Release Notes for Cisco Unified Attendant Console Advanced Version 11.0.1.10

These release notes describe the new features and caveats for Cisco Unified Attendant Console Advanced Version 11.0.1.10.

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 Advanced is a Windows-based operator attendant console application for use exclusively with Cisco Unified Communications Manager. Cisco Unified Attendant Console Advanced emulates the functions of a manual telephone switchboard, and so enables attendant console operators to quickly accept incoming calls and efficiently dispatch them to recipients within an organization.

For more information, see the documents referred to in Appendix 1, "Related Documentation".

Features

Cisco Unified Attendant Console Advanced replaces these products:

- Cisco Unified Attendant Console Business Edition
- Cisco Unified Attendant Console Enterprise Edition
- Cisco Unified Attendant Console Premium Edition

and consolidates their functionality into one product.

Cisco Unified Attendant Console Advanced has the following basic features:

- Call queuing engine, with 100 Console queues supported
- Up to 50 concurrent operator client logins
- Busy Lamp Field (BLF)
- Blind and consultative transfers
- Optional server resilience
- Cisco Unified Communications Manager and IM/P versions supported— 9.0(x) to 11.5(1). See the important note in Cisco Software Compatibility, page 11.
- Directory search integrated with the Cisco Unified Communications Manager directory
- Directory size supported—100K
- Optional use of these directory sources:
    - Active Directory 2008 R1/R2
    - Active Directory 2012
    - iPlanet Netscape 5.0
    - iPlanet Netscape 5.1
- Users can bulk import or export directory contacts from or to a CSV file using Cisco Unified Attendant Console Advanced Administration.
- Console GUI Features: Queue Statistics, Queue Colors, Auto Unavailable on idle, Drill down search, BLF Notification preference
- Microsoft Lync 2013 and Skype for Business support.
- Windows 2012 R2 support (Server)
- Windows 8.1 support (Client)
- Windows 10 support (Client)

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

Note   You cannot upgrade to version 11.0.1.10 from any version of Cisco Unified Attendant Console Department Edition.

Use the following table to determine whether your current Cisco Unified Attendant Console Advanced version and Edition can be upgraded to version 11.0.1.10,

Your Cisco Unified Attendant Console Advanced version	Edition	Can be directly upgraded to version 11.0.1.10
Pre-8.6.2	All Editions	No
8.6.2	All Editions	Yes
9.0.1	All Editions	Yes
9.1.1	All Editions	Yes
10.0.1	All Editions	Yes
10.5.1	All Editions	Yes
10.5.2	All Editions	Yes

Core Languages

The attendant console Client, Help and User Guide are translated into the following languages:

- Arabic
- Chinese (simplified)
- Chinese (traditional)
- Danish
- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Spanish
- Swedish

System Requirements

Cisco Unified Attendant Console Advanced Server Requirements

In a production environment, Cisco Unified Attendant Console Advanced server Version 11.0.1.10 runs in either a:

- Physical server
- VMware environment compliant with Cisco's Specification-Based Hardware Support program.

Physical Server Hardware Supported

Cisco Unified Attendant Console Advanced server has the following minimum physical server hardware requirements:

- 2.2 GHz Pentium 4 processor
- 4 GB RAM
- 80 GB of available hard disk space
- Network card, connected to the network using TCP/IP

Note   The following points:

- NIC teaming is not supported.
- Cisco Unified Attendant Console Advanced server is not supported in a production environment if running on a desktop PC. It must be on its own dedicated server.
- If you plan to implement Cisco Unified Attendant Console Advanced server resilience, you **must** ensure that the date time and time zone on your Publisher and Subscriber servers are synchronized. Both servers must be in the same time zone to ensure that any daylight-saving time changes occur simultaneously. If they are not in the same time zone, the operator console will be unable to automatically reconnect to the Publisher when it recovers from failure.
- If a DNS Server is not present on the network or the Cisco Unified Attendant Console Advanced server machine name (Publisher server machine name in the case of a resilient installation) cannot be resolved, you must amend the Hosts file (WINDOWS\system32\drivers\etc\) to reflect the server IP address and server machine name. Please ensure that the installation prerequisites in the *Cisco Unified Attendant Console Advanced Administration and Installation Guide* have been satisfied.

