Release Notes for Server Edition of Cisco Unified CallConnector

These release notes for the Server Edition of Cisco Unified CallConnector for Microsoft Windows, describe the enhancements provided in this version.

Contents

These release notes contain the following topics:

Introduction

Cisco Unified CallConnector for Microsoft Windows Mobility Edition (Cisco Unified CallConnector Mobility) adds the Single Number Reach feature to the Cisco Unified CallConnector Server functionality. With the Cisco Unified CallConnector Mobility Service, users can setup their own rules for determining when and which call is to be routed to their specified number.

The Cisco Unified CallConnector Mobility Services are being released in two phases - Phase I allows a single reach out number to be called while Phase II will simultaneously call multiple user numbers and also support mid-call capability for accessing the CME telephony features. Phase I users will be able to upgrade to the Phase II capabilities by downloading and upgrading their Cisco Unified CallConnector applications.

The Mobility Service is a licensed feature requiring its own purchased serial number. As with all Cisco Unified CallConnector products, the Mobility Service can be downloaded and used for a trial period of 30 days. Existing Cisco Unified CallConnector Server customers can add the Mobility Service by downloading and upgrading both the Cisco Unified CallConnector client and server applications. As noted above, a purchased serial number will be required to beyond the trail period.

The major features provided by the Cisco Unified CallConnector Mobility Service include:

- Routing of selected or all incoming calls to user specified reach numbers. With this feature, users never miss important calls, and customers are connected instead of going to voice mail.

- Validation of User. The user is validated before connecting to the call to insure that business calls are always delivered to you.

- Single Voice Mailbox. If the user is not available the call is routed back to the user's business voice mailbox.

- User customizable rules. Users can setup their own rules to determine when and which calls are routed to their reach number.

- Integration with presence and location. The custom rules can be set to be triggered based on the user's current availability and location.

Administrative options allow for the selection of:

- Hardware or Software conferencing methods for the Single Number Reach service.

- Setting the maximum number of single number reach sessions that can run concurrently.

- Setting the maximum number of concurrent reach out calls that can be made for one Single Number Reach Session. For Phase 1, only one reach out call is supported.

- Selecting the method for sending the call back to the business voicemail box.

The Cisco Unified CallConnector Mobility Service applications are installed on a Windows computer. These server applications setup connects to the resources that have been configured by the administrator. These include establishing connections to the ephones on the Cisco Unified Communications Manager Express (Cisco Unified CME, formerly known as Cisco Unified CallManager Express), receiving RADIUS accounting packets for call logging purposes and opening the database sessions for the configuration and contact data. A configuration wizard on the Cisco Unified CallConnector Server provides a user-friendly graphical interface to allow administrators to setup the connection parameters for the server applications.

Important Notes

- Windows Computer System for Cisco Unified CallConnector Server

  The computer system performance and memory requirements are dependent on the number of users configured for the Cisco Unified CallConnector Mobility Service. For details, see the Unified CallConnector Server data sheet at http://www.cisco.com/go/unifiedcallconnector.

- Ports, UDP and TCP Connections

  The Cisco Unified CallConnector Server applications, including the Mobility Service, setup UDP and TCP connections to the Cisco Unified CME and the each of the Cisco Unified CallConnector Clients. For the list of the ports that must be available for the Cisco Unified CallConnector Server applications to provide services, see the Cisco Unified CallConnector Server Administrator Guide at http://www.cisco.com/application/pdf/en/us/guest/products/ps7067/c1067/ccmigration_09186a0080844380.pdf.

If the default port is not available, use the Cisco Unified CallConnector Server wizard to change the port setting to an available port.

- Additional Configuration of the Cisco Unified CME for the Mobility Service

  The Mobility Service requires a set of ephones with virtual MAC addresses. The number of ephones depends on the maximum number of concurrent Single Number Reach sessions multiplied by the maximum number concurrent of reach out calls per session. Each ephone also needs to have three single line ephone-dns defined.

  The Cisco Unified CallConnector Mobility Service utilizes the Cisco Unified CallConnector Server RADIUS accounting server to receive the telephone status information from the Cisco Unified CME. The Cisco Unified CME must be setup to send these RADIUS messages to the Cisco Unified CallConnector Server.

