



# Arc Pro

## Release Notes

Version 6.3.0

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# About this document

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This chapter contains the following information:

- [Audience](#)
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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 6.3.0 and their benefits.
- [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 6.3.0.
- [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 6.3.0.
- [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 6.3.0 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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## Security updates

- Upgrade to .NET framework 4.6.1.
- Using FIPS-compliant Open SSL for all SSL based communication.
- Key based encryption for all passwords.

**Benefit:** Further enhancement of the security compliance of the Arc Pro solution in line with current industry trends and expectations.

## BLF enhancements

- Ability to switch between Line Based and Resource Based device monitoring (system-wide setting).
- Users with multiple devices for example, Jabber, Extension Mobility and others) have the ability to find BLF based on the device registered in CUCM.

**Benefit:** This resolves a long standing lack of flexibility in the product that relates to the differing ways customers use the software. The enhancement resolves this issue and provides greater flexibility in supporting the increasing number of users on new collaborative clients such as Jabber.

## Ability to turn BLF on/off per user basis

- Ability to turn BLF on/off per user in the internal directory.
- Useful for third-party integrations where the operator can transfer a call to third-party CTI devices.

**Benefit:** Privacy in line with highly topical industry events.

## New Presence Engine

- Single Consolidated Presence Engine to support IM&P, WebEx and Skype for Business.
- Customers can configure multiple instances of presence source for a single user.

**Benefit:** Flexibility to support multiple varying industry, vertical and customer use cases.



## Data retention on reporting data

Ability to configure the Data retention period after which old data will automatically be purged.

**Benefit:** Security, system management and privacy.

## Credential policy

New Credential policy to provide security standard credentials features, for example Account Lockout, Password Complexity, Password lifetime, Reset password at next logon.

**Benefit:** Further enhances the system's credibility with regards to the need to support escalating levels of security and privacy driven by industry and broader market expectations.

## Syslog integration

Arc Pro server components can send syslog info to any RFC3164 and RFC5424-compliant syslog server. Ability to push SQL syslogs (only available for on box SQL) is also part of this.

**Benefit:** Adds much needed support for management and monitoring of the Arc Pro system for larger organisations that use system monitoring tools as part of a broader unified communications network. This allows Arc Pro to fit into a company's system monitoring technology strategy and reduces the cost of ownership of Arc Pro for partners and customers alike.

## 2: Limitations

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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

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These items were permanently removed from version 6.3.0 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 12.0(1).
- 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 and 2016
- Skype for Business 2015, 2016
- 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) – 12.0(1)
  - IVT pass 10.5(1) March 2014
- 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
    - Static delivery
    - Random delivery
  - Xen App
    - Local delivery
    - Via Microsoft App-V
- JAWS screen reader version 17 and 18 on Windows 10.

## Note

- If running App-V on Windows 2016, customers would require to have the October update of 7.15 and [KB4034661](https://support.citrix.com/article/CTX225819) 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

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Guidelines for deploying on Cisco UCS servers:

[http://docwiki.cisco.com/wiki/Unified\\_Communications\\_Virtualization\\_Sizing\\_Guidelines](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:

<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.

## 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. The products in **bold** signify a version increase since the previous release.

<b>Product name</b>	<b>File name</b>	<b>Version</b>
<b>Administrator</b>	ICDConfig.exe	6.3.0.950
<b>Server</b>	CTSS.exe CTSSMGR.exe CallRex.dll	6.3.1751 6.2.0.1532 6.3.0.3118
<b>CT Driver</b>	ASTAPI2x.dll	6.3.0.539
<b>LDAP Server</b>	ArcLDAPServer.exe ArcLDAPManager.exe	6.3.0.532 6.3.0.532
<b>CTI server</b>	CTI Server.exe CTI Server Manager.exe AsCUCMAXL.dll	6.3.0.1450 6.3.0.135 6.3.0.3146
<b>Presence Server</b>	Presence Server.exe Presence Server Manager.exe XMPPConnector.dll UCMAConnector.dll	6.3.0.526 6.3.0.054 6.3.0.229 6.3.0.3090
<b>Server Installer</b>		6.3.0.275
<b>DB Upgrade Tool</b>	TransferData.exe	1.0.0.86
<b>DB component</b>		6.3.0.3114
<b>DB Wizard</b>		6.3.0.323
<b>Provisioning Wizard</b>		6.3.0.310
<b>Database Script</b>	ICD Files	466
<b>Phonetics</b>	MetaphoneCOM.dll XPMetaphone.dll StemmingLib.dll	1.0.0.0 1.0.0.3139 1.0.0.3133
<b>Voice Server</b>	vsrs.exe vsrsmgr.exe	6.3.0.229 6.3.0.229
<b>Arc Pro Console Operator</b>	Operator.exe Redemption.dll ASPLCS.dll	6.3.0.4071 5.10.0.4312 6.2.0.2575
<b>Arc Pro Agent</b>	Arcagent.exe	6.3.0.336