Physical Server Software Compatibility

Cisco Unified Attendant Console Advanced server has the following minimum physical server software requirements:

- One of the following operating systems, with Windows regional settings set to English:
  - Windows Server 2008 R1 (32-bit)
  - Windows Server 2008 R2 (64-bit)
  - Windows Server 2012 (64-bit)
  - Windows Server 2012 R2 (64-bit)

Note The following points:

- Cisco Unified Attendant Console Advanced server must be installed and operated exclusively on a supported platform.
- Cisco Unified Attendant Console Advanced server does not run under any version of Windows Server 2003.
- For how to upgrade to Windows Server 2008 visit http://technet.microsoft.com/en-us/library/cc755199(v=ws.10).aspx.
- For how to upgrade to Windows Server 2012 visit http://social.technet.microsoft.com/Forums/windowsserver/en-US/0905b322-8a4d-4dff-aed7-fa7b642e9f91/upgrading-to-windows-server-2012-and-sql-server-2012
- 64-bit installations are supported on *all* supported Cisco Unified Communications Manager versions.
- Windows 2012 is only supported on Cisco Unified Communications Manager 10.0(1) or later.
- Windows 2012 R2 is only supported on Cisco Unified Communications Manager 10.5(1) or later.

- Internet Information Service (IIS) 6.0 or later, with the Static Content role service added.
- ASP.NET 2.0.50727 or later
- .Net Framework 3.5 SP1
- One of the following databases:
  - Microsoft SQL Server 2008 Express, Standard or Enterprise (32-bit or 64-bit)
  - Microsoft SQL Server 2008 R2 Express, Standard or Enterprise (32-bit or 64-bit)
  - Microsoft SQL Server 2008 SP3 Express, Standard or Enterprise (32-bit or 64-bit)
  - Microsoft SQL Server 2012 Express, Standard or Enterprise (32-bit or 64-bit)
  - Microsoft SQL Server 2014 Express, Standard or Enterprise (32-bit or 64-bit)

Note The following points:

- Cisco Unified Attendant Console Advanced server does not support multiple SQL database instances or named instances, and requires exclusive use of and access to a local installation of SQL Server.
- No versions of Microsoft SQL Server 2005 are supported.

- No 64-bit version of Microsoft SQL Server is supported under Windows Server 2008 R1 (32-bit).

- Cisco Unified Attendant Console Advanced server does not support the Cisco Media Convergence Server (MCS) version of Windows Server.

- If the Cisco Unified Attendant Console Advanced server installer does not detect a supported version of Microsoft SQL Server, it will automatically install Microsoft SQL Server 2008 Express.

- If you are installing Microsoft SQL yourself, you must install it locally on the Cisco Unified Attendant Console Advanced server. Cisco Unified Attendant Console Advanced does not support the use of external SQL Servers.

- **IMPORTANT:** If you plan to implement Cisco Unified Attendant Console Advanced with server resilience, you **must** use Microsoft SQL Server Standard or Enterprise (not Express) on the Publisher server. You can use Microsoft SQL Server Express, Standard or Enterprise on the Subscriber server. Also, the Publisher and Subscriber servers must use the same version of Microsoft SQL Server (for example, both must use 2008). For guidance on which SQL edition to use, see "Additional Server Considerations" on page 1-7.

- Due to security restrictions and the resource demands of a domain controller, Microsoft advises against installing SQL server on a domain controller (For more information, see http://support.microsoft.com/kb/2032911). Consequently, Cisco Unified Attendant Console Advanced is not supported if installed on a domain controller.

VMware Server Requirements

In a production environment, Cisco Unified Attendant Console Advanced server is supported on VMware ESXi 4.x, 5.0, 5.1 or 6.0 running on a host machine that is compliant with Cisco's UC Virtualization Supported Hardware (described at http://docwiki.cisco.com/wiki/UC_Virtualization_Supported_Hardware).

Note The following points:

- Cisco Unified Attendant Console Advanced server is *not* supported in HyperV or any other virtualization products other than VMware.

- Cisco Unified Attendant Console Advanced **does not** run on a copy (clone) of a virtual machine.

- For more information about VMware requirements, visit:
  http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements.

