Arc Pro

Release Notes

Version 6.3.1

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Contents

About this document

This chapter contains the following information:

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Audience

This document is for users of Arc Pro. If you are using the latest version of the software, consult with this document to find out what new features have been introduced, as well as changes in support, localization and build.

Contents

This document contains the following sections:

- About this document explains who should use this document, what is new in this release, and where to find additional resources and support. It also explains the conventions used in this document.
- 1: New features lists all of the features that are new to Arc Pro 6.3.1.
- 2: Limitations lists the features that are capable of support for only one Cisco UCM cluster in this version.
- 3: Permanently removed explains which items have been permanently removed from version 6.3.1.
- 4: Supportability and interoperability updates lists the latest updates with regards to supportability and interoperability.
- 5: Useful links offers links that could be useful to Arc Pro software users.
- 6: Upgrades lists the available upgrade paths.
- 7: Localization support lists the languages supported by Arc Pro 6.3.1.
- 8: Build table outlines the product components and the respective file and version numbers.
- 9: Resolved issues outlines fixes that have been resolved for the 6.3.1 release.
- 10: Open issues outlines issues that are yet to be resolved.

Reference materials

This document should be read in conjunction with the information and procedures in the following documents or Help:

- *Arc Pro Design Guide*
- *Arc Pro Compatibility and Performance Guide*

Document conventions

This document uses the following text formats and notation conventions.

Text format

Bold text indicates a button, field, link, option name, or similar function requiring an action.

Italicized text indicates new terms, directory paths, or references to external documents.

`Text in this font` indicates code.

Notes and cautions

Icons used throughout this document identify additional details or special conditions.

Note
Provides additional information or describes special circumstances.

Caution
Warns of user actions that may cause system failure or irreversible conditions.

Stop
Describes actions that you should only perform under the supervision of Enghouse Customer Support.

Contact information

To submit comments or questions about the content in this document, please open a case in Support.

1: New features

The following new features are available in Arc Pro 6.3.1.

Security updates

- Comprehensive TLS 1.2 supportability
  - TLS 1.0, 1.1 and SSLv3 may be disabled on client machines and Arc Pro servers

Benefit: Makes Arc Pro compliant with many private company security policies and aligns with many leading security advisors.

Transition to OpenJDK JRE

- In January 2019, Oracle announced licensing changes for Java SE 8, requiring a commercial license to obtain updates. Find the Oracle Release Notice here: https://www.java.com/en/download/release_notice.jsp
- In response to the changes, Arc Pro has migrated from Oracle Java JRE to OpenJDK JRE (Open Java Development Kit, Java Runtime Environment).

Benefit: This transition streamlines the process for obtaining subsequent JDK updates as they will be packaged with subsequent maintenance releases, minor, and major Arc Pro releases. It also alleviates the need to purchase secondary Oracle Java licensing.

Infrastructure changes

- Cisco Unified Communication Manager 12.5(1)
- Cisco IM & P 12.5(1)
- SQL Server 2017
- Citrix XenApp and XenDesktop 7.15

2: Limitations

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

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

3: Permanently removed

These items were permanently removed from version 6.3.1 of Arc Pro software in 2018:

- 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 has been replaced by the new dual line, richer directory view.
- Support for CUCM 6.x to 10.5(1) has been removed. Support will be available for CUCM 10.5(2) up to 12.5(1).
- 32-bit support for Server Operating system has been removed.

4: Supportability and interoperability updates

- Microsoft 64 bit Windows Server 2012 R1, R2, 2016
- Microsoft SQL 2012, 2014, 2016 and 2017
- Skype for Business 2015, 2016
- Webex Messenger and Cisco IM & Presence 10.5(2) – 12.5(1)
- 69xx (dual line), 78xx, 79xx, 89xx, 99xx, DX series phones & IP Communicator
- 64-bit TSP support: *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 Pro/Enghouse Interactive.
- Cisco UCM:
    - Supported versions 10.5(2) – 12.5(1)
    - Cisco Compatibility certified for CUCM 12.5(1)
- VMware ESXi 5.x and 6.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 Arc must be "live but quiescent", meaning it is in a maintenance window, not in production and not processing live traffic. This is because during the vMotion cutover, the system is paused, which for Arc Pro server creates service interruption which degrade voice quality after the migration for calls in progress.

