



Release Notes for *Cisco Unified Enterprise Attendant Console* Release v8.5.1.5

Revised: December 15th, 2010, OL-20136-01

These release notes describe the new features and caveats for Cisco Unified Enterprise Attendant Console Release v8.5.1.5

For a list of the open and resolved caveats for the Cisco Unified Enterprise Attendant Console see [Resolved Caveats - Release v8.5.1.5 on Page 12](#), and [Open Caveats - Release v8.5.1.5 on Page 13](#) .

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Introduction

Cisco Unified Enterprise Attendant Console is an efficient application specially designed for handling calls and messages. This application enables you to answer calls from predefined set of queues and transfer them to desired extensions.

The application enables you to perform comprehensive tasks like Call Conference, Call Transfer, Call Parking and Call Retrievals. The user-friendly design of the application gives speed and flexibility and facilitates you to manipulate calls with simple mouse clicks or keystrokes.

Further detailed information can be obtained from the related documents, See [“Related Documentation” on page 14](#)

Performance Information

Performance of Cisco Unified Enterprise Attendant applications can be measured in several ways,

1. Number of Operators
2. Number of Contacts Supported
3. Number of Console Queues

4. Busy Hours Call Completions (BHCC)

Table 1-1 shows the performance of Cisco Unified Enterprise Attendant Console

Performance Item	Maximum numbers with Cisco Unified Enterprise Attendant Console
Number of Attendant Consoles	25
Number of Contacts Supported	100k
Number of Console Queues	50
Busy Hours Call Completions (BHCC)	6000

Product Feature Table

The following table displays a break down by feature of the following products.

- Cisco Unified Department Attendant Console (CUDAC)
- Cisco Unified Business Attendant Console (CUBAC)
- Cisco Unified Enterprise Attendant Console (CUEAC)

The symbols denote the level of support within the product :-

● = Supported, ◐ = Partial Support, ○ = Unsupported

Table 1-2 Product Feature table

Feature	CUDAC	CUBAC	CUEAC
Installation	Web & Wizard	Web & Wizard	Web & Wizard
Configuration	Browser	Browser	Browser
Queue Features			
Queues supported	● 1 per instance (5 instances on a server)	● 3	● 50
Configurable queue names and priority	○	●	●
Show all calls in all queues option	○	●	●
Queue salutations	○	○	●
Show & pick calls from each Queue	●	●	●
Queue wait time overflow	○	○	●

Table 1-2 **Product Feature table**

Feature	CUDAC	CUBAC	CUEAC
Queue limit overflow (no of calls)	●	●	●
Operator overflow (no operators)	●	●	●
Queue overflow destinations supported	●	●	●
Overflow options	●	●	●
Music in Queue	○	●	●
Operator Handset Ringing	●	●	●
Service options			
Emergency mode switch	○	●	●
Emergency mode destination	○	●	●
Night service switch	○	●	●
Night service hours/timing	○	●	●
Night service destination	○	●	●
Directory features			
Directory size supported	150 per instance (5 instances on a server)	500	100k
Search fields	3	4	6
Mobile number support	●	●	●
Internal directory support	●	●	●
External directory support	◐	◐	◐
Speed dials	●	●	●
Alternative number search (hotkey)	●	●	●

Table 1-2 Product Feature table

Feature	CUDAC	CUBAC	CUEAC
Alternate Contacts search	○	○	●
Directory to XML phones	○	○	○
Cross tab searching	○	○	●
Notes against person	●	●	●
Presence / Status features			
Busy Lamp Fields / Phone Status supported	150 per instance (5 instances on a server)	500	7000
Presence integration with CUP (Cisco Unified Presence 7.0, 8.0 and 8.5)	●	●	●
Presence integration with OCS	● Locally	● Locally	● Locally
Telephony features			
Transfer Reversion (Call Recall)	●	●	●
Hold Recall	●	●	●
Call toggle	●	●	●
Camp on	○	○	●
Call hold with notes	○	○	●
Undirected Call park (finds first slot)	●	●	●
Directed Call Park (to specific Park location)	●	●	●
Call Hold	●	●	●
Park recall	●	●	●
Transfer	●	●	●

