



Release Notes for *Cisco Unified Enterprise Attendant Console* Release v8.0.3.9

Revised: October 7th, 2010, OL-20136-01

These release notes describe the new features and caveats for Cisco Unified Enterprise Attendant Console Release v8.0.3.9

For a list of the open and resolved caveats for the Cisco Unified Enterprise Attendant Console see [Resolved Caveats - Release v8.0.3.9](#) section on Page 13, and [Open Caveats - Release v8.0.3.9](#) section on Page 14.

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

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

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<http://www.cisco.com>

You can access international Cisco websites at this URL:

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



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Introduction

Cisco Unified Enterprise Attendant Console is an efficient application specially designed for handling calls and messages. This application enables you to answer calls from predefined set of queues and transfer them to desired extensions.

The application enables you to perform comprehensive tasks like Call Conference, Call Transfer, Call Parking and Call Retrievals. The user-friendly design of the application gives speed and flexibility and facilitates you to manipulate calls with simple mouse clicks or keystrokes.

A summary of the features within the product are:-

- Queue Priority
- Overflow
 - Emergency
 - Max Calls
 - No Operator
- Night Service – Basic
- 6 search fields
- CUPS Presence
- Recalls
 - Transfer
 - Camp-on

- Park
- Hold
- Telephony features
 - Answer
 - Transfer (Blind/Consult)
 - Camp-on
 - Hold
 - Hold with Notes
 - Park
 - Toggle
 - Conference
 - Last Call Reclaim

Further detailed information can be obtained from the related documents, See [“Related Documentation” on page 16](#)

Performance Information

Performance of Cisco Unified Enterprise Attendant applications can be measured in several ways,

1. Number of Attendant (Operators)
2. Number of Contacts Supported
3. Number of Console Queues
4. Busy Hours Call Completions (BHCC)

Table 1-1 shows the performance of Cisco Unified Enterprise Attendant Console

Performance Item	Maximum numbers with Cisco Unified Enterprise Attendant Console
Number of Attendant (Operators)	25
Number of Contacts Supported	100k
Number of Console Queues	50
Busy Hours Call Completions (BHCC)	6000

Product Feature Table

The following table displays a break down by feature of the following products.

- Cisco Unified Department Attendant Console (CUDAC)
- Cisco Unified Business Attendant Console (CUBAC)
- Cisco Unified Enterprise Attendant Console (CUEAC)

The symbols denote the level of support within the product :-
 ● = Supported, ◐ = Partial Support, ○ = Unsupported

Table 1-2 Product Feature table

Feature	CUDAC	CUBAC	CUEAC
Installation	Web & Wizard	Web & Wizard	Web & Wizard
Configuration	Browser	Browser	Browser
Support	Cisco TAC 3rd tier - Arc	Cisco TAC 3rd tier - Arc	Cisco TAC 3rd tier - Arc
Queue Features			
Queues supported	● 1 per instance (5 instances on a server)	● 3	● 50
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 (no of calls)	●	●	●
Operator overflow (no operators)	●	●	●
Queue overflow destinations supported	●	●	●
Overflow options	●	●	●
Music in Queue	○	●	●
Operator Handset Ringing	●	●	●
Service options			
Emergency mode switch	○	●	●

Table 1-2 Product Feature table

Feature	CUDAC	CUBAC	CUEAC
Emergency mode destination	○	●	●
Night service switch	○	●	●
Night service hours/timing	○	●	●
Night service destination	○	●	●
Directory features			
Directory size supported	150 per instance (5 instances on a server)	500	100k
Search fields	3	4	6
Mobile number support	●	●	●
Internal directory support	●	●	●
External directory support	◐	◐	◐
Speed dials	●	●	●
Alternative number search (hotkey)	●	●	●
Alternate Contacts search	○	○	●
Directory to XML phones	○	○	○
Cross tab searching	○	○	●
Notes against person	●	●	●
Presence / Status features			
Busy Lamp Fields / Phone Status supported	150 per instance (5 instances on a server)	500	7000
Presence integration with CUPS	●	●	●

