



Release Notes for Cisco Unified Attendant Console Version 9.1.1.10

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These release notes describe the new features and caveats for Cisco Unified Attendant Console Version 9.1.1.10.

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 15](#).

Edition Feature Comparison

Cisco Unified Attendant Console Version 9.1.1.10 is available in the Premium edition, which is 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 the following directory sources:

- Active Directory 2008 R1/R2
- iPlanet Netscape 5.0 and 5.1

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	✗	✓	✓	✓
Configurable forced delivery timer	✓	✓	✓	✓
Queue salutations	✗	✗	✓	✓
Show & pick calls from each queue	✓	✓	✓	✓
Queue wait time overflow	✗	✓	✓	✓
Queue limit overflow (number of calls)	✓	✓	✓	✓
Operator overflow (no operators)	✓	✓	✓	✓
Queue overflow destinations supported	✓	✓	✓	✓
Music in queue	✗	✓	✓	✓
Operator handset ringing	✓	✓	✓	✓
Service Options				
Emergency mode switch	✗	✓	✓	✓
Emergency mode destination	✗	✓	✓	✓
Night service switch	✗	✓	✓	✓

Feature	Cisco Unified Attendant Console Edition			
	Department	Business	Enterprise	Premium
Night service hours/timing	x	✓	✓	✓
Night service destination	x	✓	✓	✓
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 2008 R1/R2, iPlanet Netscape 5.0 and 5.1
Personal directory group support	✓	✓	✓	✓
Speed dials	✓	✓	✓	✓
Alternative number search (hotkey)	✓	✓	✓	✓
AND searching	✓	✓	✓	✓
Alternate contacts search	x	x	✓	✓
Cross-tab searching	x	x	✓	✓
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	x	x	✓	✓
Call hold with notes	x	x	✓	✓
Undirected call park (finds first slot)	✓	✓	✓	✓
Directed call park (to specific park location)	✓	✓	✓	✓
Call hold	✓	✓	✓	✓
Park recall	✓	✓	✓	✓

Feature	Cisco Unified Attendant Console Edition			
	Department	Business	Enterprise	Premium
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	7.1(5) to 9.1(x)			
Localization and Accessibility				
Languages supported	English.			
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.

Upgrading

Use the following table to determine whether your current Cisco Unified Attendant Console release can be upgraded to version 9.1.1.10,

Your Cisco Unified Attendant Console version	Can be directly upgraded to version 9.1.1.10
1.1.1.(x)	No
2.0.1.(x)	No
3.1.1.(x)	No. Must first upgrade to version 8.0.0.(x)
8.0.0.(x)	Yes
8.0.3.(x)	Yes
8.6.1.(x)	Yes
8.6.2.(x)	Yes
9.0.1(x)	Yes



Note

You cannot change the edition of your Cisco Unified Attendant Console during an upgrade. To change the edition—for example from Business Edition to Enterprise Edition—you must perform a complete, clean re-installation and obtain a license for the new edition.

Core Languages

The Cisco Unified Attendant Console client, Help and User Guide are available only in English.

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 9.1.1.10 runs in either a:

- Physical server
- VMware environment compliant with Cisco's Specification-Based Hardware Support program at http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support.

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 2008 R1 (32-bit)
 - 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 2008 Express, Standard or Enterprise (32-bit or 64-bit)
 - Microsoft SQL Server 2008 R2 Express, Standard or Enterprise (32-bit or 64-bit)



Note

Note the following:

- No versions of Microsoft SQL Server 2005 are supported.
- Microsoft SQL Server 2008 (64-bit) and Microsoft SQL Server 2008 R2 (64-bit) are not supported under Windows Server 2008 R1 (32-bit).
- 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.
- You must install SQL locally on the Cisco Unified Attendant Console server. Cisco Unified Attendant Console does not support external SQL servers.
- **IMPORTANT:** If you plan to implement Cisco Unified Attendant Console Premium Edition with server resilience, you **must** use Microsoft SQL Server 2008 Standard or Enterprise (not Express) on the Publisher server. You can use Microsoft SQL Server 2008 Express, Standard or Enterprise on the Subscriber server. Also, the Publisher and Subscriber servers must use the same version of Microsoft SQL Server. For guidance on which SQL edition to use, see [“Additional Server Considerations” on page 1-8](#).

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&reind=AVAILABLE&rellifecycle=&reltype=latest>

VMware Software Requirements

Cisco Unified Attendant Console server running on a virtual machine requires one of the following operating systems, with Windows regional settings set to English:

- Windows Server 2008 R1 (32-bit)
- Windows Server 2008 R2 (64-bit)

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 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.

Windows Updates and Service Packs

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

Java auto-updates are not supported because they sometimes fail, rendering the system unusable.

