Release Notes for Cisco Smart CallConnector Server, Advanced Client, Toolbar; Version 2.2

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Contents

These release notes describe the following topics:

Introduction

Cisco Smart CallConnector Release 2.2 includes updates for all the CallConnector components including the Operator, Advanced Client, Toolbar and Server. This release note provides information on the enhancements and changes for all of these Smart CallConnector products.

UCC vs. SCC Branding

The Cisco CallConnector family is deployable in two identical versions – Smart CallConnector for UC500 with support from S-TAC and Unified CallConnector for CME on ISR supported by Multi-Service TAC. The CallConnector software is the same, the branding in different names is to support the different ordering SKUs and support channels.

Supported CallConnector Versions

CallConnector Release versions 2.1 and this Release 2.2 will be the supported versions. Users with older versions will be required to upgrade to the current version to receive technical support.

Summary of Smart CallConnector Server Updates

The 2.2 Release has updated Configuration Manager administrative utility for configuring the Cisco Smart CallConnector Server and includes enhancements/updates all of its server components. The 2.2 release contains the following major enhancements:

- Updates to Configuration Manager to support Flex licenses for the Advanced Clients in the Local License Management.
- Support for the 2.2 release of the Smart CallConnector Advanced Client and Smart CallConnector Operator.
- Upgrades to the Smart CallConnector Server components specifically the Presence Server, CallController and Database Servers.
- Support for the newer UC500 images including CME 8.6
- Support for CME 9.0 for ISRs.
- Support for running the CallConnector Server on the SRE blade within the router

The Smart CallConnector Server supports UC500 and the ISRs running Cisco Communication Manager Express. Note – The term "router" in this document refers to the UC500/CME-ISR.

Updated Server Components

All the Smart CallConnector Server components have been significantly updated with enhancements and bug fixes. These are detailed in the sections below.

Smart CallConnector Advanced Client Enhancements

Cisco Smart CallConnector Advanced client is a desktop unified communications application that integrates the user's contact data in PC applications with the features of the Cisco Unified Communications platforms. SCC Server 2.2 is required for the Smart CallConnector Advanced Client Release 2.2. Primary enhancements and fixes are summarized below:

Support for running over VPN Connections

Release 2.2, includes by default, the option to automatically restart the Local SIP Server when the Advanced Client is run. Since the Local SIP Server can be started up with Windows, it can retain the original startup IP Address causing issues when the VPN

connection is established. The option added in Preference settings "Always Restart LSS" can be used to turn off this automatic restart.

German Localization

The Advanced Client now includes German language support. The display language can be selected at installation time or changed later from the language selection options.

License Management

The License Management has been enhanced to support switching between network adapters and also to support hosted virtual PC environments.

User Presence Status

The user presence status is set to unavailable, when the PC is shutoff without user logging off.

Support for Smart CallConnector Operator

Cisco Smart CallConnector Operator is an operator solution for the Cisco Unified Communication Manager Express (on UC500s). Easy to install, configure, and use, the application offers a fully customizable user interface, allowing operators to resize feature windows and place them anywhere on the screen to meet individual needs. Users can also choose to use a mouse or a customizable keyboard to access features and for deployment flexibility.

Enhancements and bug fixes include:

German localization

The Operator console now includes German language support. The display language can be selected at installation time or changed later from the language selection options.

Call Queue Displays for Parked Calls

Several issues related to display of queued calls including the display of the parked calls in Queue window has been resolved.

Telephone Status Fixes

Includes updated to correct the display of telephone status.

Bug Fixes

All the bug fixes since release 2.1 have been included in this build.

Release 2.2 includes updated native x64-bit CallConnector Operator application for use with Outlook 2010x64. The x64-bit CallConnector Operator Client is installed using the "For Outlook x64 Only" Advanced Client installation file.

Smart CallConnector Toolbar Enhancements

Cisco Smart CallConnector Toolbar provides basic call control capability from toolbars in Outlook and Internet Explorer. Primary enhancements are summarized below:

Support for Toolbar in Outlook x32 in Windows x64

A new installation file has been added to install the x32 bit toolbars in a Windows x64 bit machine.

Incorporates latest CME TSP

Install files incorporate the current version of the CME TSP (TAPI driver).

Bug Fixes

All the bug fixes since release 2.1 have been included in this build.

Compatible UC500/CME Versions and Phone Models

Please see datasheet for the latest compatibility information. Version 2.2 is certified for the following versions of UC500/CME and IP Phone types

> NOTE: CALL PARK SYSTEM APPLICATION MUST BE TURNED OFF. Some CallConnector Operator console and telephone status features are impacted by this parameters setting.

UC500/CME Version	Cisco IOS Release/UC500 Software Pak
7.1	15.0(1)M
8.0	15.0 XA; SW PAK 8.0
8.1	15.1.T2 ; SW PAK 8.1
8.5	15.1.T3 ; SW PAK 8.5
8.6	15.1(4)M; SW PAK 8.6
9.0	15.2(2)T (for CME-ISR)
9.1	15.2(4)M (for CME-ISR)

Cisco Smart CallConnector generally supports most UC500/CME SCCP IP phones, including the ones listed below, but note the exceptions in the "Models Not Supported" table below:

IP Phone Types	Supported IP Phone Models
SCCP IP 79xx Phones	• UC500/CME IP Phones 7912, 794xG, 796xG, or 797xG Series IP Phone for media handling (SCCP Only)
SCCP IP 69xx Phones	• UC500/CME IP Phones 694xx Series IP Phone for media handling (SCCP Only)
SPA Phones	• Cisco SPA 5xx and SPA 3xx IP Phone for media handling (SCCP Only)

Note:

1. The Cisco IP Phones models have differing call handling capacity. Capacity here refers to the number of calls received or made per second. The Smart CallConnector Client and Operator's phone must have the capacity to handle the incoming call volumes. Call volumes exceeding the phone's capacity is known to cause delays in presenting calls, and resetting of the phone or setting the DNs to the Busy/Down state.

2. The Smart CallConnector displays telephone status based on DNs. These DNs can be associated with any phone type, including SIP Phones.

Cisco Smart CallConnector does not support the following UC500/CME IP phones. .

IP Phone Types	IP Phone Models Not Supported
SCCP IP Phones	• UC500/CME IP Phone 7902, 793x, and 7985
SIP IP Phones	**• SIP phones are not supported.**
Analog Phones with Adapters	• Cisco ATA 186, Cisco ATA 188 and Cisco VG200 Series Analog Gateways with SCCP FXS ports are not supported.

Compatibility – Hardware and Windows Operating Systems

The PC and the Windows operating systems must meet the minimum requirements for the Smart CallConnector products and must be the supported versions. Both 32-bit and 64-bit versions of the PC hardware and Windows Operating systems are supported for the Smart CallConnector Operator and the Smart CallConnector Server in the server mode. (Note: The x64-bit versions of the Smart CallConnector Clients (Advanced, Personal or Operator) must be used for PC with Outlook 2010 64-bit.

Cisco CallConnector	Windows Operating System
Smart CallConnector Advanced Client, Smart CallConnector Operator and Smart Personal Client	• Microsoft Windows XP Professional (SP 2 or later) • Windows Vista • Windows 7 • Both x32-bit and x64-bit Windows supported
Smart CallConnector Server	• Microsoft Windows XP Professional (SP 2 or later) • Windows Vista • Windows 7 • Windows Server 2003 or 2008 (recommended) • Windows Small Business Server • Windows 2008 Web Server • Both x32-bit and x64-bit Windows Servers are supported

Note:

1. The CallConnector clients (Advanced and Operator) are not supported on the following OS/Apps:

   - Windows 2008 is not supported.

   - Outlook 2013 is not supported

   - Internet Explorer 10 is not supported.

The Smart CallConnector Server can also be installed on the following virtual machine environments.

Virtual Machine	Computer System - Hardware
VMWare	• Multi-core processor with Intel® Virtualization Technology (2.66 GHz or faster) • Minimum 4GB for sites up to 25 users • Minimum 8GB for sites up to 75 users
Microsoft Hyper-V	• Multi-core processor with Intel® Virtualization Technology (2.66 GHz or faster) • Minimum 4GB for sites up to 25 users • Minimum 8GB for sites up to 75 users
Microsoft Virtual PC	• Multi-core processor with Intel® Virtualization Technology (2.66 GHz or faster) • Minimum 4GB for sites up to 25 users • Minimum 8GB for sites up to 75 users

The Smart CallConnector Server requires the following minimum hardware configuration:

Parameter	Description
Disk Space	• Smaller Sites (up to 25 users) 2 GB free hard drive • Sites with 25 to 75 users 4 GB free hard drive • Sites with greater than 75 users 8GB free hard drive
Hardware (Processor)	• Smaller Sites (up to 25 users) Multi-core (2.66 GHz or faster) • Sites with 25 to 75 users 2.66 GHz or faster Quad-Core • Larger sites with greater than 75 users: Dedicated quad-core 3-GHz or faster processor
Memory	• Smaller Sites (up to 25 users) 4 GB system memory • Sites with 25 to 75 users 8 GB system memory

Please see Smart CallConnector Server datasheet for the latest information.

Smart CallConnector Server License and Deployment Options

The following licenses are required for

- Single UC500/CME-ISR with less than 8 Advanced clients:
  The SCC Server is installed on the Server Machine and up to eight Advanced clients installed on the user's PCs (One SW-SCC-SERVER)

- Single UC500/CME-ISR- with more than 8 clients:
  The SCC Server is installed on the Server Machine; Additional User Licenses are added from the Server License Management page; Advanced clients installed on each of the user's PCs (One SW-SCC-SERVER + (# of Users -8)/8 L-SW-SCC-8ADVANCED)

- Single UC500/CME-ISR- with both Advanced Clients and Operators:

The SCC Server is installed on the Server Machine; User Licenses are added from the License Management page and the Advanced clients installed on each of the user's PCs; Operator clients installed on Operator's PC (One SW-SCC-SERVER + (# of Users -8)/8 L-SW-SCC-8ADVANCED + L-SW-SCC-OPERATOR* number of operator positions)

- Multiple CME-ISR:
  As above, with additional routers added to the Server configuration.