  Hardware Conference and Ad-hoc Conference. The Mobility Service utilizes the conference facilities from the Cisco Unified CME. The preferred conferencing method is hardware conferencing. Note this should be setup to support ad-hoc conferencing.

  Cisco Unified CUE needs to be setup with the direct transfer to voice mail script along with a dial-peer to allow calls to be send to the user's voicemail box.

- Support for Multiple CME Routers

  The Cisco Unified CallConnector Mobility Service has been designed to support multiple routers. However there has been limited testing of multiple router configurations. Following are known constraints for the multiple router environments:

  - Mobility ephones must be defined on each router for use by the Mobility Service.

  - Direct transfer to Voice Mail must be configured for each router. Cisco Unified CallConnector Mobility Service supports configuration of transfer to voice mail on a per router basis.

  - Extension number length must be the same for each router. The outside dial access code also must be the same for each router. The current assumption is that the routers are in the same telephone area code.

  - Hardware/Software Conference option can be set individually for each router.

  - The RADIUS service must be enabled on all the routers and the authentication password must be the same on all the routers.

  The Phase I Cisco Unified CallConnector Mobility Service is being introduced as qualified on single routers but with an ability to support multiple routers.

- Customizing Timeouts and Voice Prompts

  The Cisco Unified CallConnector Mobility Service provides support for voice prompts in multiple languages and the option of custom prompts. The available languages can be selected from the Configuration Wizard. If the desired language is not available, the administrator can select the Custom Language option. For this option all the prompt files have to be manually copied over and recorded. Following constraints apply for customizing the voice prompts:

  - The file names cannot be changed.

  - The audio file format supported is PCM, 16 Kbps data rate, 8KHz sample rate, 16 bit sample size, mono channel.

  - The timeouts values for the Single Number Reach states is defined in the SNRAutomationRouted.xml.

Open Caveats

This section describes possibly unexpected behavior and describes only severity 1, 2, and 3 caveats. Severity 1 caveats are the most serious caveats; severity 2 caveats are less serious. Severity 3 caveats are moderate caveats.

This section contains the following topics:

General

- CSCsk07781

  When running both Wireless and LAN adapters, Cisco Unified CallConnector seems to use the wireless instead of the LAN network connection.

  As a workaround, you can disable the Wireless adapter before starting the Cisco Unified CallConnector Client. Subsequent sessions then use this routing to establish the connections.

- CSCsk07691

  Some Cisco Unified CallConnector Server files are not updated when upgrading to a later version of the an older version of the Mobility Service to a later version.

  As a workaround, complete the installation, then from the Add/Remove Programs window click on the Cisco Unified CallConnector Server and run the Repair option. This process will recognize the files that have not been updated and copy them to the folder.

- CSCsi88386

  The Activation check fails and asks to re-activate the license.

  Both the Cisco Unified CallConnector Server and Cisco Unified CallConnector Clients have to be registered through an activation process before they can be used. This process sends the serial number and machine information to a License Server and saves an activation record on the local computer. Every time the applications are run, this activation record is checked to verify the license.

  In some situations, sometimes after a PC is re-booted or if the network adapters are disabled, then this activation check fails even though the a valid license is installed on the PC. This failure has also shown up on PC with Windows Virtual Machines or virtual adapters.

  As a workaround, you can enable the network adapter and re-start the Cisco Unified CallConnector application or from the Popup About dialog clear and re-apply the serial number and activate the license again.

- CSCsi57976; CSCsk07663; CSCsk07659

  Unified CallConnector Presence Server, Database Server, System Tracker - Application Error.

  There have been intermittent failures of the Cisco Unified CallConnector Server applications - including the Presence Server, Database Server and the System SIP Server. The Cisoc Unified CallConnector Server is configured to recover from these application errors or crashes by automatically re-starting the application. When a server application fails, the Cisco Unified CallConnector Clients are notified of the failure and take recovery action. Generally this shows up a grayed out user interface functions indicating that the service is not available. When the server applications recover, a notification is sent out automatically to all the Cisco UnifiedCallConnector Clients. The Cisco Unified CallConnector Clients then re-establish the connections to the Cisco Unified CallConnector Server applications. In some cases, the server applications can become stopped or fail to automatically recover from an application error. In these situations, the Cisco Unified CallConnector Clients remain in a disabled state.

