



Release Notes for Cisco Unified Business/Department Attendant Console Release v2.0.0.11

Revised: September 15, 2008, OL-17277-01

These release notes describe the new features and caveats for Cisco Unified Business/Department Attendant Console Release v2.0.0.11.

For a list of the open and resolved caveats for the Cisco Unified Business/Department Attendant Console see [Open Caveats - Release v2.0.0.11](#) section on Page 7 and [Resolved Caveats - Release v2.0.0.11](#) section on Page 9.

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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.

System Requirements

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 Business/Department 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.*</p> <p>Internet Information Service (IIS) 6.0 (or later).</p> <p>.Net Framework 2.0 SP1*</p> <p>MS SQL Server 2005 (Express) *</p> <p>Internet Explorer 6.0 (or higher)*</p> <p>* Note: The Attendant Console Server installation will install these applications automatically. If MS SQL Express 2005 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.



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

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 2000 Professional / Windows XP Professional / Windows 2003/ Vista Professional (32 bit) SoundBlaster compatible sound card and speakers are recommended for the Console Operator.

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. Security Considerations

All servers in a Windows environment have a requirement for Anti Virus software, any of the following anti virus software may be used.

McAfee NetShield, Norton Antivirus, Trend OfficeScan

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 static IP address allocated to it.

Software Compatibility

Table 1 Software Compatibility with CUCM software

CUBAC / CUDAC Version	CUBAC/CUDAC-CM TSP Version	Cisco Unified Communication Manager
2.0.0.11	4.3 (0.1)	4.3
	5.1 (0.1801)	5.1
	6.0.0.6	6.0
	6.1 (0.10)	6.1a
	6.1 (2.4)	6.1.2
	7.0 (1.6)	7.0

Installation of Software

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 *v2.0.0.11*

Platform Support	CUCM 7.0 Support
Support for the display of Cisco Unified Presence Server (CUPS) information.	Available with CUCM 6.0 platform onwards.*
Do Not Disturb (DND) Support	Available with CUCM 6.0 platform onwards.
DTMF Digit Dialling	
Muting Calls during specific attendant console operations.	
Supported languages:	English + FIGS Localizations



Note

* TLS Encryption with the Cisco Unified Presence Server (CUPS) is not supported in this current release.

Within Web Admin Engineering > CUPS Connectivity, there is facility to set the TLS Port. This setting should be left at the default which is -1 (disabled).

Caveats

This section contains these topics:

- [Using Bug Toolkit](#), Page 7
- [Open Caveats - Release v2.0.0.11](#), page 7
- [Resolved Caveats - Release v2.0.0.11](#), page 9

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Open Caveats - Release v2.0.0.11

[Table 2](#) lists Severity 1, 2 and 3 defects that are open for Cisco Unified Business/Department Attendant Console

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 2](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the “[Using Bug Toolkit](#)” section on page 5.

Table 2 Open Caveats for Cisco Unified Business/Department Attendant Console - v2.0.0.11

Application	Description
CSCso07154	New User Activation on the ARC website needs to be faster http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso07154
CSCsk28661	Un-installation does not clean up complete directory http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk28661

Resolved Caveats - Release v2.0.0.11

Table 3 lists Severity 1, 2 and 3 Caveats that have been resolved in Cisco Unified Business/Department Attendant Console v2.0.0.11

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Table 3 Closed Caveats for Cisco Unified Business/Department Attendant Console - v2.0.0.11

Documentation	Description
CSCsj56467	Enhancement: Do not dial digit-by-digit for calling, transferring, etc. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj56467
CSCsj97724	Server name/IP dialog confusion http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj97724
CSCsk38562	Some data required to be re-entered for upgrade http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk38562
CSCsj89845	CUBAC Admin Guide: CUCM 4.3 missing from compatibility table http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj89845
CSCsj89835	CUBAC Admin Guide Park Devices unclear http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj89835
CSCsj89812	Admin Guide Overview should provide screenshot http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj89812
CSCsj89828	CUBAC Admin Guide acronyms not explained in context http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj89828
CSCsj91506	Admin Guide install checklist missing table reference http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj91506
CSCsj91512	CUBAC Admin Guide Install Chapter should be reviewed http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj91512
CSCsj91522	CUBAC Guide Appendix A and B names are confusing http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj91522

Documentation	Description
CSCsj97618	Admin Guide, Admin page internal extension length issue http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj97618
CSCsk19633	Incorrect items listed in General Settings http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk19633
CSCsk19622	Directory Synchronization instructions and Help incomplete http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk19622
CSCsk32286	"Enable CTI Application Use" needs to be documented http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk32286
CSCsk38563	SQL user and password required during upgrade hard to locate http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk38563
CSCsk38555	LDAP Directory Connectivity configuration not explained http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk38555
CSCsl41732	Re-registering ARC to another CCM doesnt work. System goes down http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl41732
CSCso07120	Add Licensing Flow & Information to CUBAC Admin Guide http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso07120
CSCso07133	Add Licensing Flow & Information to CUDAC Admin Guide http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso07133
CSCso07166	CUBAC Upgrade information is missing http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso07166
CSCso66956	Provision of Release notes for CUBAC and CUDAC http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso66956
CSCso76236	TSP configurations needs to be elaborated in CUBACS doc http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso76236
CSCso33173	CUBAC Admin Guide: Missing description for Route Partition setting http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso33173

Documentation	Description
CSCsq93907	TEA Arc need to provide Release Notes for CUBAC and CUDAC http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq93907
CSCsq72960	CUBAC version 1.1.2.23 is not supported under Windows 2003 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq72960

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

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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.

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