The following table displays the software and support licenses required for Smart CallConnector Server and Operators. You will need Cisco Support service SKUs for UC500 and SMARTNet TAC support SKUs for CME-ISRs. Table below indicates the Smart CallConnector Server SKUs for the different UC500 product configurations,

Required Product	Software SKU	Quantity	SMARTNet Support	Quantity
Smart CallConnector Server (includes 8 Advanced Clients)	L-SW-SCC-SERVER	1	CON-SBS-SVC4	1
One CallConnector Operator	L-SW-SCC-OPERATOR	1	CON-SBS-SVC3	1
Two CallConnector Operator	L-SW-SCC-OPERATOR	2	CON-SBS-SVC3	2

The following table displays the quantities of software and support licenses required for different numbers of Advanced Client users. You will need Small Business Support Service SKUs for UC500 and MS-TAC support SKUs for CME-ISRs. Table below indicates the Smart CallConnector Server SKUs for the different UC500 product configurations,

| Number of Users	Software SKU	Quantity	Pro-Service SKU for UC500	Quantity
Up to 8 Users	Not Required	0	Not Required	0
9-16 Users	L-SW-SCC-8ADVANCED	1	CON-SBS-SVC3	1
17-24 Users	L-SW-SCC-8ADVANCED	2	CON-SBS-SVC3	2
25-32 Users	L-SW-SCC-8ADVANCED	3	CON-SBS-SVC3	3
33-40 Users	L-SW-SCC-8ADVANCED	4	CON-SBS-SVC3	4
41-48 Users	L-SW-SCC-8ADVANCED	5	CON-SBS-SVC3	5
49-56 Users	L-SW-SCC-8ADVANCED	6	CON-SBS-SVC3	6
57-64 Users	L-SW-SCC-8ADVANCED	7	CON-SBS-SVC3	7
65-72 Users	L-SW-SCC-8ADVANCED	8	CON-SBS-SVC3	8
73-80 Users	L-SW-SCC-8ADVANCED	9	CON-SBS-SVC3	9
81-88 Users	L-SW-SCC-8ADVANCED	10	CON-SBS-SVC3	10
89-96 Users	L-SW-SCC-8ADVANCED	11	CON-SBS-SVC3	11
97-104 Users	L-SW-SCC-8ADVANCED	12	CON-SBS-SVC3	12

Please see Cisco Smart CallConnector Server datasheet for the latest information.

Multi-Site Deployments

The CallConnector Server can be configured to support multiple sites or branch offices. This allows CallConnector clients to be deployed across the branch offices. Configuration rules include:

- One Smart CallConnector Server can support Multiple UC500/CME-ISRs (Max 5 UC500s)
- CallConnector User can be configured to access a phone on any router (Overall User Max 250)
- Presence (Availability, Location and Telephone) status is displayed across all the locations
- Requires provisioning of each router and corresponding Smart CallConnector Server configuration.

Note: Please see Open Caveats related to telephone status on multiple router configurations.
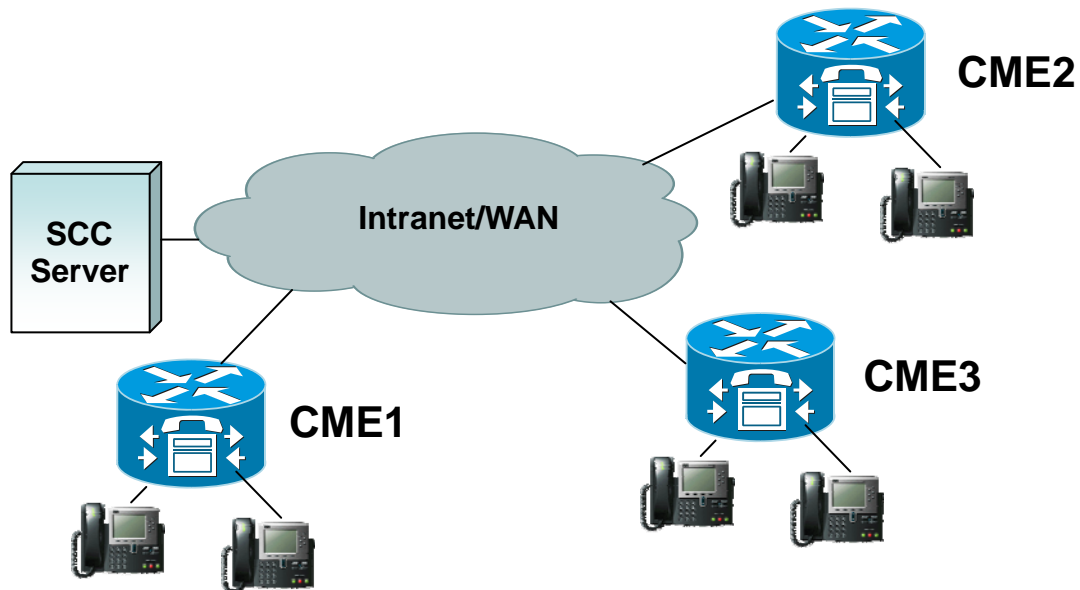
Multiple UC500/CME-ISR for SCC Server

Smart CallConnector Server Installation

The Smart CallConnector Server, version 2.2 installation program has been updated. Enhancements include:

- This installation uses the Windows 4.5 Installer. If this is version is not found on the PC, then it will be installed. (Reboot is required).

- The Smart CallConnector Operator (Standalone) and the Smart CallConnector Server require Microsoft .NET 2.0 or greater environment. If this is not found on the PC, then it is downloaded and installed. This requires Internet access and a PC reboot.

- Localization of the installation GUI is not supported. Selection of display language other than English will show incorrect field labels.

Note: Multiple CallConnector products cannot be installed on the same PC (Windows OS). If multiple products have been installed, they may need to be removed using the Microsoft Windows Installer Cleanup utility before new CallConnector software can be re-installed.

Information Required for Installation

The following information is required for the Smart CallConnector Server installation.

- Admin or Power User Account on Server PC: The installation must be run under a Windows account with local administrative rights to allow the service application to be added and registry changes to be made.

- Internet Access to the Software Download Site: Installation files can be downloaded from the Cisco software download site. Note you will require a CCO Account that has a support agreement associated with it.

- IP Connectivity to the UC500/CME-ISR: The Server PC needs to connect to the UC500/CME-ISR providing the telephone service. You will need the IP address of both the UC500/ISR and Cisco Unity Express.

- Executive-Level Telnet Account: After the installation, the CallConnector configuration program connects to the UC500/CME-ISR to download the phone configuration information and if necessary make changes. It uses the Telnet and HTTP access to the UC500/CME-ISR.

- Configuration of Required User and Operator Features on the UC500/CME-ISR: The required phone and telephony features/services should be configured on the UC500/CME-ISR prior to the installation and configuration of the Smart CallConnector Server. See Required UC500/CME-ISR Configuration for the Advanced Client and Operator.

- PAK ID: This is a number sent with the purchase of the Smart CallConnector Server. It is used together with information from your personal computer to register and activate the license from the CallConnector Software License site.

- Internet Access the CallConnector License Server: The Smart CallConnector Server application requires the license to be registered.

Selecting the Local Network Adapter

Most new Server PCs have two or more network adapters. During installation, you have to select the IP Address (and the associated network adapter) that is accessible from the user's computers. All the user's PCs need to have a non-NAT (Network Address Translation) access to the server PC IP Address over both TCP and UDP transmissions.

Static IP Requirement

The Smart CallConnector Server PC or Standalone Operator installs **must have a Static IP Address**. If for some reason this IP address changes, then you must run the Configuration Manager and from the Setup Router and Servers→ Server Options page, select the new IP address and Save the changes.
Then restart the Smart CallConnector Services to apply the changes to the services.

UC500/CME-ISR IP Address Incorrect or Changed

The UC500/CME-ISR IP Address is entered during the installation. This address is not verified at this time. If you have entered an invalid address, then from the "Manage Routers and Servers" page in the Configuration Manager, you will need to delete the router by pressing the Delete Router button and add in a new router (UC500/CME-ISR) with the correct information.

Licensing Activation Options

During installation, two license activation options are presented - Trail License for 45 day evaluation and Registration of the PAKID.
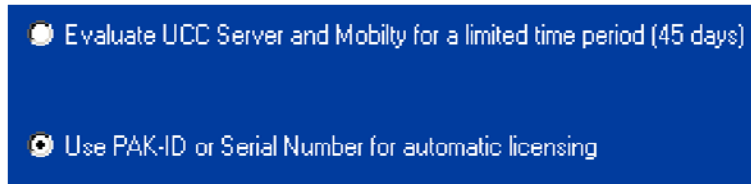
Evaluation/Trial License

You can run the Smart CallConnector Server in the evaluation/trial mode for a period of 45 days. In the trial mode up to eight Advanced client can be used. The trail license can be converted to a full license from the Configuration Manager.

On-Line License Registration

When you purchase the Smart CallConnector Server, an email with the PAKID is send to you. This is the Server license. Select the option "Use PAK ID or Serial Number for automatic licensing" option and enter the PAK ID, then click on Activate. The Result code =Success indicates that the license has been activated.

The Off-Line Licensing option method to use a SWIFT License File can be accessed from the Advanced Activation button as shown above.

Note: The Off-Line Licensing the SWIFT method is not supported on x64-bit Windows OS or on Virtual Machine environments.

Installing on VMWare Systems

- Virtual machine environments are supported for the Smart CallConnector Server only. Deployment of Operator Standalone on VMWare not recommended.

- The License Activation checking is not performed during the installation, but when the Configuration Manager is first run. Note - internet access required.