- Due to security restrictions and the resource demands of a domain controller, Microsoft advises against installing SQL server on a domain controller (For more information, see http://support.microsoft.com/kb/2032911). Consequently, Cisco Unified Attendant Console Advanced is not supported if installed on a domain controller.

VMware Guest Machine Requirements

Cisco Unified Attendant Console Advanced server has the following minimum VMware instance (guest machine) requirements:

- 1x vCPU unrestricted

- 4 GB RAM

- 80 GB of available hard disk space

> **Note** You can download an OVA template configured with the above specifications from the following location: location: http://software.cisco.com/download/release.html?i=!y&mdfid=284373299&softwareid=283910832&release=10.5.2&os=.

VMware Software Requirements

Cisco Unified Attendant Console Advanced server running on a virtual machine requires one of the following operating systems, with Windows regional settings set to English:

- Microsoft Windows Server 2008 R1 (32-bit)
- Microsoft Windows Server 2008 R2 (64-bit)
- Microsoft Windows Server 2012 (64-bit)
- Microsoft Windows Server 2012 R2 (64-bit)
- Windows 2012 R2 is only supported on Cisco Unified Communications Manager 10.5(1) or later.

> **Note** The following:
>
> - 64-bit installations are supported only in conjunction with Cisco Unified Communications Manager versions 8.5(1) to 11.5(1). See the important note in Cisco Software Compatibility, page 11.
> - Windows 2012 is only supported on Cisco Unified Communications Manager 10.0(1) or later.

Additional Server Considerations

This section contains important information you should know about your server hardware and software.

SQL Server Express Limitations

Microsoft SQL Server Express has the following limitations:

- Can access only a single CPU
- Uses only 1 GB of RAM
- SQL Server Express 2008 a maximum database size of 4 GB
- SQL Server Express 2012 and 2014 have a maximum database size of 10 GB
- Cannot support server resilience
- Server host name cannot be more than 15 characters long

You should consider using Microsoft SQL Server Standard or Enterprise if you expect your Cisco Unified Attendant Console Advanced deployment to support any of the following:

- More than 10 operators
- More than 500 calls per operator per day
- A directory containing more than 10,000 contacts
- Cisco Unified Attendant Console Advanced server resilience

If a Cisco Unified Attendant Console Advanced system outgrows Microsoft SQL Server Express, you can upgrade the database to Microsoft SQL Server Standard or Enterprise. Multiple SQL databases are not supported.

SQL and Cisco Unified Attendant Console Advanced Server Resilience

With Cisco Unified Attendant Console Advanced server resilience uses SQL replication, which is not available in Microsoft SQL Server Express. Therefore, if you plan to implement server resilience, you must use the Standard or Enterprise editions of Microsoft SQL Server 2008 on the Publisher server. The Subscriber server can use Microsoft SQL Server Express, Standard or Enterprise, depending on the size of your Cisco Unified Attendant Console Advanced deployment. The Publisher and Subscriber servers can be part of a Microsoft Domain, so long as they can access each other by hostname.

> **Note** The Publisher and Subscriber servers *must* use the same version of Microsoft SQL Server.

Windows Updates and Service Packs

Cisco Unified Attendant Console Advancedserver supports the application of all Microsoft Windows Updates and Service Packs.

Java auto-updates are not supported because they sometimes fail, rendering the system unusable.

Data Backup

You should provide backup facilities to ensure application and data integrity in the event of unforeseen circumstances. If possible, choose a solution that offers one-step disaster recovery, such as the ability to restore the complete contents of a hard drive from a bootable floppy disk and the backup media.

Server Redundancy

We strongly recommended that you configure your Cisco Unified Attendant Console Advanced server as a redundant system with the following redundancy features:

- Multiple hot-swap power supplies
- Hot-swap Hard Drive arrays
- UPS / power conditioners
- RAID

Antivirus Software

Anti-virus applications provide fine control of what data is scanned and how the data is scanned on a server.

