Release Notes for Cisco Unified Attendant Console Standard Release 14.0.1

October 1, 2021, OL-25989-01

These release notes describe the new features and caveats for Cisco Unified Attendant Console Standard Release 14.0.1.

Visit cisco.com/go/ac to access the latest Cisco Unified Attendant Console Standard downloads, product literature and product licensing.

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

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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. A console user's phone is leveraged for all call controls and call routing, eliminating the need for a server.

The directory provides contact phone line status and Jabber presence status. Full access to all call controls and a feature-rich directory, as well as visibility of call history and system-wide call park makes it easier for users to focus on callers.

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.

Features

Cisco Unified Attendant Console Standard delivers the following capabilities and features:

- 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, voicemail, or any other valid number
- Direct transfers
- Join calls
- Set Call Forward and Do Not Disturb on the console user's device
- Park calls
- Create and manage conference calls
- Import, export, and update custom directory contacts which can be shared with multiple console client users
- Synchronize main directory with Cisco Unified Communications Manager and/or a local/shared CSV file
  - Customized directory field mappings
  - Directory synchronization filters
- Observe the status of the directory contact's main extensions
- Observe the Jabber presence status of the directory contacts
- View call history
- Manage hunt group log in status

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 Standard version can be upgraded to version 14.0.1.

Your Cisco Unified Attendant Console Standard version	Can be directly upgraded to version 14.0.1
10.0.x - 12.0.x	Yes

New and Changed Features

Cisco Unified Attendant Console Standard version 14.0.1 is a major release that includes these new features and enhancements:

- Platform support
  - Cisco Unified Communications Manager compatibility updates. For more information, see Cisco Unified Communications Manager Compatibility.
- Refreshed console user interface
  - New architecture, delivering better performance and laying a solid foundation for continued product advancement
  - New colour scheme
  - Design tweaks to make the most use of screen real estate
- Persistent and Dedicated Hosted Virtual Desktop (HVD) Support
- Administrative enhancements
  - Centralized licensing - the ability to point installations to a network location for the purposes of writing registration data and importing product licensing. This advancement gives administrators the flexibility required to manage licensing without requiring access to end-user workstations.
  - Silent install package - instructions and baseline batch files are packaged with application installer.
  - Audit Logging

Builds

Application	Component	File name	Version
Cisco Unified Attendant Console Standard	Main application	Cisco Unified Attendant Console Standard.exe	14.0.1.4483
	Telephony driver	ASTAPI2x.dll	14.0.1.659
	SSO driver	CiscoSSOConnector.dll	14.0.1.5245
	Licensing driver	LicensingComponent64	14.0.1.457
	SQL Lite driver	SQLite.Interop.dll	1.0.85.0
	Audit driver	AuditComponent.dll	14.0.1.5260
	Presence driver	XMPPConnector.dll	14.0.1.286
	AXL driver	AXLDriverLib.dll	14.0.1.5289

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

Operating System Support

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

- Windows 10 (Desktop Mode)

Note Cisco Unified Attendant Console Standard is not supported on any 32-bit operating system.

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++ 2019 Redistributable

- Microsoft .NET Framework 4.6.1

✎
Note During the installation of Microsoft Visual C++ 2010 and C++ 2019 Redistributable, the system may require a reboot. After the reboot, the installation will continue automatically.

Virtual Desktop Support

Cisco Unified Attendant Console Standard supports **Persistent** and **Dedicated** Virtual Desktop infrastructures, including:

- Citrix Virtual Desktops (Standard, Advanced, and Premium) version 7.19
  - requires Persistent and Dedicated configuration; see Citrix product documentation.
- VMware Horizon (Standard, Advanced, and Enterprise)
  - requires Persistent and Dedicated configuration; see VMware Horizon documentation.

Support is not extended to virtual application infrastructures, non-persistent virtual desktops, or to shared/floating user profiles.

To review testing environment details, test criteria and test output, see the *CUAC Standard VDI Interoperability Guide*.

Screen Reader Support

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

⚠
Caution For more information, see Open Accessibility Caveats.

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. Refer to the *Cisco Unified Attendant Console Standard Installation and Configuration Guide* for a list of UDP and TSP ports leveraged by Cisco Unified Attendant Console Standard.

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.

Directory Scalability

Cisco Unified Attendant Console Standard directory supports 5,000 contacts.

The best practices to minimize the impact on Cisco Unified Communications Manager, if configured as the directory source, are the following:

- Reduce the directory synchronization frequency. Consider syncing the directory once a day.

- Disable **Auto Sync Startup** and rely on the defined sync interval. If you have multiple Cisco Unified Attendant Console Standard users that log in to the application around the same time, stagger the directory sync intervals.

CTI Scalability

Cisco Unified Attendant Console Standard supports monitoring 5,000 lines for the purpose of logging in to the application and presenting busy lamp status for directory contacts. Though there is not an enforced limit on the number of devices that can be associated with the application user, performance may degrade once the tally exceeds 5,000 lines.

The number of monitored lines is calculated by totaling the number of lines across all monitored devices and the number of call park devices.

For example:

- 2,450 devices are associated with the Cisco Unified Attendant Console Standard application user

- Each monitored device has 2 lines. 2,450 devices multiplied by 2 lines equals 4,900 lines.