  As a workaround, you can close all the server applications from the Service Manager application or restart the specific application from Windows Services Manager.

CallController Server

- CSCsi88707

  Dual Line DN are not supported in the Cisco Unified CallConnector Server.
  Cisco Unified CallConnector Clients do not display two popup windows if there are two calls ringing on a dual-line DN.

  The dual-line DN allow two calls to be made on one directory number. Generally there is only one extension number assigned, however it is possible to assign two different number to the dual-line DN. The Unified CallConnector Server CallController application currently supports only single-line DN. When you are on a call and there is a second incoming call, the popup window is not displayed. The Cisco Unified CallConnector Client toolbar information may get updated with the new call information but it is associated with the earlier call.

  As a workaround, use the IP phone to handle the second call.

Automation/Mobility Server

- CSCsk07610

  The Automation/Mobility Server takes too long to shutdown.

  The Cisco Unified CallConnector Automation Server takes a long time - approximately two minutes to shutdown. Occasionally the service may not shut down. Monitor the Automation Server status from the Window Services application to verify that the session has been shutdown.

  As a workaround, if the Automation Server is not shutting down, it may be closed from the Task Manager. In this situation, you should close all Cisco Unified CallConnector server applications from the CTI Service Manager and restart them again.

- CSCsk07783

  The Mobility Service can prompt the user the re-enter password in a situation where the user has not entered any digits.

  As a workaround, enter your telephone password if they have not been entered at all.

Presence Server

- CSCsi44384

  There may be multiple directory numbers on the user's ephone. There may also be dual-line DN configured with two different telephone numbers. In some configurations, a DID number is added as the second extension number on a dual-line DN.

  The Cisco Unified CallConnector Presence Server supports two work or business phone numbers. These can be configured with two different extension numbers or in the case of the dual-line with DID numbers - the second work phone number can be provisioned with the DID number. With this configuration, both internal calls and the DID calls will be displayed on the user's status window.

  As a workaround, if the user has more than two telephone numbers that they would like to monitor, then one option is to create one or more corporate directory entries for the user with the different extension numbers. The telephone status of these numbers will be displayed in the Cisco Unified CallConnector Client Status window under those entries.

Configuration Wizard

- CSCsi93437

  The contact numbers entered for the user account such as the mobile and home numbers are not automatically formatted.

  The Cisco Unified CallConnector server applications and the clients lookup the caller numbers to find a match in the database. The Cisco Unified CallConnector Clients format the telephone numbers in the Personal and Corporate directories. However the Server Wizard does not automatically format the telephone numbers. This can cause a problem when matching the incoming number with the numbers stored in the database.

  As a workaround, enter the telephone number in the canonical format when using the Server Wizard. The numbers should be in the same format as you would see in Outlook contacts.

Cisco Unified CallConnector Clients

General

- CSCsg49656

  The E-mail, SMS, and IM fields are missing from the Outlook search results.

  The Cisco Unified CallConnector Client actions menu displays the e-mail, SMS, and IM addresses for the contacts. It returns this information from the Cisco Unified CallConnector for Microsoft Office directories, but does not return this information for the results obtained from the Outlook contacts.

  As a workaround, launch e-mail directly from Outlook and create contacts in the Cisco Unified CallConnector for Microsoft Office directories with the e-mail, SMS, and IM information.

- CSCsg49679

  Cut-through dialing is not implemented.

  Cut-through dialing allows you to send DTMF digits while on a call. Cisco Unified CallConnector for Microsoft Office does not support this feature.

  As a workaround, use the IP phone to dial additional digits.

- CSCsg497l09

  The Cisco Unified CallConnector for Microsoft Office client does not work without administrator or power user rights on the PC.

  The Popup application starts some Cisco Unified CallConnector for Microsoft Office applications that run as services. These can only be started under administrative rights.

  As a workaround, you can set these services to start with Windows. You must also turn off the ucc.xml parameter for the auto-starting services.

- CSCsh25972

  When a caller transfers a call or a call is picked up, the caller-ID information is not updated.

  As a workaround, use the IP phone caller-ID information.