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_bulletin0900aecd806f6221.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 9.1.1.10 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.

Java auto-updates are not supported because they sometimes fail, rendering the system unusable.

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**

Not the following:

- 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 V9.1.1.10 is compatible with:

- Cisco Unified Communications Manager versions 7.1(5) to 9.1(x).

**Note**

Cisco Unified Attendant Console supports the Legacy Driver for Cisco Unified Communications Manager Release 7.1(5) but uses the New Media Driver for Cisco Unified Communications Manager Release 8.0 and later. Cisco Unified Attendant Admin enables you to detect and fix any media driver mismatches that may occur.

- Cisco Unified Presence (CUP) Server versions 7.1(5) to 9.1(x)
- TSP versions 7.1(5.2) to 9.1(x).

**Note**

The 32-bit version of TSP is required when running Cisco Unified Attendant Console under a 32-bit operating system. The 64-bit version of TSP is required when running Cisco Unified Attendant Console under a 64-bit operating system.

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 9.1.1.10 is a UC System release that includes new features.

New Software Features in Version 9.1.1.10

Cisco Unified Attendant Console version 9.1.1.10 is a major release and includes the following new features:

- Cisco Unified Attendant Console server now runs as a 64-bit application.
 - It runs only under Windows Server 2008 R1 (32-bit) and Windows Server 2008 R2 (64-bit)
 - It runs only Microsoft SQL Server 2008 Express, Standard or Enterprise (32-bit or 64-bit) or Microsoft SQL Server 2008 R2 Express, Standard or Enterprise (32-bit or 64-bit).

**Note**

No versions of Microsoft SQL Server 2005 are supported.

- Cisco Unified Attendant Console server now supports Cisco Unified Communications Manager 7.1(5) to 9.1(x).
- Cisco Unified Attendant Console server now supports Cisco Unified Presence (CUP) Server 7.1(5) to 9.1(x).
- System administrators can now specify the length of time that a forced delivery call rings at an attendant extension before it gets routed to the next available attendant.
- All Cisco Unified Attendant Console user-specified interface layout parameters (such as window size and position) are stored on the Arc server and re-used when users log back in. These parameters are also retained during upgrades and can be duplicated for other users to apply.
- Operators have the option of retaining the results of directory searches during call control events.
- Operators can retrieve calls parked by other operators, provided the call is in on the same server, in the same partition, and has not reverted.
- Operators can rearrange the columns of the Full Directory or their Personal Directory Groups by dragging them by their header and then dropping them.
- Localization updates
- Accessibility updates

Caveats

This section lists the following:

- [Resolved Caveats](#)
- [Open Caveats](#)

Resolved Caveats

Release 9.1.1.10 has the following resolved caveats.

Bug ID	Description
CSCtx58236	Lower Case Letters MAC in Device Name breaks CUDAC 8.6.2 BLF http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtx58236
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
CSCub39155	Synchronization Report shows incorrect status http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCub39155
CSCub72164	External SQL Server is not supported on CUxAC http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCub72164
CSCuc26437	CUEAC Upgrade Issue http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuc26437
CSCuc46791	CUBAC default contact field mapping error http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuc46791
CSCuc68884	Personal Directory Group tabs fail to load when application is launched http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuc68884
CSCud60445	BLF status fails to update after checking status for invalid DNS http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCud60445
CSCue21459	CUEAC/CUPAC v9.0 - Field mapping for 'job title' bug http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCue21459
CSCug51523	Operator login requires several login attempts and sometimes hangs http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCug51523

Bug ID	Description
CSCug58137	'Enable external LDAP integration' doesn't work on CUBAC v 9.0 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCug58137
CSCug67347	Database update error message preventing note and speed dial updates http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCug67347
CSCug95009	Instruction Update for Server 2008 Native G729 Codec Support http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCug95009

Open Caveats

Release 9.1.1.10 has the following open caveats.

Bug ID	Description
CSCug54875	CUAC installation fails or hangs at database installation phase http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCug54875
CSCuh44266	CTRL+SPACEBAR fails to read entire entered string http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44266
CSCuh44278	Backspace (delete) is not reading deleted digit http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44278
CSCuh44289	Assistant/Alternate form not read correctly and impossible to select http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44289
CSCuh44295	Information for Internal and External Priority not read correctly http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44295
CSCuh44299	Operator Preferences (Advanced tab) information not read correctly http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44299
CSCuh44309	Field names in F12 Contact Numbers not being read http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44309

Bug ID	Description
CSCuh44313	Ready (Emergency) status not read when staus is requested http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44313
CSCuh44318	Problems with reading Speed Dial information http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCuh44318

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.

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

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