- The Server installation is locked to the Cisco Router that was specified during installation.

- If this router is replaced, then the license checking will fail and you will need to contact TAC or Cisco CallConnector team to reset. Provide the PAKID or CallConnector serial number and the registering email address to the clear the condition.

- Off-Line Licensing using the SWIFT method is not supported.

Running the First Time

When installation has completed, restart the Server PC.

- Configuration Manager is the Server Setup Utility. This is automatically started after installation. If not running, then start it from Program Files->Cisco Systems-> Smart CallConnector Server.

- Changing login account or server IP address requires re-boot. Connection Error may also require re-boot

- Trail vs. Full-License: The Login dialog displays number of days left. If the trial period has expired, you will be prompted to enter the PAK-ID or serial number

- Default Administrator username = cisco and Password = cisco. Click on Login.

- If you get the message "Establishing Connection to Database" and it does not clear; Try restarting the CallConnector Services from Windows Services

> Note: You need to have one user account of type "admin". The default cisco account is an administrative account. You can change the user name from the Configuration Manager and/or you can make another user an administrator. ONLY USERS WITH AMINISTRATIVE RIGHTS CAN LOG IN TO THE CONFIGURATION MANAGER

CallConnector Server Service Applications

The CallConnector Server applications include the following:

- Database Server – provides SIP-based access to the user profile and configuration, directory data and read/write access to CME configuration

- CallController Server maintains all the SCCP connections to the CME. Clients receive call state information and can send commands to make, answer calls

- Presence Server includes Radius Server. It receives telephone status information from CME, maintains and broadcasts presence, location and phone status to the clients

- Instant Message Server enables the group chat features for clients; One-to-One IM is peer-to-peer

- SIP Server is a standard SIP registrar; System Tracker supports error recovery by notifying service up/down

The application and the debug file names are shown in the table below:

Server Application	Application File Name	Debug Trace File
Database Server	ccDatabaseServer	ccdatabaseserver.log
CallController Server	ccCallControllerServer	cccallcontrollerserver.log
Presence Server	ccPresenceServer	ccpresenceserver.log, ccradiusserver.log
Instant Message Server	ccIMServer	ccIMserver.log
System SIP Server	ccSystemSIPServer	ccsystemsipserver.log
System Tracker	ccSystemTracker	ccsystemtracker.log
Local SIP Server	ccLocalSIPServer	cclocalsipserver.log

Upgrading Smart CallConnector Server

Smart CallConnector 2.2 Server does not support upgrade from Smart CallConnector Server 1.x. Please do not upgrade from CallConnector Server 1.5.0 or earlier versions. You will need to uninstall the current version and re-install the 2.2 Server.

Upgrading from 2.1 Versions

To upgrade from the 2.1 version:

1. Stop all server application from the Configuration Manager. Close the configuration Manager.

2. Run the Version 2.2 installation. The required files will be updated.

3. Re-start all the Server applications

Installing a Server for Customers with CallConnector Standalone Operator

If the customer site has the CallConnector Operator Standalone installed. Then this must be un-installed first and replaced with the CallConnector Operator Client instead. The Operator Standalone is comprised of the Operator client and the Server components. Changing a Standalone Operator to work in the client/server mode requires the server components to be removed and the operator client pointed to the CallConnector Server. This requires the un-installation of the Standalone Operator and installation of the Operator client.

Step 1. Write down the PAK-ID or serial number from the Server Wizard->Versions page and from the Popup About dialog accessed by right-clicking on the phone icon in the system tray.

Step 2. Make a record of any configuration information such as selected phone and user's contact data that you may require for the new install.

Step 3. Uninstall the Standalone CallConnector from the Control Panel.

Step 4. Create an operator account on the CallConnector Server and configure the required operator parameters.

Step 5. Install the Operator Client at the operator position and point it to the CallConnector Server IP Address with the operator user account that you have created.

CallConnector Configuration Manager

The primary objective of the new Configuration Manager is to simplify the setup of the CallConnector Server (and Operator). The required UC500/CME-ISR features for the user's phone should be configured using CCA (or CCP) and then the user and phone details can be downloaded to the Smart CallConnector Server. The same Configuration Manager is used to configure the Standalone CallConnector Operator console and the CallConnector Server.

Default Administrative Account

The Configuration Manager requires an administrative account to login. A default account is created during installation with the username "cisco" and password "cisco".

We strongly recommend:

1. There MUST be at least one administrative account on the CallConnector to allow the Configuration Manager to be logged in. The default admin account should not be removed unless a new administrative account has been created.

2. All user accounts are displayed in the Corporate directory – so the first name, last name, password and other contact details should be changed with the details of your system administrator. (The username – login account name cannot be changed).

3. If you have removed all administrator accounts and cannot log in, then contact TAC for a workaround.

4. When creating a new user, determine the user type, Admin for Configuration Manager access or Operator type. Don't change the default admin user to type Operator.

Synchronization with UC500/CME-ISR Configuration Changes

Any changes in the UC500/CME-ISR for the ephone, ephone-DN, ephone-hunt, dial plans require re-download of the phone configuration to the Smart CallConnector Server using the Configuration Manager.

To download the current router configuration, Open the Configuration Manager to the Setup Routers and Server section, select the Manage Routers tab, and select the desired router from the Router list if there are more than one router configured and then click on the Download Router Configuration button.

Note: With the version 2.1 of the CallConnector Server, the Configuration Manager can be scheduled to run at specified times to automatically download the router configuration and re-start the CallConnector Services.

Navigation Guides

The Navigation Guides provide detailed step-by-step instructions for completing a configuration task. Example of such tasks are Configuring the Server, Configuring a New Operator, Adding or deleting a CallConnector User etc. When you open the guide for a task, the navigation guide will take you to the required Configuration Manager page and provide

detailed instructions for the actions that are to be performed on that page. When you click on next it will take you to the next configuration step and to the appropriate configuration page.

We recommend that the navigation guides be used by the newer partners that may be unfamiliar with the Configuration Manager to accomplish their administrative tasks.

Required Basic Configuration on the UC500/CME-ISR

For UC 500 installations it is recommended and assumed through this document, that user is installing the Cisco UC500 using CCA. In addition it is assumed that user upgrades the UC500 system to 8.0.4 software pack before starting the Smart CallConnector Server installation. Appendix A provides information for setting the necessary access and accounting information via the CLI, required for SCC Server .

The following configuration must be provisioned on the UC500/CME-ISR to allow the Configuration Manager to connect with the router and download/write configuration data.

To setup the parameters required for CallConnector Configuration Manager to access the Cisco Router, perform the following steps:

SUMMARY STEPS:

1. configure terminal
2. ip http server
3. ip http authentication local
4. ip http timeout-policy idle 180 life 180 requests 86400
5. aaa new-model
6. username *username* privilege 15 password 0 *password*
7. line vty 0 9
8. transport input all
9. transport preferred none
10. privilege level 15
11. telephony-ser
12. no call-park system application
13. end

> NOTE: CALL PARK SYSTEM APPLICATION MUST BE TURNED OFF. Some CallConnector Operator console and telephone status features are impacted by this parameters setting.

DETAILED STEPS:

	Command	Purpose

Step 1	`configure terminal`
	Example:
	`Router# configure terminal`
		Enters global configuration mode.

Step 2	(Not required on UC 500 when configured through CCA)
	`ip http server`
	Example:
	`Router(config)# ip http server`
		Enables the Cisco web browser user interface on the local Cisco router.

Step 3	(Not required on UC 500 when configured through CCA)
	`ip http authentication local`
	Example:
	`Router(config)# ip http authentication local`
		Sets http server authentication method to local user authentication.

Step 4	(Not required on UC 500 when configured through CCA)
	`ip http timeout-policy idle 180 life 180 requests 86400`
	Example:
	`Router(config)# ip http timeout-policy idle 180 life 180 requests 86400`
		Sets http server time-out policy parameters.

Step 5	(Not required on UC 500 when configured through CCA)`aaa new-model` Example: `Router(config)# aaa new-model`	Enables the AAA access control system.
Step 6	(Not required on UC 500 when configured through CCA) `username` *username* `privilege 15 password 0` *password* Example: `Router(config)# username cisco privilege 15 password 0 cisco`	Creates a local user account with enough privilege to be used to access Cisco router http service.
Step 7	(Not required on UC 500 when configured through CCA)`line vty 0 4` Example: `Router(config)# line vty 0 4`	Required for Telnet session.
Step 8	(Not required on UC 500 when configured through CCA)`transport input all` Example: `Router(config-line)# transport input all`	Allow all protocols when connecting to the terminal server.

Step 9	`transport preferred none`
	Example:
	`Router(config-line)# transport preferred none`
		No preferred protocol to use.

Step 10	(Not required on UC 500 when configured through CCA) **privilege level 15	** This setting is required if the command prompt after logging in to the telnet session shows Router#. However, it's not necessary with User EXEC mode which shows Router>
Step 11	`no Call-Park system application`	"This setting is to remove call-park system application in order for telephony status to display properly after park/retrieve the park call"

Restrictions for Standalone

The Standalone Operator position includes the Smart CallConnector Server components. However, it is restricted to two operator accounts (primary and backup operator accounts) and one administrative account only. For this reason, import of CallConnector users is not available in the standalone deployment.

If you need to import contacts from the router, then use the Import Wizard and import contacts from the router to the corporate directory.

Dial Plan Changes

Advanced Client, Operator and Personal Client Version 2.2

All the dial plan changes and transformation are performed on the CallConnector Server. This means that the dialing and lookup rules have to be correctly setup and verified on the server. Dial plan changes are made once on the server and are then available to all the CallConnector client applications.