Table 1-2 Product Feature table

Feature	CUDAC	CUBAC	CUEAC
Presence integration with OCS	● Locally	● Locally	● Locally
Telephony features			
Transfer Reversion (Call Recall)	●	●	●
Hold Recall	●	●	●
Call toggle	●	●	●
Camp on	○	○	●
Call hold with notes	○	○	●
Undirected Call park (finds first slot)	●	●	●
Directed Call Park (to specific Park location)	●	●	●
Call Hold	●	●	●
Park recall	●	●	●
Transfer	●	●	●
Conference	●	●	●
System features			
No of Clients	2 per instance (5 instances on a server)	6	25
Keyboard driven	●	●	●
System logging	◐	◐	●
System Reports	○	●	●
VMWare (ESXI-4) Support	●	●	●
Cisco Unified Communication Manager Supported			

Table 1-2 Product Feature table

Feature	CUDAC	CUBAC	CUEAC
Cisco Unified Communication Manager Supported	7.0,7.1, 8.0	7.0,7.1, 8.0	7.0,7.1, 8.0
Localisation and accessibility			
Languages supported	1*(15)	1*(15)	1*(15)
Accessibility support (with JAWS Script)	●	●	●

Legend: ● = Supported, ◐ = Partial Support, ○ = Unsupported

* The initial CUEAC (v8.0.3.9) release supports English. This will be expanded to the 15 core languages within later versions scheduled 2010.

Core Languages

When this product goes to full market release it is supported in 15 core languages. There are: English, French, Italian, German, Spanish, Portugese, Chinese (simpl), Chinese (trad.), Japanese, Korean, Arabic, Dutch, Swedish, Russian & Danish

System Requirements

The following section is broken into two parts:-

- Hardware/Software Supported
- Software Compatability

Hardware/Software Supported

The information provided below gives details of the minimum hardware/software required to run Cisco Unified Enterprise Attendant applications.

Applies To	PC Specification
Cisco Unified Attendant Server	<p>Pentium 4 2.2 GHz</p> <p>2 GB RAM</p> <p>72 GB Hard Drive</p> <p>CD-ROM/DVD-Rom</p> <p>Network Card</p> <p>SVGA (1024x768) display card with correct drivers</p> <p>Windows 2003 Server SP2 running Windows English Regional Settings. Windows 2008 R1 (32 bit) Server is also supported.</p> <p>For non-English characters the relevant language pack needs to be installed for the locale.</p> <p>Internet Information Service (IIS) 6.0 (or later).</p> <p>.Net Framework 3.5</p> <p>MS SQL Server 2008 (Express) * (See “SQL Considerations and Scalability” on page 9 for further details)</p> <p>Internet Explorer 6.0 (or higher)**</p> <p>* Note: The Attendant Console Server installation will install this application automatically. If MS SQL Express 2008 is installed manually, it must be installed as the Default instance for the Attendant Console to function. Cisco Unified Attendant applications will not work with a Named instance of SQLExpress.</p> <p>** Note: If IIS is installed separately to the Attendant Console Server Installation the ASP.NET component must be enabled and installed. This is done via the <i>Add/Remove Windows Component > Applications Server and Details</i></p>

The Server should be connected to the network via the TCP/IP protocol.

You will require appropriate Operating System Licenses.



Note Cisco Unified Attendant Server is not supported within a 64 bit Operating System.



Note NIC Teaming is not supported.



Note Cisco Unified Attendant Server is not supported on the Cisco MCS (Media Convergence Server) Operating System



Note If the Cisco Unified Attendant Server is installed on Windows 2003 or Windows 2008 Operating System then 'Data Execution Prevention (DEP)' must be enabled. This is documented in the '*Cisco Unified Enterprise Attendant Console Web Admin / Installation Guide*' OL-20135-01



Note Cisco Unified Attendant Server is only supported in a live environment on VMWare EXSI version 4.0 and above.
Cisco Unified Attendant Server is not supported in a live environment on HyperV or any other virtual based operating system.
It is also worth noting that the Cisco TSP is only supported on VMware with Windows 2008, and not with Windows 2003.



Note Access to the Cisco Unified Attendant Server is not supported at any time via Remote Desktop (RDP), Terminal Services (TS) or any other session based application. These applications can cause stability problems with the required TAPI/TSP and Wave Driver operation. Only local connection or VNC Connection is supported. See <http://support.microsoft.com/kb/308405>

SQL Considerations and Scalability

CUEAC installs SQL 2008 Express by default as part of its standard installation process. The performance limitation that SQL Server 2008 Express possesses is that it can access only a single CPU and 1 GB of RAM with a maximum database size of 4Gb.

