



Release Notes for *Cisco Unified Business/Department Attendant Console* Release v8.6.1.9

Revised: May 27th, 2011, OL-20133-01

These release notes describe the new features and caveats for Cisco Unified Business/Department Attendant Console Release v8.6.1.9

For a list of the resolved caveats for the Cisco Unified Business/Department Attendant Console see [Resolved Caveats - Release v8.6.1.9 on page 13](#), and [Open Caveats - Release v8.6.1.9 on page 14](#).

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

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

You can access the Cisco website at this URL:

<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 Business/Department 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.

Further detailed information can be obtained from the related documents, See [“Related Documentation” on page 14](#)

Performance Information

Performance of Cisco Unified Business/Department Attendant applications can be measured in several ways,

1. Number of 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 Business/Department Attendant Console

| Performance Item | Maximum numbers with Cisco Unified Business Attendant Console | Maximum numbers with Cisco Unified Department Attendant Console |
|------------------------------------|---|---|
| Number of Attendant Consoles | 6 | 10 |
| Number of Contacts Supported | 500 | 750 |
| Number of Console Queues | 3 | 5 |
| Busy Hours Call Completions (BHCC) | 500 | 1000 |

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 |
| 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 | ○ | ● | ● |

Table 1-2 Product Feature table

| Feature | CUDAC | CUBAC | CUEAC |
|---------------------------------------|---|-------|-------|
| 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 | ○ | ● | ● |
| 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 | ● | ● | ● |
| Personal Directory Groups support | ● | ● | ● |
| Speed dials | ● | ● | ● |
| Alternative number search (hotkey) | ● | ● | ● |
| AND Searching | ● | ● | ● |

Table 1-2 Product Feature table

| Feature | CUDAC | CUBAC | CUEAC |
|---|---|-----------|-----------|
| 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 CUP (Cisco Unified Presence 7.0, 8.0 and 8.5) | ● | ● | ● |
| 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 | ● | ● | ● |

Table 1-2 Product Feature table

| Feature | CUDAC | CUBAC | CUEAC |
|---|--------------------|--------------------|--------------------|
| Conference | ● | ● | ● |
| System features | | | |
| No of Clients | 2 | 6 | 25 |
| Keyboard driven | ● | ● | ● |
| System logging | ◐ | ◐ | ● |
| System Reports | ○ | ● | ● |
| VMWare (ESXI-4 and 4.1) Support ** | ● | ● | ● |
| Cisco Unified Communications Manager Supported | | | |
| Cisco Unified Communications Manager Supported | 7.1, 8.0, 8.5, 8.6 | 7.1, 8.0, 8.5, 8.6 | 7.1, 8.0, 8.5, 8.6 |
| Localisation and accessibility | | | |
| Languages supported | 15 | 15 | 15 |
| Accessibility support (with JAWS Script) | ● | ● | ● |

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

** See Note under Hardware/Software Supported in the System Requirements section for additional details.

Core Languages

Eventually this product will support 15 core languages. These 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 Business/Department Attendant applications.

| Applies To | PC Specification |
|---|--|
| Cisco Unified Attendant Server (Required for physical Server deployment) | <p>Pentium 4 2.2 GHz</p> <p>4 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.</p> <p>Windows 2008 Server R1 (32 bit) is also supported.</p> |
| Cisco Unified Attendant Server (Required for Virtual Server deployment) | <p>Virtual hardware</p> <ul style="list-style-type: none"> • 1x VCPU unrestricted • 40gb hard disk space • 4gb of Memory <p>Only Windows 2008 Server R1 (32 bit) is supported.</p> <p>Note: If you are upgrading within a VM Environment from an unsupported version (prior to version 8.0.3) you will be required to relicense the software.</p> |
| Cisco Unified Attendant Server (Required for both physical and Virtual Server deployments) | <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). Windows 2008 Server R1 (32 bit) is also supported.</p> <p>.Net Framework 3.5</p> <p>One of the following databases:*</p> <ul style="list-style-type: none"> - MS SQL Server 2005 Express, Standard or Enterprise, or - MS SQL Server 2008 Express, Standard or Enterprise <p>Internet Explorer 6.0 (or higher)**</p> <p>* Note: The Attendant Console Server installation will operate in an MS SQL 2005 Server environment, but MS SQL 2008 is recommended. In an environment where MS SQL is not present the installation will install MS SQL 2008 (Express) 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 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 Business/Department Attendant Console Web Admin / Installation Guide OL-20132-01*'



Note Cisco Unified Attendant Server is only supported in a live environment on a physical server, or in a virtual environment on the following supported hardware B200M1, C200M2 and C210M1.



Note The configuration of a Cisco Unified Attendant Console virtual machine must match a supported virtual machine template.