## 8: Build table

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<b>Product name</b>	<b>File name</b>	<b>Version</b>
<b>Arc Pro Supervisor</b>	Suprvice.exe	6.3.0.678
<b>Arc Pro Supervisor Reports</b>		6.3.0.109
<b>Arc Pro Wallboard</b>	WallBrd.exe	6.3.0.208
<b>Accessibility Scripts</b>		116
<b>AACM Component</b>		1646

## 9: Resolved issues

The following table outlines fixes that have been resolved since the 6.2 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-3462	N/A	Arc Administrator - License register feature is not working correctly
	ARC-3034	RQST250161	Voice sessions queues duplicates when amended via Admin
	ARC-3005	N/A	Changes in dial plan behavior
	ARC-2896	N/A	Arc Admin Contacts Import doesn't validate Info field
	ARC-2891	RQST236454	New Directory group assigned to users do not get updated.
	ARC-2873	N/A	Database update fails for "Remote Call Parking"
	ARC-2869	RQST245209	Voice Connect and Console Connect Location Accepting Characters
	ARC-2817	RQST233703	Unable to view and edit Operator Queues from Arc Connect Administration
	ARC-2798	RQST243140	CLONE - Console users lost Queue assignments
	ARC-2757	N/A	IVR script position changes when a change is made
Arc Agent	ARC-3354	N/A	OPR - user preferences error
Log Collector	ARC-3440	RQST281476	Arc log collecting feature doesn't run
AXL Component	ARC-2900	RQST236156	Application user password visible in the CTI server log
Attendant Console	ARC-3697	RQST303199	Park Device Filtering Not Working
	ARC-3695	N/A	Console Application is not showing the Console Queues on switching to Subscriber Server.
	ARC-3684	RQST285263	F2 alternate number setting is not retaining resizing
	ARC-3678	RQST306555	Customizing console setting from 6.1.x into 6.2
	ARC-3605	RQST296204	Directory Pane cannot be resized
	ARC-3604	RQST298138	JAWS - Unable to select Company Field
	ARC-3600	RQST296517	Login window doesn't adjust the size for a large and XL font user since upgrade to 6.2
	ARC-3597	RQST296301	Unable to expand panes in Operator's console
	ARC-3594	RQST296521	Large and XL font causes sizing issue of the operator's screen
ARC-3590	RQST285263	Console preference settings not saved after Console logout.	

