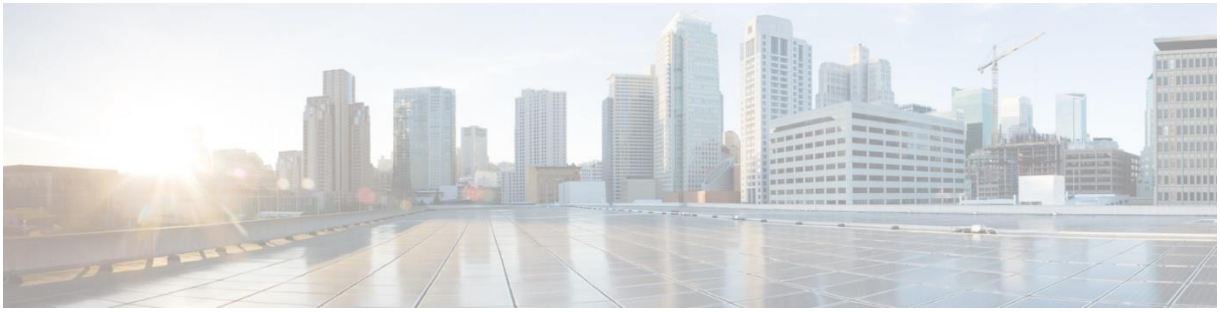

Release Notes for Cisco Unified Attendant Console Standard Release 14.0.3.712

January 7, 2025, OL-25989-01

These release notes describe the new features and caveats for 14.0.3.712.

Visit the Cisco website to access the latest Cisco Unified Attendant Console Standard downloads, product literature and product licensing.

You can access the Cisco website at http://www.cisco.com.

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Introduction

Cisco Unified Attendant Console Standard is a Microsoft Windows-based attendant console application for use with Cisco Unified Communications Manager. A console user's phone is leveraged for all call controls and call routing, eliminating the need for a server.

The directory provides contact phone line status and Jabber presence status. Full access to all call controls and a feature-rich directory, as well as visibility of call history and system-wide call park makes it easier for users to focus on callers.

Core Languages

Cisco Unified Attendant Console Standard supports the following languages: Danish, Dutch (Netherlands), English, French (France), German (Germany), Italian, Portuguese (Portugal), Russian, Spanish (Spain), Swedish.

Features

Cisco Unified Attendant Console Standard delivers the following capabilities and features:

- Control calls on your local IP Phone, Jabber (if enabled), or Cisco IP Communicator
- Make, answer and end calls
- Hold and resume calls
- Blind/consult transfer calls to directory contacts, voicemail, or any other valid number
- Direct transfers
- Join calls
- Set Call Forward and Do Not Disturb on the console user’s device
- Park calls
- Create and manage conference calls
- Import, export, and update custom directory contacts which can be shared with multiple console client users
- Synchronize main directory with Cisco Unified Communications Manager and/or a local/shared CSV file
    - Customized directory field mappings
    - Directory synchronization filters
- Observe the status of the directory contact's main extensions
- Observe the Jabber presence status of the directory contacts
- View call history
- Manage hunt group log in status

Upgrading

Use the following table to determine whether your current Cisco Unified Attendant Console Standard version can be upgraded to version 14.0.3.

Your Cisco Unified Attendant Console Standard version	Can be directly upgraded to version 14.0.3
11.0.x - 14.0.x	Yes

New and Changed Features

Cisco Unified Attendant Console Standard version 14.0.3 is a minor release that includes these new features and enhancements:

- Platform support
  - Windows 11 (Desktop Mode)
  - Microsoft .Net 8 Desktop Runtime 8.0.10 (x64)
  - Microsoft Visual C++ 2022 Redistributable
- TLS 1.3 support
  - AXL communication with Cisco Unified Communications Manager (CUCM), and the IM Presence feature both support the TLS 1.3 protocol. This enhancement is compatible with CUCM and CUPS versions 15.x and later.
- Accessibility improvements
- Persistent and dedicated Hosted Virtual Desktop (HVD) support
- Updated third party components; for more information, see Third Party Components.

