



Release Notes for Cisco Unified Attendant Console Standard Release 11.0.2.2571

First Published: December 15, 2016, OL-25989-01

These release notes describe the new features and caveats for Cisco Unified Attendant Console Standard Release 11.0.2.2571.

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 English, French, German, Italian and Spanish.

New and Changed Features

Cisco Unified Attendant Console Standard version 11.0.2.2571 is a maintenance release that includes these enhancements:

- Localization (see [Core Languages](#))
- Improvements to screen reader integration
- Bug fixes (see [Resolved Caveats, page 12](#))
- Support for Cisco Unified Communications Manager versions 9.0(1) through 11.5(1)

This release also inherits the following features and enhancements from Cisco Unified Attendant Console Standard version 11.0.1:

- The **Help > About** message shows the number of days used on an evaluation license, and persistently shows the application's registration code
- Additional contact fields are displayed in the directory
- Users can search up to five directory fields
- Users can search the directory for accented characters using the non-accented equivalent. For example, typing "a" returns contacts that contain "ä" and "á",
- The **File > Options > Configuration** tab includes a **Sync Now** control that performs an on-demand directory synchronization
- Clearing a directory search returns the focus to the last-used personal directory group instead of leaving it on the **Search Results** tab
- Unmapped fields for synchronized contacts are editable
- Improved Busy Lamp Field accuracy for contacts using shared lines and extension mobility
- Caller ID name (if available) is displayed on incoming and active calls
- Mobile and home phone numbers are dialable
- Users can restore the default window layout without having to close and re-launch the application
- *Pop to Front* alerts display the application in front of all other open windows even when it is not minimized

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)
- Windows 8 (32-bit or WoW64) – you can integrate only with Cisco Unified Communications Manager version 10.0(1), 10.5(x), 11.0(x) or 11.5(1) under this operating system
- Windows 8.1 (32-bit or WoW64) – you can integrate only with Cisco Unified Communications Manager versions 10.5(x), 11.0(x) or 11.5(1) 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 [page 7](#).

Virtual Desktop Support

Cisco Unified Attendant Console Standard is not supported in any virtualized desktop environment such as Citrix, Horizon or VMware Workstations.

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.

Screen Reader Support

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

Network Requirements

The computer running Cisco Unified Attendant Console Standard must provide TCP/IPv4 and must be able to access the Cisco Unified Communications Manager and the Cisco Unified 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
- TSP – Port 2748

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.



Note

Don't forget to consider the default dynamic port range appropriate to your computer's operating system when defining its firewall settings, as described at <https://support.microsoft.com/en-us/kb/832017>.

Round Trip Time

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

Virus Scan Exclusions

To prevent key system files from being quarantined by your anti-virus software, add the following folders to your virus scan exclusions:

- *\Program Files\Cisco\Cisco Unified Attendant Console Standard* (under 32-bit operating systems)
- *\Program Files (x86)\Cisco\Cisco Unified Attendant Console Standard* (under 64-bit operating systems)
- *\Users\<windows_user_name>\AppData\Roaming\CUACSLayout*
- *\ProgramData\CUACS*

Windows Folder Permissions

Under Microsoft Windows Vista (32/64-bit), Windows 7 (32/64-bit SP1), Windows 8 (Desktop mode) and Windows 8.1 (64-bit), the following folders require the specified permissions set on them:

- *\Program Files (x86)\Cisco\Cisco Unified Attendant Console Standard*
\Users\<windows_user_name>\AppData\Roaming\CUACSLayout
\Users\<windows_user_name>\AppData\Roaming\CUACSLogging
 - Modify
 - Read & execute
 - List folder contents
 - Read
 - Write (*Windows 8.1 only*)

- Special permissions (*Windows 8.1 only*)
- *\ProgramData\CUACS*
 - Modify
 - Read & execute
 - List folder contents
 - Read
 - Write
 - Special permissions

Scalability

Cisco Unified Attendant Console Standard supports up to 5000 contacts on a single instance. You can associate up to 5000 lines (not phones) with the Application User that connects Cisco Unified Attendant Console Standard to the Cisco Unified Communications Manager: any more than that and system performance may become degraded.

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 [page 7](#).

If you are using Cisco Unified Communications Manager Release 9 or later, the TSP and New Cisco Media Driver are automatically installed and activated when you install Cisco Unified Attendant Console Standard.



