



Release Notes for Cisco IP Communicator Release 1.1(4)

These release notes provide information for Cisco CallManager Release 3.3(3) Service Release 3 and later releases, Cisco CallManager 4.0(2a) and later releases, and for Cisco CallManager Release 4.1(2) or a later release.

March 31, 2005

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Documentation Roadmap

For information about Cisco IP Communicator Release 1.1(4), see the following documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Cisco IP Communicator

- *Cisco IP Communicator Administrator Guide (1.1)*
- *Cisco IP Communicator User Guide (1.1)*

Choose a language and product link to access documentation from this website. The User Guide is also available from the Cisco IP Communicator program folder.

For information about Cisco CallManager, see the following documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm

Cisco CallManager Administration

- *Cisco CallManager Administration Guide*
- *Cisco CallManager System Guide*
- *Cisco CallManager Serviceability Administration Guide*
- *Cisco CallManager Serviceability System Guide*
- *Bulk Administration Tool User Guide for Cisco CallManager*
- *Cisco CallManager Features and Services Guide*

Cisco CallManager Releases That Are Supported

Cisco IP Communicator Release 1.1(4) supports the following Cisco CallManager releases:

- Cisco CallManager Release 3.3(3) Service Release 3 and later releases
- Cisco CallManager Release 4.0(2a) and later releases
- Cisco CallManager Release 4.1(2) or a later release supports the same features as Release 3.3(x)

**Note**

Survivable Remote Site Telephony Release 3.1 (or earlier releases) and Cisco CallManager Express Release 3.1 (or earlier releases) do not support Cisco IP Communicator.

New and Changed Information

Languages that Cisco IP Communicator Release 1.1(4) Supports

Cisco IP Communicator Release 1.1(4) supports English and French only. Other languages will be supported in future releases of Cisco IP Communicator.

When using the CiscoIPCommunicatorSetup.exe file, a drop-down dialog box prompts you to install Cisco IP Communicator in English (United States) or French (France).

If you are customizing deployment of Cisco IP Communicator using command-line options, you must add an extra TRANSFORMS parameter to the command line in order to install the French locale. You must associate the correct locale .mst file to the TRANSFORMS parameter in order for the command line option to function properly. For example:

```
c:\ Msiexec.exe /i CiscoIPCommunicatorSetup.msi /qb+  
TRANSFORMS="French.mst "
```

Important Notes

This section contains important information about Cisco IP Communicator Release 1.1(4).

Installing a Hotfix for USB Audio Devices



Caution

If you are using Cisco IP Communicator with a USB audio device, you may need to install the specified Microsoft hotfix to avoid system crashes.

You must install a Microsoft Windows hotfix if you use Cisco IP Communicator with *both* of the following:

- Windows 2000 Service Pack 3 or later releases
- USB audio devices

To get the hotfix for your locale, access the file called cipc-Admin-ffr.1-1-1.zip from this website:

<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-comm>

Unzip the W2KUSBHotfix.zip file to access the appropriate locale folder.

If you are installing the English version of Cisco IP Communicator Release 1.1(4), then run the Windows2000-KB832339-x86-ENU.EXE file.

If you are installing the French version of Cisco IP Communicator Release 1.1.(4), then run the Windows200-KB832339-x86-FRA.EXE file.

Disabling the Internal Web Server

You can disable the internal web server for Cisco IP Communicator by creating a Windows registry value and using the regedit utility.

- Step 1** Open Windows regedit from the command line or from **Start > Run**.
- Step 2** In regedit, choose **HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Communicator**.
- Step 3** From the Edit menu, choose **New > DWORD value**.

- Step 4** Rename the value `WebServerDisabled` (this value does not appear by default) and set it to any non-zero value.
- Step 5** To enable the web server again, delete this key or set it to zero.

Generating and Retrieving Error Reports



Note

For troubleshooting purposes, advise end users to enable logging immediately after installation and tell them how to generate an error report so that Cisco Technical Support can use the error report to assist in troubleshooting.

Here are detailed instructions that you can pass on to end-users:

- Step 1** After installing Cisco IP Communicator, right-click > **User > Troubleshooting**. The Preferences dialog box appears. Check **Enable Logging** to see error reports with the highest and most useful level of detail.
- Step 2** To generate the error report choose **Start > Programs > Cisco IP Communicator > Error Reporting**.
- Step 3** Click **OK**.
- Step 4** You can retrieve the error report from one of these locations:
- If your computer uses Microsoft Windows XP, choose **Start > My Documents > Cisco IP Communicator**
 - If your computer uses Microsoft Windows 2000, choose **Start > Documents > My Documents > Cisco IP Communicator**

Build Versions in the About Window May Vary

Build version numbers that are listed in the Cisco IP Communicator Release 1.1(4) About window might vary by software component. For example, the versions listed for `Sfb.dll`, `Cpmt.sys`, and `CdpPacket.sys` may not match. This is a normal outcome of installing or upgrading the application and does not indicate a problem with the installation or upgrade process.