Table 1-2 Product Feature table

Feature	CUDAC	CUBAC	CUEAC
Conference	●	●	●
System features			
No of Clients	2 per instance (5 instances on a server)	6	25
Keyboard driven	●	●	●
System logging	◐	◐	●
System Reports	○	●	●
VMWare (ESXI-4) Support **	●	●	●
Cisco Unified Communications Manager Supported			
Cisco Unified Communications Manager Supported	7.1, 8.0, 8.5	7.1, 8.0, 8.5	7.1, 8.0, 8.5
Localisation and accessibility			
Languages supported	1 *	1 *	1 *
Accessibility support (with JAWS Script)	●	●	●

Legend: ● = Supported, ◐ = Partial Support, ○ = Unsupported

* The initial CUEAC (v8.5.1.5) release supports English. This will be expanded to the 15 core languages within later versions scheduled 2011.

** See Note under Hardware/Software Supported in the System Requirements section for additional details.

Core Languages

Eventually this product will support 15 core languages. These are: English, French, Italian, German, Spanish, Portugese, Chinese (simpl), Chinese (trad.), Japanese, Korean, Arabic, Dutch, Swedish, Russian & Danish

System Requirements

The following section is broken into two parts:-

- Hardware/Software Supported
- Software Compatability

Hardware/Software Supported

The information provided below gives details of the minimum hardware/software required to run Cisco Unified Enterprise Attendant applications.

Applies To	PC Specification
Cisco Unified Attendant Server	<p>Pentium 4 2.2 GHz</p> <p>4 GB RAM</p> <p>72 GB Hard Drive</p> <p>CD-ROM/DVD-Rom</p> <p>Network Card</p> <p>SVGA (1024x768) display card with correct drivers</p> <p>Windows 2003 Server SP2 running Windows English Regional Settings. Windows 2008 Server R1 (32 bit) is also supported.</p> <p>For non-English characters the relevant language pack needs to be installed for the locale.</p> <p>Internet Information Service (IIS) 6.0 (or later).</p> <p>.Net Framework 3.5</p> <p>One of the following databases:*</p> <ul style="list-style-type: none"> - MS SQL Server 2005 Express, Standard or Enterprise, or - MS SQL Server 2008 Express, Standard or Enterprise <p>Internet Explorer 6.0 (or higher)**</p> <p>* Note: The Attendant Console Server installation will operate in an MS SQL 2005 Server environment, but MS SQL 2008 is recommended. In an environment where MS SQL is not present the installation will install MS SQL 2008 (Express) application automatically. If MS SQL Express 2008 is installed manually, it must be installed as the Default instance for the Attendant Console to function. Cisco Unified Attendant applications will not work with a Named instance of SQLEXPRESS.</p> <p>** Note: If IIS is installed separately to the Attendant Console Server Installation the ASP.NET component must be enabled and installed. This is done via the <i>Add/Remove Windows Component > Applications Server and Details</i></p>

The Server should be connected to the network via the TCP/IP protocol.

You will require appropriate Operating System Licenses.



Note

Cisco Unified Attendant Server is not supported within a 64 bit Operating System.



Note

NIC Teaming is not supported.



Note

Cisco Unified Attendant Server is not supported on the Cisco MCS (Media Convergence Server) Operating System



Note

If the Cisco Unified Attendant Server is installed on Windows 2003 or Windows 2008 Operating System then 'Data Execution Prevention (DEP)' must be enabled. This is documented in the '*Cisco Unified Enterprise Attendant Console Web Admin / Installation Guide*' OL-20135-01



Note

Cisco Unified Attendant Server is only supported in a live environment on VMware ESXi 4.0 running on Cisco UCS B200M1 hardware.
Cisco Unified Attendant Server is not supported in a live environment on HyperV or any other virtual based operating system.
It is also worth noting that the Cisco TSP is only supported on VMware with Windows 2008.



