Release Notes for Cisco Unified Attendant Console Standard Release 12.0.5

These release notes describe the new features and caveats for Cisco Unified Attendant Console Standard Release 12.0.5.

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.

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.

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 12.0.5 is a minor release that includes these new features and enhancements:

- New directory filter for Not Null/Not Equal values
- Configurable keyboard shortcuts to dial and transfer to alternate contact numbers
- Ability to export sync source contacts and to modify non-synchronized fields and reimport them
- Support for CUCM 12.5(1) and IM&P 12.5(1)
- Support for secure TSP

New and Changed Features in version 12.0.4

- Enhanced Enterprise Agreement Flex Plan licensing supportability
- Backup supportability for CTI and AXL Standard
- Bug fixes (see Resolved Caveats)

New and Changed Features in version 12.0.3

- Enterprise Agreement Flex Plan licensing support

New and Changed Features in version 12.0.2

- Localization of core languages (see Core Languages)

New and Changed Features in version 12.0.1

- 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 and extension mobility users
- BLF Rule user interface redesign and added capability
- Support for WebEx Messenger as Jabber presence source
- Support for automated and custom presence states for WebEx Messenger and Cisco Presence sources

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 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

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

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. 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.

   • WebEx Messenger Server: supports Cisco Unified Communications Manager End User
     authentication (support for Single Sign On authentication is on the product roadmap, but has not
     been committed to a specific release cycle.

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 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
12.5(1)	Supported	Supported	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
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

Device Type/Phone Model	Supportability	Device Type/Phone Model	Supportability
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

- Release 12.0.3
- Release 12.0.4
- Release 12.0.5

Release 12.0.3

Cisco Unified Attendant Console Standard version 12.0.3 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

Bug ID	Description
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
CSCuv67670	Cisco Unified Attendant Console Standard *Registration File Invalid* 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

Release 12.0.4

Cisco Unified Attendant Console Standard version 12.0.4 has the following resolved caveats.

Bug ID	Description
CSCvk34670	Invalid registration file error presented when uploading license file. https://tools.cisco.com/bugsearch/bug/CSCvk34670
CSCvj24104	Directory export produces an empty CSV file. https://tools.cisco.com/bugsearch/bug/CSCvj24104
CSCvm75452	Unable to log into console after applying Windows 8.1 updates. https://tools.cisco.com/bugsearch/bug/CSCvm75452

Release 12.0.5

Cisco Unified Attendant Console Standard version 12.0.5 has the following resolved caveats.

Bug ID	Description
CSCvd85684	Configurable keyboard shortcuts to dial and transfer to alternate contact numbers. https://tools.cisco.com/bugsearch/bug/CSCvd85684
CSCvf36529	Ability to export sync source contacts modify non-sync'd fields and reimport. https://tools.cisco.com/bugsearch/bug/CSCvf36529
CSCvf35590	Ability to export CUCM source contacts. https://tools.cisco.com/bugsearch/bug/CSCvf35590

Open Caveats

Release 12.0.5

Cisco Unified Attendant Console Standard version 12.0.5 has the following open caveats.

Bug ID	Description
CSCvo15749	"Outbound Dialing Override" default Keyboard shortcut (Ctrl+Enter) is still working even from Shortcuts screen it is cleared and set "Blank". https://tools.cisco.com/bugsearch/bug/CSCvo15749
CSCvm96522	Cisco Unified Attendant Console Standard immediate crashes when launched on a docked Lenovo Thinkcentre computer. https://tools.cisco.com/bugsearch/bug/CSCvm96522

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.

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.