- Citrix XenApp server and client support:
    - Xen Desktop support (Citrix 7.15)
        - o Static delivery
        - o Random delivery
    - Xen App (Citrix 7.15)
        - o Local delivery
        - o Via Microsoft App-V
- JAWS screen reader version 17, 18 and 2018 on Windows 10.

> **Note**
> - If running App-V on Windows 2016, customers would require to have the October update of 7.15 and KB4034661 from Microsoft. For more details, see the following article: https://support.citrix.com/article/CTX225819.
> - Customers using CUCM 11.5(1) will hit issue CSCva87971 when configured devices are within a specific partition. To resolve this issue, customers need to request a hot Cisco TSP fix from Cisco TAC against the above-mentioned CDET, or upgrade CUCM to 11.5(1.13032-4) or above.

5: Useful links

Guidelines for deploying on Cisco UCS servers:

http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization_Sizing_Guidelines

Arc Pro Compatibility and Performance Guide and *Arc Pro Design Guide* for Arc Pro 6.3.1:

http://enghouseinteractive.co.uk/console-cisco-enterprise-edition-technical-documentation

6: Upgrades

The following upgrade paths are available:

- During software upgrades:

  If running version 6.2.0 while upgrading the software, an option to perform an automatic upgrade of the database schema is given.

- Post software upgrades:

  For all other versions, the existing upgrade path of manually upgrading through different database schema versions is still available. This version requires you to upgrade to 6.2.0 before the final upgrade step to 6.3.1.

7: Localization support

Arc Pro version 6.3 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, Swedish and Turkish.

Refer to the *Arc Pro Design Guide* for further information regarding Operating System Locale, which will have an impact on the deployment of the software in locations where languages other than English are used.

8: Build table

The following table outlines the product components and the respective file and version numbers.

Product	Filename	Version
Administrator	ICDConfig.exe	6.3.1.978
Server	CTSS.exe CTSSMGR.exe CallRex.dll	6.3.1.1843 6.3.1.1843 6.3.1.3917
CT Driver	ASTAPI2x.dll	6.3.1.586
LDAP Server	ArcLDAPServer.exe ArcLDAPManager.exe	6.3.1.570 6.3.1.570
CTI Server	CTI Server.exe CTI Server Manager.exe AsCUCMAXL.dll	6.3.1.1502 6.3.1.146 6.3.1.3964
Presence server	Presence Server.exe Presence Server Manager.exe XMPPConnector.dll XMPP Driver UCMAConnector.dll	6.3.1.546 6.3.1.61 6.3.1.252 6.3.1.3940
Server installer	Arc_Pro_Setup.exe	6.3.1.303
DB Upgrade tool	TransferData.exe	1.00.0194
DB Component	DBComponent.dll	6.3.1.3932
DB Wizard	DBInstallationWizard.exe	6.3.1.357
Provisioning Wizard	PWizard.exe	6.3.1.316
Database Script		489
Phonetics	MetaphoneCOM.dll XPMetaphone.dll StemmingLib.dll	1.0.0.0 1.0.0.3938 1.0.0.3934
Voice Server	vsrs.exe vsrsmgr.exe	6.3.1.253
Arc Pro Console operator	Operator.exe Redemption.dll ASPLCS.dll	6.3.1.4132 5.10.0.4312 6.2.0.2575

Product	Filename	Version
Arc Pro Agent	Arcagent.exe	6.3.1.360
Arc Pro Supervisor	Suprvise.exe	6.3.1.721
Arc Pro Supervisor reports		6.3.1.117
Arc Pro Wallboard	WallBrd.exe	6.3.1.212
Accessibility Scripts		6.3.1.128
AACM Component	AACM.dll	6.3.1.1751
Open SLL	Libeay32.dll Ssleay32.dll	1.0.2l 1.0.2l

9: Resolved issues

The following table outlines fixes that have been resolved since the 6.3 release. This includes issues that have arisen during internal review as well as generic fixes that have been reported via testing and customer support calls.

