



Release Notes for Cisco Unified Attendant Console Advanced Version 12.0.4.20

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These release notes describe the new features and caveats for Cisco Unified Attendant Console Advanced Version 12.0.4.20.

You can access the most current Cisco documentation at <https://www.cisco.com/c/en/us/support/unified-communications/unified-attendant-consoles/tsd-products-support-series-home.html>.

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

You can access international Cisco websites at https://www.cisco.com/c/m/en_us/worldwide/locator.html.

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Introduction

Cisco Unified Attendant Console Advanced is a Windows-based operator attendant console application for use exclusively with Cisco Unified Communications Manager. Cisco Unified Attendant Console Advanced emulates the functions of a manual telephone switchboard, and so enables attendant console operators to quickly accept incoming calls and efficiently dispatch them to recipients within an organization.

For more information, see the documents referred to in [Related Documentation](#).

Features

Cisco Unified Attendant Console Advanced has the following basic features:

- Call queuing engine, with 100 Console queues supported
- The maximum number of system devices (including CT Gateway devices, Service devices, and Park devices) supported by a Cisco Unified Attendant Console Advanced Server is 1000. This total does not include Queue DDIs, which are CTI Route Points. The system devices can be distributed among up to 100 Queue Device Groups.
- Up to 50 concurrent operator client logins
- Busy Lamp Field (BLF)
- Blind and consultative transfers
- High availability (optional add-on)
- Directory size supported:
 - 500 speed dials per user
 - 125,000 full directory contacts
- Supported directory sources:
 - Active Directory 2012 R2 or Active Directory 2016
 - iPlanet Netscape 5.0
 - iPlanet Netscape 5.1
- View more information in Parked Calls pane
- Set calls to automatically connect to the Console without needing to answer them
- Turn off Busy Lamp Field Presence notifications
- Display statistics for each queue
- Display calls with an icon colored to match the queue they arrived from
- Operators can enter Unavailable mode when idle for longer than a defined period
- Click a special directory tab to create a Personal Directory Group
- Rearrange directory tabs by dragging
- Console configuration preferences saved in the server for use next session
- Option to enter the fields in an AND search in any order

For a more detailed features list see the product data sheets at http://www.cisco.com/en/US/products/ps7282/products_data_sheets_list.html.

Upgrading

Use the following table to determine whether your current Cisco Unified Attendant Console Advanced version and Edition can be upgraded to version 12.0.4.20.

Your Cisco Unified Attendant Console Advanced version	Edition	Can be directly upgraded to version 12.0.4.20
Pre-8.6.2	N/A	No
8.6.2	Business, Enterprise	Yes
9.0.1	Business, Enterprise, Premium	Yes
9.1.1	Business, Enterprise, Premium	Yes
10.0.1	All Editions	Yes
10.5.1	All Editions	Yes
10.5.2	All Editions	Yes
11.0.1	All Editions	Yes
11.0.2	All Editions	Yes


Note

If you upgrade from any older version to Cisco Unified Attendant Console Advanced 12, you will have to enter all existing administrator account and operator profile passphrases in CAPS.

Core Languages

The attendant console Client, Help and User Guide are available in English only.

System Requirements

Server - System Requirements

Cisco Unified Attendant Console Advanced server is supported in either of the following:

- Physical server
- VMware environment compliant with Cisco's Specification-Based Hardware Support program.

Physical Server Requirements

Minimum hardware requirements are the following:

- 2.2 GHz Pentium 4 processor
- 4 GB RAM
- 80 GB of available hard disk space
- Network card, connected to the network using TCP/IP



Note

NIC teaming is not supported.

VMware Server Requirements

Supported VMware vSphere ESXi version(s)

- ESXi 5.5, 6.0 U1, 6.5 (vMotion included)



Note

Support is not extended to HyperV or any other virtualization solutions.

Minimum VMware Guest Machine Requirements

- 1x vCPU unrestricted
- 4 GB RAM
- 80 GB of available hard disk space



Note

Cloned (copied) virtual machines are not supported

An OVA template, built with minimum requirements, is available for download from:

<https://cisco.com/go/ac>.