Toolbar

- CSCsg49402

  The Call Forward button in the toolbar may not work in some conditions.

  The Cisco Unified CallConnector for Microsoft Office toolbar Forward feature does not consistently set the call forward on the IP phone. There is also no feedback provided on whether call forward is active on the phone.

  As a workaround, use the IP phone CfwdAll Softkey to forward calls.

- CSCsg49696

  The Cisco Unified CallConnector telephone number Highlighter feature does not recognize all telephone numbers on the webpage.

  The Highlighter feature can miss telephone numbers on the webpage. The Highlighter feature scans the webpage to determine if a string of numbers is a telephone number. If the Highlighter feature determines that it is a telephone number, it converts the number to a clickable link.

  The Highlighter feature uses the Windows dialing rules current location and the Cisco Unified CallConnector for Microsoft Office number pattern setting for that location as the first choice in the pattern detection. If the digit string starts with a plus sign (+), the Highlighter feature attempts to match the subsequent digits to the country code. If the number string has brackets or is separated by dashes, the Highlighter feature attempts to match the digit string to the available number patterns.

  Because of the large variation of digit strings possible on the web pages and the variation caused by localization, the telephone number search algorithm is not always successful.

  Sometimes the search algorithm has problems mid-page, numbers following the problem area are then not highlighted.

  As a workaround, select the number by holding down the left mouse key and dragging over the text, then click the Popup icon in the system tray.

Popup

- CSCsg49428

  When you have two or more calls on the IP phone each with its popup window, and you toggle between the calls; the Popup window looses sync and does not hang up the call when you press the Hang-up button.

  As a workaround, use the IP phone to hang up the call.

- CSCsh22691

  Right-clicking the Cisco Unified CallConnector for Microsoft Office Popup icon in the system tray sometimes beings up the Widows menu instead of the Popup menu.

  As a workaround, close the Windows menu and right-click the Popup icon.

- CSCsh92360

  Sending SMS messages through using the Cisco Unified CallConnector for Microsoft Office fails.

  The Cisco Unified CallConnector Client uses the SMTP protocol to connect to an e-mail server to send the SMS as an e-mail message to the mobile service providers e-mail portal. This requires that a valid e-mail account be entered through the Options > Email Settings window. On some PC, this function does not work.

  As a workaround, send the SMS message using your e-mail client.

Options

- CSCsg49631

  Disabling directory lookup does not turn off the search operation to the Cisco Unified CallConnector for Microsoft Office directories.

  Un-checking the Enable Directory Lookup checkbox under the Options tab enables you to control two operations:

  – Looking up telephone numbers for incoming or outgoing calls

  – Returning results for the QuickSearch.

  Disabling directory lookup does not disable the QuickSearch function.

  There is no workaround.

Related Documentation

Related Topic	Document Title
Cisco Unified CallConnector for Microsoft Windows documentation	• *Cisco Unified CallConnector for Microsoft Office Installation and User Guide* • *Cisco Unified CallConnector for Microsoft Office Quick Reference Guide* • *Cisco Unified CallConnector for Microsoft Windows, Server Edition Administrator Guide* • *Cisco Unified CallConnector for Microsoft Office Customer License Letter* (in the box)
Cisco Unified CME documentation	• *Cisco Unified CME Documentation Roadmap* • *Cisco Unified CallConnector Telephony Service Provider 2.1 Setup Guide* • *Cisco Unified CallConnector Telephony Service Provider 2.1 Developer's Guide*
Cisco Unified CME Basic Automatic Call Distribution (B-ACD) and Auto-Attendant (AA) service	• *Cisco Unified CME B-ACD and Tcl Call-Handling Applications*
Cisco IOS software command references	• Cisco IOS Software Releases 12.4 Mainline Command References • *Cisco IOS Debug Command Reference, Release 12.4* • *Cisco IOS Security Command Reference, Release 12.4* • *Cisco IOS Voice Command Reference* • *Cisco Unified CallManager Express (All Versions) Command Reference*
Cisco IOS software configuration guides	• *Cisco IOS Voice Configuration Library* • Cisco IOS Software Releases 12.4 Mainline Configuration Guides
Cisco IOS voice troubleshooting information	• *Cisco IOS Voice Troubleshooting and Monitoring Guide*

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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

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