Release Notes for Beacon Office version 2.5.1

Thank you for purchasing Radianta Beacon Office for Cisco Unified Application Environment. Please read carefully the following procedures and notices.

Version Support

Beacon Office version 2.5.1 support CUAE version 2.4.3 and 2.5 on CUCM versions 5.x and 6.x. Both upgrade and fresh installs are supported.

Licensing

Radianta Beacon Office is licensed through Cisco SolutionsPlus. To access SolutionsPlus, visit http://forums.cisco.com/eforum/servlet/IPCApps?page=SolutionPlus and log in with your CCO username and password. If you do not have a CCO login, visit http://tools.cisco.com/RPF/register/register.do to register. Once you purchase a license for Radianta Beacon Office, a certificate will be mailed to you with instructions for activation.

Support

If you experience difficulties installing or using Radianta Beacon Office, first visit http://www.radianta.com/products/office-productivity/beacon-office/ and browse the FAQ and support forums for the answer. If your issue is still not resolved, either post to the forum or send an email to support@radianta.com.

Sales

E-mail: sales@radianta.com

Phone: 866-467-9695 (8:00AM - 5:00PM PST)

Upgrade to Beacon Office Premium

Visit http://www.radianta.com/products/office-productivity/beacon-office/ to purchase and download the premium edition of Radianta Beacon Office. This upgrade will add additional applications and features not available in the basic edition. Note that Radianta Beacon Office Premium applications are licensed direct from Radianta, not from Cisco SolutionsPlus.

Version updates

Visit http://www.radianta.com/products/office-productivity/beacon-office/ regularly to stay up to date on the latest versions of Radianta Beacon Office and Radianta Beacon Office Premium. When a new version is released, an installer will be made available for download which must be executed on the CUAE server.

Best Practices

If you need to re-run the Beacon Office 2.5.1 installer for any reason you should follow certain steps. Run the unistaller as normal to remove the Beacon Office application files and then you should manually uninstall the Beacon Office applications from the CUAE admin interface prior to re-running the installer.

Known issues
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1. After installation, the applications may show as disabled in the CUAE. You may have to manually enable each of them.

2. The "Schedule Provider" may be listed as "Stopped" after installation. Disable and then enable it to force it to start.

3. Phone lock will not work completely if the phone lines are configured with a calling search space. In order for phone lock to work most effectively, the phone device should have a calling search space and all the lines will default to that if left unconfigured.

4. Phone Lock does not unlock the phone properly if no calling search space was defined to begin with. This is considered an edge scenario since best practice dictates that all phones should be assigned a CSS.

5. Personal Queue will not show an incoming call if the call arrives via a "consult transfer". This is an open Cisco issue that is being worked on.

6. The Personal Queue client will only install from version 7 or greater of Internet Explorer due to limitations with the Microsoft "clickOnce" framework. The Beacon Office interface will, however, work in most other browsers.

7. Beacon Office version 2.5.1 is not compatible with Cisco Unified Communications Manager 7.x. Radianta intends to release 7.x compatibility with version 2.6.1 very shortly.

Troubleshooting
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1. The Communications Manager application interface for Extension Mobility is case-sensitive. For example, if the administrator user is entered in Communications Manager as "administrator" but is in Beacon Office as "Administrator", the extension mobility request will fail even though "Administrator" may work successfully to log into the Communications Manager Administrative console.

2. Please refer to the Radianta Beacon Office FAQ for more troubleshooting tips: http://www.radianta.com/company-updates/faq/beacon-office-faq