



# Arc Pro

## Release Notes

Version 6.3.2

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# Contents

- About this document** ..... 6
  - Audience ..... 6
  - Contents ..... 6
  - Reference materials ..... 7
  - Document conventions ..... 7
    - Text format ..... 7
    - Notes and cautions ..... 7
  - Contact information ..... 7
  
- 1: New features** ..... 8
  - Arc Pro Attendant Console enhancements ..... 8
  - Arc Pro Supervisor enhancements ..... 8
  - Infrastructure changes ..... 8
  - Arc Pro 6.3.1 features ..... 8
  
- 2: Limitations** ..... 9
  
- 3: Permanently removed** ..... 10
  
- 4: Supportability and interoperability updates** ..... 11
  
- 5: Useful links** ..... 12
  
- 6: Upgrades** ..... 13
  
- 7: Localization support** ..... 14
  
- 8: Build table** ..... 15
  
- 9: Resolved issues** ..... 17
  
- 10: Open issues** ..... 20

# About this document

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This chapter contains the following information:

- [Audience](#)
- [Contents](#)
- [Reference materials](#)
- [Document conventions](#)
- [Contact information](#)

## 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 6.3.2.
- [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 6.3.2.
- [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 6.3.2.
- [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 6.3.2 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 Enhouse Customer Support.

## Contact information

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

# 1: New features

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The following new features are available in Arc Pro 6.3.2.

## Arc Pro Attendant Console enhancements

- Color-coded call tags: allows administrators to designate call tag background colors to draw attention to priority call filters.
- Call filter defined pop-to-front functionality: allows administrators to override console client preference for pop-to-front functionality on a per console queue call filter basis. This feature guarantees that high priority calls get the attention of console users.
- Relaxed field requirements for manually adding and editing manual contacts:
  - Internal contacts: requires a directory group and extension number.
  - External contacts: requires a directory group and telephone number (business 1, business 2, home, pager, and/or mobile).

## Arc Pro Supervisor enhancements

- Queue groups: supervisors can create a group containing one or more queues for the purpose of executing reports. This eliminates the need to search through extensive lists of queues each time a new report is required, increasing productivity and reducing the margin of error when executing reports.
- Voice session groups: supervisors can create a group containing one or more voice sessions for the purpose of executing reports.
- Operators, operator groups, agents, agent groups, queues, and queue groups are all sorted alpha-numerically.

## Infrastructure changes

- Support for JAWS screen reader versions 18, 2018, and 2020.
- Support for ESXi 7.0.

## Arc Pro 6.3.1 features

The following features were released as part of Arc Pro 6.3.1.

- Security update: comprehensive TLS 1.2 supportability
- Transition to OpenJDK JRE



## 2: Limitations

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

- **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

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These items were permanently removed from version 6.3.2 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.
- 32-bit support for Server Operating system has been removed.

# 4: Supportability and interoperability updates

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- 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)<sup>1</sup>
- 69xx (dual line), 78xx, 79xx, 89xx, 99xx, DX series phones, Windows Jabber softphones and IP Communicator
- 64-bit TSP support: some server apps 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)<sup>2</sup>
  - Cisco Compatibility certified for CUCM 12.5(1)
- VMware ESXi 5.x, 6.x and 7.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)
    - Static delivery
    - Random delivery
  - Xen App (Citrix 7.15)<sup>3</sup>
    - Local delivery
    - Via Microsoft App-V
- JAWS screen reader version 18, 2018 and 2020 on Windows 10.

## Note

- 1: 12.5(1)SU2 is also supported.
- 2: CUCM 11.5(1.0>13031) will encounter Cisco defect CSCva87971 when Arc Pro devices have partition assignments. To resolve this issue, you can either upgrade CUCM to 11.5(1.13032-4) or later, or contact Cisco TAC to obtain a hot fix for the referenced defect.
- 3: App-V on Windows 2016 requires Citrix update CTX225819 and Microsoft update KB4034661. For more details, see <https://support.citrix.com/article/CTX225819>.

