Release Notes

Cisco UC Integration for Microsoft Lync

Cisco UC Integration for Microsoft Lync is a Microsoft Windows desktop application that provides access to Cisco Unified Communications from Microsoft Lync. The solution extends the presence and instant messaging capabilities of Microsoft Lync by providing access to a broad set of Cisco Unified Communications capabilities; including software phone standards-based video, unified messaging, conferencing, desktop phone control and phone presence.

Key features of Cisco UC Integration for Microsoft Lync include:

- Make and receive video calls using the Cisco Precision Video engine.

- Make and receive phone calls through Cisco Unified Communications Manager.

- Drag and drop and right-click integration with the Microsoft Lync contact list.

- Instant Messaging and Presence integration with Microsoft Lync.

- Mute, hold, and transfer during calls.

- Software phone or desktop phone mode selection.

- Communications history of missed, placed, and received calls.

- Audio and visual notification of incoming calls.

- Ad hoc conferencing.

- Visual voicemail.

- Click to Call from Internet Explorer, Microsoft Outlook and other Microsoft Office applications.

- Start a Cisco WebEx meeting from the contact list, a conversation, or a Microsoft Lync instant messaging session.

- Expressway Mobile and Remote Access

- Service Discovery

Build Number

Release 10.6(2)—The build number for this release is 10.6.2.939.

Release 10.6(1)—The build number for this release is 10.6.1.928.

Release 10.6—The build number for this release is 10.6.0.907.

New and Changed Features in Release 10.6(2)

Voice and Video

Support for Skype for Business 2015 15.0.4719.1000 32-Bit Edition.

Resolved Caveats

This release includes a number of resolved caveats. For more information, see the *Resolved Caveats in Release 10.6(2)*.

New and Changed Features in Release 10.6(1)

Resolved Caveats

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New and Changed Features in Release 10.6

Voice and Video

- Hunt Groups - Hunt Groups enable incoming calls to be directed to a group of users. The call route is based on a number of factors, including first available, longest idle, broadcast hunting, and circular hunting.

A hunt group works in conjunction with route filters and hunt lists to direct calls to specific devices. If a phone or device is ringing and not being answered, then another available number is searched for until the call is answered.

A hunt list contains a set of line groups in a specific order. A single line group can appear in multiple hunt lists. A line group comprises a group of directory numbers in a specific order. The order controls the progress of the search for available directory numbers for incoming calls.

- Call Pickup - Call Pickup allows users to pick up incoming calls from their own group. Group Call Pickup and Directed Call Pickup allow users to pick up incoming calls to another group or individual, respectively.

Directory numbers are assigned to call pickup groups and Cisco Unified Communications Manager automatically dials the appropriate call pickup group number. Users select **Pickup** to answer the call.

There are four kinds of call pickup that allow users to ensure incoming phone calls are not missed.

- Call pickup - allows users to pick up incoming calls from their own group.

- Group call pickup - allows users to pick up incoming calls from another group.

- Other group pickup - allows users to pick up incoming calls from a group that is associated with their group. You cannot use this option with the hunt group feature.

- Directed call pickup - allows users to pick up an incoming call on a directory number. You cannot use this option with the hunt group feature.

- Personal Ringtones - Users can select a ringtone for incoming calls from a menu of distinctive ringtones for their client in the **Options** menu.

- Do Not Disturb - When presence is set to Do Not Disturb, no ringer and no visual call notification will show and the call will appear as a missed call in the call history.

- Call Statistics - Users can view real-time statistics when on a call. They can view audio, video, and screen share statistics.

- Ring on all Devices - Users can hear incoming calls and alerts on their computer speakers and all connected devices. Even if their headphones are plugged in, when they receive a call or IM alert, the sound is played in both the headset and through the computer speakers. This feature is enabled by default, but users can change their ringer and alert preferences in the **Options** menu.

- Mute Before Answer - When joining a call, the user can mute their phone before connecting to the call.

