Release Notes for Cisco Unified Attendant Console Version 9.0.1.10

These release notes describe the new features and caveats for Cisco Unified Attendant Console Version 9.0.1.10.

For a list of the resolved caveats for Cisco Unified Attendant Console Version 9.0.1.10, see Resolved Caveats. For a list of the open caveats, see Open Caveats.

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.

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Introduction

Cisco Unified Attendant Console is a Windows-based operator attendant console application for use exclusively with Cisco Unified Communications Manager. Cisco Unified Attendant Console 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" on page 13.

Edition Feature Comparison

Cisco Unified Attendant Console Version 9.0.1.10 is available in the following Editions, which differ in scale and functionality:

- Department—for team-based answering functions within large enterprises, with support for up to two operators per department and five departments per server.
- Business—for mid-sized businesses, with support for up to twelve operator clients and up to 500 Cisco Unified IP Phone users per attendant console system.
- Enterprise—for larger enterprises, with support for up to 40 operator clients and full Cisco Unified Communications Manager End User directory support.
- Premium—for larger enterprises, with support for up to 50 operator clients and up to 100,000 directory entries per attendant console system. The Premium Edition also includes server resilience and the option to use Active Directory as the directory source.

Note   You cannot upgrade directly from one Edition of Cisco Unified Attendant Console to another: a full re-installation and a new license are required.

The table below summarizes the features of the Cisco Unified Attendant Console Editions:

Legend: ✓ = Supported, ✖ = Unsupported.

Feature	Cisco Unified Attendant Console Edition			
	Department	Business	Enterprise	Premium
Installation	Web and Wizard			
Configuration	Browser			
Queue Features				
Console queues supported	1 per instance (5 instances per server)	3	50	100
Configurable queue names and priority	✖	✓	✓	✓
Show all calls in all queues option	✖	✓	✓	✓
Queue salutations	✖	✖	✓	✓
Show & pick calls from each queue	✓	✓	✓	✓
Queue wait time overflow	✖	✓	✓	✓
Queue limit overflow (number of calls)	✓	✓	✓	✓
Operator overflow (no operators)	✓	✓	✓	✓

Feature	Cisco Unified Attendant Console Edition			
	Department	Business	Enterprise	Premium
Queue overflow destinations supported	✔	✔	✔	✔
Music in queue	✖	✔	✔	✔
Operator handset ringing	✔	✔	✔	✔
Service Options				
Emergency mode switch	✖	✔	✔	✔
Emergency mode destination	✖	✔	✔	✔
Night service switch	✖	✔	✔	✔
Night service hours/timing	✖	✔	✔	✔
Night service destination	✖	✔	✔	✔
Directory Features				
Directory size supported	150 per instance (5 instances per server)	500	100K	
Search fields	3	4	6	6
Mobile number support	✔	✔	✔	✔
Directory source	Cisco Unified Communications Manager (CUCM)			CUCM, Active Directory or iPlanet
Personal directory group support	✔	✔	✔	✔
Speed dials	✔	✔	✔	✔
Alternative number search (hotkey)	✔	✔	✔	✔
AND searching	✔	✔	✔	✔
Alternate contacts search	✖	✖	✔	✔
Cross-tab searching	✖	✖	✔	✔
Notes against person	✔	✔	✔	✔
Presence/Status Features				
Busy Lamp Fields (BLF)/Phone status supported	✔	✔	✔	✔
Presence integration with Cisco Unified Presence (CUP)	✔	✔	✔	✔
Presence integration with Microsoft OCS	✔	✔	✔	✔
Telephony Features				
Transfer reversion (call recall)	✔	✔	✔	✔
Hold recall	✔	✔	✔	✔
Call toggle	✔	✔	✔	✔
Camp on	✖	✖	✔	✔
Call hold with notes	✖	✖	✔	✔
Undirected call park (finds first slot)	✔	✔	✔	✔

