



Release Notes for Arc Pro

Version 6.1.1

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Issue: 5



These release notes describe the new features and caveats for Arc Pro version 6.1.1

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Supporting Material

To get the best from Arc Pro version 6.1.1, this document should be read in conjunction with the following material:

- Arc Solutions Design Guide March 2015
- Compatibility and performance with Arc Pro, version 6.1.1

New Features

Individual CTI Connection restart for multi-tenant systems

Increasingly, Arc Pro is deployed as the de facto call centre and attendant console solution on Cisco Hosted Collaboration Service (HCS). Arc's capability for supporting multiple tenants (customers or organisations) on one server in a disparate way allows for service providers and Cisco partners to dramatically reduce Total Cost of Ownership in their Arc Pro server deployments, whilst offering an industry leading call reception solution to their customers.

Further benefit can be recognised by the Arc server's capability for connecting multiple Cisco Unified Communications Manager (CUCM) clusters ('nodes' or 'sites') to one Arc server pair, each of which can accommodate their own preferred dial plans.

Furthermore, functionality delivered in the recent Arc Pro 6.1 release offers the ability to deploy different client types ('roles') depending on the type of person using the software; simple, standard console, professional operator centre, visually impaired users and call centre are available.

Where Arc Pro has been deployed across multiple clusters, any change to the Computer Telephony (CTI) connections anywhere on the Arc server would require a complete restart of the system, therefore affecting all console and call centre users connected.

Arc Pro is being developed such that the product is moving towards the philosophy of being 'always on' type solution where the majority of online changes can be done without the need for a server restart. However, due to the design of the Cisco Telephony Service Provider (TSP) connection and driver, some changes will always require a server restart in order that the connected Cisco CTI devices and associations can be reset. Arc will strive to minimise the need to do this when and where possible.

Therefore, in Arc 6.1.1, system managers will find that the necessity to restart the entire server is significantly reduced, specifically when making changes relating to an individual tenant or customer. However, the need to do so is not completely removed. Please refer to the Arc Pro 6.1.1. Design Guide for exact use cases.

Support for Primary SQL Server 'partial failover' for contact directory

Arc 6.1 (released in August 2014) delivered a significant uplift to the Publisher - Subscriber model through the use of a 'message bus' handling communication between the two servers. This allowed Arc to provide an elevated level of system resilience; a huge improvement over the previous version. However, this was primarily focused on the issue of call control or telephony resilience, and not that of the contact directory and the Microsoft SQL server in general. This meant that if the SQL server failed and not the telephony services, Arc Pro would fail to perform any Failover successfully and thus continue to provide telephony and call control services but no SQL services to the clients, causing a failure of directory based functionality as well as Supervisor Reporting services.

Now, in Arc 6.1.1, the SQL instances on both the Publisher and Subscriber are active. If a SQL services failure occurs on the Publisher Server, the Subscriber takes over providing full SQL lookup and reporting services, allowing Arc Pro service to remain uninterrupted during the failover period. When the Publisher server's live status is resumed, directory and reporting services are handed back by the Subscriber. Please refer to the Arc Pro 6.1.1. Design Guide for exact use cases.

Limitations

The following features are capable of support for only one Cisco UCM cluster in this version:-

- Lync Presence: only one connection will be supported.
- Cisco Unified Presence: only one connection will be supported.
- QMS (Callrex) and Verint call recording: only one call recording server can be connected to the Arc server.

Permanently Removed

These items were permanently removed from version 6.0.0 of Arc software in 2013: -

- Static Busy Lamp Monitoring. The ONLY method of monitoring busy lamp will be via Arc's dynamic BLF engine (using Cisco's TAPI Super-provider and AXL technologies).
- The classic attendant console 'single line' directory view. This has been replaced by the new dual line, richer directory view.
- Support for CUCM 6.x, 7.1.1, 7.1.2 and 7.1.3 removed. Support will be for CUCM 7.1.5 up to 10.5.x.

Supportability & Interoperability Updates

- Microsoft Windows Server 2008 R2, 2012 R1,R2 64-bit
- Microsoft SQL 2008 R2, 2012 R1 and R2, 2014 64-bit
- Microsoft Lync 2013, 2010 and OCS 2007 R2
- 69xx (dual line), 78xx, 79xx, 89xx, 99xx, DXxxx phones & IP Communicator
- 64-bit TSP support (Win 2008 R2 onwards) (*TSP driver (Arc's Computer Telephony driver) will run in native 64-bit mode. 64-bit SQL supported. Some server apps will run in WOW64 mode including the CT Server and Admin applications.)
- G.729 codec support (in addition to G.711). G729 licenses must be purchased by the partner/customer and are not the responsibility of Arc/Enghouse Interactive.
- Cisco UCM 10.5(2), 10.5(1), 10.0(1), 9.0(1), 9.1(1) and 9.1(2) support
 - Supported versions 7.1.5 - 10.5(2)
 - IVT pass 10.5(1) March 2014
- VMware ESXi 5.x compatibility.
 - vMotion is supported when running in maintenance mode only.