## 5: Useful links

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Guidelines for deploying on Cisco UCS servers:

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/collaboration-virtualization-sizing.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/collaboration-virtualization-sizing.html)

*Arc Pro Compatibility and Performance Guide* (latest release), *Compatibility Matrix*, *Upgrade Policy*, *End of Life Policy*, *Release Notes* (latest release), *Design Guide* (latest release):

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

## 6: Upgrades

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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 6.3.2.

## 7: Localization support

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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  |
|---------------------------------|---|--|
| <b>Administrator</b>            | ICDConfig.exe   | <b>6.3.1.984</b>                                     |
| <b>Server</b>                   | CTSS.exe<br>CTSSMGR.exe<br>CallRex.dll  | <b>6.3.1.1953</b><br><b>6.3.1.1953</b><br>6.3.1.3917 |
| <b>CT Driver</b>                | ASTAPI2x.dll  | 6.3.1.586  |
| <b>LDAP Server</b>              | ArcLDAPServer.exe<br>ArcLDAPManager.exe   | <b>6.3.1.581</b><br><b>6.3.1.581</b>                 |
| <b>CTI Server</b>               | CTI Server.exe<br>CTI Server Manager.exe<br>AsCUCMAXL.dll   | 6.3.1.1513<br>6.3.1.146<br>6.3.1.3964                |
| <b>Presence server</b>          | Presence Server.exe<br>Presence Server Manager.exe<br>XMPPConnector.dll<br>XMPP Driver<br>UCMAConnector.dll | 6.3.1.548<br>6.3.1.63<br>6.3.1.252<br>6.3.1.3940     |
| <b>Server installer</b>         | Arc_Pro_Setup.exe   | 6.3.1.303  |
| <b>DB Upgrade tool</b>          | TransferData.exe  | 1.00.0206  |
| <b>DB Component</b>             | DBComponent.dll   | 6.3.1.3932   |
| <b>DB Wizard</b>                | DBInstallationWizard.exe  | 6.3.1.357  |
| <b>Provisioning Wizard</b>      | PWizard.exe   | <b>6.3.1.317</b>                                     |
| <b>Database Script</b>          |   | <b>523</b>   |
| <b>Phonetics</b>                | MetaphoneCOM.dll<br>XPMetaphone.dll<br>StemmingLib.dll  | 1.0.0.0<br>1.0.0.3938<br>1.0.0.3934                  |
| <b>Voice Server</b>             | vsrs.exe<br>vsrsmgr.exe   | <b>6.3.1.256</b>                                     |
| <b>Arc Pro Console operator</b> | Operator.exe<br>Redemption.dll<br>ASPLCS.dll  | <b>6.3.1.4206</b><br>5.10.0.4312<br>6.2.0.2575       |

## 8: Build table

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| <b>Product</b>                    | <b>Filename</b>              | <b>Version</b>    |
|-----------------------------------|------------------------------|-------------------|
| <b>Arc Pro Agent</b>              | Arcagent.exe                 | <b>6.3.1.364</b>  |
| <b>Arc Pro Supervisor</b>         | Suprvice.exe                 | <b>6.3.1.733</b>  |
| <b>Arc Pro Supervisor reports</b> |                              | 6.3.1.117         |
| <b>Arc Pro Wallboard</b>          | WallBrd.exe                  | 6.3.1.212         |
| <b>Accessibility Scripts</b>      |                              | 6.3.1.128         |
| <b>AACM Component</b>             | AACM.dll                     | <b>6.3.1.1904</b> |
| <b>Open SLL</b>                   | Libeay32.dll<br>Ssleay32.dll | 1.0.2l<br>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.