Arc Pro Component	Arc ref	Customer ref	Issue description
Arc Pro Administrator	ARC-3974	306548	CLONE 6.3.1 Trunk - CLONE Admin - ARC 6.2 Issue in deleting PDG and applying templates via supervisor tool.
	ARC-3838	RQST403964	CLONE Trunk - Arc Admin is unable to add new keywords for LDAP contact
Arc Agent	ARC-4018	RQST426883	CLONE v6.3.1 Trunk - Beep is being played to both parties at around 5 seconds into the call
	ARC-3934	RQST415210	CLONE Trunk - The agent's device options are missing in both Admin and Supervisor and user cannot configure auto-answer
CT Server	ARC-4025	RQST410352	CLONE V6.3.1 trunk - Server Unresponsive
	ARC-4007	419815	CLONE v6.3.1 - The supervisor reporting an incorrect time logged in for 2 agents
	ARC-3972	N/A	CLONE Trunk- Service Logging not Enabled by Default
	ARC-3925	RQST410352	CLONE V6.3.1/Trunk- Operator's Getting Disconnected
CTI Server	ARC-4031	N/A	CLONE V6.3.1 trunk - CTI Server not detecting connection failure properly
	ARC-3835	RQST400491	CLONE Trunk - Redirect display sometimes not shown correctly
	Arc-3778	RQST328476	CLONE Trunk - Login Device Selection Not updating
Database Component	ARC-3902	RQST401385	CLONE V6.3.1 - Following an upgrade to 6.2, all operators have been assigned a PDG called External Directory
LDAP Server	ARC-3780	RQST334125	CLONE Trunk - Technical numbers are not converting 5% of the contacts in the directory
Presence	ARC-3953	N/A	CLONE V6.3.1 Trunk XMPP Driver only checks for the first presence element, can miss the actual status if multiple elements are included.
Supervisor	ARC-3914	N/A	CLONE V6.3.1- RT02 Users also showing the operator user under all agent tab in supervisor

Arc Pro Component	Arc ref	Customer ref	Issue description
	ARC-3843	RQST403964	CLONE Trunk- Arc Supervisor is unable to add keywords for external contact
	ARC-3841	RQST332949	CLONE Trunk- Creating/Recording new phrase via Supervisor overwrites existing phrase
	ARC-3822	RQST401977	CLONE trunk - Unable to login successfully to Supervisor application
Supervisor Reports	ARC-4030	RQST425574	CLONE V6.3.1 trunk- QR02 reporting- hourly total do not add up
	ARC-3982	RQST419082	CLONE Trunk- AC02 report show incorrect "Answer wait" times
Console Operator	ARC-3899	407976	CLONE trunk V6.3.1- Operator external call issue
	ARC-3788	RQST318554	CLONE Trunk - Arc console crash regularly
	ARC-3766	RQST328476	CLONE Trunk- Screen refresh in Operator
	ARC-3765	RQST328476	CLONE Trunk- SMS option
Voice Server	ARC-3783	RQST333065	CLONE Trunk - Calls via Voice session not routing to Console Queues
Documentation	ARC-4040	RQST426014	CLONE - Arc 6.3.1 compatibility and performance guide for Windows server OS 2016 & CUCM 10.5 & 11.0

10: Open issues

The following table lists all of the open issues.

Arc Pro Component	Arc ref	Customer ref	Issue description
Arc Agent	ARC-4054	RQST429549	CLONE V6.3.1- Agent application not auto answering call intermittently
CTI Server	ARC-4056	RQST429853	CLONE V6.3.1- CTI server will not connect
Supervisor	ARC-4061	RQST422494	CLONE V6.3.1 - Supervisor "Arc server failed to process update" error