- 100 park devices

- Total of 5,000 lines being monitored (4,900 lines + 100 call park extensions)

In this example, although the console directory supports 5,000 contacts, users would only be able to present busy lamp status for 2,450 devices.

Directory Contact Jabber Presence

Cisco Unified Attendant Console Standard can retrieve Jabber presence status for directory contacts.

You can leverage a single user account for multiple installations. We recommend that no more than 100 Cisco Unified Attendant Console Standard installations share a single user account.

Supported authentication methods:

- Cisco IM and Presence Server: supports Cisco Unified Communications Manager End User and Single Sign On (SSO) authentication.

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

- Microsoft Active Directory Federation Services (ADFS)

- OpenAM

- Ping

Cisco Unified Communications Manager Compatibility

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

CUCM Version	Windows 10 (Desktop Mode)
10.0(1)	Not supported
10.5(1)	Not supported
10.5(2)	Supported (10.5.2.14900-16 or later)
11.0(x)	Supported (11.0.1.22900-14 or later)
11.5(1.13032-4) or later	Supported
12.0(1)	Supported
12.5(1)	Supported
14.0(1)	Supported

Phone Requirements

Cisco Unified Attendant Console Standard user and end-point device support. Refer to the *Cisco Unified Attendant Console Standard Installation and Configuration Guide* for details regarding shared lines and extension mobility.

Term	Description
Full	Console user device and BLF status for directory contacts
Console User	Console user device only
BLF Status	BLF status for directory contacts only
Not Supported	Tested, but not supported
Not Tested	Not tested, therefore no formal support
^x	Reference footnote

Device Type/Phone Model	Supportability	Device Type/Phone Model	Supportability
3905	Not Supported	7960	Full
6901	Not tested	7961	Full
6911	Full	7961G-GE	Full
6921	Full	7962	Full
6941	Full	7965	Full
6945	Full	7965G	Full

Device Type/Phone Model	Supportability	Device Type/Phone Model	Supportability
6961	Full	7970	Full
7811	Full	7971	Full
7821	Full	7975	Full[1]
7841	Full	8811	Full
7861	Full	8841	Full
7902	Not tested	8845	Full
7905	Full	8851	Full
7906	Full	8851NR	Full
7910	Full	8861	Full
7911	Full	8865	Full
7912	Full	8865NR	Full
7915	Full	8941	Full
7916	Full	8945	Full
7920	Full	8961	Full
7921	Full	9951	Full
7925	Full	9971	Full
7925G	Full	Cisco CSF	Full
7925G-EX	Full	Cisco Jabber for Android	Not Supported
7926	Full	Cisco Jabber for iPad	Not Supported
7931	Full[2]	Cisco Jabber for iPhone	Not Supported
7940	Full	Cisco Jabber for Mac	Not Supported
7941	Full	Cisco Jabber for Windows	Full[3]
7941G-GE	Full	DX70	Full
7942	Full	DX80	Full
7942-G	Full	DX650	Full
7945	Full	IP Communicator	Full
7945G	Full		

1. Using this device to sign in to the application requires the maximum calls setting in Cisco Unified Communications Manager to be set to a minimum of two.

2. If **Log in to hunt groups at sign in** is selected, the device will reset as part of the login process.

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

Resolved Caveats

Cisco Unified Attendant Console Standard version 14.0.1 has the following resolved caveats.

Bug ID	Description
CSCun01596	Incorrect DN displaying in CUAC client page (retrieved park call)
CSCut88062	Build out silent install package
CSCvf36529	Ability to export sync source contacts, modify non-sync'd fields and reimport
CSCvi45140	Introduce supportability for running client in a Citrix VDS or HVD environment
CSCvp21556	Remote / Centralized Licensing
CSCvq45922	Enhancement CUAC Standard - Directory scroll bar needs resizing
CSCvq58263	Visual defect - Registration Code Field can be altered and/or deleted
CSCvr09581	Intermittently, Caller ID is not being shown from external incoming PSTN
CSCvr18779	Remote-In-Use call on a Shared line should not show up on CUAC Standard Console
CSCvs31041	Column order within Directory Tabs not being saved after Log out/Log in
CSCvs57156	DOC DEFECT: CSV Files for Synchronization Example File does not reference Sync ID
CSCvs57168	CSV File for Synchronization has unknown Sync ID field (data entry)
CSCvv42032	Add Calling in Webex Teams (Unified CM) support to console client
CSCvv82184	CID incorrect in Call History panel for UCCX transfers to CUAC via CTI Port
CSCvx60980	Contact BLF not updated if EM profile login occurs post CUACS login
CSCvr18779	Calls not removed from console once answered from third party device
CSCvv33222	'Email' action is not displayed in context menu of a directory search result

Open Caveats

Cisco Unified Attendant Console Standard version 14.0.1 has the following open caveats.

Bug ID	Description
CSCvx73299	Unable to Open "Add Contact" screen from directory after reordering personal directory group tabs

Open Accessibility Caveats

Cisco Unified Attendant Console Standard version 14.0.1 has the following open accessibility caveats.

Bug ID	Description
CSCvx74422	Accessibility - Invalid extension error message is not read
CSCvx74415	Accessibility - Extension list not read at login screen

Bug ID	Description
CSCvx74411	Accessibility - Contact search results are not read
CSCvx74400	Accessibility - Redirected by information is not being read

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 https://www.cisco.com/c/en/us/support/unified-communications/unified-attendant-console-standard/model.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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