

# Windows XP Compatibility with the Cisco IP SoftPhone

Document ID: 23575

---

<b>Introduction</b>
<b>Prerequisites</b>
Requirements
Components Used
Conventions
<b>Problem</b>
<b>Solution</b>
<b>Related Information</b>

---

## Introduction

This document discusses support for the Cisco IP SoftPhone communications application and Windows XP.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the software and hardware versions:

- Cisco IP SoftPhone version 1.2(3) or later
- Windows XP

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

## Problem

Errors occur when the Cisco IP SoftPhone application is installed on a new (not an upgrade) installation of Windows XP Professional with a non-compatible version of SoftPhone. Cisco IP SoftPhone will not launch after the installation. The splash screen displays for only one second and ciscoipsoftphone.exe does not run.

The following two error messages display during the Cisco IP SoftPhone installation:

```
DirectX Media 6.0 Error: This package is meant for professional
redistribution only <OK>
```

Warning: Please note that Service Pack 1 is a pre-requisite for the Windows 2000 JVM hotfix. The hotfix will not be installed.

## Solution

Cisco IP SoftPhone version 1.2(3) or later is required for Windows XP. You can download this version from Voice Software (registered customers only) in the Downloads .

**Important:** Disabling the personal firewall component of Windows XP is recommended. There may be problems processing Real-Time Transport Protocol (RTP) packets if the personal firewall is enabled. See Windows XP documentation for additional information.

---

## Related Information

- **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support – Cisco Systems**
- 

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Feb 02, 2006

Document ID: 23575

---