The Cisco Unified Attendant Console Advanced software constantly accesses files in certain folders; consequently, your anti-virus software will constantly try to scan them for viruses, which will slow down the server. Therefore, your chosen antivirus product must support exclusions, which you use to specify the following files and folders that are not to be scanned by the antivirus software:

Default Folder	Contains
\\DBData	System configuration databases
\\Program Files\Cisco\	Software and application trace files

\\Apache	Active MQ folder
\\Temp\Cisco\Trace	Cisco TSP trace files
\\%ALLUSERSPROFILE%\Cisco\CUAC A	Cisco profile

Note The System Administrator may have set up your Cisco Unified Attendant Console Advanced server to use different folders for these files.

With any anti-virus product, configuration is a balance of scanning versus the performance of the server. The more you choose to scan, the greater the potential performance overhead. Your system administrator should determine the optimal configuration of your anti-virus application within your particular environment. Refer to your anti-virus product documentation for more detailed configuration information.

Network Requirements

For Cisco Unified Attendant Console Advanced to run across a network:

- The network must support TCP/IP.

- Cisco Unified Attendant Console Advanced Administration web application must run under an Administrator profile (Local Administrator is acceptable).

- On Microsoft Windows networks that use DHCP, you must allocate Cisco Unified Attendant Console Advanced server with a static IP address.

Citrix Support

Cisco Unified Attendant Console Advanced Server cannot be installed in a Citrix environment.

Cisco Unified Attendant Console Advanced Operator Client (version 10.0 and earlier) cannot be installed in a Citrix environment.

Cisco Unified Attendant Console Advanced Operator Client (version 10.5 and later) can be installed in a Citrix environment, with support for XenApp 7.6 and XenDesktop 7.6. For a list of supported operating systems see .

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.

Cisco Unified Attendant Console Advanced Client Requirements

This section describes the hardware and software requirements of the PC and operator phones running the Cisco Unified Attendant Console Advanced Version 11.0.1.10 client.

PC Hardware Requirements

The PC running the Cisco Unified Attendant Console Advanced client has the following hardware requirements:

- 2.0 GHz Pentium 4 processor
- 4 GB RAM
- 1 GB of available hard disk space
- Network card, connected to the network using TCP/IP
- SVGA (1024x768) display card
- 17-inch or larger monitor highly recommended
- SoundBlaster-compatible sound card and speakers highly recommended
- Keyboard with 10-key number pad

PC Software Requirements

The PC running the Cisco Unified Attendant Console Advanced client must be running one of the following operating systems:

- Microsoft Windows Vista Professional 32-bit
- Microsoft Windows Vista Professional 64-bit (using WoW64 emulation)
- Microsoft Windows 7 32-bit
- Microsoft Windows 7 64-bit (using WoW64 emulation)
- Microsoft Windows 8
- Microsoft Windows 8 Pro
- Microsoft Windows 8 Enterprise
- Microsoft Windows 8.1
- Microsoft Windows 10

Windows Updates and Service Packs

Cisco Unified Attendant Console Advanced client supports the application of all Microsoft Windows Updates and Service Packs.

Java auto-updates are not supported because they sometimes fail, rendering the system unusable.

Operator Phone Requirements

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.

Note   The following points:

- Cisco Unified Attendant Console Advanced does not support logging on any device that has a duplicate DN, or that uses Extension Mobility.
- Attendant console handsets are not supported on shared lines.

Cisco Software Compatibility

Cisco Unified Attendant Console Advanced V11.0.1.10 is compatible with:

- Cisco Unified Communications Manager versions 9.0(x) to 11.5(1) *

- Cisco TSP versions 9.x(x) to 11.5(1) *

Note   * There is a known defect – CSCva12833, described at
https://tools.cisco.com/bugsearch/bug/CSCva12833 – 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 Advanced installer available at http://cisco.com/go/ac.

- Cisco Unified Presence (CUP) Server versions 9.0(x) to 11.5(1)

Note   The 32-bit version of TSP is required when running Cisco Unified Attendant Console Advanced under
a 32-bit operating system. The 64-bit version of TSP is required when running Cisco Unified Attendant
Console Advanced under a 64-bit operating system.

Cisco TAPI Support

Cisco TAPI support under Windows 2008 and Windows 2012 is shown below:

	Windows 2008 32-bit	Windows 2008 64-bit	Windows 2012	Windows 2012 R2
Cisco TSP 9.0	✓	✓	✘	✘
Cisco TSP 9.1	✓	✓	✘	✘
Cisco TSP 10.0	✓	✓	✓	✘
Cisco TSP 10.5	✓	✓	✓	✓
Cisco TSP 11.0	✓	✓	✓	✓
Cisco TSP 11.5	✓	✓	✓	✓

For up to date details, visit https://developer.cisco.com/site/tapi/wiki/supported-windows-os/.

