Release Notes for Cisco Unified Attendant Console Standard Release 10.6.0.1872

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These release notes describe the new features and caveats for Cisco Unified Attendant Console Standard Release 10.6.0.1872.

You can access the most current Cisco documentation at http://www.cisco.com/techsupport.

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

You can access international Cisco websites at http://www.cisco.com/public/countries_languages.shtml.

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Introduction

Cisco Unified Attendant Console Standard is a Microsoft Windows-based attendant console application for use with Cisco Unified Communications Manager. Cisco Unified Attendant Console Standard supports up to 5000 contacts on a single instance.

Features

Cisco Unified Attendant Console Standard enables you to do the following:

- Control calls on your local IP Phone, Jabber (if enabled), or Cisco IP Communicator
- Make, answer and end calls
- Hold and resume calls
- Blind/consult transfer calls to directory contacts or voicemail, or any other valid number
- Direct transfers
- Join calls
- Set Call Forward and Do Not Disturb on the operator phone
- Park calls
- Create and manage conference calls
- Import custom directories of contacts not in your Cisco Unified Communications Manager directory
- Create custom directories (directory groups) and export them to share with other operators
- Synchronize Cisco Unified Attendant Console Standard's corporate (main) directory with a CUCM or CSV file source directory
- During synchronization with your source directory:
    - Map the fields from your source directory to the ones in the corporate directory
    - Filter contacts, so that only certain ones are added to the corporate directory
    - Modify contact numbers using BLF rules
- See the line state and presence of each contact
- View call history
- Specify the devices used to sign in to the application
- Log in to a hunt group when you sign in to the application
- Use Jabber presence integration in a single sign-on (SSO) environment

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

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

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.

Core Languages

Cisco Unified Attendant Console Standard supports the following languages:

- English
- French
- German
- Italian
- Spanish

PC Hardware and Software Requirements

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

- 2.4 GHz Core 2 Duo
- 4 GB RAM
- 10 GB available hard drive space
- 100 Mbps network card, connected to the same network as Cisco Unified Communications Manager using TCP/IP
- Monitor with 1024x768 resolution (recommended: monitor with 1440x900 resolution, plus headset)
- Keyboard with 10-key number pad

Operating System Support

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

- Windows Vista Professional with SP2 (32-bit or WoW64)
- Windows 7 (32-bit or WoW64) – integration with Cisco Unified Communications Manager versions 7.1(5) or 8.0(x) is not supported under this operating system
- Windows 8 (32-bit or WoW64) – you can integrate only with Cisco Unified Communications Manager version 10.0(1) or 10.5(x) under this operating system
- Windows 8.1 (32-bit or WoW64) – you can integrate only with Cisco Unified Communications Manager version 10.5(x) under this operating system

For a summary of the operating systems and Cisco Unified Communications Manager versions compatible with Cisco Unified Attendant Console Standard, see the table on .

Note   If your machine uses a 64-bit operating system, you *cannot* run Cisco Unified Attendant Console Standard against Cisco Unified Communications Manager version 7.1(5), as this does not support the 64-bit TSP required for the systems to be able to communicate with each other.

Citrix Support

Cisco Unified Attendant Console Standard is not supported within a Citrix environment.

Jabber Support

Both standard Jabber installations (locally installed on the operator computer) and VXME installations (installed in a VXME environment) are supported as operator devices and end points.

Network Requirements

The computer running Cisco Unified Attendant Console Standard must be able to access the Cisco Unified Communications Manager and the Cisco Unified Presence (CUP) Server. By default, these use the following two-way TCP ports:

- Cisco Unified Communications Manager – Port 443

- Cisco Unified Presence (CUP) Server – Port 5222

If you have a firewall on your computer, you must configure firewall exceptions for these ports or for any alternatives you may use in your installation.

Scalability

Cisco Unified Attendant Console Standard supports up to 5000 contacts on a single instance

Directory Synchronization

Although the recommended maximum Cisco Unified Attendant Console Standard directory size is 5000 contacts, there is no theoretical limit to the number that can be stored. However, if many users (say 500) with large directories (say 50000 contacts) simultaneously try to synchronize with Cisco Unified Communications Manager it would struggle to cope.

Note Cisco Unified Communications Manager's User and CTI (TSP client) resources are perfectly adequate to support this many concurrent Cisco Unified Attendant Console Standard users.

If you do have many concurrent Cisco Unified Attendant Console Standard users who are synchronizing more than the recommended maximum number of contacts, we recommend that these users:

- Configure Cisco Unified Attendant Console Standard to sync the directory infrequently; for example, once a day when they launch the application

- Stagger the times at which they synchronize or launch the application.