In sites where one or more of the following are expected;-

- A large number of operators – more than 10,
- A high call volume – greater than 500 calls per operator per day,
- A Large Directory – greater than 10,000 contacts;

The use of SQL Server 2008 Standard or Enterprise should be strongly considered. Where a system outgrows the SQL2008 Express deployment, the Standard or Enterprise versions of SQL 2008 can be used to upgrade the existing implementation with minimal effort.

**Note**

For future versions of CUEAC to benefit from some features, SQL 2008 express will not be an option and SQL 2008 Standard or Enterprise will be required.

2. The minimum specification required by Cisco Unified Enterprise Attendant Console is as follows,

Applies To	PC Specification
Cisco Unified Enterprise Attendant Console	Pentium 4 Entry Level Specification 1 GB RAM 1GB available Hard Drive space CD-ROM/DVD-ROM Network Card Connected to Network via TCP/IP SVGA (1024x768) display card Windows Small Fonts <i>17 inch Monitor highly recommended</i> XP Professional / Vista Professional (32 bit and WoW64) / Windows 2003/2008 and Windows 7 (32 bit and WoW64) (See Note below this table). SoundBlaster compatible sound card and speakers are recommended for the Console Operator.

**Note**

If the Cisco Unified Enterprise Attendant Console is installed on Windows 7, Windows 2003 or Windows 2008 Operating System then 'Data Execution Prevention (DEP)' must be enabled. This is documented in the '*Cisco Unified Enterprise Attendant Console Web Admin / Installation Guide*' *OL-20135-01*

**Note**

If you are installing Cisco Unified Enterprise Attendant Console client on Windows Vista or Windows 7 or Windows 2008, there is an additional process that you need to complete by disabling the User Account Control. This is documented in the '*Cisco Unified Enterprise Attendant Console Web Admin / Installation Guide*' *OL-20135-01*

**Note**

Cisco Unified Attendant Server is only supported in a live environment on VMWare EXSI version 4.0 and above.

Cisco Unified Attendant Server is not supported in a live environment on HyperV or any other virtual based operating system.

**Note**

Access to the Cisco Unified Attendant Server is not supported at any time via Remote Desktop (RDP), Terminal Services (TS) or any other session based application. These applications can cause stability problems with the required TAPI/TSP and Wave Driver operation. Only local connection or VNC Connection is supported. See <http://support.microsoft.com/kb/308405>

**Note**

If the Attendant Operator is using a 7931 handset maximum calls on the UCM needs to be configured to a minimum of two.

**Note**

If the Attendant Operator is using 89xx or 99xx phones as their handsets they will need to disable rollover feature on the UCM.

3. Backups – As with all systems, we advise that backup facilities are provided to ensure application and data integrity, should an unforeseen circumstance arise.

Examples:

CD Writer

Tape streamer. DLT, DAT, Travan etc

Zip / Jaz drive or other type of Magneto Optical drive

If possible, choose a solution that gives a one step disaster recovery. This is a solution that has the ability to restore the complete contents of a hard drive from a bootable floppy disk and the restore media.

4. Server Redundancy – It is strongly recommended that the PC Server should be a redundant system with the following redundancy methods. This is at the discretion of the customer

Multiple hot-swap power supplies

Hot-swap Hard Drive arrays

UPS / power conditioners

RAID

5. AntiVirus support on a Cisco Unified Enterprise Attendant Console Server

There are many different AntiVirus products that are supported on a Cisco Unified Enterprise Attendant Console system server. 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

Folder/File Exclusions

It is important that the AntiVirus product supports "Exclusions". This is the ability for the user to specify 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 Enterprise Attendant Console Server

File Location	Use
---------------	-----

\\DBData	This folder is where the System Configuration Databases are located
\\Program Files\Cisco\Logging	This is where all the system log files are stored.
\\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 Enterprise Attendant Console system.

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.

6. The following table outlines the network requirements for running Cisco Unified Enterprise Attendant applications.

Applies To	Network Specification
All Network Types	The network will need to support/run TCP/IP.
	Cisco Unified Enterprise Attendant Admin application will need to run under an Administrator profile. (Local Administrator is acceptable)
Microsoft Windows Network	If the network uses DHCP then the PC Server will need a <u>static IP address</u> allocated to it.