For complete details on how to download the virtual machine template for Cisco Unified Attendant Console, please see the "Unified Attendant Consoles" section of the "Unified Communications Virtualization Downloads (including OVA/OVF Templates)" page on the Cisco docwiki:

http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization_Downloads_%28including_OVA/OVF_Templates%29#Unified_Attendant_Consoles



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.

2. The minimum specification required by Cisco Unified Business/Department Attendant Console is as follows,

| Applies To | PC Specification |
|---|--|
| Cisco Unified Business/Department 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> Windows 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 Business/Department Attendant Console 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 Business/Department Attendant Console Web Admin / Installation Guide*' *OL-20132-01*.



Note

If you are installing Cisco Unified Business/Department Attendant Console client on Windows Vista, 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 Business/Department Attendant Console Web Admin / Installation Guide*' *OL-20132-01*.



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 and 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 Business/Department Attendant Console Server

There are many different AntiVirus products that are supported on a Cisco Unified Business/Department 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 on a Cisco Unified Business/Department 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 Business/Department 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 Business/Department Attendant applications.

| Applies To | Network Specification |
|---------------------------|--|
| All Network Types | The network will need to support/run TCP/IP. |
| | Cisco Unified Business/Department 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

| CUBAC/CUDAC Version | CUBAC/CUDAC-CM TSP Version | Cisco Unified Communication Manager (CUCM) |
|---------------------|----------------------------|--|
| v8.6.1.9 | 7.1(5.2) | 7.1(5) |
| | 8.0 (1.6) | 8.0 |
| | 8.0(1.6) | 8.0(2C) |
| | 8.5(1.1) | 8.5 |
| | 8.6(1.3) | 8.6 |

Installation Notes

The installation instructions for Cisco Unified Business/Department Attendant Console are covered in Chapter 4 of the Cisco Unified Business/Department 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 v8.6.1.9

Cisco Unified Business/Department Attendant Console v8.6.1.9 includes the following features:

- Personal Directory Groups
- Wait Time Overflow (Not available in Cisco Unified Department Attendant Console)
- Assign Attendants to Queues
- AND Searching
- Allow 1 Attendant per queue - This is Cisco Unified Department Attendant Console Only)
- Unicode Support enhancements to improve localization of data for the core 15 languages.
- Support for VMWare (ESXI-4 and 4.1). (See Note under Hardware/Software Supported in the System Requirements section for additional details)
- Support for JAWS 10, 11 and 12 accessibility software
- Support for CUP (Cisco Unified Presence) 7.0, 8.0, 8.5 and 8.6
- Console client upgrade enhancement to retain user settings
- Device template enhancement to include or exclude call forwarding

Caveats

This section contains these topics:

- [Resolved Caveats - Release v8.6.1.9 on page 13](#)
- [Open Caveats - Release v8.6.1.9 on page 14](#)

Resolved Caveats - Release v8.6.1.9

Table 3 lists Severity 3 Caveats that have been resolved in Cisco Unified Business/Department Attendant Console v8.6.1.9

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

Table 3 Resolved Caveats for Cisco Unified Business/Department Attendant Console - v8.6.1.9

| Application | Description |
|-------------|---|
| CSCtj33902 | CUxAC install should detect local IP automatically http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj33902 |
| CSCtl56463 | CUEAC memory leak http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtl56463 |
| CSCtn71317 | CUEAC IIS setting causes incorrect license status http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtn71317 |
| CSCtn93012 | CUEAC 8.5.1.5 Service Crashes when using older client version http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtn93012 |
| CSCto02843 | Error in German localization http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCto02843 |
| CSCtq00285 | CTI Route Point unregisters from CUCM http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtq00285 |
| CSCtb73855 | CUxAC: Ability to remove old license keys from registry http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtb73855 |
| CSCto94602 | CUEAC 8.5 install guide for AV security references a CUCM document http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCto94602 |
| CSCtq54702 | BLF Plug-in stops displaying BLF intermittently http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtq54702 |
| CSCtj97498 | Japanese user name search does not work in CUEAC http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj97498 |
| CSCtk68150 | CUxAC upgrade/install does not check installed SQL version http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtk68150 |

| | |
|----------------------------|--|
| CSCtl60406 | CUEAC Server becomes unresponsive with high CPU usage http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtl60406 |
| CSCtn11694 | Incorrect Line state - devices showing as IDLE, when they are on a call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtn11694 |
| CSCtn11716 | CUPS Service causes CPU spike on server http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtn11716 |
| CSCto02836 | Blind transfer calls Fail if MIQ (Music in Queue) is enabled http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCto02836 |

Open Caveats - Release v8.6.1.9

There are no open caveats with this release.

Software

The Cisco Unified Business/Department 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
- Cisco Unified Business/Department Attendant Console User Guide
- Cisco Unified Business/Department 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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