Presence

Cisco Unified Attendant Console Standard uses its user's personal Jabber credentials to enable presence indicators in its directory. So long as hundreds of users are not sharing the same Jabber credentials, the load on the presence server will be distributed, and there will be no problems with presence.

Cisco Unified Communications Manager Compatibility

Cisco Unified Attendant Console Standard is compatible with the Cisco Unified Communications Manager versions shown in the table on .

If you are using Cisco Unified Communications Manager Release 8 or later, the TSP and New Cisco Media Driver are automatically installed and activated when you install Cisco Unified Attendant Console Standard. However, Cisco Unified Communications Manager Release 7.1.5 does not support this *silent* TSP installation, and you must manually download and install the appropriate TSP and Cisco TAPI Wave driver.

Note The following:

- The 32-bit version of TSP is required when running Cisco Unified Attendant Console under a 32-bit operating system. The 64-bit version of TSP is required when running Cisco Unified Attendant Console under a 64-bit operating system. Consequently, 64-bit installations are supported only in conjunction with Cisco Unified Communications Manager versions later than 8.0(3).

- If the installation wizard is unable to download the TSP, you can fix the problem by doing the following:

  a. In your web browser, under **Tools**, choose **Internet Options**.

  b. In the dialog box, select the **Advanced** tab.

  c. Under **Security**, deselect (uncheck) **Check for publisher's certificate revocation**.

  d. Under **Security**, deselect (uncheck) **Check for server certificate revocation**.

  e. Click **OK**.

Cisco Unified Attendant Console Standard also integrates with the Cisco Unified Presence Server.

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

CUCM Version	Windows Vista 32-bit and Wow64	Windows 7 32-bit and WoW64	Windows 8 32-bit and WoW64	Windows 8.1 32-bit and WoW64
7.1(5) [1]	Supported	Not supported	Not supported	Not supported
8.0(1)	Supported	Not supported	Not supported	Not supported
8.0(3)	Supported	Not supported	Not supported	Not supported
8.5(1) [2]	Supported	Supported	Not supported	Not supported
8.6(1)	Supported	Supported	Not supported	Not supported
8.6(2)	Supported	Supported	Not supported	Not supported
9.0(1)	Supported	Supported	Not supported	Not supported
9.1(1)	Supported	Supported	Not supported	Not supported
9.1(2)	Supported	Supported	Not supported	Not supported
10.0(1)	Supported	Supported	Supported	Not supported
10.5(x)	Supported	Supported	Supported	Supported

1. CUP 7.1(5) not supported.

2. CUCM 8.5(1) supported on SU1 and above.

Operator Phone Requirements

Cisco Unified Attendant Console Standard supports the following phones:

Phone Type	Supported
3905	Not as Console and cannot support BLF, but can transfer.
3911	
3951	
6901	Not tested
6911	Yes
6921	Yes
6941	Yes
6945	Yes
6961	Yes
7821	Yes
7841	Yes
7861	Yes
7902	Not tested (Obsolete)
7905	Yes
7906	Yes
7910	Yes
7911	Yes
7912	Yes
7920	Yes
7921	Yes
7925	Yes
7925G	Yes
7925G-EX	Yes
7926	Yes
7931	Yes
7940	Yes
7941	Yes
7941G-GE	Yes
7942	Yes
7942-G	Yes
7945	Yes
7945G	Yes
7960	Yes
7961	Yes
7961G-GE	Yes

Phone Type	Supported
7962	Yes
7965	Yes
7965G	Yes
7970	Yes
7971	Yes
7975	Yes
8800	Yes
8811	Yes
8841	Yes
8851	Yes
8861	Yes
8941	Yes
8945	Yes
8961	Yes
9951	Yes
9971	Yes
Cisco CSF	Yes
DX70	Yes
DX80	Yes
DX650	Yes
IP Communicator	Yes
Jabber	Yes - standard Jabber installations (locally installed on the operator computer) *and* VXME installations (installed in a VXME environment) are supported as operator devices and end points.

If the operator is using a Cisco 7931 IP phone, maximum calls on the Cisco Unified Communications Manager must be set to at least two.

If the operator is using a Cisco 89xx or 99xx IP phone, the rollover feature on Cisco Unified Communications Manager must be disabled.

Shared Lines

Cisco Unified Attendant Console Standard supports Extension Mobility and shared lines so long as the device is associated with the Application User.

If you intend to have multiple operators using Cisco Unified Attendant Console Standard to answer calls into a single destination (for example, an office's main phone number), it is recommended that – rather than relying on Shared Lines for call distribution – you configure a hunt group (where each operator has a unique directory number associated with the Line Group) in Cisco Unified Communications Manager, using **Hunt Pilot > Hunt Group > Line Group**. This will prevent call control race conditions that could

arise when multiple answer requests for a single call are simultaneously sent to Cisco Unified Communications Manager, and which could result in one request being fulfilled while the others return call control failures.