Older Versions of Personal Clients

When running in client/server mode, Smart CallConnector Server will perform number translation prior to sending the number to CME. Therefore, any number translation on the older SCC clients will be subsequently re-translated by the rules on the server-side. In order to have SCC client-side dial plan work with the server-side dial plan, the following must be configured:

- Country, Local Area Code, outside access code must be the on the clients and the server and equal the settings on the router to which the user's phone is connected.
- Outside access code for both local and long distance must be the same.
- Special PSTNs need to be added as 'Dial' and 'Lookup' translation rules on the server-side.

Even with the all the prerequisites in place, SCC client may still encounter the following problems:

- Lookup and display functions use client-side dial plan and will not be affected by any server-side translation rule. However, there will be discrepancies in term of number displaying between client-side and server-side.
  - PROBLEM: From IE & Outlook sidebar, an administrator can add a non-SCC contact with number formatted using client-side dial plan and can be different from that of server-side.

    SOLUTION: Use the same display format for both client and server.

- Dialing:
  - PROBLEM: If extension mask is not setup correctly at client-side, number will be dialed as international number with full access code. When server receives this number, it will perform a server-side translation on the already transformed number.
    SOLUTION: Set the extension masks to match the extension lengths on the server-side. For example, if the extension lengths are 3 and 4, the extension masks should be xxx and xxxx.

o   PROBLEM**:** Local Area Code rules will be overridden by server-side translation rules.

SOLUTION**:** All Local Area Code rules must be added from the server-side.

These issues are not encountered with the Advanced Client or the Operator as all dialing translations are performed on the CallConnector Server.

Setting Up Radius Parameters

Radius setup can now be performed from the Configuration Manager. From the Setup Routers and Serves→Setup Radius page, you can write the required configuration changes to the router.


The Radius Status check marks indicate if the radius parameters have been correctly configured on the router. If they are not configured an "X" mark will indicate error status.

Enter the desired Authentication key (Password) and click on Update Radius button.

Note: The default Radius port (1646) needs to be changed, if it is already in use (occupied) by another application. Find a free port (such as 1813 or 1815 or 1817), make the change and click on Update Radius.

Difference between CallConnector Users and Contacts

Contacts in the Corporate Directory can be a CallConnector User or a Non-User. For contacts that are Users, the CallConnector maintains database links to additional user configuration information in the system databases as shown below. When a contact is added from a Corporate Directory application, only the Corporate Directory database is updated with the new data, the system databases for the user information are not changed.
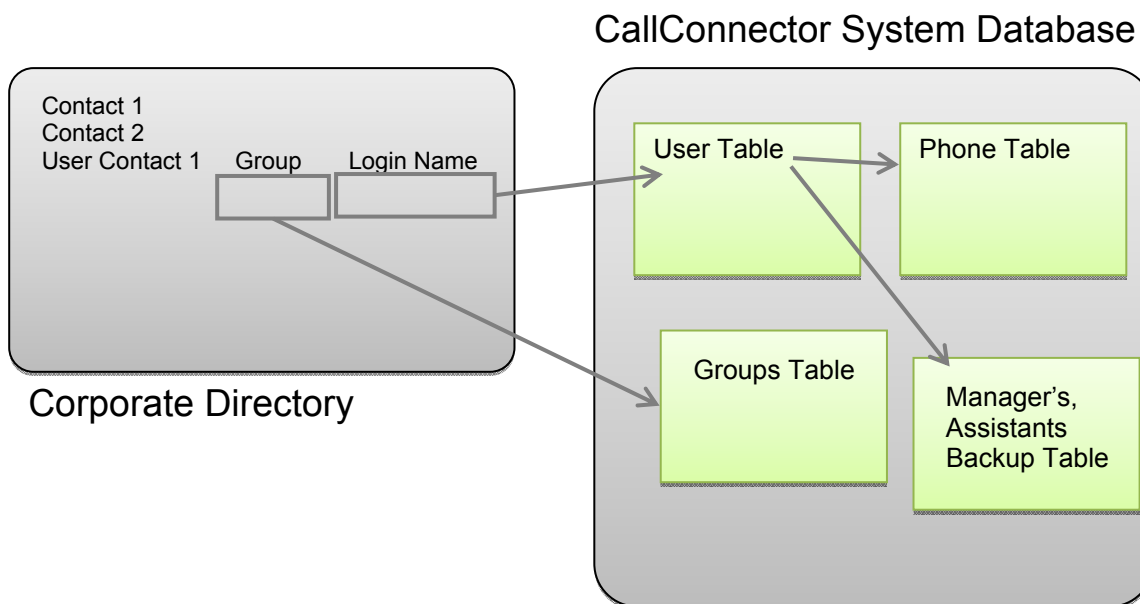

User in Corporate Directory Linked to Configuration Data in System Database

When added/imported to the CallConnector system, each user will be assigned a user account and an IP phone. The user contact information and organizational information is saved in the Corporate Directory. The system administrator can associate the user with the user's manager, assistant and backup person. The user is also assigned to a group/department.

Note: for Operator only installs, only one or two operators and one admin account are allowed. Do not add all UC500/CME users. Instead import them as contacts, see next section.

Importing Users

The CallConnector Users can be imported using the Import Wizard in the Configuration Manager from the router or from a CSV formatted text file. Import Users is only available in CallConnector Server.
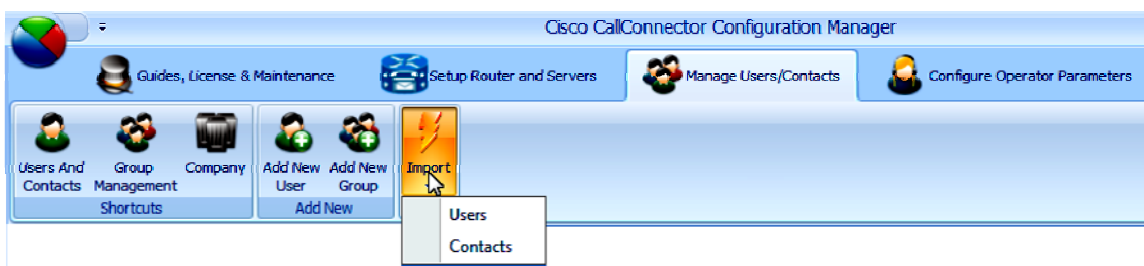
When importing users from the router, information from each ephone with a username and password is downloaded and added to CallConnector as a user. The first and last names are derived from the value associated with the name field of the first ephone-DN configured on the phone. The login username and password are same as set to be the same as the ephone.

Importing Contacts

Contact information can be imported from the router, text file or from a Outlook contact folder. Contacts imported from the router are derived from the ephone-DN configured on the router. The first and last names are derived from the name field of the DN, and the work number is from the number field of the DN.

When contacts are imported from a text file, make sure that the file is in the comma-delimited format and that the first row contains the field header information. The field mapping function in the Import Wizard uses this information to allow you to map the input fields to the fields of the corporate directory database.

Configuring Operator Parameters

Once a CallConnector User of type Operator has been configured, additional parameters are required to be setup for the operator console operation. These include:

1. Defining the call queues for the operators

2. Selecting the Park slots for use by the operators

3. Entering the system speed numbers for the operators

4. Selecting the page (overhead or IP phone page) numbers

Detailed provisioning and configuration steps for the Operator Parameters are provided in the Administrator's Guide.

Restart CallConnector Services

Once the configuration changes have been made using the Configuration Manager, particularly to the users, phone selections or when changes to the router configuration have been downloaded, the CallConnector Services have to be restarted to reload the configuration data.

Re-format Contacts/Users Phone numbers

Once the Dial plan changes have been made using the Configuration Manager, all phone numbers of Contacts and Users have to be re-formatted by clicking on the Format Numbers with Dial Plans button in Setup Router and Servers section.

Apostrophe Support

Currently Configuration Manager does not support apostrophe. When importing Users/Contacts, apostrophe will be stripped from imported data.

Username and login password are case insensitive

In the Configuration Manager, username and login password are case insensitive.

CallConnector Server License Management

Configuration Manager provides management interface for the Server licenses and for the Advanced Client licenses.

Converting Trial to Full-License

If the Server is using the Trial/Evaluation license, then these can be converted to fill-license.

Step 1. Select the Server in the License Management page in the Guides, License and Maintenance section of the Configuration Manager.

Step 2. In the fields below the Server Licensing table (on the left), enter the PAKID, email address.

Step 3. Click on the Activate Full-License button. Result=Success indicates that the activation is completed,

Adding Advanced Client Licenses

The Advanced Client Licenses are managed from the Configuration Manager. Each purchased L-SW-SCC-8ADVANCED SKU provides eight Advanced client licenses. Licenses are added from the **Additional Client Licenses form** on the right hand side of the License Management page. To add these licenses:

Step 1. Enter the Advanced Client PAKID in the form to the right of the Server table.

Step 2. Click on the Activate New License button. Result=Success indicates that the required Advanced client licenses have been added.

Step 3. Verify the licenses by clicking on the User Access Licenses item in the License Management folder and viewing the available licenses.

Managing Client Licenses

By default, the available client licenses are not reserved and are allocated to the Advanced Clients on a first come, first served basis when the client first logs in. Once a license has been

allocated, it is locked to that Advanced Client and the PC on which the client was installed. Administrators can view and manager the client licenses from the User Access License page of the Configuration Manager.

Notes:

1. The Advanced Client license quantities are checked against the purchase order. In the event there is a discrepancy, the Server license can be disabled.

2. The Advanced Client licenses are associated with the Server License. You will need to provide the Server PAKID and registering email address.