New and Changed Features in Version 14.0.2

Cisco Unified Attendant Console Standard version 14.0.2 is a minor release that includes these new features and enhancements:

- Platform support
  - Microsoft .Net Framework 4.8 upgrade
  - Microsoft Visual C++ 2019
- Call control experience
  - Enhanced call tag behavior – In scenarios where multiple directory contacts share a number, call controls executed against any one of the matching entries will present the selected contact name in any active call tag and within the Call History panel.
  - Call History pane enhancements:
    - Redirected By column added to call history panel to help users quickly identify originating hunt pilots or redirected calls
    - 'Unknown Caller' and 'Unknown Destination' now presented as 'Unknown'
    - Time format toggle allowing for display of hh:mm:ss or hh:mm
  - Evaluation Licensing Enhancement – Console client centralized licensing functionality and licensing portal bulk activation support extended to evaluation licensing.

New and Changed Features in Version 14.0.1

Cisco Unified Attendant Console Standard version 14.0.1 is a major release that includes these new features and enhancements:

- Platform support
  - Cisco Unified Communications Manager compatibility updates. For more information, see Cisco Unified Communications Manager Compatibility.
- Refreshed console user interface
  - New architecture, delivering better performance and laying a solid foundation for continued product advancement
  - New color scheme
  - Design tweaks to make the most use of screen real estate
- Persistent and Dedicated Hosted Virtual Desktop (HVD) Support
- Administrative enhancements
  - Centralized licensing - the ability to point installations to a network location for the purposes of writing registration data and importing product licensing. This advancement gives administrators the flexibility required to manage licensing without requiring access to end-user workstations.
  - Silent install package - instructions and baseline batch files are packaged with application installer.
  - Audit Logging

Builds

Component builds

Application	Component	File name	Version
Cisco Unified Attendant Console Standard	Main application	Cisco Unified Attendant Console Standard.exe	14.0.3.712-a66890f
	Telephony driver	ASTAPI2x.dll	14.0.3.43-5c32078
	SSO driver	CiscoSSOConnector.dll	14.0.3.99-693dce6
	Licensing driver	LicensingComponent64	14.0.3.35-d301b79
	SQL Lite driver	SQLite.Interop.dll	1.0.118.0
	Audit driver	AuditComponent.dll	14.0.3.232-ecba2cd
	Presence driver	XMPPConnector.dll	14.0.3.21-b55cb0f
	AXL driver	AXLDriverLib.dll	14.0.3.232-ecba2cd

Third Party Components

New and updated component names are prefixed with an asterisk.

Component	Version	License Type	License Link
*SQLite	1.0.118	Public Domain	SQLite Warranty Of Title
*Log4net	2.0.17	Apache License 2.0	Log4net License Information
*OpenSSL	OpenSSL-3.0.9	Apache License 2.0	OpenSSL License Information
*Microsoft Entity Framework Core	8.0.3	MIT	Entity Framework License
*Microsoft.Bcl.AsyncInterfaces	8.0.0	MIT	AsyncInterfaces License
*Microsoft.CSharp	4.7.0	MIT	CSharp License
*Microsoft-WindowsAPICodepack-Core	1.1.5	Custom License	APICodepack License
*Prism Library	8.1.97	MIT	Prism License
ZLib	1.0.3.0	BSD	ZLib license
jabber-net	2.1.2	GNU Lesser General Public License (LGPL), version 3	Jabber-net License

PC Hardware and Software Requirements

The PC running Cisco Unified Attendant Console Standard has the following minimum hardware requirements:

- 2.4 GHz Core 2 Duo
- 4 GB RAM
- 10 GB available hard drive space
- 100 Mbps network card, connected to the same network as Cisco Unified Communications Manager using TCP/IP
- Monitor with a minimum resolution of 1440x900
- Keyboard with 10-key number pad

Operating System Support

Cisco Unified Attendant Console Standard is supported under the following operating systems:

- Windows 10 (Desktop Mode)
- Windows 11 (Desktop Mode)

Note Cisco Unified Attendant Console Standard is not supported on any 32-bit operating systems.

The following third-party applications are required. If they are not installed on the PC prior to executing the Cisco Unified Attendant Console Standard installer, they will be automatically installed.

