.

Software Compatibility

Cisco Unified Attendant Console Compact Edition	Cisco Business Edition 3000
8.6.3.940	8.6(2) TSP 8.6(2.2)
	8.6(3) TSP 8.6(2.2)

Antivirus Software

There are many different antivirus products that are supported on a Cisco Unified Attendant Console Compact Edition. Supporting guidelines on antivirus software can be found on the following site:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps556/prod_bulletin0900aecd806f6221.html

It is important that the antivirus product supports **exclusions** – the ability for the user to define specific files and/or folders that will NOT be scanned by the antivirus program.

The following exclusions should be set when using antivirus software on a Cisco Unified Attendant Console Compact Edition:

File Name	File Location	Use
All	%APPDATA%\Cisco\CUDC	These are the main trace files created by the Cisco Unified Attendant Console Compact Edition
CiscoTSPLog001(x).txt	\\Temp\Cisco\Trace	This is where the Cisco TSP Trace files are located



Note

The "File Locations" and "File Names" may be changed by your System Administrator.

The files in the above table are constantly being written to and updated during standard operation of the Cisco Unified Attendant Console Compact Edition. Due to this, these files are permanently being accessed – an antivirus "scan on access" policy for these files will mean that the files are constantly being scanned for viruses. This will, in turn, slow down the operation of the server; therefore, excluding these files from being continuously scanned will allow the server to function as expected.

Cisco Unified Attendant Console Compact Edition TCP Port

The Cisco Unified Attendant Console Compact Edition uses the following TCP/IP Port to communicate with the Cisco Business Edition 3000:

TCP/IP	Use
2748	This is the Port used by the Cisco TSP. The Cisco Unified Attendant Console Compact Edition uses this port to communicate with the Cisco Business Edition 3000.

Core Languages

The Cisco Unified Attendant Console Compact Edition client, Help file, User Guide and Quick Reference documents are translated into the following five languages: English, French, Portuguese, Chinese (simplified) and Russian

New and Changed Information

New Software Features in Version 8.6.3.940

Cisco Unified Attendant Console Compact Edition version 8.6.3.940 is a new release that resolves defects found in version 8.6.2. The specific defects fixed in this maintenance release are listed in the Resolved Caveats section of this document.

- In addition to the resolved caveats, compatibility has been extended to include Cisco Business Edition 3000 8.6.3
- Introduction of Custom Directory Groups
- Group Paging
- User Interface modifications

Caveats

This section contains these topics:

- [Resolved Caveats - Release 8.6.3.940 on Page 5](#)
- [Open Caveats - Release 8.6.3.940 on Page 6](#)

Resolved Caveats - Release 8.6.3.940

Table 3 shows resolved caveats that have been discovered during the quality testing of the Cisco Unified Attendant Console Compact Edition version 8.6.3.940

Table 3 **Resolved Caveats for Cisco Unified Attendant Console Compact Edition**

Bug ID	Description
CSCtw50765	Attendant Console - New Call Fails Intermittently when on an active call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtw50765
CSCtv12580	CUAC is not working with CUCMBE3k http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtv12580

CSCtw50761	Attendant Console - Blind Transfer caused the line to "lock up" on phone http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtw50761
CSCtw62862	No voice path during paging to 6961/6921 phones from CUAC http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtw62862

Open Caveats - Release 8.6.3.940

Table 4 shows open caveats that have been discovered during the quality testing of the Cisco Unified Attendant Console Compact Edition version 8.6.3.940

Table 4 Open Caveats for Cisco Unified Attendant Console Compact Edition - 8.6.3.940

Bug ID	Description
CSCtw90362	Restoring a Pre-existing call to a shared line http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtw90362
CSCtw90369	Adding or deleting lines in real-time http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtw90369

Related Documentation

Software Documents

The documents related to this product include:

- Cisco Unified Attendant Console Compact Edition Quick Reference Guide
- Cisco Unified Attendant Console Compact Edition User Guide

The latest documents may be found at:

http://www.cisco.com/en/US/products/ps7282/products_user_guide_list.html

Obtaining Documentation, Obtaining Support, and Security

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

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

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.


This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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