Tickets in bold are new since the last release.

| 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  |
|                       | <b>ARC-4106</b> | <b>RQST435654</b> | <b>CLONE V6.3.1- Unable to start Arc CTI server when database are created using windows authentication</b>              |
|                       | <b>ARC-4132</b> | <b>RQST440022</b> | <b>Unable to create Arc databases if using - (Hyphen)</b>   |
|                       | <b>ARC-4176</b> | <b>RQST450122</b> | <b>Crypto key mismatch error when installing Arc subscriber resilience</b>  |
| Arc Pro 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 |
|                       | <b>ARC-4054</b> | <b>RQST429549</b> | <b>CLONE V6.3.1- Agent application not auto answering call intermittently</b>   |
|                       | <b>ARC-4205</b> |                   | <b>ARC 6.3.1 :Agent Flickering issue</b>  |
| 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 Pro Component  | Arc ref         | Customer ref      | Issue description  |
|--------------------|-----------------|-------------------|--|
|                    | 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   |
|                    | <b>ARC-4104</b> | <b>RQST433018</b> | <b>Replication does not work on SQL 2016 SP2 CU3 and SQL 2017 CU6</b>  |
| Database Scripts   | <b>ARC-4126</b> | <b>N/A</b>        | <b>CLONE V6.3.1- SQL Indexing Issue</b><br><br><b>Note</b><br>If the customer is already running Arc Pro 6.3.1 and upgrades to a roll-up version of Arc Pro 6.3.1, then they would need to apply these scripts manually. |
|                    | <b>ARC-4130</b> | <b>N/A</b>        | <b>CLONE V6.3.1- New users not in Reports</b>  |
|                    | <b>ARC-4184</b> | <b>N/A</b>        | <b>CLONE v6.3.1 - Supervisor is unable to connect with Subscriber log db on fail-over</b>  |
| 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-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   |
|                    | <b>ARC-4061</b> | <b>RQST422494</b> | <b>CLONE V6.3.1 - Supervisor "Arc server failed to process update" error</b>   |
|                    | <b>ARC-4168</b> | <b>RQST436237</b> | <b>CLONE V6.3.1 - Queues are unable to be added to user</b>  |
|                    | <b>ARC-4027</b> | <b>N/A</b>        | <b>Voice Device tab is visible in Supervisor even no voice license is applied</b>  |
|                    | <b>ARC-4132</b> | <b>RQST440022</b> | <b>Unable to create Arc databases if using - (Hyphen)</b>  |
| 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  |

9: Resolved issues

| Arc Pro Component   | Arc ref         | Customer ref      | Issue description  |
|---------------------|-----------------|-------------------|--|
| 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  |
|                     | <b>ARC-4077</b> | <b>307022</b>     | <b>CLONE - ARC 6.3.1 Flickering issue</b>  |
|                     | <b>ARC-4105</b> | <b>RQST430539</b> | <b>CLONE V6.3.1 - Presence and BLF are slow to populate/display on console GUI</b>   |
|                     | <b>ARC-4154</b> | <b>RQST442146</b> | <b>CLONE 6.3.1 - Contact Sidebar behaviour with Operator template</b>  |
|                     | <b>ARC-4132</b> | <b>RQST440022</b> | <b>Unable to create Arc databases if using - (Hyphen)</b>  |
| Provisioning Wizard | <b>ARC-4135</b> | <b>RQST435654</b> | <b>Unable to run PW in "Update Mode" on Publisher after upgrade from Arc 6.2.0 to Arc 6.3.1 using Windows Authentication</b> |
|                     | <b>ARC-4184</b> | <b>N/A</b>        | <b>CLONE v6.3.1 - Supervisor is unable to connect with Subscriber log db on fail-over</b>                                    |
| 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                          |
|                     | <b>ARC-4136</b> | <b>N/A</b>        | <b>SQL Availability Groups not supported by Arc Pro</b>  |
| Wallboard           | <b>ARC-4132</b> | <b>RQST440022</b> | <b>Unable to create Arc databases if using - (Hyphen)</b>  |

## 10: Open issues

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The following table lists all of the open issues.

| Arc Pro Component | Arc ref  | Customer ref | Issue description                                  |
|-------------------|----------|--------------|--|
| Supervisor        | ARC-4234 | RQST459461   | Call Connect QR20 - No data when exported to Excel |