"Maintenance mode only" - VMware vMotion by definition operates on live VMs, but the VM running CUAC must be "live but quiescent". i.e. in a maintenance window, not in production, not processing live traffic. This is because during the vMotion cutover, the system is paused, which for Cisco UAC Advanced server creates service interruption which degrades voice quality after the migration for calls in progress.

- Citrix XenApp server & client support
 - Tested with Wyse, Igel and Cisco Thin & Zero clients
 - Xen Desktop support
 - Xen App Server support
- JAWS screen reader version 15 and 16.

Support for Cisco Unified Communications Manager 10.5(x)

Cisco Unified Communications Manager 10.5(x) supports Single Sign On (SSO). Arc Pro does not use SSO, but its presence can affect how the *Provisioning Wizard* and *Arc Administrator* applications automatically install the TSP plugin.

When a Cisco Unified Communications Manager is configured for SSO, during automatic TSP installation the credentials are set to use SSO, and the Application User TSP setting you specified during installation is ignored. When set to SSO, however, the TSP cannot authenticate against the CTI Manager on the UCM, and this prevents CTI from functioning.

To fix this problem you must manually edit the TSP configuration using the *Cisco TSP Configuration Manager* application; change the User setting to **Use the following credentials** and then specify the Application User that you created on the Cisco Unified Communications Manager. Finally, reboot your system for the change to take effect.

Useful Links

- Guidelines for deploying on Cisco UCS servers
http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization_Sizing_Guidelines
- Compatibility & Performance and Design Guides for Arc Pro 6.1.1
<http://www.arcsolutions.com/uk/services/technicaldocumententerprise.aspx>
<http://www.arcsolutions.com/europe/services/technicaldocumententerprise.aspx>
http://www.arcsolutions.com/asia_pacific/services/technicaldocumententerprise.aspx
http://www.arcsolutions.com/north_america/services/technicaldocumententerprise.aspx

Upgrades

The following upgrade paths are available:

- During software upgrades:
If running versions 5.1.2 or greater, whilst upgrading the software, an option to perform an automatic upgrade of the database schema is given.
- Post software upgrades:
For all other versions, then the existing upgrade path of manually upgrading through different database schema versions is still available. This version requires you to upgrade to 6.1.0 before the final upgrade step to 6.1.1 can be made.

Localisation Support

Arc Pro version 6.1.1 supports Arabic (Saudi Arabia), Catalan, Chinese (Hong Kong SAR), Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English, Finnish, French, German, Hebrew, Italian, Japanese, Korean, Norwegian, Portuguese, Russian, Spanish, Turkish and Swedish.

See **Arc Design Guide March 2015**, which provides further information regarding Operating System Locale, which will impact on the deployment of the software in locations where languages other than English are used.

Build Table

The following table outlines the product components and the respective file and version numbers. Products highlighted in bold signify a version increase since the previous release.

Product Name	File Name	Version
Admin	ICDConfig.exe	6.1.1.459
Server	CTSS.exe CTSSMGR.exe CallRex.dll	6.1.1.788 6.1.1.788 1.0.0.1609
CT Driver	ASTAPI2x.dll	6.1.1.256
LDAP Server	ArcLDAPServer.exe ArcLDAPManager.exe	6.1.1.301 6.1.1.301
CTI server	CTI Server.exe CTI Server Manager.exe AsCUCMAXL.dll	6.1.1.1153 6.1.1.90 6.1.1.1450
CUPS Server	Cisco Presence Server Plug-in.exe Cisco Presence Server Plug-in Manager.exe CupsPresence.dll	6.1.1.99 6.1.1.48 6.1.1.99
DB Upgrade Tool	TransferData.exe	1.0.0.96
DB component		6.1.1.1613
DB Wizard		6.1.1.145
Provisioning Wizard		6.1.1.189
Database Script	ICD Files	230
Phonetics	MetaphoneCOM.dll XPMetaphone.dll StemmingLib.dll	1.0.0.0 1.0.0.1623 1.0.0.1617
Voice Server	vsrs.exe vsrsmgr.exe	6.1.1.143 6.1.1.143
OCS Server	OCSPresenceServer.exe Microsoft OCS Server Plug-in Manager.exe UCMAConnector.dll UtilEP.exe UIUtilEP.exe	1.0.0.53 6.1.1.52 1.0.0.53 1.0.0.53 1.0.0.53
Arc Console Operator	Operator.exe Redemption.dll ASPLCS.dll	6.1.1.2917 5.4.0.2922 6.0.0.993
Arc Connect Agent	Arcagent.exe	6.1.1.218
Arc Connect Supervisor	Suprvice.exe	6.1.1.403
Arc Supervisor Reports		6.1.1.81
Arc Connect Wallboard	WallBrd.exe	6.1.1.138
Arc Desk Manager	DeskManager.exe	6.1.1.85
Screen Pop API		1030

Resolved Issues

The following table outlines fixes that have been resolved since the 6.1.0 release. They include issues that have arisen during internal review as well as generic fixes that have been reported via testing and customer support calls.