New and Changed Information

Cisco Unified Attendant Console Advanced version 11.0.1.10 is a UC System release that includes new features.

New Software Features in Version 11.0.1.10

Cisco Unified Attendant Console Advanced version 11.0.1.10 is a minor release and includes the following new features:

- Cisco Unified Attendant Console Advanced server now supports up to 1000 system devices per server
- Cisco Unified Attendant Console Advanced server now supports Cisco Unified Communications Manager 9.0(x) to 11.5(1). See the important note in Cisco Software Compatibility, page 11.
- Cisco Unified Attendant Console Advanced server now supports Cisco Unified Presence (CUP) Server 9.0(x) to 11.5(1)
- E.164 supported for directory devices
- VMWare ESXI 5.0, 5.1 and 6.0 support
- The Cisco Unified Attendant Console Advanced client can be used with JAWS screen reading software versions 15 and 16.
- System devices can be distributed among up to 100 Queue Device Groups.
- Citrix support now includes XenApp 7.6 and XenDesktop 7.6
- Improved Parked Calls display
- Phone models 7811, 8845, 8865, DX70 and D80 are now supported

Installation Notes

For instructions on how to install Cisco Unified Attendant Console Advanced, see the *Cisco Unified Attendant Console Advanced Administration and Installation Guide*, which is available from http://www.cisco.com/c/en/us/support/unified-communications/unified-attendant-consoles/products-installation-guides-list.html.

Caveats

This section lists the following:

Open Caveats - Release 11.0.1.10

Cisco Unified Attendant Console Advanced version 11.0.1.10 has the following open caveats:

Bug ID	Description
CSCuq13927	Additonal/Removal of CiscoTSP fails intermittently. https://tools.cisco.com/bugsearch/bug/CSCuq13927
CSCut11152	CUACA Uses Duplicated Key to Create a Queue Cause Database Update Error. https://tools.cisco.com/bugsearch/bug/CSCut11152
CSCuu65349	Windows 2012/2012 R2 servers experience loss of network connectivity. https://tools.cisco.com/bugsearch/bug/CSCuu65349
CSCva12833	CUAC Services fail to initialize following upgrade or installation of Cisco TSP v11.0(1). https://tools.cisco.com/bugsearch/bug/CSCva12833

Resolved Caveats - Release 11.0.1.10

Cisco Unified Attendant Console Advanced version 11.0.1.10 has the following resolved caveats.

Bug ID	JIRA Case	Description
CSCur40536	CUAC-1892	CSV Contact import is ignoring leading 0's and +'s from telephone number. https://tools.cisco.com/bugsearch/bug/CSCur40536
CSCut46139	CUAC-1927	MARCH 2015 OpenSSL Vulnerabilities. https://tools.cisco.com/bugsearch/bug/CSCut46139
CSCut46568	CUAC-1923	MARCH 2015 OpenSSL Vulnerabilities. https://tools.cisco.com/bugsearch/bug/CSCut46568
CSCut68511	CUAC-1971	Post reload only one CTI port and one CTI Route Point Registers. https://tools.cisco.com/bugsearch/bug/CSCut68511
CSCut76064	CUAC-1938	Change in Logging settings disable 'Call Logging'. https://tools.cisco.com/bugsearch/bug/CSCut76064
CSCut90269	CUAC-1970	Operators are not able to login (all together)[CTI Socket Layer corrupt]. https://tools.cisco.com/bugsearch/bug/CSCut90269
CSCuu82523	CUAC-1955	Evaluation of arc-cuac for OpenSSL June 2015. https://tools.cisco.com/bugsearch/bug/CSCuu82523

Obtaining the Software

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

Related Documentation

Cisco Unified Attendant Console Advanced has the following product documentation:

- Cisco Unified Attendant Console Advanced Design Guide
- Cisco Unified Attendant Console Advanced User Guide
- Cisco Unified Attendant Console Advanced Administration and Installation Guide

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.

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

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.