Note

Access to the Cisco Unified Attendant Server is not supported at any time via Remote Desktop (RDP), Terminal Services (TS) or any other session based application. These applications can cause stability problems with the required TAPI/TSP and Wave Driver operation. Only local connection or VNC Connection is supported. See <http://support.microsoft.com/kb/308405>

SQL Considerations and Scalability

CUEAC installs SQL 2008 Express by default as part of its standard installation process. The performance limitation that SQL Server 2008 Express possesses is that it can access only a single CPU and 1 GB of RAM with a maximum database size of 4Gb.

In sites where one or more of the following are expected;-

- A large number of operators – more than 10,
- A high call volume – greater than 500 calls per operator per day,
- A Large Directory – greater than 10,000 contacts;

The use of SQL Server 2008 Standard or Enterprise should be strongly considered. Where a system outgrows the SQL2008 Express deployment, the Standard or Enterprise versions of SQL 2008 can be used to upgrade the existing implementation with minimal effort.

2. The minimum specification required by Cisco Unified Enterprise Attendant Console is as follows,

Applies To	PC Specification
Cisco Unified Enterprise Attendant Console	Pentium 4 Entry Level Specification 1 GB RAM 1GB available Hard Drive space CD-ROM/DVD-ROM Network Card Connected to Network via TCP/IP SVGA (1024x768) display card Windows Small Fonts <i>17 inch Monitor highly recommended</i> Windows XP Professional / Vista Professional (32 bit and WoW64) / Windows 2003/2008 and Windows 7 (32 bit and WoW64) (See Note below this table) SoundBlaster compatible sound card and speakers are recommended for the Console Operator.

**Note**

If the Cisco Unified Enterprise Attendant Console is installed on Windows 7, Windows 2003 or Windows 2008 Operating System then 'Data Execution Prevention (DEP)' must be enabled. This is documented in the '*Cisco Unified Enterprise Attendant Console Web Admin / Installation Guide*' **OL-20135-01**

**Note**

If you are installing Cisco Unified Enterprise Attendant Console client on Windows Vista or Windows 7 or Windows 2008, there is an additional process that you need to complete by disabling the User Account Control. This is documented in the '*Cisco Unified Enterprise Attendant Console Web Admin / Installation Guide*' **OL-20135-01**

**Note**

If the Attendant Operator is using a 7931 handset maximum calls on the UCM needs to be configured to a minimum of two.

**Note**

If the Attendant Operator is using 89xx and 99xx phones as their handsets they will need to disable rollover feature on the UCM.

3. Backups – As with all systems, we advise that backup facilities are provided to ensure application and data integrity, should an unforeseen circumstance arise.

Examples:

CD Writer

Tape streamer. DLT, DAT, Travan etc

Zip / Jaz drive or other type of Magneto Optical drive

If possible, choose a solution that gives a one step disaster recovery. This is a solution that has the ability to restore the complete contents of a hard drive from a bootable floppy disk and the restore media.

4. Server Redundancy – It is strongly recommended that the PC Server should be a redundant system with the following redundancy methods. This is at the discretion of the customer

Multiple hot-swap power supplies

Hot-swap Hard Drive arrays

UPS / power conditioners

RAID

5. AntiVirus support on a Cisco Unified Enterprise Attendant Console Server

There are many different AntiVirus products that are supported on a Cisco Unified Enterprise Attendant Console system server. Supporting guidelines on AntiVirus software can be found on the following site:-

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps556/prod_bulletin0900aecd806f6221.html

Folder/File Exclusions

It is important that the AntiVirus product supports "Exclusions". This is the ability for the user to specify specific files and/or folders that will NOT be scanned by the AntiVirus program.

The following exclusions should be set when using AntiVirus software on a Cisco Unified Enterprise Attendant Console Server

File Location	Use
\\DBData	This folder is where the System Configuration Databases are located
\\Program Files\\Cisco\\Logging	This is where all the system log files are stored.
\\Temp\\Cisco\\Trace	This is where the Cisco TSP Trace files are located

**Note**

The "File Locations" and "File Names" may be changed by your System Administrator.

The files in the above table are constantly being written to and updated during standard operation of the Cisco Unified Enterprise Attendant Console system.

Due to this, these files are permanently being accessed - an AntiVirus "Scan on access" policy for these files will mean that the files are constantly being scanned for Viruses. This will in turn slow down the operation of the Server. Therefore, excluding these files from being continuously scanned will allow the Server to function as expected.