Cisco UC Virtualization Compliance

- Cisco's UC Virtualization Supported Hardware
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/collaboration-virtualization-hardware.html.

- Cisco's UC Virtualization Software Requirements
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-software-requirements.html.

Server - Software Requirements

Server Operating Systems

The following versions are supported:

- Windows Server 2012 R2 (64-bit)
- Windows Server 2016 (64-bit)

Requirements

- Windows server regional settings must be set to English.
- High Availability installations require that the date and time zone of the publisher and subscriber servers match.
- Cisco Unified Attendant Console Advanced server must be installed and operated exclusively on a supported platform.
- Server cannot be configured as a domain controller.

SQL Server Support

The following versions are supported:

- SQL Server 2012, 2014, 2016



Note

SQL Server Express is installed by the Cisco Unified Attendant Server installer if an existing installation of SQL Server is not detected.

Requirements

- High Availability Installations require SQL Server Standard or Enterprise.
- Off-box SQL installations are not supported.
- Named instances are not supported.
- Cisco Unified Attendant Console Advanced requires exclusive use of SQL Server.
- SQL login used at installation and in production requires sysadmin role association.

Miscellaneous Software Requirements

- Internet Information Service (IIS) 8.0 or later, with the Static Content role service added.
- OpenJDK JRE build 1.8.0.191-1 (earlier/later builds are not supported)
- .NET Framework 4.6*

- Microsoft Visual C++ 2015 Redistributables 32-bit*
- Microsoft Visual C++ 2015 Redistributables 64-bit*

**Note**

* Cisco Unified Attendant Server installs these requirements if no existing installation is detected.

Client - System Requirements

Client hardware requirements are the following:

- 2.0 GHz Pentium 4 processor
- 4 GB RAM
- 1 GB of available hard disk space
- Network card, connected to the network using TCP/IP
- SVGA (1024x768) display card
- 17-inch or larger monitor highly recommended
- SoundBlaster-compatible sound card and speakers highly recommended
- Keyboard with 10-key number pad

Client - Software Requirements

Client operating systems:

- Microsoft Windows 10 (Desktop Mode)
- Microsoft Windows 8.1 Update 1, v. 6.3.9600 or later
- Microsoft Windows 7 SP1

Additional Server and Client Requirements and Considerations

Antivirus Software

Chosen anti-virus product must support excluding files and folders used by Cisco Unified Attendant Console Advanced. See the *Administration and Installation Guide* for details.

Network Requirements

For Cisco Unified Attendant Console Advanced to run across a network:

- The network must support TCP/IP.
- Cisco Unified Attendant Console Advanced Administration web application must run under an Administrator profile (Local Administrator is acceptable).
- On Microsoft Windows networks that use DHCP, you must allocate Cisco Unified Attendant Console Advanced server with a static IP address.

- Cisco Unified Attendant Console Advanced supports IPsec (should you need to encrypt network traffic) and Secure TSP. See the Cisco TAPI documentation for configuration instructions.

Latency

- Maximum latency of 150m/s Round Trip Time (RTT) between any console client and the server.
- Maximum latency of 80m/s Round Trip Time (RTT) between the server and Cisco Unified Communications Manager.

Host name resolution

- Console clients must be able to resolve application server host names.
- High availability installations require host name resolution between the publisher and subscriber application servers.

Citrix Support

Cisco Unified Attendant Console Advanced Server cannot be installed in a Citrix environment.

Cisco Unified Attendant Console Advanced Operator Client can be installed in a Citrix environment:

- XenApp 7.15 (Fundamentals, Advanced, Enterprise, Platinum)
- XenDesktop 7.15 (VDI, Enterprise, Platinum)

Citrix environments support the following modes:

- Windows Apps delivery
- Windows Desktops delivery
- Windows Hosted Shared (Server) Desktops delivery

The following platforms are not supported:

- Cisco VXi Solution
- VMWare Horizon



Note

Update KB4034661 needs to be applied prior to launching seamless applications from a Server VDA running Windows Server 2016. For more information, see <https://support.citrix.com/article/CTX225819>.