	Hostname	Reserved User	Status
	QUOC-PC		Active (Full)
	QADEPT-PC		Active (Full)
	CCDELLLAPTOP324		Active (Full)
	LAB-121006-HP		Active (Full)
	SDB8-PC		Active (Full)
	KEVADVCLIENT		Active (Full)
	TESTSVR-WIN7X64		Active (Full)
	TIANMIMI		Active (Full)
	CALLCOMM-CHU		Active (Full)
	OLDGATEWAY64-PC		Active (Full)
	SHTALUKD-WXP05		Active (Full)
	KHOADANG-PC		Active (Full)
	VMWINDOWS7-25		Active (Full)
	TESTSVR-WIN7		Active (Full)
	CALLCOMM-HENRY		Active (Full)
	TESTSVR-WIN7		Active (Full)
	VM-HP-ATTNCLNT		Active (Full)

Total Licenses: 32   Total Used Licenses: 32

License Management
License Activation
User Access License
Navigation Guides
License Management
Maintenance
System Status

Free Licenses   Reserve Licenses

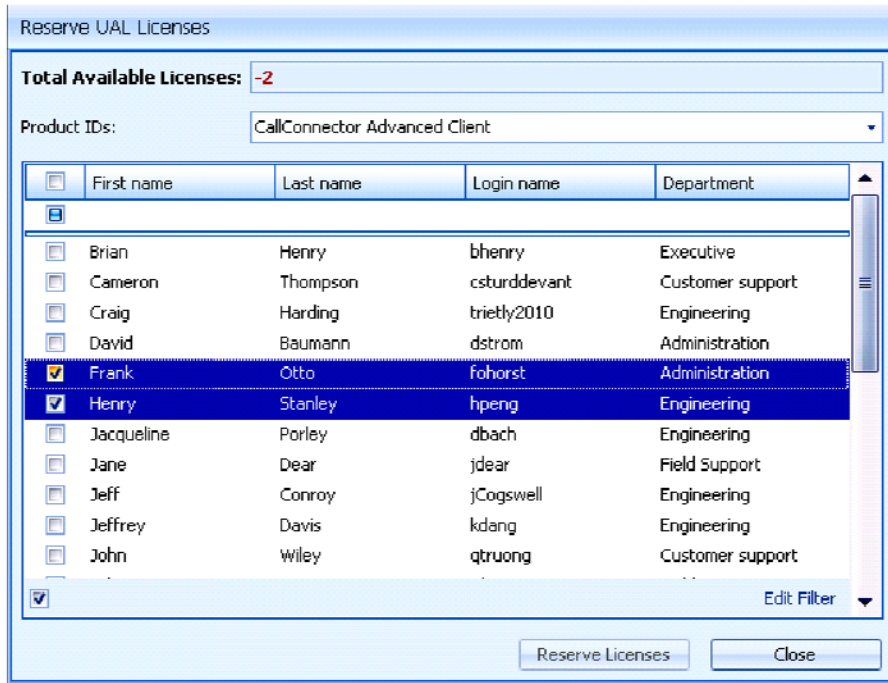To Remove and Free an Allocated License

Step 1. Click on the User Access License item in the License Management folder.

Step 2. Click on the checkbox to the right of one or more allocated licenses in the User Access License table. All the allocated licenses will have a Host Name associated with them.

Step 3. Click on the Free License button at the bottom of the table. The license allocation will be released and the licenses will become available for the next unregistered Advanced client to login

To Reserve a License for a User

Step 1. Click on the User Access License item in the License Management folder.

Step 2. Click on the Reserve Licenses button at the bottom of the page.

Step 3. Select on the checkbox to the left of the users for whom you want to reserve the licenses.

Step 4. Click on Reserve Licenses to reserve the licenses for these users, Note if you do not have sufficient available, unallocated licenses you will receive an error message.

Publishing Software Updates

This option allows an administrator make an newer version of the Advanced Client available for update. The Advanced Client software verified that the posted version is higher and copies and runs the installation program on the local PC.

- Advanced Client Checks for new version at login
- Publishing of Update is controlled by the Administrator
- Administrator can download and copy desired new version to shared drive and publish that for update.
- Clients copy the installation program to their local PC, run the install and exit the Advanced Client
- Client login needs to have local admin rights for the Automatic Software Update

To Publish a Newer Version

Step 1. Click on Guides, License and Maintenance Tab and click on the Maintenance Folder

Step 2. Click on Publish Software Updates item in the folder

Step 3. Copy new Advanced-Client Install file to shared drive

Step 4. Click on Browse button to select Install File

Step 5. Configuration-Manger will read version and file location. Click on Save

Step 6. New Version is available to clients

Step 7. To Stop Publishing, click on Reset

CallConnector Presence Server and Directories

The Presence Server is a multi-functional component of the CallConnector Server. It is a service application that send out presence and telephone status messages to the users in real-time.

Services Provided by Presence Server

The Presence Server provides the following services to the CallConnector client applications:

- Presence Server maintains the presence status of the users and propagates the state changes to all the subscribing clients.

- Presence Server manages access control to the presence information including enforcing policies related to which users/groups can receive this information.

- Presence Server includes a Radius Server that receives call state events from the router and translates that to telephone status messages to the clients

- Presence Server connects to Cisco Unity Express using SIP to receive the voice message waiting information and propagates that out to the users.

- Presence Server writes the call details to the log database from which users can view their missed, incoming and outgoing calls and the call detail reports can be generated.

- Presence Server receives the keep-alive messages from the clients and makes the users 'unavailable' if the keep-alive has timed out.

Pre-requisites for Displaying Telephone Status

Correct display of telephone status requires the following steps occur:

- CME/IOS is setup to send radius packets with caller/called numbers to Presence Server
- The caller and called numbers are converted to lookup format using dial plan. If dial plan is not setup correctly then the numbers received from radius will not be found in the set of the user's numbers. Note – the format of the numbers sent by radius can be different from the way numbers are displayed on the phone. Additional lookup rules can be added to enable this conversion.
- The caller/called numbers are looked up in Corporate Directory to locate a user (matched is performed work, work 2, home, mobile numbers)
- A telephone status update message is sent to the user whose contact numbers are in the radius messages.
- If there are multiple users with same matching number, message is sent to each user.
- Telephone Status message is sent only to the subscribed users
- Clients receive this message and update all GUI where status is displayed

Common Configuration Issues

- Server needs to be setup with a Static IP Address otherwise the messages from the routers cannot be received.

- Radius is not setup. In this case, the telephone status is not displayed at the CallConnector clients.

- The Dial Plan lookup numbers Is not setup correctly. Once the numbers received from Radius are converted they do not match the user's telephone numbers.

- Telephone numbers are not in the users corporate contact list.

- CallConnector client is not subscribed to the presence server.

Pre-Requisites for Rich Message Indicator

The Presence Server establishes a SIP subscription for each voicemail configured for the users. CUE sends detailed message waiting indications when new voice massages are stored. The Presence Server notifies the of the voice message details. This information is used to present the popup notification. If voice message notification is not being received, then check:

- User has a voicemail box defined.

- CUE is configured for sending rich voice message indication using SIP.

- Presence Server has setup SIP connections to CUE and is receiving the notify messages.

CallConnector Directories

The CallConnector clients support multiple directories. Of these, the data for Corporate, External and Personal directories is saved on the server and retrieved by the clients. Corporate and External directories are shared. Personal and Outlook contacts are personal to the user.

- Four Directories - Contact information in four directories—organizational with phone status display, external with import option from a comma-separated value (CSV) file or Outlook folder, Personal for your own contacts and buddies and Outlook Private Address List.
- Global search - Quickly locate a contact by entering the first few letters, for names, departments, or phone numbers of any entry in the directory.
- Multiple listed numbers - Multiple phone numbers are supported per contact; work, home, mobile, alternate, backup, and colleague's numbers.
- Phone & Presence status - The organizational directory shows UC500 phone status (idle, ringing, or connected) plus presence availability and location
- Integrated calling and messaging- Advanced Clients can dial numbers, transfer calls, and set up conferences from the directory. They can also send Email and SMS messages to contacts.
- Customizable views - Advanced Clients can customize how the directory information is presented by selecting the information fields to view and the display style—tabular or hierarchical. Show Avatar or non-Avatar Views
- Manage contacts - Advanced Clients can add, modify, or delete directory contacts in Personal and Outlook Directories.

CallConnector Bug Fixes

CallConnector Server 2.2 does not support the CallConnector Mobility Service. Single Number Reach is provided directly by the UC500/CME-ISR and configured via CCA (UC500) or Command Line Interface.

CallConnector Server 2.2 also does not support CME Extension Mobility feature.

CONFIGURATION MANAGER

Bug 1921: Activating the flex license to the Advanced Client needs to be pointed to the Advanced Server Licensing Option.

Root cause: Used wrong source file path
Fixed: Used Server source file path text field instead of the one for UAL
New Parameters:

   HasMultipleRouters registry key (dword) to 1 if there are multiple routers otherwise set it to zero (0).
   RemoveInvalidCall registry key (dword) to HasMultipleRouters value

Bug 1673: Customer created new departments in the department/group window. The importing csv file has those new department fields. However, after import the directory department field is set to default.

Root cause appears to be a hard coded list of groups in the import logic.

Bug 1674: When importing contacts to the external directory, the department field can be any valid text.
Root Cause: Currently this field is restricted to a fixed set/groups defined in group table.

Fix: The Contacts' Department will be set to Default if imported Department data does not match to any Department in "hard-coded" Departments in the list.
Change: for External Directory, there will be no constraint. For Corporate Contacts, checking will be done against loaded Department list from DB

Bug 1675: When the groups/departments in the Configuration Manager Group window are changed or deleted, this only changes the information in the group table. The corporate directory entry with that group information is not updated.

Fix: Update the Corporate Contacts' Department when Group(s) is updated/deleted. If a Group is deleted, all Corporate Contacts in that Group will be assigned to "Default" Group.

Bug 1676: The Corporate contacts editing window in the CM allows contacts to be added and edited. The department/group field is a text field in which any text can be entered. This should be changed to a pull-down list with the group/department names.

Fixed: Add/Edit Corporate Contacts, user can only select Department from loaded Departments list.

Bug 2043: Licensing events and exceptions are not written to the debug log files.

Fix:
- Write License logs to file ServerLicense.log
- Added log for Unhandled Exception
- Changed the way of loading Locations (in Dial Plan tab - Router info page)

Bug 1285: CM does not save the path for the associated products in auto-update. If we select the path for Advanced-Client x32 in Auto-update and save it. This path won't be changed for Advanced-Client x64bit.