- Audio Device Selection - Users can select their preferred headset or other audio device directly from chat windows. A new option allows users to open audio options and select their microphone, headset, and ringer preferences.

- Click to Call for Office 2013 (32 bit) - Support call capabilities for Office 2013 applications.

- HD Audio with G722 wideband codec - The G.722 wideband audio codec is introduced to deliver a superior call experience to the user.

- Native Support for Accessories - users can use Jabra, Logitech, Plantronics, or Sennheiser accessories to answer, mute, end call directly from the devices.

- Self View - Users can move and resize the self-view window on video calls.

User Management

- SAML based Single Sign On - Security Assertion Markup Language (SAML) is an XML-based open standard data format that enables you to access a defined set of Cisco services seamlessly after verifying credentials with an Identity Provider. You enable SAML SSO in Cisco WebEx Messenger Services, Cisco Unified Communications Manager, or Cisco Unity Connection.

- Custom Tabs - Users can create custom tabs.

Software Requirements

Supported Microsoft Lync versions

- Microsoft Lync 2010

- Microsoft Lync 2013

  Microsoft Lync 2013 is supported with the following caveats at this time:

  ◦ Escalation from a Microsoft Lync group chat session to a voice or video call is not supported.

  ◦ Microsoft Lync 2013 update KB2812461 must be installed to enable right-click to call support.

Note Microsoft Lync 2013 64 bit is not supported.

Supported operating systems

- Microsoft Windows 7 SP1 or later, 32 and 64 bit

- Microsoft Windows 8.x, 32 and 64 bit

Supported servers

- Cisco Unified Communications Manager version 8.6 or later

- Cisco Unity Connection version 8.5 or later

Supported directories

- Microsoft Active Directory 2003 R2

- Microsoft Active Directory 2008 R2

- OpenLDAP

Restriction Directory integration with OpenLDAP requires you to define specific parameters in a Cisco UC Integration for Microsoft Lync configuration file. See *LDAP Directory Servers* for more information.

Microsoft Internet Explorer

Cisco UC Integration for Microsoft Lync requires Microsoft Internet Explorer 8.0 or later. The application uses the Microsoft Internet Explorer rendering engine to display HTML content.

Support for Microsoft Office (Click to Call)

- Microsoft Office 2010 32 bit
- Microsoft Office 2013 32 bit

Support for Microsoft Office 365

Cisco UC Integration for Microsoft Lync integrates with Microsoft Lync for IM and Presence and with Microsoft Outlook and Microsoft Office applications for Click to Call on the client side only. Cisco UC Integration with Microsoft Lync is therefore compatible with all of the same versions of Microsoft Lync, Outlook, and Office applications whether they are Office 365-based or traditional on-premise deployments.

Hardware Requirements

Installed RAM

2GB RAM on Microsoft Windows 7 and Microsoft Windows 8

Free physical memory

128 MB

Free disk space

256 MB

CPU speed and type

Mobile AMD Sempron Processor 3600+ 2 GHz
Intel Core2 CPU T7400 @ 2. 16 GHz

GPU

Directx 11 on Microsoft Windows 7

I/O ports

USB 2.0 for USB camera and audio devices.

Network Requirements

ICMP requests

Cisco UC Integration for Microsoft Lync sends Internet Control Message Protocol (ICMP) requests to the TFTP server. These requests enable the client to determine if it can connect to Cisco Unified Communications Manager. You must configure firewall settings to allow ICMP requests from the client. If your firewall does not allow ICMP requests, the application cannot establish a connection to Cisco Unified Communications Manager.

Ports and protocols

Cisco UC Integration for Microsoft Lync uses the ports and protocols listed in the following table. If you plan to deploy a firewall between the application and a server, configure the firewall to allow these ports and protocols.