- Microsoft Visual C++ 2010 and 2022 Redistributable
- Microsoft .NET 8 Desktop Runtime 8.0.10 (x64)
- Microsoft .NET Framework 4.8

Note During the installation of Microsoft Visual C++ 2010 and 2022 Redistributable, the system may require a reboot. After the reboot, the installation will continue automatically.

Virtual Desktop Support

Cisco Unified Attendant Console Standard supports Persistent and Dedicated Virtual Desktop infrastructures, including:

- Citrix Virtual Desktops (Standard, Advanced, and Premium) version 7.24
  - requires Persistent and Dedicated configuration; see Citrix product documentation.
- VMware Horizon (Standard, Advanced, and Enterprise)
  - requires Persistent and Dedicated configuration; see VMware Horizon documentation.

Support is not extended to virtual application infrastructures, non-persistent virtual desktops, or to shared/floating user profiles.

To review testing environment details, test criteria and test output, see the *CUAC Standard VDI Interoperability Guide*.

Screen Reader Support

Cisco Unified Attendant Console Standard has been successfully tested with NonVisual Desktop Access (NVDA) and Microsoft Windows Narrator.

Caution For more information, see Open Accessibility Caveats.

Network Requirements

The computer running Cisco Unified Attendant Console Standard must provide TCP/IPv4 and must be able to access the Cisco Unified Communications Manager and the Cisco Unified IM&P Server/Cisco WebEx Server. Refer to the *Cisco Unified Attendant Console Standard Installation and Configuration Guide* for a list of UDP and TSP ports leveraged by Cisco Unified Attendant Console Standard.

Round Trip Time

The maximum Round Trip Time (RTT) for TAPI communication between Cisco Unified Attendant Console Standard and Cisco Unified Communications Manager is 80ms. For more information, see the Cisco Solution Reference Network Design.

Directory Scalability

Cisco Unified Attendant Console Standard directory supports 5,000 contacts. The best practices to minimize the impact on Cisco Unified Communications Manager, if configured as the directory source, are the following:

- Reduce the directory synchronization frequency. Consider syncing the directory once a day.
- Disable Auto Sync Startup and rely on the defined sync interval. If you have multiple Cisco Unified Attendant Console Standard users that log in to the application around the same time, stagger the directory sync intervals.

CTI Scalability

Cisco Unified Attendant Console Standard supports monitoring 5,000 lines for the purpose of logging in to the application and presenting busy lamp status for directory contacts. Though there is not an enforced limit on the number of devices that can be associated with the application user, performance may degrade once the tally exceeds 5,000 lines.

The number of monitored lines is calculated by totaling the number of lines across all monitored devices and the number of call park devices.

For example:

- 2,450 devices are associated with the Cisco Unified Attendant Console Standard application user
- Each monitored device has 2 lines. 2,450 devices multiplied by 2 lines equals 4,900 lines.
- 100 park devices
- Total of 5,000 lines being monitored (4,900 lines + 100 call park extensions)

In this example, although the console directory supports 5,000 contacts, users would only be able to present busy lamp status for 2,450 devices.

Directory Contact Jabber Presence

Cisco Unified Attendant Console Standard can retrieve Jabber presence status for directory contacts.

You can leverage a single user account for multiple installations. We recommend that no more than 100 Cisco Unified Attendant Console Standard installations share a single user account.

Supported authentication methods:

- Cisco IM and Presence Server: supports Cisco Unified Communications Manager End User and Single Sign On (SSO) authentication.

Note

Cisco Unified Attendant Console Standard supports the following single sign-on Identity Providers:

- Microsoft Active Directory Federation Services (ADFS)
- OpenAM
- Ping.

Cisco Unified Communications Manager Compatibility

The operating system and Cisco Unified Communications Manager (CUCM) version compatibility is summarized below:

CUCM Version	Windows 10 (Desktop Mode)	Windows 11 (Desktop Mode)
10.0(1)	Not supported	Not supported
10.5(1)	Not supported	Not supported
10.5(2)	Supported (10.5.2.14900-16 or later)	Not supported
11.0(x)	Supported (11.0.1.22900-14 or later)	Not supported
11.5(1.13032-4) or later	Supported	Not supported
12.0(1)	Supported	Not supported
12.5(1)	Supported	Not supported
14.0(1)	Supported	Supported
15.0(1)	Supported	Supported

Phone Requirements

Cisco Unified Attendant Console Standard user and end-point device support. Refer to the *Cisco Unified Attendant Console Standard Installation and Configuration Guide* for details regarding shared lines and extension mobility.