Root Cause:
- Go to Auto-Update and select the path for Advanced-Client x32
- Scroll down to Advanced-Client x64, the path is the same or we select the path for x64bit installation file and switch back to x32 Advanced-Client, the path is shown for x64bit
Fix: Added Saved Path to make it less confusing

Bug 1300: Request to change the Active (Full) to Active (Full-License) for UAL licenses for clarity.

Fixed: Change text in User Access License page Active(Full) => Active (Full-License)

Bug 1307: Cannot successfully enter the SMTP Server IP address in CM. It displays .aa or . that caused the IP address invalid.

Fixed: Edited SMTP IP Address validation (support both IP + URL format)

New requirements:
- Implement 660: option to Pre-pend Long Distance area code
- Implement 663: add new Navigation Guide for activating additional UALs

Bug 1299: The UAL hostname are sometimes on top and sometimes in the middle in CM-User Access License page.
Fix: Sort UALs (descending order)

Bug 1210: Should we make CM version the same as Build version?
Fixed: Added Server version to the bottom of CM in addition to CM version

New feature:
- Support following functionalities in silent mode: Import all CME users

Bug 1273: UAL Advanced-Client licenses display as Active (Pending) for 8 Advanced-Client licenses come with Server based license as well additional UAL Advanced-Client licenses.

Fixed: Remove "Pending" text from UAL license status text
Changed text in License activation page
+ "Advanced Licensing Option" => "Advanced Client Licensing Option"
+ "Activate Trial" => "Activate Server Trial"

+ "Activate Full License" => "Activate Server License"
+ "Activate New License" => "Activate Client License"
+ "Advanced Licensing Option (to be used ..." => "Advanced Server Licensing Option (to be used ..."
  - In User Access License page -> Enhanced Server license info checking logic => cache it to avoid query Server license for each UAL

Bug 990: CM should not allow to add phones that have the same username on different routers
Fixed: Prevent user from adding phones that have the same username

Bug 1248: Once moving the time line in Company tab window, the error message pops up as Failed to save Working Start Time...
Fixed: fix SYsParm conflict between work hours, work days and Auto update IDs

New feature: Silent Mode automatic downloads and maintenance
Support following functionalities in silent mode:
    Download CME info of all Routers,
    Stop all servers, Start all servers,
    Compact all Database files
         Remove photo from Users/Contacts Info page
        Edited logic of showing Pending full license status
        -    Pending license with >= 10 days left => show as Activated Full License
        -    Pending license with < 10 days left => show as Pending license to remind end-user
        -    Pending license expired => show an error message

    Disable Next/Back buttons in Import Contacts wizard form while CM is importing contacts from CME

New Feature:
Checking Phone username/password before letting users to save selected phones

Bug 1044: Import users from CME, CM freezes if we click finish right after the import user Finish page appears. The finish page should not display until CM finish importing. I've attached the log files and screenshot in folder 1044. After this step, CM just freezes and has to kill to use CM

Fixed: Disable Next/Back buttons

Bug 1140: CM crashed after the Group filter selected is empty and save the configuration
Fixed: Clear data and switch to insert mode instead.

New Requirements:
    - Set User Department to "Default" if Department info is not available (for Insert User case only)
    - Change "Pending License Confirmation" text, UAL Trial Pending text

- Add help text for adding UAL
- Updated UCCUserCMEReader and UCCUserCSVReader => those fields that don't need to be updated will be set with value "IgnoreMePlz"
- Fix Importing Users from CSV logic => allow any custom Group/Department
- For Operator Standalone, hide UAL License Add panel
- ADDED Software Update for Operator client

ADVANCED CLIENT 2.2

Bug (Ver 1.1.60) "Failed to Restart SIP Services"

Fixed bug of showing "Failed to restart CallConnector SIP Service. Please restart your PC or contact your system admin" message.

Root cause: After requesting LSS to restart, Advanced Client waits only for 20secs. However LSS only restarts after being stopped for 14s. Moreover it takes a while for LSS to stop + start -> it will take more than 20s for LSS to complete restarting.

Solution: wait for 20secs -> then keep checking LSS service status every 2s (max 40 secs waiting)

Enhancement (Ver 1.1.59) Provide option to turn off always restarting LSS.
Added "Always restart LSS" option to Preferences -> allowing users to turn on/off this feature

Bug 1592: Duplicate license for the same PC using different networks: LAN, wireless, VPN. 3 Advanced-Client licenses in User Access License page if user A using 3 different networks.

Fixed: Avoid acquiring new UAL when MAC Address is changed. Note: if MAC Address is changed and username is changed as well -> new UAL will be acquired

Bug 2027 (Ver 1.1.57.12203) Resource ID conflict in Toolbar
- Fixed bug Resource ID conflict with Toolbar Sidebar resource file => causing Login Setting Preference page display wrong text
Root cause: ccUCCLanguage loads all Language DLLs -> ccToolbarSidebarLanguagePack DLLs has resource IDs 20000+) => only load Console*.dll files to avoid conflict.
=> require ccUCCLanguage.dll ver 2.0.8

Bug 2028 – Crash when Advanced Client quits.
Fixed crash when Advanced Client quits -> failing to save selected Language.
Root cause: Advanced Client tries to clean up GUI resources + update Presence status when Advanced Client instance is killed, This will crash if the user logs off Advanced Client or quits it => solution: only do this when the user logs off + shutdowns PC without exiting Advanced Client)

Bug 2029: Text cutoff in login page.

Fixed bug: Server IP + Username + Password (Login Page) are cutoff when user switches to other languages e.g. Deutsch => make those label Right-Aligned.

Bug 2030: Localized Log + Directory + VoiceView tabs (in Main Frame) (Edited SetLogTabTitle => don't allow Log control to control Log tab title any more.

Bug 2031: "Restore Default" button (in Font preference page) was not localized => used wrong variable.

Bug 2032: Login button text cut-off and other localization errors.

- Fixed bug: Login button text is cut off in some languages => adjust its size accordingly
- Localized "OK" + "Cancel" button in Preference Main Page
- "Play" button text is cut off in some languages => adjust buttons' size accordingly

Bug 2033: Add logic to update user presence status to Unavailable when the user logs-off/shuts-down PC

Bug 2034: Client type checking invalid detection of client version

Removed Client type checking code + removed Client type notification message displaying code (assume other party's client type is UCC Popup, use on message to determine client type) IM Control.ocx Fixes

Bug 2035: Contact presence status is not localized in Contact Chat window. IM Control.ocx Fixes

Bug 1438: Call Log window shows "00:00" duration in CSCtq63131 (LogControl.ocx Fixes)

Root cause: Log Control calculates the duration incorrectly

Bug 1595: Group row is not highlighted when group name has character like & < >

Bug 2036: Profile Form/Contact Form is not re-localized when language is changed
Enable admin and manager to add corporate and external contacts

Bug 1312: Rare case where contact look up info not displayed
    cause: timing issue between processing line query result and lookup result notification
    bug id: partial cause of bug [IN:001312] (ccUCCToolbarOutlook.dll)

Bug 1312: fix rare case where contact look up info not displayed
    cause: timing issue between processing line query result and lookup result notification
    bug id: partial cause of bug [IN:001312]

Enhancement in ccSIP

- Increased DiscoInfoTask Timedout to 10secs
- Retry DiscoInfoTask 3 times if it fails

- Bug 2037: Fix crash (case 162 - Assistly) when sending IM (with special characters e.g. characters in French)
Bug 2039: Phone status is stuck in "Connected" state (in Corporate Contacts directory) (ccSDKPresence.dll)

Bug 2040: Speed Dial Numbers missing after 11th number was added. (ccSDKDatabase.dll)

Fixes/Enhancements in ccOutlookRibbon.dll

- Recompile x86 file, somehow it was compiled incorrectly using x64 platform (since ver 2.6.18.4890) => causing Ribbon_OnLoad + OnTab_GetVisible callback functions not found.
Recompile x64 file as well to keep version consistent.

- Change all Resource IDs to absolute IDs
- Updated to use GetAvailableLanguages(file_prefix) -> prevent Language DLLs for other products in LanguagePacks folder (require ccUCCLanguage DLL ver 2.0.8.0)

- fix rare case where contact look up info not displayed
cause: timing issue between processing line query result and lookup result notification
bug id: partial cause of bug [IN:001312]

Fixes/Enhancements in ccLSS

- Fix bug : forgot to call TerminateDialog() for IM message.
- Try to fix IM bug by delay to remove incoming dialogs.
- Support flex license for UCC operator (feature = "UCC-OPERATOR")
- ccLSS service supports the custom service command SERVICE_CONTROL_STOP_LSS (= 181) => stop service with no-admin permission

Fixes/Enhancements in CallControl.ocx

- Bug 2042: column headers' text does not match to record's items after re-ordering columns and changing language

- Bug 1590 (Project: Advanced Client 2.2) - CDET Bug ID 619211351: Phone Number + Caller Name is not updated when your call is consult-transferred to a different number. Happen only when your current number matched to Contact
e.g. You're talking to 206 (and 206 is John's number), and now 206 transfers you to 205 => name + number will not be changed. It still shows 206 + John. Note: if 206 is not in your Contacts list, we'll not have this issue.