Port	Protocol	Description
Inbound		
16384 to 32766	UDP	Receives Real-Time Transport Protocol (RTP) media streams for audio and video. You set these ports in Cisco Unified Communications Manager.
Outbound		
69	UDP	Trivial File Transfer Protocol (TFTP) service
6970	HTTP	TFTP service to download client configuration
443	TCP (HTTPS)	Cisco Unity Connection for voicemail
7080	TCP (HTTPS)	Cisco Unity Connection for notifications of voice messages
389	UDP / TCP	LDAP directory server
636	LDAPS	LDAP directory server (secure)
3268	TCP	Global Catalog server
3269	LDAPS	Global Catalog server (secure)
2748	TCP	CTI gateway
5060	UDP / TCP	Session Initiation Protocol (SIP) call signaling
5061	TCP	Secure SIP call signaling

Port	Protocol	Description
8443	HTTPS	Web access to Cisco Unified Communications Manager and includes connections for the following: • Cisco Unified Communications Manager IP Phone (CCMCIP) server for assigned devices. • User Data Service (UDS)
16384 to 32766	UDP	RTP media streams for audio and video
53	UDP / TCP	Domain Name System (DNS) traffic
3804	TCP	Locally Significant Certificates (LSC) for IP phones This is the listening port for Cisco Unified Communications Manager Certificate Authority Proxy Function (CAPF) enrollment.

Limitations and Restrictions

This section contains information about known limitations and restrictions.

Known Issues

Software

The following known issue applies to the current version of the software:

• Restart Microsoft Outlook after installing Cisco UC Integration for Microsoft Lync to ensure Click to Call functionality initializes properly.

Do Not Disturb

When the presence state is set to *Do not Disturb* in Microsoft Lync, the Cisco UC Integration for Microsoft Lync client will not have audio (ringer) or visual (call notification alert) notifications. The notifications can be configured by either the administrator or the user. The call will appear as a missed call in the call history

Setting the presence in Microsoft Lync to *Do not Disturb* will not currently set a deskphone to DND. This will be available in a future release.

Third-Party Unified Communications Applications

Installing Cisco UC Integration for Microsoft Lync and Cisco Jabber applications, or other third party Unified Communications applications, on the same machine may result in unexpected behavior in the client and is not recommended.

Special Characters in Usernames or Passwords

Users with upper ACSII characters in their usernames or passwords is supported in Cisco Unified Communications Manager 9.1(2) or later, or users must use lower ASCII characters for their username and passwords for earlier versions. The Cisco Jabber for Windows softphone fails to register with Cisco Unified Communications Manager when users enter some special characters such as ü, ä, or ö in the username or password. The user receives the following error message: "`Invalid username or password entered. Go to Phone Services in the Options window and enter the correct username and password`".

Space Characters in Credentials

The following rules apply to space characters and credentials:

- Usernames can contain spaces in on-premises deployments.

- Usernames cannot contain spaces in cloud-based deployments.

- Passwords cannot contain spaces in any deployment scenario.

- The first and last characters of usernames in on-premises deployments must not be spaces. This is also true for usernames synchronized from a directory source.

Cisco Medianet Metadata Support

Cisco Medianet Metadata is no longer supported in Cisco UC Integration for Microsoft Lync.

SAML Single Sign-On Limitations

When configuring SAML SSO on Cisco Unified Communications Manager and Unity Connection servers, you must use a fully qualified domain name (FQDN) instead of an IP Address to define the server name. If you use an IP Address, the client displays a warning message that the certificate is not valid. The requirement to use an FQDN is because the embedded Internet Explorer browser is not able to validate IP addresses in the **Subject Alternate Name** (SAN) certificate.

Call History Limit

The client can store up to 250 entries in your call history.

Plantronics Accessories and Software

If you use Plantronics accessories for Cisco Jabber call management, Plantronics Hub 3.5 is required. Download Plantronics Hub 3.5 from the Plantronics website.

Voice Messages

The client cannot play broadcast voice messages.