Data Backup

You should provide backup facilities to ensure application and data integrity in the event of unforeseen circumstances. If possible, choose a solution that offers one-step disaster recovery, such as the ability to restore the complete contents of a hard drive from a bootable floppy disk and the backup media.

Server Redundancy

We strongly recommended that you configure your Cisco Unified Attendant Console Advanced server as a redundant system with the following redundancy features:

- Multiple hot-swap power supplies

- Hot-swap Hard Drive arrays
- UPS / power conditioners
- RAID

Directory Contact Jabber Presence

Cisco Unified Attendant Console Advanced can retrieve Jabber presence status for directory contacts. Support is extended to WebEx Messenger and Cisco IM and Presence Server. The integration requires a dedicated Cisco Unified Communications Manager End User account.



Note

The Cisco Unified Attendant Presence plug-in does not support Single Sign On (SSO) authentication.

Operator Phone Requirements

For more information about operator phone requirements and supported handsets, refer to *Supported Handsets* in the *Design Guide*. In addition to a detailed list of supported handsets (console user devices and contact directory - busy lamp field devices) you will see supportability statements for Jabber soft phones, shared lines, and extension mobility.

Cisco Software Compatibility

Cisco Unified Attendant Console Advanced is compatible with:

- Cisco IM and Presence Server versions 10.5(1) to 12.5(1)

See [Cisco TAPI and Cisco Unified Communications Manager Support](#) for Cisco Unified Communications Manager support.

Cisco TAPI and Cisco Unified Communications Manager Support

Cisco TAPI support under Windows 2012 R2 and Windows 2016 is shown below:

CUCM Version	Windows 2012 R2 (64-bit)	Windows 2016 (64-bit)
10.5(x)	Y	N
11.0(x)	Y	N
11.5 (1.13032-4) or later	Y	Y
12.0(1)	Y	Y
12.5(1)	Y	Y

New and Changed Information

Cisco Unified Attendant Console Advanced version 12.0.4.20 is a UC System release that includes new features.

New Software Features in Version 12.0.4.20

Cisco Unified Attendant Console Advanced version 12.0.4.20 includes the following new features:

- TLS 1.2 support
- Open JDK replaces Oracle Java SE support
- Change Notification Support for Active Directory source
- Self-signed certificate and default HTTPS support
- Defect resolution
- Reporting Data Retention Policy
- Presence Enhancements
- New Presence Driver - extending support to WebEx Messenger & Cisco IM&P
- Console user presence preferences are set at a global level
- Cisco IM&P, WebEx Messenger, and Skype for Business support for multi-domain and federated deployments.
- Bulk import, export, and update via CSV for Arabic contacts support.
- Support for 125k directory contacts
- Single Sign On for console users
- Syslog Server - Audit and Alerts
- User credential policies
- Console and Web Admin - custom login messages
- Session Idle Timeout - Web Admin and Console sessions
- BLF Enhancements - Catering to environments where directory contacts have multiple devices.
- BLF Toggle for internal contacts
- Support for Spanish JAWS scripts
- Support for JAWS 17 and 18, and JAWS 2018

Installation Notes

For instructions on how to install Cisco Unified Attendant Console Advanced, see the *Cisco Unified Attendant Console Advanced Administration and Installation Guide*, which is available from <https://www.cisco.com/c/en/us/support/unified-communications/unified-attendant-consoles/products-maintenance-guides-list.html>.

Caveats

This section lists the following:

- [Resolved Caveats - Release 12.0.1.10](#)
- [Resolved Caveats - Release 12.0.2.10](#)
- [Resolved Caveats - Release 12.0.3.10](#)
- [Resolved Caveats - Release 12.0.4.10](#)
- [Resolved Caveats - Release 12.0.4.20](#)
- [Open Caveats - Release 12.0.4.20](#)

Resolved Caveats - Release 12.0.1.10

Cisco Unified Attendant Console Advanced version 12.0.1.10 has the following resolved caveats:

Bug ID	Description
CSCvg14593	CUAC Advance does not generate a report when sa account password has " in them. https://tools.cisco.com/bugsearch/bug/CSCvg14593
CSCve16756	Connection to Active Directory source fails after several days of use https://tools.cisco.com/bugsearch/bug/CSCve16756
CSCvd66000	CUPS Presence indicators Display Unknown Status Intermittently for Various Users https://tools.cisco.com/bugsearch/bug/CSCvd66000
CSCvc65513	Queue priority failing to work for forced delivery queues https://tools.cisco.com/bugsearch/bug/CSCvc65513
CSCvc08749	Evaluation of arc-cuac for OpenSSL November 2016 https://tools.cisco.com/bugsearch/bug/CSCvc08749
CSCvb97750	Extend supportability to include JAWS scripts in Spanish https://tools.cisco.com/bugsearch/bug/CSCvb97750
CSCvb91404	Update OVF version to accommodate later server OS https://tools.cisco.com/bugsearch/bug/CSCvb91404
CSCvb48688	Evaluation of arc-cuac for Openssl September 2016 https://tools.cisco.com/bugsearch/bug/CSCvb48688
CSCvb18174	Skype for Business presence fails to populate for some or all users https://tools.cisco.com/bugsearch/bug/CSCvb18174
CSCvb03929	Add new keyboard shortcut to initiate blind transfers (Shift + Enter) https://tools.cisco.com/bugsearch/bug/CSCvb03929
CSCva91188	Allow console to read presenting status as a 'Busy/Do Not Disturb' state https://tools.cisco.com/bugsearch/bug/CSCva91188

Bug ID	Description
CSCva37550	Support of TLS 1.2 (disable TLS 1.0 and SSL v3) https://tools.cisco.com/bugsearch/bug/CSCva37550
CSCva28607	User Field 1 and Location searches unavailable when failed over https://tools.cisco.com/bugsearch/bug/CSCva28607
CSCva26437	Invalid Destination Error when blind transferring to a busy DN https://tools.cisco.com/bugsearch/bug/CSCva26437
CSCuz96620	TAPI Exception C0000005 seen in CTI Logs https://tools.cisco.com/bugsearch/bug/CSCuz96620
CSCuz80487	Extended time for DB search results to clear https://tools.cisco.com/bugsearch/bug/CSCuz80487
CSCuz60965	Personal Directory Group tabs fail to load at login https://tools.cisco.com/bugsearch/bug/CSCuz60965
CSCuy98833	CSV Contact imports containing unicode/UTF-8 characters fails https://tools.cisco.com/bugsearch/bug/CSCuy98833
CSCux34827	Evaluation of arc-cuac for Java_December_2015 https://tools.cisco.com/bugsearch/bug/CSCux34827
CSCur08041	BLF is showing RED X on the operator console. https://tools.cisco.com/bugsearch/bug/CSCur08041
CSCty20241	Allow users to block BLF for CTI RoutePoints in the console directory https://tools.cisco.com/bugsearch/bug/CSCty20241
CSCtw85015	Operator cannot retrieve held call when both parties hold a call, can't answer queued calls when calling party places call on hold. https://tools.cisco.com/bugsearch/bug/CSCtw85015
CSCuy88602	Login fails : "Error retrieving login realm information from server" https://tools.cisco.com/bugsearch/bug/CSCuy88602
CSCvc65513	Queue priority failing to work for forced delivery queues https://tools.cisco.com/bugsearch/bug/CSCvc65513
CSCuy47574	Replication Monitor window indicates SQL Server 'Not Running' https://tools.cisco.com/bugsearch/bug/CSCuy47574
CSCvc56296	Plaintext SQL Credentials in dbxmss.dll https://tools.cisco.com/bugsearch/bug/CSCvc56296
CSCuv62772	Contact Management Web UI, does not retain Use Device Name selection unless a device is specified https://tools.cisco.com/bugsearch/bug/CSCuv62772
CSCvg14593	CUACA webadmin fails to generate System Reports https://tools.cisco.com/bugsearch/bug/CSCvg14593

Resolved Caveats - Release 12.0.2.10

Cisco Unified Attendant Console Advanced version 12.0.2.10 has the following resolved caveats:

Bug ID	Description
CSCvj16642	Report export option missing, and forward icon image missing from webui. https://tools.cisco.com/bugsearch/bug/CSCvj16642
CSCvi72928	Server registration code changes when upgrading from 10.5.2 to a later release. https://tools.cisco.com/bugsearch/bug/CSCvi72928

Resolved Caveats - Release 12.0.3.10

Cisco Unified Attendant Console Advanced version 12.0.3.10 has the following resolved caveats:

Bug ID	Description
CSCvm69732	ATTLOG database creation fails when installing software on subscriber server https://tools.cisco.com/bugsearch/bug/CSCvm69732
CSCvk18407	Queue Device Group > Template Device > Line settings are ignored and overwritten during device sync process. https://tools.cisco.com/bugsearch/bug/CSCvk18407
CSCvk16864	Accessibility - Console client text not respecting Windows High Contrast definitions https://tools.cisco.com/bugsearch/bug/CSCvk16864
CSCvi42237	Toggling Options > Preferences > Presence > Contact > Enable Presence, option disappears https://tools.cisco.com/bugsearch/bug/CSCvi42237
CSCvh24656	Incoming calls by date and time report - times are mis-ordered https://tools.cisco.com/bugsearch/bug/CSCvh24656
CSCvj03349	Report CN03 Incoming Calls by Time and Date - Average Calculations https://tools.cisco.com/bugsearch/bug/CSCvj03349

Resolved Caveats - Release 12.0.4.10

Cisco Unified Attendant Console Advanced version 12.0.4.10 has the following resolved caveats:

Bug ID	Description
CSCvo03944	BLF not working for EM Profiles, unless the profile is added to the application user https://tools.cisco.com/bugsearch/bug/CSCvo03944
CSCvm69732	ATTLOG database not created during installation on subscriber server https://tools.cisco.com/bugsearch/bug/CSCvm69732

Bug ID	Description
CSCvm46586	PDGs shared with a user are deleted when the non-owner user account is deleted https://tools.cisco.com/bugsearch/bug/CSCvm46586
CSCvo04064	CUACA unable to connect to XMPP Presence engines with TLS 1.2 only enabled https://tools.cisco.com/bugsearch/bug/CSCvo04064
CSCvi63908	Support Active Directory Change Notifications https://tools.cisco.com/bugsearch/bug/CSCvi63908
CSCvi66708	SQL Server TLS 1.2 Supportability https://tools.cisco.com/bugsearch/bug/CSCvi66708
CSCvo03896	Transition to OpenJDK JRE from Oracle JRE https://tools.cisco.com/bugsearch/bug/CSCvo03896
CSCvh63782	Operator Availability Reports timeouts on large criteria https://tools.cisco.com/bugsearch/bug/CSCvh63782

Resolved Caveats - Release 12.0.4.20

Cisco Unified Attendant Console Advanced version 12.0.4.20 has the following resolved caveats:

Bug ID	Description
CSCvn37232	Logging out of Jabber with Presence status: DND, then log back in presents BLF inconsistencies for CSF devices https://tools.cisco.com/bugsearch/bug/CSCvn37232
CSCvo11984	SQL passwords containing ' cause upgrades to fail https://tools.cisco.com/bugsearch/bug/CSCvo11984
CSCvo19463	CTI and Presence Plug-in DLLs fail to update as part of incremental upgrades https://tools.cisco.com/bugsearch/bug/CSCvo19463

Open Caveats - Release 12.0.4.20

Cisco Unified Attendant Console Advanced version 12.0.4.20 has the following open caveats:

Bug ID	Description
CSCvo04010	Operators added from Publisher, don't show on subscriber webadmin without service restart https://tools.cisco.com/bugsearch/bug/CSCvo04010

Obtaining the Software

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

Related Documentation

Cisco Unified Attendant Console Advanced has the following product documentation:

- *Cisco Unified Attendant Console Advanced Design Guide*
- *Cisco Unified Attendant Console Advanced User Guide*
- *Cisco Unified Attendant Console Advanced Administration and Installation Guide*

You can access the latest documents at

http://www.cisco.com/en/US/products/ps7282/tsd_products_support_series_home.html.

Obtaining Documentation 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:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

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.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.


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

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