- Bug 2041: Number Input Dialog is not re-localized when language is changed
- Bug 2038: Call/Pickup/Transfer/Conference/Forward/Park button was not localized (wrong resource ID was used)

UCC CLIENT 2.2
Bug Fixes

- Enter number text in Pause Break or Dial menu is never localized to any languages except English (Bug 1385 - From Spira/UCC Client SCC Toolbar 2.2)

Bug Fixes
- Sev3 SR 617305893 - UCC Consult Transfer Has Incorrect Calling Party Name (Bug 1382 - From Spira/UCC Client 2.2)

SCC TOOLBAR
ccFreeOutlookRibbon.dll
    - fix rare case where contact look up info not displayed
    cause: timing issue between processing line query result and lookup result notification
    bug id: partial cause of bug [IN:001312]

Closed CDETS bugs

CSCtl73838	V-Verified	Outlook doesn't re-launch when CC tool bar is enabled
CSCtl54764	V-Verified	Operator client crash on choosing edit option under Insert message
CSCtn19056	V-Verified	Remote access service is disabled in PC on launching Advanced client and CIPC
CSCtn38785	V-Verified	Server throws object reference exception on configuring hunt group
CSCtn52832	V-Verified	Adding hunt groups from SCC server is not intuitive and generates exception
CSCtq63131	V-Verified	Call logs window shows "00:00" duration
CSCtj23725	V-Verified	Start/Stop Monitor radius in CM caused port 1646 to occupied
CSCtj23816	C-Closed	CallControl window should perform lookup for PSTN calls, speed-dials
CSCte87826	V-Verified	CallConnector Operator client may get stuck upon exit
CSCte87842	V-Verified	Pickup or recall a call will put the call on hold if Auto-Answer is on
CSCte87866	V-Verified	Operator and C.M are sometimes unable to recover after Hibernation/sleep
CSCte87874	V-Verified	Operator fails to login/logout of hunt-group for certain phone DN.
CSCte87881	V-Verified	Local SIP Server crashes intermittently when stopped
CSCtg98636	V-Verified	SCC Toolbar is cut at bottom in Internet Explorer 8
CSCth60329	V-Verified	Advanced client crashes when a file transfer session is cancelled
CSCth22519	V-Verified	Operator SA with SIP trunk that translate main number into ext crashed
CSCth95183	V-Verified	Unable to add personal contacts through Advanced client
CSCti10560	V-Verified	CallConnector dials incorrect digits for LD calls with German dial plan
CSCth84477	V-Verified	Advanced client crashes when IMed to a newly added contact
CSCti28631	V-Verified	No Presence/Call Status for Outbound PSTN calls with dialing-translation
CSCti28246	V-Verified	Unable to re-launch server after a upgrade when router options change
CSCti95740	V-Verified	Advanced client installation failure when SCC toolbar is already configured
CSCtj25113	V-Verified	Advanced Client shows as white out and pops up Not Responding message window
CSCtj25094	V-Verified	Inc #823 - IM Logs: there are duplicated or too many records for chatting
CSCtj25107	V-Verified	IM Log window loses the contacts' avatar pictures and presence stats
CSCtj23785	C-Closed	SCC Client can't search for Outlook contacts in OL'10 x64 using MAPI x64
CSCtj23793	C-Closed	SCC Advanced Client doesn't lookup caller name for redirect
CSCtj23822	C-Closed	Update External directory contact, CM does in Corporate database instead
CSCtj23833	V-Verified	Operator fails to display the page list
CSCtj23764	V-Verified	CM doesn't sort selected ephone ID correctly if they have > 11 buttons
CSCtj23697	V-Verified	Operator Standalone – CM-fails to establish database connection
CSCtj23711	V-Verified	IM field in CM should be filled in automatically after username configure
CSCtj23777	V-Verified	CM display ##undefined in Operator first/last name the same as ephone-dn
CSCtk76587	V-Verified	SCC Server installation deletes CCA's prelaunch exe
CSCud20025	V-Verified	Can't login Advanced-Client using VPN connection without restart
CSCud20034	V-Verified	Advanced-Client stuck in a meeting message
CSCud20860	V-Verified	Advanced-Client sort Call Log record incorrect, display oldest call on top
CSCud20875	V-Verified	Advanced-Client-Edit-Preference–Login menu has spell errors in Name
CSCto40780	V-Verified	CallController Server does not support call-waiting overlay dn
CSCto00590	V-Verified	CM stuck in Establish connection to database/offline mode
CSCtx91797	V-Verified	Remove the checking "other party does not appear to be using a Version of Advanced client" – some features will be disabled

Running Configuration Manager from Task Scheduler

The Configuration Manager can be scheduled to run from the Windows Task Scheduler to perform the following tasks:

- Stop CallConnector Server applications
- Start CallConnector Server applications
- Download Phone Configuration from UC500/CME-ISR
- Import Users from UC500/CME-ISR
- Compact databases to remove the deleted records

When run from the Windows Task Scheduler, the Configuration Manager does not present its graphical user interface; instead it displays a progress bar.

These scheduled tasks can be used to automatically download changes to the Cisco UC500/CME-ISR in the ephone, ephone-dn, hunt groups, etc. and keep the CallConnector configuration synchronized to the router. If the CallConnector Users are imported from the UC500/CME-ISR, then the user configuration parameters – such as the extension numbers, phone password etc. changes can be downloaded and automatically updated.

Note: CME configuration changes can impact the consistency of the CallConnector configurations for user's phones, their extension numbers, the operator parameters etc. This impact is the same, whether the CME configuration changes are downloaded manually or automatically. Administrator's need to be aware of the CME configuration settings being used in the CallConnector Server and re-verify the CallConnector configurations if such changes are made.

Automatic Tasks Parameters

The Configuration Manager can be run from the Windows Task Scheduler with the following parameters in the startup command line:

/stopSvrs   This parameter causes the Configuration Manager to stop all the CallConnector Service applications

/dwnldCMEAll This parameter causes the Configuration Manager to download the phone configuration from all the CME-ISR configured on the CallConnector Server.

/compactdb   This parameter causes the Configuration Manager to remove the deleted records from all the CallConnector database files

/importCMEUsrs This parameter causes the Configuration Manager to import users and update the existing user if the user has already been downloaded.

/startSvrs   The parameter causes the Configuration Manager to start all the CallConnector Server applications

ConfigurationManager.exe [/dwnldCMEAll] [/stopSvrs] [/startSvrs] [/compactdb]

An example of the command line parameters is shown below:

"C:\Program Files\Cisco Systems\Cisco Smart CallConnector Server\ConfigurationManager.exe" /stopSvrs /dwnldCMEAll /startSvrs

Notes on Automatic Scheduled Tasks:

- The commands are executed in the order from left to right. Therefore the stop command should come before the start command.
- The execution status of the tasks is written to the Configuration Manager log file in the Logs folder under the CallConnector Server folder.
- Changes in the UC500/CME-ISR configuration that are automatically downloaded can impact the consistency of the CallConnector Server configuration parameters. Some of the potential impacts are listed below.
- Import of Users from CME is the only supported import method.
- Download of the CME phone configuration downloads and updates the copy of these parameters maintained in the CallConnector. It requires a restart of the services to apply these changes to the CallController Server. However the download operation does not change the user configuration or their associated phone. This requires the re-import of the users from CME.
- Import of user's from CME will update the user' phone extension numbers, password, etc. It can add a new user if an ephone has been added.

Impact of CME Configuration Changes

- Ephone Configuration Changes
    - o If ephone is removed, the user account is not removed after user import.
    - o If ephone is added, then user account is added after user import
    - o If primary DN is changed, then the work number of the user is changed after user import.
- Ephone-DN changes
    - o If the ephone-dn number or name changes, then this is reflected on the user account
- Operator parameters are not changed after user import. Any changes to operator extension numbers, hunt group number lists, park numbers etc. need to be manually synchronized from the Configuration Manager.

Important Notes

Windows Computer System for CallConnector Server

The computer system performance and memory requirements are dependent on the number of users configured for the CallConnector Mobility Service. See the CallConnector Server datasheet for details.

Ports, UDP and TCP Connections

The CallConnector Server applications, including the Mobility Service, setup UDP and TCP connections to UC500/CME and the each of the CallConnector Clients. See the CallConnector Server Administrator Guide for the list of the ports that must be available for the CallConnector Server applications to provide services. If the default port is not available, then you must change the port setting from the CallConnector Server wizard to an available port.

Additional Configuration of Cisco Smart CallConnector Operators

Function	What needs to be setup
Configure the Operator's IP Phone(s)	The CallConnector Operator application allows the operators to control the calls on their IP phone from the PC. This requires the phone to be configured with directory numbers and features suitable for the operator call handling functions, These include: Personal Directory Number Directory Numbers for the incoming call of each category (call queues) Softkey Features including Transfer-to-Voicemail
Call Routing to the Operator Phones	There can be several categories of calls received by the operators each requiring a distinct call treatment. Examples of such call categories might include the Main Number calls, Customer Support calls, Sales calls or Internal calls. The routing of these calls to the operator phones needs to be configured in the Cisco Router. Generally these calls will be directed to different extension numbers in the operator's phone.
Multiple Operators Deployments	If the organization has multiple operators, the calls need to be distributed to the operators. The recommended method is to use a hunt group for each operator call queue.
Busy and Night Service Routing	When the operators are not available during the work day the incoming calls need to be routed either to an alternate number or to voice mail. For off-hour call routing, the Cisco router night service routing can be enabled.
Park and Page Numbers	Park slots or directory numbers need to be configured on the router to allow the operators to park the calls and make overhead announcements. This requires: Setting up the Park Ephone-DN in the router Setting up the overhead paging circuits and their associated DNs
Telephony Service Parameters	Voicemail number and FAC Standard need to be enabled to allow operators transfer calls directly to CUE. Hunt-group logout HLog is required for operators to perform hunt-group logout operation. Disable Call-Park System Application. This setting is incompatible with some Operator and telephone status features.