Descriptions for Multiple Devices

You must enter descriptions for each device if Cisco UC Integration for Microsoft Lync users have multiple deskphone devices of the same model. Cisco UC Integration for Microsoft Lync displays these descriptions to users so that they can distinguish between multiple deskphone devices. If you do not enter descriptions, the client displays the model name of the device and users cannot distinguish between various devices of the same model.

Standard CTI Secure Connection User Group

Cisco UC Integration for Microsoft Lync does not currently support CTI connections over transport layer security (TLS). As a result, Cisco UC Integration for Microsoft Lync users cannot switch from using a CSF device to using a desk phone device if they belong to the Standard CTI Secure Connection user group.

Software Phone Not Supported in Virtual Environments (VDI mode)

Software phones (CSF devices) are not supported in virtual environments. Use Cisco Virtualization Experience Media Engine (VXME) for Cisco UC Integration for Microsoft Lync call capabilities in a virtual environment.

Check Point VPN

Cisco UC Integration for Microsoft Lync does not currently support Check Point VPN.

Expressway for Mobile and Remote Access Unsupported Features

When using Expressway Mobile and Remote Access to connect to services from outside the corporate firewall, the client does not support the following capabilities:

Using Hunt Group on Desk Phones

If users select **Use my phone for calls** in their client to enable deskphone mode, then they must log in or logout of their hunt groups using the deskphone. If users are in deskphone mode, then the **Log Into Hunt Groups** option in the Cisco UC Integration for Microsoft Lync client becomes disabled.

Declining Calls in Hunt Group

If you enable the **Legacy Immediate Divert** option in Cisco Unified Communications Manager, users cannot decline calls when they are logged into Hunt Group in softphone mode, but can decline calls in deskphone mode. To disable users to decline Hunt Group calls in both softphone and deskphone mode, you must enable the parameter preventdeclineonhuntcall in the configuration file.

Call Pickup

The Call Pickup feature contains the following limitations:

- If the options for **Calling Party Information** and **Called Party Information** are disabled in Cisco Unified Communications Manager, then users logged into Call Pickup in softphone mode do not see either calling party or called party information displayed in the call alert notification. However, if those options are disabled and users log into Call Pickup in deskphone mode, then calling party or called party information is still displayed in the alert.

- If you select the **Audio only** notification on Cisco Unified Communications Manager and the user is on a call, then the user does not hear any sound indicating that there is a call to pick up.

- If users select **Pickup** on their deskphone when in Deskphone Mode, a conversation window is displayed momentarily.

- The pickup notification alert only displays a maximum of 23 characters.

Authenticated Proxies

Hosted photos cannot be displayed in Cisco UC Integration for Microsoft Lync due to an issue supporting authenticated proxies, even if the server is listed in the Bypass setting. .

Video Resolution of Lifesize Endpoint after Hold/Resume

Users may experience resolution issues when using Cisco UC Integration for Microsoft Lync to make a call with a Lifesize Express 220 endpoint. If the user puts the call on hold, then after resuming the call the send and receive video resolutions on the Cisco UC Integration for Microsoft Lync end is greatly reduced.

Expressway for Mobile and Remote Access Unsupported Features

When using Expressway Mobile and Remote Access to connect to services from outside the corporate firewall, the client does not support the following on-premises deployment scenarios (more information in Common Deployment Scenarios):

- Cisco WebEx Meetings Server. The client cannot access Cisco WebEx Meetings Server, or join or start on-premises Cisco WebEx meetings.

- Sending problem reports. To work around this issue, users can save the report locally and send the report in another manner.

Space Characters in Credentials

The following rules apply to space characters and credentials in on-premises deployment scenarios:

- Usernames can contain spaces in on-premises deployments.

- Passwords cannot contain spaces in any deployment scenario.

- The first and last characters of usernames in on-premises deployments must not be spaces. This is also true for usernames synchronized from a directory source.