



Release Notes for Cisco Unified Attendant Console Standard Release 12.0.2

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These release notes describe the new features and caveats for Cisco Unified Attendant Console Standard Release 12.0.2.

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: Danish, Dutch (Netherlands), English, French (France), German (Germany), Italian, Portuguese (Portugal), Russian, Spanish (Spain), Swedish.

New and Changed Features

Cisco Unified Attendant Console Standard version 12.0.2 is a major release that includes these new features and enhancements:

- Cisco Unified Communications Manager compatibility updates (see [Cisco Unified Communications Manager Compatibility](#))
- Line text label support in Call Control window
- Improved Busy Lamp Field (BLF) for contacts with multiple devices
- BLF Rule user interface redesign and added capability
- Support for WebEx Messenger as directory presence source
- Support for automated and custom presence states for WebEx Messenger and Cisco Presence sources
- Bug fixes (see [Resolved Caveats](#))
- Localization of core languages (see [Core Languages](#))

PC Hardware and Software Requirements

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

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

Operating System Support

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

- Windows 7 with SP1
- Windows 8.1 Update 1, v. 6.3.9600 or later
 - Earlier builds will need the update ([KB2919355](#)) applied prior to installing Cisco Unified Attendant Console

- Windows 10 (Desktop Mode)

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

- Microsoft Visual C++ 2010 Redistributable
- Microsoft Visual C++ 2015 Redistributable
- Microsoft .NET Framework 4.6.1

**Note**

During the installation of Microsoft Visual C++ 2010 and C++ 2015 Redistributable, the system may require a reboot. After the reboot, the installation will continue automatically.

Virtual Desktop Support

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 IM&P Server/Cisco WebEx Server. By default, these use the following two-way TCP ports:

- Cisco Unified Communications Manager – Port 443
- Cisco Unified IM&P Server – Port 5222
- Cisco WebEx 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**

Do not 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\\AppData\Roaming\CUACSLayout*
- *\ProgramData\CUACS*

Windows Folder Permissions

The following folders require the permissions outlined below:

- *\Program Files (x86)\Cisco\Cisco Unified Attendant Console Standard*
\Users\\AppData\Roaming\CUACSLayout
\Users\\AppData\Roaming\CUACSLogging
 - Modify
 - Read & execute
 - List folder contents
 - Read
 - Write
 - Special permissions
- *\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

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

| CUCM Version | Windows 7 SP1 | Windows 8.1 Update 1 | Windows 10 (Desktop Mode) |
|--------------------------|---------------|----------------------|---|
| 10.0(1) | Supported | Not supported | Not supported |
| 10.5(1) | Supported | Supported | Not supported |
| 10.5(2) | Supported | Supported | Supported (10.5.2.14900-16 or later) |
| 11.0(x) | Supported | Supported | Supported (11.0.1.22900-14 or later) |
| 11.5(1.13032-4) or later | Supported | Supported | Supported |
| 12.0(1) | Supported | Supported | Supported |



Note

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

1. In your web browser, under **Tools**, choose **Internet Options**.
2. In the dialog box, select the **Advanced** tab.
3. Under **Security**, clear the checkbox **Check for publisher's certificate revocation**.

4. Under **Security**, clear the checkbox **Check for server certificate revocation**.
5. Click **OK**.

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 |
| 7931 | Yes ¹ |
| 7940 | Yes |
| 7941 | Yes |
| 7941G-GE | Yes |

| Phone Type | Supported |
|--------------------------|---|
| 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 |
| 8851NR | Yes |
| 8861 | Yes |
| 8865 | Yes |
| 8865NR | Yes |
| 8941 | Yes |
| 8945 | Yes |
| 8961 | Yes |
| 9951 | Yes |
| 9971 | Yes |
| Cisco CSF | Yes |
| Cisco Jabber for Android | Supported for the purpose of monitoring contact BLF status. |
| Cisco Jabber for iPad | Supported for the purpose of monitoring contact BLF status. |
| Cisco Jabber for iPhone | Supported for the purpose of monitoring contact BLF status. |
| Cisco Jabber for Windows | Yes |
| DX70 | Yes |
| DX80 | Yes |

| Phone Type | Supported |
|-----------------|-----------|
| DX650 | Yes |
| IP Communicator | Yes |

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.

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

Shared lines in the user's controlled phone are supported but with several caveats:

The user will only see full activity against the specific device they're logged into the application against. Other devices with the same DN will not show calls in the Call Control area. Furthermore, if for example Device A and Device B both have DN 1000, and a CUACS user logs in using Device A, 1000 will appear in their call control area. They will accurately see all call control for Device A. Any call activity that occurs on Device B will not be shown. Finally, call activity on non-user devices with the same DN as the user's device will cause changes in the BLF of the user's line.

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

When logged into an Extension Mobility device, the Extension Mobility DN will be searchable at the login screen and the device Extension Mobility is logged in will be selectable. If Extension Mobility is not logged in before the application is started, the Extension Mobility DN will not be selectable.

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 12.0.2 has the following resolved caveats.

| Bug ID | Description |
|----------------------------|--|
| CSCUw30048 | Up and down arrow keys ignored following directory search and sort. https://tools.cisco.com/bugsearch/bug/CSCUw30048 |
| CSCUw30144 | Uninstalling CUACS does not remove the TSP instance from phone and modem. Requires CUCM fix against defect CSCUq13927 . https://tools.cisco.com/bugsearch/bug/CSCUw30144 |
| CSCUw20241 | Directory contact BLF fails to refresh following extension mobility sign out if a CSF device association exists. https://tools.cisco.com/bugsearch/bug/CSCUw20241 |
| CSCvg61991 | Cannot scroll within directory pane after selecting a contact. https://tools.cisco.com/bugsearch/bug/CSCvg61991 |
| CSCvg38836 | Transferring a held call to VM, presents call control failure. https://tools.cisco.com/bugsearch/bug/CSCvg38836 |
| CSCvf80005 | Duplicate DNs on OPR device breaks line state for all but one instance. https://tools.cisco.com/bugsearch/bug/CSCvf80005 |
| CSCuz82852 | Cisco Unified Attendant Console Standard transfer button unavailable on unknown number. https://tools.cisco.com/bugsearch/bug/CSCuz82852 |
| CSCve76675 | Call History - Following multiple resizing and order of columns, To/From columns duplicate the Status column values. https://tools.cisco.com/bugsearch/bug/CSCve76675 |
| CSCve76659 | Call History - Unable to sort by time. https://tools.cisco.com/bugsearch/bug/CSCve76659 |

| Bug ID | Description |
|----------------------------|--|
| CSCuv67670 | Cisco Unified Attendant Console Standard <i>Registration File Invalid</i> after upgrade then downgrade. https://tools.cisco.com/bugsearch/bug/CSCuv67670 |
| CSCvg38836 | Ctrl + A default answer shortcut fails if more than 1 call is present in the call control panel. https://tools.cisco.com/bugsearch/bug/CSCvg38836 |

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.

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