9: Resolved issues

Arc Pro Component	Arc ref	Customer ref	Issue description
	ARC-3437	N/A	Arc console 6.2.0.3685 log collecting feature doesn't run
	ARC-3355	N/A	User preferences error
	ARC-3333	RQST276440	Console BLF status when phone is logged in or out
	ARC-3009	N/A	Operator console freezing
	ARC-2997	RQST252800	New key press for Blind Transfer
	ARC-2952	RQST243685	Operator OCS Instant Message not working when set to 'Remote' server
	ARC-2916	N/A	Secondary Sort by Number fails to appropriately organize contacts
	ARC-2897	RQST225386	Calendar status delay up to 1min
	ARC-2885	RQST245908	CT Error when Operator Transfers a Call
	ARC-2870	RQST243337	PDGs often fail to load on initial login attempt, requiring subsequent logout/login cycle
	ARC-2834	RQST224121	Console Operator Freezes During Directory Search
	ARC-2762	RQST236295	Console screen issue (reverse text)
	ARC-2685	N/A	Console delay of several minutes when launched
CT Driver	ARC-2904	N/A	Calls are routing to previously used destinations
CT Server	ARC-3709	RQST252654	Route Points not registering on the Subscriber
	ARC-3660	RQST278466	Dead Air when trying to pick up Parked call
	ARC-3444	N/A	Arc CT Server manager is not displaying the complete message on stopping of CT Server
	ARC-3405	RQST268067	PUB CT server lost DB connection
	ARC-3326	N/A	CT server not started Operators could not log on
	ARC-3281	N/A	SUB Resilience Status Unknown when Sub is restarted with the Pub off line
	ARC-3202	N/A	Supervisor client still hangs when adding SMS request items to a SMS request from a workstation
	ARC-3017	RQST248896	Operator can't connect
	ARC-3007	RQST259477	Arc and CUCM SSLv3
	ARC-3001	N/A	Changes in dial plan behavior (CT Server)
	ARC-2986	RQST233235	Delays in resilience
	ARC-2940	RQST252974	Arc connect CT server service stops after stopping the server and closing the GUI
	ARC-2876	RQST226158	Wallboard statistics is updating at 23:00 hrs as opposed to 00:00
	ARC-2875	RQST209048	CLONE - Arc Primary Server loss of function
	ARC-2458	N/A	Request for ICDCTR_ENVIRONMENTPROPERTY settings of type 'CMA' returning incorrect records
CTI Server	ARC-3458	RQST289837	Arc CTI server initialize traces logged "IdentifyServerResMode:FAILURE; System.ArgumentOutOfRangeException" on restart

9: Resolved issues

Arc Pro Component	Arc ref	Customer ref	Issue description
	ARC-3420	RQST276440	Arc BLF not showing correct status when phone is logged in or out
	ARC-2974	RQST206652	External calls not playing voice message
Database Component	ARC-3752	N/A	DB cannot be connected error
	ARC-2881	RQST216202	Admin log displays password in clear text when installing Replication
Licensing	ARC-3455	RQST286580	Secondary server stuck with evaluation license
LDAP Server	ARC-3700	N/A	LDAP not Syncing with CUCM
	ARC-3418	N/A	ARC 6.2 LDAP GUI showing Not Connected
	ARC-3293	RQST275634	Too many AXL requests from LDAP
Provisioning Wizard	ARC-3701	RQST317736	Arc 6.2 Subscriber replication pop up message during over the top upgrade.
	ARC-3170	N/A	Provisioning Wizard error while upgrade
Supervisor	ARC-3734	RQST324134	Arc Pro Supervisor RT01 feature not displaying data
	ARC-3628	N/A	Devices cannot connect to Supervisor
	ARC-3441	RQST281476	Sup - Log collecting feature doesn't run
	ARC-3429	RQST276668	Supervisor not updating and slow response
	ARC-3261	RQST254260	Duplicate entries in Supervisor but not in Admin
	ARC-3200	N/A	Supervisor does not respect community element restrictions when populated pull down lists
	ARC-3003	N/A	Changes in dial plan behavior (Supervisor)
	ARC-2962	N/A	Unable to record new voice phrase. Error when using Supervisor
	ARC-2954	N/A	Failed to apply template error message
	ARC-2888	RQST229531	Existing call filters not updating in Supervisor
	ARC-2887	RQST205474	Operator template for Contact sidebar not working.
	ARC-2879	N/A	Cannot see break hour dates in Supervisor but can in Admin tool
	ARC-2871	RQST247411	Unable to run Supervisor reports due to date format on SQL Server
	ARC-2862	RQST243495	Queue names display in 'Manage break hours' is not in alphabetical order, but in order in which the queues were created.
Wallboard	ARC-3439	RQST281476	Wallboard - Log collecting feature doesn't run
Voice Server	ARC-3239	N/A	Unable to save phrase/messages/voice session in voice connect on 6.1.1 in unknown circumstances.
	ARC-2935	RQST245483	Arc calls via Voice server hears "humming" when on G729 codec settings

## 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
Attendant Console	ARC-3748	RQST328476	SMS options are enabled in Console even if they are unticked from "Features Available" section
	ARC-3746	RQST328476	Screen refresh in Operator during Call History resize.
Database	ARC-1161	N/A	Cannot install Arc resilience on Publisher due to timeout error on a huge database