Feature	Cisco Unified Attendant Console Edition			
	Department	Business	Enterprise	Premium
Directed call park (to specific park location)	✔	✔	✔	✔
Call hold	✔	✔	✔	✔
Park recall	✔	✔	✔	✔
Transfer	✔	✔	✔	✔
Conference	✔	✔	✔	✔
System Features				
Number of concurrent client logins	2 per instance (5 instances per server)	12	40	50
Keyboard driven	✔	✔	✔	✔
System logging	✔	✔	✔	✔
System reports	✖	✔	✔	✔
VMWare ESXi 4.x and 5 support	✔	✔	✔	✔
Cisco Unified Communications Manager Versions Supported				
Versions supported	8.x, 9.0(1)			
Localization and Accessibility				
Languages supported	15. For a full list, see Core Languages, page 4.			
Accessibility support (with JAWS script)	✔	✔	✔	✔

Legend: ✔ = Supported, ✖ = Unsupported.

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.

Core Languages

The attendant console client, Help and User Guide are translated into the following languages:

- Arabic
- Chinese (simplified)
- Chinese (traditional)
- Danish
- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian

- Spanish

- Swedish

Premium Edition Performance Information

Table 1 lists the Cisco Unified Attendant Console Premium Edition performance indicators:

Table 1   Cisco Unified Attendant Console Premium Edition Performance

Performance Indicator	Maximum Number
Concurrent client logins	50
Directory size supported	100K
Console queues supported	100

Cisco Unified Attendant Console Server Requirements

In a production environment, Cisco Unified Attendant Console server Version 9.0.1.10 runs in either a:

- Physical server

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

Physical Server Hardware Requirements

Cisco Unified Attendant Console 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   Note the following:

- NIC teaming is not supported.

- Cisco Unified Attendant Console server is not supported in a production environment if running on a desktop PC.

- If you plan to implement Cisco Unified Attendant Console 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 server machine name (Publisher server machine name in the case of a resilient Premium Edition 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 Web Admin and Installation Guide* have been satisfied.

Physical Server Software Requirements

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

- One of the following operating systems, with Windows regional settings set to English:
    - Windows Server 2003 SP2 (32-bit)
    - Windows Server 2008 R1 (32-bit)

Note Cisco Unified Attendant Console server does not run under Windows Server 2008 R2 (64-bit).

- 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 2005 Express, Standard or Enterprise (32-bit)
    - Microsoft SQL Server 2008 Express, Standard or Enterprise (32-bit)

Note Note the following:

- Microsoft SQL Server 2008 R2 (64-bit) is not supported.
- Cisco Unified Attendant Console server does not support the Cisco Media Convergence Server (MCS) version of Windows Server.
- If the Cisco Unified Attendant Console server installer does not detect a supported version of Microsoft SQL Server, it will automatically install Microsoft SQL Server 2008 Express.
- **IMPORTANT:** If you plan to implement Cisco Unified Attendant Console Premium Edition with server resilience, you **must** use Microsoft SQL Server 2005 or 2008 Standard or Enterprise (not Express) on the Publisher server. You can use Microsoft SQL Server 2005 or 2008 Express, Standard or Enterprise on the Subscriber server. Also, the Publisher and Subscriber servers must use the same version of Microsoft SQL Server (2005 or 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 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 Note the following:

- Cisco Unified Attendant Console server is *not* supported in HyperV or any other virtualization products other than VMware.

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

- 1x vCPU unrestricted

- 4 GB RAM

- 40 GB of available hard disk space

Note You can download an OVA template configured with the above specifications from the following location:
http://www.cisco.com/cisco/software/release.html?mdfid=282581449&flowid=26483&softwareid=283910832&release=8.6%281%29&relind=AVAILABLE&rellifecycle=&reltype=latest.