Term	Description
Full	Console user device and BLF status for directory contacts
Console User	Console user device only
BLF Status	BLF status for directory contacts only
Not Supported	Tested, but not supported
Not Tested	Not tested, therefore no formal support
^x	Reference footnote

Device Type/Phone Model	Supportability	Device Type/Phone Model	Supportability
3905	Not Supported	7960	Full
6901	Not tested	7961	Full
6911	Full	7961G-GE	Full
6921	Full	7962	Full
6941	Full	7965	Full
6945	Full	7965G	Full
6961	Full	7970	Full
7811	Full	7971	Full
7821	Full	7975	Full1
7841	Full	8811	Full
7861	Full	8841	Full
7902	Not tested	8845	Full
7905	Full	8851	Full
7906	Full	8851NR	Full
7910	Full	8861	Full
7911	Full	8865	Full
7912	Full	8865NR	Full
7915	Full	8941	Full
7916	Full	8945	Full
7920	Full	8961	Full
7921	Full	9951	Full
7925	Full	9971	Full
7925G	Full	Calling in Webex Teams (Unified CM)	Full
7925G-EX	Full	Cisco Jabber for Android	Not Supported
7926	Full	Cisco Jabber for iPad	Not Supported
7931	Full[2]	Cisco Jabber for iPhone	Not Supported
7940	Full	Cisco Jabber for Mac	Full[3]

Device Type/Phone Model	Supportability	Device Type/Phone Model	Supportability
7941	Full	Cisco Jabber for Windows	Full[3]
7941G-GE	Full	DX70	Full
7942	Full	DX80	Full
7942-G	Full	DX650	Full
7945	Full	IP Communicator	Full
7945G	Full		

1. Using this device to sign into the application requires the maximum calls setting in Cisco Unified Communications Manager to be set to a minimum of two.
2. If **Log in to hunt groups at sign in** is selected, the device will reset as part of the login process.
3. Both standard Jabber installations (locally installed on the operator computer) and VXME installations (installed in a VXME environment) are supported as console user devices and end points.

Resolved Caveats

Cisco Unified Attendant Console Standard version 14.0.3 has the following resolved caveats.

Bug ID	Description
CSCwn63383	CUAC standard missed calls have an incorrect callback number in the operator console.
CSCwf67758	Customer unable to leverage 'Esc' key as a keyboard shortcut
CSCwk62037	CUAC transfer button greyed out on highlighted contact

Resolved Accessibility Caveats

Cisco Unified Attendant Console Standard version 14.0.3 has the following resolved accessibility caveats.

Bug ID	Description
CSCvx74411	Accessibility - Contact search results are not read

Open Caveats

Cisco Unified Attendant Console Standard version 14.0.3 has the following open caveats.

Bug ID	Description
CSCvx73299	Unable to Open "Add Contact" screen from Directory if Swap the PDG
CSCwn58564	Presence Server SSO user test connection failure when trying to change Redirected number multiple time on Operator Details screen.
CSCwn58553	Redirected information is not getting written in call history intermittently for call forwarding scenario..

Open Accessibility Caveats

Cisco Unified Attendant Console Standard version 14.0.3 has the following open accessibility caveats.

Bug ID	Description
CSCvx74422	Accessibility - Invalid extension error message is not read
CSCvx74415	Accessibility - Extension list not read at login screen
CSCvx74400	Accessibility - Redirected by information is not being read

Obtaining the Software

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

Related Documentation

Cisco Unified Attendant Console Standard has the following product documentation:

- *Cisco Unified Attendant Console Standard Installation and Configuration Guide*
- *Cisco Unified Attendant Console Standard Quick Reference*
- *Cisco Unified Attendant Console Standard Help*

You can access the latest documents at Cisco Unified Attendant Console Standard Documentation.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation:

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

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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 an email to export@cisco.com.

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