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.
- 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)	Not supported	Not supported	Not supported	Not supported
8.0(1)	Not supported	Not supported	Not supported	Not supported
8.0(3)	Not supported	Not supported	Not supported	Not supported
8.5(1)	Not supported	Not supported	Not supported	Not supported
8.6(1)	Not supported	Not supported	Not supported	Not supported
8.6(2)	Not supported	Not 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(1)	Supported	Supported	Supported	Supported
10.5(2)	Supported	Supported	Supported	Supported
11.0(1)	Supported	Supported	Supported	Supported
11.5(1)*	Supported*	Supported*	Supported*	Supported*

**Note**

* There is a known defect – CSCva24885, described at <https://tools.cisco.com/bugsearch/bug/CSCva24885> – that is associated with Cisco TSP 11.5(1). A workaround is available within the bug search tool and the packaged Cisco Unified Attendant Console Standard installer available at <http://cisco.com/go/ac>.

If you are using Cisco Unified Communications Manager version 7.x or 8.x, you must use Cisco Unified Attendant Console Standard version 10.6.

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
7811	Yes
7821	Yes
7841	Yes
7861	Yes
7902	Not tested (Obsolete)
7905	Yes
7906	Yes
7910	Yes
7911	Yes
7912	Yes
7915	Yes
7916	Yes
7920	Yes
7921	Yes
7925	Yes
7925G	Yes
7925G-EX	Yes
7926	Yes

Phone Type	Supported
7931	Yes ¹
7940	Yes
7941	Yes
7941G-GE	Yes
7942	Yes
7942-G	Yes
7945	Yes
7945G	Yes
7960	Yes
7961	Yes
7961G-GE	Yes
7962	Yes
7965	Yes
7965G	Yes
7970	Yes
7971	Yes
7975	Yes ²
8811	Yes
8841	Yes
8845	Yes
8851	Yes
8861	Yes
8865	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) <i>and</i> VXME installations (installed in a VXME environment) are supported as operator devices and end points.

1. 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.
2. If **Log in to hunt groups at sign in** is selected, the Cisco Unified Communications Manager resets this phone type when the user logs in to the Cisco Unified Attendant Console Standard client.

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

Shared lines are used when you:

- Have multiple phones but want one phone number
- Share call-handling with co-workers
- Handle calls on behalf of someone else, such as a manager

Extension Mobility allows users to temporarily use another phone as their own, during which time that phone adopts the user's configuration profile.

Cisco Unified Attendant Console Standard supports both shared lines and extension mobility, so long as the device is associated with the Application User. You can associate up to 5000 lines (not phones) with the Application User; any more than that and you may experience performance degradation.

All contacts sharing the same telephone number display the BLF status of the device that is the primary line *unless* none of the contacts is the primary line (for example, if the primary line becomes unregistered from Cisco Unified Communications Manager), in which case the device names are sorted in ascending order and the contacts display the BLF status of the *next* device in this list. If the primary device goes out of service but is still registered with Cisco Unified Communications Manager, no BLF status is displayed until the primary device comes back into service.



Note

For BLF status to work correctly with shared lines, you must ensure that all user roles are assigned.

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), rather than relying on Shared Lines for call distribution you should 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 11.0.2.2571 has the following resolved caveats.

Bug ID	Description
CSCut17237	Hunt Group Login/Out fails if phone device name is lowercase https://tools.cisco.com/bugsearch/bug/CSCut17237
CSCuu71476	BLF for directory contact breaks if contact is actively on call and a new call comes to their line and disconnects (will show on hook thereafter) https://tools.cisco.com/bugsearch/bug/CSCuu71476
CSCuu80127	Quickly completing transfers before search results are populated in dial pad can result in calls being mis-directed to last selected contact https://tools.cisco.com/bugsearch/bug/CSCuu80127
CSCuu82525	Evaluation of Arc-CUAC-standard for OpenSSL June 2015 https://tools.cisco.com/bugsearch/bug/CSCuu82525
CSCuv94918	CUACS 11.0 shows no results for search made for names in other language https://tools.cisco.com/bugsearch/bug/CSCuv94918
CSCuw08192	Unable to transfer E.164 formatted numbers directly to VM https://tools.cisco.com/bugsearch/bug/CSCuw08192

Open Caveats

Cisco Unified Attendant Console Standard version 11.0.2.2571 has the following open caveats.

Bug ID	Description
CSCuv67670	CUAC-Standard "Registration File Invalid" after upgrade then downgrade https://tools.cisco.com/bugsearch/bug/CSCuv67670
CSCuw20241	CUAC-S, BLF does not auto-update for EM profile login with CSF device https://tools.cisco.com/bugsearch/bug/CSCuw20241
CSCuw30144	Uninstalling CUACS does not remove the TSP instance from phone and modem https://tools.cisco.com/bugsearch/bug/CSCuw30144
CSCva24885	CUAC Services fail to initialize following upgrade or installation of Cisco TSP v11.0(1) https://tools.cisco.com/bugsearch/bug/CSCva24885

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:

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

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A summary of U.S. laws governing Cisco cryptographic products may be found at:

<http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

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

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