Arc Ref	Customer Ref	Issue description
CT Server		
ARC-2227	RQST189821	Problem with managing CLI filters that have been created in the Administrator application from the Supervisor application
ARC-2238	RQST189791	Call cannot be answered by Operators (user states call is stuck)
ARC-2337	N/A	Admin unable to display sibling Queue DDI Exact filter DN
Admin		
ARC-2229	RQST172554	Discrepancy in the number of queues assigned to an Operator due to licensed features.
ARC-2241	RQST196289	Prompted to save/abandon changes in CT Driver Tab without making any changes.
ARC-2249	RQST196688	Prompted to save/abandon changes in Resource Repository Groups / CTI Tab without making any changes.
ARC-2223	N/A	The lower case "t" for CT is not capital in the info message when adding a call filter.
CTI Server		
ARC-2230	RQST176179	Operators were not able to login to the primary ARC server "Server Unreachable"
ARC-2256	RQST192165	Operator received an error when logging in "Failed to make the operator available. Call processing will not be available. The following error was returned: Invalid state."
ARC-2231	RQST186670	ARC operators unable to login to console due to network scanning software causing the CTI Server to block incoming connections
ARC-2226	RQST176802	Arc CTI Server crashing due to media clean up events occurring too quickly
ARC-2232	RQST172168	Voice server Auto Attendant digit option do not take effect until the message is complete
ARC-2225	RQST188479	Call cannot be transferred and then stuck as talking on Console screen
ARC-2304	RQST174527	CTI / CT server will not start if using Windows Authentication
Operator Console		

Arc Ref	Customer Ref	Issue description
ARC-2268	RQST187511	When an Operator is on Active call and at the same time make an outgoing call and put dtmf, it does not work
Supervisor		
ARC-2227	RQST189821	Problem with managing CLI filters that have been created in the Administrator application from the Supervisor application
ARC-2274	RQST195469	Supervisor "Device not found" error when connecting to Voice Connect
ARC-2262	RQST174246	Supervisor application issues when running reports, online updates and disconnections
ARC-2233	RQST187939	Arc Supervisor client receives server reconnection notifications on a regular basis
ARC-2224	RQST191924	DDI Filters can be added in Supervisor even though they do not exist in the configuration
ARC-2336	N/A	No warning message to user for incomplete subscriber filter configuration
Voice Server		
ARC-2228	RQST188097	Error message when updating new Phrase in Admin which then cause incoming callers to hear silence when overflow to Arc IVR.
OCS		
ARC-2281	RQST152848	Deteriorating OCS Presence
Documentation		
ARC-2331	RQST199580	CUCM 10.5(2) Supportability
ARC-2166	RQST191776	OCS 2007 Client compatibility statement
ARC-2309	N/A	DRM details in CT Driver tab are not entered after upgrade from DB Upgrade Utility

Open Issues

Arc Ref	Customer Ref	Issue description
CTI Server		
ARC-2018	N/A	With systems that have In Queue messaging enabled, CTI Server memory usage increases over time in small increments.
ARC-2300	RQST191315	Console operators cannot login due to CTI Server lockups
Supervisor Reports		
N/A	N/A	Reports (including Graphical) have several layout/display issues that are to be resolved and contain some inconsistencies as well as inaccuracies
ARC-2324	RQST195748	Supervisor AC01 reporting incorrect overflow information
Operator Console		
ARC-1967	N/A	Speed Dial and Park area do not draw properly when docked next to each other in a small area
ARC-2311	RQST197261	Directory Sorting within Lateral Search Window Not Working
ARC-2329	RQST200484	When Console goes unavailable, the "grey" shade is very light and user is not aware they are in "unavailable" mode
CT Server		
ARC-2347	N/A	CT server does not take Resource Group into consideration when determining filter for routing call from a Pre CT gateway
Supervisor		
ARC-2346	N/A	Unable to configure queue location for different Resource Group using a DN used in another Resource Group
ARC-2320	RQST191975	Arc Supervisor hangs when accessing Community configuration
CUPS		
ARC-2217	TP 32031	'Info' field from Cisco Presence is not always populating with accurate data.
ARC-1788	N/A	CUPS Server consuming 100% CPU under heavy load
Administrator		
ARC-1161	TP 33254	Cannot install Arc resilience on Publisher due to timeout error
LDAP Server		
ARC-1953	N/A	LDAP Sync does not work when using the CSV FILE import type if you select your own unique field column

Arc Ref	Customer Ref	Issue description
Message Bus		
ARC-1986	N/A	PUB and SUB do not share their status with each other after a machine reboot. Fix available, requires newer version of Active MQ.
ARC-2044	N/A	Failover does not occur when the publisher CT Server crashes and the Active MQ is still functional.
Voice Server		
ARC-2340	RQST199196	Voice server port "Unlicensed" state and Voice server status "Not connected"



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