Installation Notes

For instructions on how to install Cisco Unified Attendant Console Standard, see the *Cisco Unified Attendant Console Standard Installation and Configuration Guide*, which is available from http://www.cisco.com/en/US/products/ps7282/tsd_products_support_series_home.html.

Resolved Caveats

Cisco Unified Attendant Console Standard version 10.6.0.1872 has the following resolved caveats.

Bug ID	Description
CSCum15830	Unable to dial number if it matches that of a directory contact
	https://tools.cisco.com/bugsearch/bug/CSCum15830
CSCum15840	Duplicate contacts failing to display presence across tabs
	https://tools.cisco.com/bugsearch/bugCSCum15840
CSCum15845	CSV Sync GUID Behavior
	https://tools.cisco.com/bugsearch/bug/CSCum15845
CSCup55383	CUAC Standard 10.5 will not update Caller ID between Offering and Answer
	https://tools.cisco.com/bugsearch/bug/CSCup55383
CSCuq81369	E164 OPR DN makes call control options not appear for hunt pilot calls
	https://tools.cisco.com/bugsearch/bug/CSCuq81369
CSCur25612	Field mapping removals and changes not reflected in directory
	https://tools.cisco.com/bugsearch/bug/CSCur25612
CSCur46618	Operator extension at login screen not being recalled with relaunch
	https://tools.cisco.com/bugsearch/bug/CSCur46618
CSCus06615	CUACS Directory Refresh
	https://tools.cisco.com/bugsearch/bug/CSCus06615

The following caveats resolved in Cisco Unified Attendant Console Standard version 10.5.1.1793 are also resolved in Cisco Unified Attendant Console Standard version 10.6.0.1872.

CSCun40512	Unable to see parked call details in Parked Calls pane
	https://tools.cisco.com/bugsearch/bug/CSCun40512
CSCup10422	Answer call shortcut does not work unless call control panel is selected
	https://tools.cisco.com/bugsearch/bug/CSCup10422
CSCup60242	Call Control line state shows "Forwarded to Voicemail"
	https://tools.cisco.com/bugsearch/bug/CSCup60242

Bug ID	Description
CSCup70234	Unable to park calls using Windows 8, 32-bit
	https://tools.cisco.com/bugsearch/bug/CSCup70234
CSCuq20301	Cannot transfer calls to contacts with - in their directory number
	https://tools.cisco.com/bugsearch/bug/CSCuq20301
CSCuq29105	Cisco Agent Desktop users in CUCM are resulting in duplicate contact entries within CUACS
	https://tools.cisco.com/bugsearch/bug/CSCuq29105
CSCur02757	Call Join from keyboard shortcut produces error
	https://tools.cisco.com/bugsearch/bug/CSCur02757
CSCur02962	Vertical Scroll Bar does not Move When Using the Arrow Keys Within the Dial pad
	https://tools.cisco.com/bugsearch/bug/CSCur02962
CSCur03013	Numbers for Active/Held Calls cut off at Bottom When Text Size is set to Large
	https://tools.cisco.com/bugsearch/bug/CSCur03013
CSCur03244	Horizontal Scroll Bar Missing from Directory Window
	https://tools.cisco.com/bugsearch/bug/CSCur03244
CSCur04765	Double-clicking Contact in Dialpad produces incorrect actions
	https://tools.cisco.com/bugsearch/bug/CSCur04765
CSCur05043	Grayed out presence pill appears in Search Results when presence not configured
	https://tools.cisco.com/bugsearch/bug/CSCur05043
CSCur05090	Contact right-click menu in Dialpad leads to call control errors
	https://tools.cisco.com/bugsearch/bug/CSCur05090
CSCur17729	"A system error has occurred" pop-to-front alerts on incoming calls
	https://tools.cisco.com/bugsearch/bug/CSCur17729
CSCur34147	Add/Edit Contact: Add email more than 16 characters, the CUACS application Hangs/Crashes
	https://tools.cisco.com/bugsearch/bug/CSCur34147

Open Caveats

Cisco Unified Attendant Console Standard version 10.6.0.1872 has the following open caveats.

Bug ID	Description
CSCur79013	An upgrade in CUCM requires that the CUAC software be reinstalled
	https://tools.cisco.com/bugsearch/bug/CSCur79013
CSCus06664	Field Mapping is using to filter data instead of Filter
	https://tools.cisco.com/bugsearch/bug/CSCus06664

Obtaining the Software

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

Related Documentation

Cisco Unified Attendant Console Standard has the following product documentation:

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

You can access the latest documents at 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:

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