6. The following table outlines the network requirements for running Cisco Unified Enterprise Attendant applications.

Applies To	Network Specification
All Network Types	The network will need to support/run TCP/IP.
	Cisco Unified Enterprise Attendant Admin application will need to run under an Administrator profile. (Local Administrator is acceptable)
Microsoft Windows Network	If the network uses DHCP then the PC Server will need a <u>static IP address</u> allocated to it.

Software Compatibility

CUEAC Version	CUEAC-CM TSP Version	Cisco Unified Communication Manager (CUCM)
v8.5.1.5	7.1(5.2)	7.1(5)
	8.0(1.6)	8.0
	8.0(1.6)	8.0(2C)
	8.5(1.1)	8.5

Installation Notes

The installation instructions for Cisco Unified Enterprise Attendant Console are covered in Chapter 4 of the Cisco Unified Enterprise Attendant Consoles Web Admin / Installation Guide which is available via the following address:

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

New and Changed Information

New software Features in Release v8.5.1.5

Cisco Unified Enterprise Attendant Console v8.5.1.5 includes the following features:

- Music in Queue
- Wait Time Overflow
- Forced Delivery (Operator Handset Ringing)
- Microsoft OCS 2007 Presence Status
- System Reports
- GUI improvements to the Attendant Console to improve access to Preferences and Contact Details.
- Switch from UCM End User to UCM Application User
- Session Based Licensing
- Unicode Support enhancements to improve localization of data for the core 15 languages.
- Support for VMWare (ESXI-4). (See Note under Hardware/Software Supported in the System Requirements section for additional details)
- Windows 7 (32 bit and WoW64) support for the Attendant Console
- Support for JAWS 10 accessibility software
- Support for CUP (Cisco Unified Presence) 7.0, 8.0 and 8.5

Caveats

This section contains these topics:

- [Resolved Caveats - Release v8.5.1.5 on Page 12](#)
- [Open Caveats - Release v8.5.1.5 on Page 13](#)

Resolved Caveats - Release v8.5.1.5

[Table 3](#) lists Severity 3 Caveats that have been resolved in Cisco Unified Enterprise Attendant Console v8.5.1.5

The following table shows a list of caveats that have been found during testing.

Table 3 Resolved Caveats for Cisco Unified Enterprise Attendant Console - v8.5.1.5

Application	Description
CSCti76939	AXL: Name space and SOAP action header version mismatch http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCti76939
CSCth33848	CUxAC BLF status stops working after replacing a phone. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCth33848

CSCtj21684	Cisco UCS virtualization is not supported http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj21684
CSCtj97498	Japanese user name search does not work in CUEAC. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj97498
CSCtg62883	Documentation does not clarify that SIP devices are not supported http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtg62883
CSCsz26550	Presence status not correct for STATE = IDLE http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsz26550
CSCsz33916	Presence status does not show the actual edited away message http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsz33916
CSCsz93129	Vacation status on presence shows as "?" on the Attendant console http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsz93129

Open Caveats - Release v8.5.1.5

Table 4 lists Caveats that are Open in Cisco Unified Enterprise Attendant Console v8.5.1.5

The following table shows a list of caveats that have been found during testing.

Table 4 Open Caveats for Cisco Unified Enterprise Attendant Console - v8.5.1.5

Application	Description
CSCti31896	BLF Fails in CUxAC 8.0.0.5 when Route Partition is Configured http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCti31896
CSCtk68150	CUxAC upgrade/install does not check installed SQL version http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtk68150
CSCtj57523	Operator not populating the internal directory http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtj57523

Software

The Cisco Unified Enterprise Attendant Console software can be downloaded from the following website:-

<http://www.cisco.com/go/ac>

Related Documentation

Software Documents

The documents related to this product include:

- Cisco Design Guide v8_5_x
- Cisco Unified Enterprise Attendant Console User Guide
- Cisco Unified Enterprise Attendant Console Web Admin / Installation Guide

Obtaining Documentation, Obtaining Support, and Security

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

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

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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