Additional Recommended CLI Settings

```
!
telephony-service
  keepalive 30 auxiliary 4
  fac standard
  transfer-digit new-call
  transfer-system full-consult
```

CLI for Operators with Hunt Groups Queues
```
!
telephony-service
  keepalive 30 auxiliary 4
  hunt-group logout HLog
!
ephone-template 1
  softkeys connected Endcall Hold Transfer HLog
  softkeys idle Newcall Redial Pickup Cfwdall HLog
  softkeys seized Endcall Redial Pickup Cfwdall HLog
!
```

Blind Transfer Registry Settings

We recommend the call transfer completion setting in UC500/CME for Cisco CallConnector is FULL-CONSULT. (This is a requirement for the Mobility Service). However if UC500/CME is configured for Blind Transfer, then the registry key values in the Cisco CallConnector Server must be manually set to indicate this configuration.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\ccCallController\Server\IsBlindTransfer
        ( default value 0 [dword]  ) : global effect

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco
Systems\ccCallController\SetupInfo\Line???\IsBlindTransfer ( default value 0 [dword]  )
```

Support for Multiple UC500/CME Routers

The Cisco CallConnector Server is designed to support multiple routers. However we have done limited testing of multiple router configurations. Following are known constraints for the multiple router environments:

- The network connection between the Cisco CallConnector Server and the routers must support the TCP and UDP sessions with sufficient bandwidth and minimum latency.

- Dial plan and location information must be setup for each router for the proper handling of the dialing numbers and looking up incoming caller numbers in the directories.

- Mobility ephones must be defined on each router for use by the Mobility Service.

- Direct transfer to Voice Mail must be configured for each router. CallConnector Mobility Service supports configuration of transfer to voice mail on a per router basis.

- The Hardware/Software Conference option can be set individually for each router.

- The RADIUS service must be enabled on all the routers and the authentication password must be the same on all the routers.

- Extension numbers and ephone usernames must be unique across all the routers.

Restrictions for Extension Mobility

The Cisco CallConnector client/server does not work properly with UC500/CME Extension Mobility.

In the CallConnector Server configuration, when a user logs in to an ephone to apply their profile to that specific phone, the server connection to the phone is not refreshed immediately. This can take up to six minutes. . For a CallConnector Client running in the local mode, restarting Popup will connect the user to their currently logged in phone.

The user's ephone name and password must be that of the logged on profile. This might need to be configured manually for the ephone because this does not get downloaded from the telnet session.

Open Caveats

This section describes possibly unexpected behavior and known caveats. Only the significant caveats are described in this section.

General

- CSCsr32805

    CallConnector Server does not check the connection status of UC500/CME

    The CallConnector Server does not track the status of UC500/CME. If UC500/CME is reset or restarted or when the phone configuration is changed, then the information displayed in the status windows and for some of the call states may not be correct any longer.

    The workaround is to download and update the router configuration from the Configuration Manager and restart the CallConnector Server whenever UC500/CME is restarted or reset.

CallConnector Server

- CSCsm75174

    SCC client does not work properly with CIPC.

    In the SCC Server configuration, when the CIPC is closed, the connection to the ephone is dropped. The SCC Server will try to re-establish connection every six minutes.

    As a workaround, you will need to wait at least six minutes before the connection to the CIPC is restored.

- CSCtn97683

    Certain inter-router call flows in multi-router configurations, can cause the telephone status to be inaccurate and/or stay stuck in incorrect state. This is visible in the telephone status and directory windows.

    Deployments with multiple routers can have calls cross from one router to another and then execute multiple state transitions (forwards, transfers, etc.). These call states are not correctly interpreted by the CallConnector Server. This can result in in-accurate or stuck call states.

    As a workaround, you can set the automatic clearing of call longer than the specified period. Another option is to schedule automatic stop and restarts of the services nightly using the Windows Task Scheduler to run the Configuration Manager with these command parameters.

- CSCtn57736

    Call status does not get cleared and stays stuck. This is visible in the telephone status and directory windows.

    Radius Service in CME/IOS has buffer overflow for certain call state transitions and in this case does not send STP packets to the CallConnector Server. This causes the calls not to get cleared.

A reproducible step to recreate the problem is to establish a two-way call and place the call hold and resume more than 10 times then the STOP packets won't be sent by the router due to the following error occurred (The same problem can happen when a CXFER/CALLFORWARD flow occurred more than certain number of times):

```
575149: Mar  2 22:02:38.148: %AAA-3-BUFFER_OVERFLOW: Radius I/O buffer has overflowed -
Traceback= 0x826D8938z 0x826D94FCz 0x826D9EF8z 0x80D90C44z 0x80D962FCz 0x80D91F10z
0x802D560Cz 0x802BBEB4z
575150: Mar  2 22:02:38.148: RADIUS/ENCODE(00043785): build from list; FAIL
575151: Mar  2 22:02:38.148: RADIUS/ENCODE(00043785): build packet; FAIL
575152: Mar  2 22:02:38.148: RADIUS/ENCODE(00043785): unable to build packet; FAIL
575153: Mar  2 22:02:38.148: RADIUS/ENCODE(00043785): send packet; FAIL_NO_RETRIES
```

As a workaround, you can set the automatic clearing of call longer than the specified period. These settings are under Cisco Systems->ccRDSTSP->SetupInfo
    Ring Time Parameter= MaxSetupCallStateTimeout   (Default value is 240)
    Connected State Timeout= MaxConnectedCallStateTimeout (Default value is 3600)

Another option is to schedule automatic stop and restarts of the services nightly using the Windows Task Scheduler to run the Configuration Manager with these command parameters. Example: "C:\Program Files\Cisco Systems\Cisco Smart CallConnector Server\ConfigurationManager.exe" /stopSvrs /startSvrs

- CSCtn97678

  Change the ephone username and after import using Schedule Task->Configuration Manager. There are now two records – the user original record and a 2nd one is the modified one.

  During the SCC Server Configuration Manager Import users from CME, a user is associated with an ephone that has a username and password. If the user name changes, the import does not have a way to differentiate between manually added user records and these user records resulting from CME Configuration changes.

  As a workaround, you will need to review the User Configuration from the Configuration Manager and manually correct duplicates or incorrect user records.

- CSCtn97675

  Restart all the CallConnector Servers, the clients do not show connected calls.

  There is no workaround, this situation will clear automatically once the call is dropped and new calls are started.

Configuration Manager

Sometimes Configuration Manager is stuck at "Establish connection to Database Server" step when Configuration Manager is started up or Configuration Manager switches to Offline mode and never switches back to Online mode while it is running, especially after your server PC is waken up from sleep mode.

As a workaround, you will need to stop Local SIP Server and System SIP Server. Stopping System SIP Server will also stop Database Server. After stopping the servers, you need to start Local SIP Server and Database Server again.

- CSCud20892:

  Configuration Manager can't activate additional Advanced-Client on x64bit machine.

  Currently Configuration Manager can activate additional Advanced-Client using PAK-ID/Serial number for x64bit machines

  A work around is to enter PAK-ID/Serial number instead of going to Advanced Option to activate using License File

Advanced Client

- CSCtn68009

  Interoperability issue between SCC tool bar and Advanced Client

  Advanced Client installation for the 2.1 version, does not detect SCC Toolbar 2.1 as requiring un-install. It does detect version 2.0 toolbars are and uninstall them first.

  Workaround is to always first un-install the SCC Toolbar or any Smart CallConnector applications, prior to installing the Advanced Client

- CSCto00550

  Can't transfer file during IM on x64bit machines

  Currently Advanced-Client does not support transfer file during IM on x64bit machines

  As a workaround, don't transfer file on x64bit machines

- CSCtn20900

  Feature Request: Advanced-Client needs to support with Outlook Exchange Public folder

  Currently Advanced-Client only supports with Outlook Exchange local folder. For MS Outlook Exchange Public folder, Advanced-Client is still able to load all the contacts but takes much longer as so many contacts in Public folder

  As a workaround, don't use MS Outlook Exchange Public folder

- CSCud20905

  OLRB can't clear the previous record. As a result, we have to search for a different name before we can search for the previous one

  A workaround, search for a different contact and search back previous one.

- CSCud20921

  Call Log window does not save the previous view after restart CallConnector

  Restart all the services, Call Log window does not save the previous view such as date/time selected, sort, .etc.

- CSCud20925

  Feature Request: Can VoiceView use a different port rather than port 80 to communicate with CUE

Several customers have port 80 used for other applications so they would like to use a different port to communicate with CUE

As a workaround, change port 80 to a different port from other applications in order for VoiceView to work

- CSCud20928

Feature Request: Caller-id from external calls are not displayed if they are not in SCC directories. Also retrieve the park calls are not displayed caller-id if they are not in SCC directories

Presence Server perform lookup for SCC directories: Corporate/External/Outlook/Personal only

As a workaround, create a new contacts in one of these directories so that Presence Server can look up and display caller-id.

Operator

- CSCud44037:

Incompatibility: Enabling Call Park System Application in CME changes the behavior of several features making them incompatible with the Operator including ability to answer the incoming calls from the queues and to pick-up and return transferred calls. It can also impact the telephone status displays.

Workaround: CALL PARK SYSTEM APPLICATION MUST BE TURNED OFF.

- CSCuc60608:

Feature Request: The current behavior of the Operator does not restrict the ability to update, including deleting records, in the directories

As a change is made in 2.2, Operator now can't change Advanced-Client status when Advanced-Client is logged in. Operator is still be able to change Advanced-Client users when they are not logged on

Related Documentation

Related Topic	Document Title
Cisco Smart CallConnector Server documentation	▪ Cisco Smart CallConnector Server Administrator's Guide ▪ Cisco Smart CallConnector Server Quick Start Guide
Cisco Smart CallConnector Operator documentation	▪ Cisco Smart CallConnector Operator Installation and User Guide ▪ Cisco Smart CallConnector Server Administrator Guide ▪ Cisco Smart CallConnector Operator Quick Reference Guide ▪ Cisco Smart CallConnector Operator Quick Start Guide ▪ Cisco Smart CallConnector Operator VODs
Cisco Smart CallConnector Suite Wiki area	▪ https://supportforums.cisco.com/docs/DOC-13190

Obtaining Documentation, Obtaining Support, and Security Guidelines

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

Use this document in conjunction with the documents listed in the "Related Documentation" section.