VMware Software Requirements

The minimum software requirements for Cisco Unified Attendant Console server running on a virtual machine are almost the same as when running on a physical server (described in "Physical Server Software Requirements" on page 1-6), except that *the only supported operating system is Windows Server 2008 R1 (32-bit), with Windows regional settings set to English.* Cisco Unified Attendant Console server *does not* run under Windows Server 2003 SP2 (32-bit) on a virtual machine.

Additional Server Considerations

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

SQL Server 2008 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 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 system outgrows Microsoft SQL Server 2008 Express, you can upgrade the database to Microsoft SQL Server Standard or Enterprise.

SQL and Cisco Unified Attendant Console Premium Edition Server Resilience

With Cisco Unified Attendant Console Premium Edition 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 Microsoft SQL Server 2005 or 2008 Standard or Enterprise 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 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: 2005 or 2008. For example:

- Supported: SQL Server 2008 Standard on the Publisher and SQL Server 2008 Express on the Subscriber

- Not supported: SQL Server 2008 Standard on the Publisher and SQL Server 2005 Express on the Subscriber

Windows Updates and Service Packs

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

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 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 server supports many antivirus products. You can find guidelines on antivirus software at:
http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps556/prod_bulletin0900aec d806f6221.html.

The files in certain folders are constantly being accessed by the Cisco Unified Attendant Console 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** Your System Administrator may set up your Cisco Unified Attendant Console server to use different folders for these files.

Network Requirements

For Cisco Unified Attendant Console to run across a network:

- The network must support TCP/IP.
- Cisco Unified Attendant Console web administration 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 server with a static IP address.

Cisco Unified Attendant Console Client Requirements

This section describes the hardware and software requirements of the PC and operator phones running the Cisco Unified Attendant Console Version 9.0.1.10 client.

PC Hardware Requirements

The PC running the Cisco Unified Attendant Console 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 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)

Windows Updates and Service Packs

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

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 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 Version 9.0.1.10 is compatible with the following versions of Cisco Unified Communications Manager:

- 8.x
- 9.0(1)

and with TSP Version 8.6(2.2).

Installing Cisco Unified Attendant Console

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

New and Changed Information

Cisco Unified Attendant Console version 9.0.1.10 is a UC System release that includes the new features defined in version 9.0.1.

New Software Features in Version 9.0.1

Cisco Unified Attendant Console version 9.0.1 is a major release and includes the following new features:

- New product Edition (Premium)
- Server redundancy (Premium Edition only)
- Queue Device Groups (Premium Edition only)
- Operator scalability
- Increased queue capacity (Premium Edition only)
- External directory sources: Active Directory and iPlanet (Premium Edition only)
- Queue overflow enhancements (Premium Edition only)
- Re-branding of Cisco Unified Attendant Console portfolio
- UCM 8.0(1) - 9.0(1) support
- CUP 8.0(1) - 9.0(1) support
- Version-specific licensing
- Localization updates
- Accessibility updates

Caveats

This section lists the following:

- Resolved Caveats
- Open Caveats

Resolved Caveats

Bug ID	Description
CSCtt93923	CUEAC cannot see presence if user ID is in UPN format.
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtt93923
CSCtu37858	ARC Pub and Sub server time mismatch creates reconnect issues.
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtu37858
CSCtx85717	Traditional Chinese characters not displayed properly.
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtx85717
CSCty50389	Toggling option not coming when console is upgraded.
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCty50389
CSCtz67459	Upgrade from CUEAC to CUACPE is not supported.
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz67459
CSCtz75196	Not able instal the CUACPE Console client.
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtz75196

Open Caveats

Bug ID	Description
CSCua68961	BLF does not always reflect correct status when EM profile logs out
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCua68961

Obtaining the Software

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

Related Documentation

Cisco Unified Attendant Console has the following product documentation:

- Cisco Unified Attendant Console Design Guide
- Cisco Unified Attendant Console User Guide
- Cisco Unified Attendant Console Web Admin 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, Obtaining Support, and Security

For information on obtaining documentation and support, providing documentation feedback, security guidelines, 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. This is available 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.