Software Compatibility

CUEAC Version	CUEAC-CM TSP Version	Cisco Unified Communication Manager (CUCM)
v8.0.3.9	7.0 (1.6)	7.0
	7.1(1.4)	7.1
	7.1(1.5)	7.1(2A)
	7.1(3.4)	7.1(3)
	7.1(5.2)	7.1(5)
	8.0(1.6)	8.0

Installation Notes

The installation instructions for Cisco Unified Enterprise Attendant Console are covered in Chapter 4 of the Cisco Unified Enterprise Attendant Consoles Web Admin / Installation Guide which is available via the following address:

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

New and Changed Information

New software Features in Release v8.0.3.9

Cisco Unified Enterprise Attendant Console v8.0.3.9 includes the following features:

- Music in Queue
- Wait Time Overflow
- Forced Delivery (Operator Handset Ringing)
- Microsoft OCS 2007 Presence Status
- System Reports
- GUI improvements to the Attendant Console to improve access to Preferences and Contact Details.
- Switch from UCM End User to UCM Application User
- Session Based Licensing
- Unicode Support enhancements to improve localization of data for the core 15 languages.
- Support for VMWare (ESXI-4).
- Windows 7 (32 bit) support for the Attendant Console
- Support for JAWS 10 accessibility software
- Support for CUPs 7 and 8

Caveats

This section contains these topics:

- [Resolved Caveats - Release v8.0.3.9, Page 11](#)
- [Open Caveats - Release v8.0.3.9, page 11](#)

Resolved Caveats - Release v8.0.3.9

Table 3 lists Severity 3 Caveats that have been resolved in Cisco Unified Enterprise Attendant Console v8.0.3.9

The following table shows a list of caveats that have been found during testing.

Table 3 Resolved Caveats for Cisco Unified Enterprise Attendant Console - v8.0.3.9

Application	Description
CSCta22478	CUBAC should interpret the CtiProgressingState received from the CUCM http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCta22478
CSCti81645	Console server crashes and does logs/lock out users http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCti81645
CSCtf65400	CUxAC is unable to get Presence states if CUPS is on multi cluster http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtf65400
CSCti16473	BLF Display Inconsistency http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCti16473
CSCth83651	CUEAC Server becoming slow and/or unresponsive due to CPU utilization sp http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCth83651
CSCti14229	CUxAC CUPS Service (engine) crash http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCti14229
CSCth96971	Not showing CLI on CUEAC Desktop for External Calls http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCth96971
CSCth04364	BLF delay 10-15 seconds when search users in Operator Console http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCth04364
CSCtg35613	CUxAC Installation Guide reflect stand alone server/PC http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtg35613
CSCtg09271	CUxAC Installation Doc - create template with unique DN http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtg09271

CSCte83877	Download Page Should List the Release Date http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCte83877
CSCtj21625	Documentation for all versions should list NIC Teaming is not supported http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj21625
CSCtj21646	Windows 7 32 and 64 bit is not supported on the AC PC http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj21646
CSCtg27977	CUxAC LDAP directory sync does not update MAC address http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtg27977
CSCtd44265	Mute button on the client console does not perform expected behavior http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtd44265
CSCti88240	CUEAC 3.1.1.10 getting stuck, need to restart http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCti88240

Open Caveats - Release v8.0.3.9

Table 4 lists Severity 3 Caveats that have been Opened in Cisco Unified Enterprise Attendant Console v8.0.3.9

The following table shows a list of caveats that have been found during testing.

Table 4 Open Caveats for Cisco Unified Enterprise Attendant Console - v8.0.3.9

Application	Description
CSCti31896	BLF Fails in CUxAC 8.0.0.5 when Route Partition is Configured http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCti31896
CSCtj21684	Cisco UCS virtualization is not supported http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj21684

Software

The Cisco Unified Enterprise Attendant Console software can be downloaded from the following website:-

<http://www.cisco.com/go/ac>

Related Documentation

Software Documents

The documents related to this product include:

- Cisco Design Guide v8_0_x
- Cisco Unified Enterprise Attendant Console User Guide
- Cisco Unified Enterprise Attendant Console Web Admin / Installation Guide

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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