To view build versions for software components, right-click > **About Cisco IP Communicator**. Build versions are listed in the right column.

Audio Tuning and Sound Card Information

This section includes the following topics:

- [Achieving Optimal Tuning While Using the Audio Tuning Wizard](#), page 6
- [Bluetooth Devices, Jittery Audio, and Latency Optimization](#), page 7

Achieving Optimal Tuning While Using the Audio Tuning Wizard

You can tune the output volume in Cisco IP Communicator by using two controls in the Audio Tuning Wizard:

- A master volume slider—Affects all applications
- A wave volume slider—Affects most applications, including Cisco IP Communicator

Common Tuning Mistakes

Users often set the volume levels high initially from the master or wave sliders in the Audio Tuning Wizard, and later reduce the levels by using Microsoft Windows volume controls or laptop sound keys because other applications sound too loud. When users subsequently discover that Cisco IP Communicator sounds too soft, users set the volume button on the main Cisco IP Communicator interface to sharply increase the call volume.



Note

A high volume setting in the application can cause users' voices to sound distorted.

Recommended Tuning Guidelines

Follow these guidelines to use the Audio Tuning Wizard dialog box to adjust the volume levels for Cisco IP Communicator:

- Adjust the master volume slider first. Because this setting affects all applications that play sound, test the setting against other applications (such as Microsoft Windows Media Player and RealPlayer) to ensure that volume levels are appropriate.
- Adjust the wave volume slider to a comfortable level for phone calls after adjusting the master volume.

- If the user changes volume settings from Microsoft Windows, run the Audio Tuning Wizard again (according to the above guidelines) to re-tune the master and wave volume settings.

Bluetooth Devices, Jittery Audio, and Latency Optimization

Various sound cards have differing capabilities. Some are good for low latency audio, which is required for telephone calls, while others (including common Bluetooth devices) cannot be used in very low-latency modes. The resulting audio sounds consistently jittery, with frequent pops and clicks.

Testing for Latency Optimization

To test which latency setting is best for your particular set of audio devices (USB headsets, USB handsets, or sound cards), follow this procedure to modify audio parameters for Cisco IP Communicator.



Note

We recommend that you test the .reg file with the lowest settings first and continue to the next .reg file, if needed. However, a Bluetooth audio device with Widcomm PC drivers requires settings that are not lower than those in the HighDelay.reg or VeryHighDelay.reg file.

Use this procedure if you are having difficulty with an audio device that sounds less than satisfactory with Cisco IP Communicator, but performs well with other applications.

-
- Step 1** In the Cisco IP Communicator program folder, double-click one of the following .reg files:
- LowDelay.reg (Lowest latency, default setting)
 - MediumDelay.reg
 - HighDelay.reg
 - VeryHighDelay.reg (Highest Latency)
- Step 2** When prompted, confirm that you wish to import the settings into your Microsoft Windows registry.

- Step 3** Make a test phone call and verify that the audio sounds good to you and to the other party. If you hear distortion, audio dropouts, or robotic sound, proceed to the next file on the list and repeat the previous steps.

About Choosing Headsets and Handsets for Cisco IP Communicator

Even though internal testing of third-party headsets and handsets for IP Communicator has been performed, Cisco does not certify or support products from headset and handset vendors. Because of the inherent environmental and hardware inconsistencies in the locations in which IP Communicator is deployed, there is no one best solution that is optimal for all environments. Cisco recommends that customers test the headsets and handsets that work best in their environment before deploying a large number of units in their network.

The primary reason that support of a headset or handset would be inappropriate for an installation is the potential for an audible hum, either a hum heard by the remote party, or by both the remote party and the IP Communicator user. Causes for the hum range from electrical lights near the PC to the PC power source itself. In some cases, a hum experienced by a user using an audio device that is plugged directly into the PC USB port may be reduced or eliminated by using a powered USB hub.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear their own voices echo back when they speak to IP Communicator users. The IP Communicator user will not be aware of the echo.

Finally, some analog headsets do not match the electrical characteristics for which some soundcards are designed. The microphones on such headsets are frequently too sensitive, even when the input levels in IP Communicator are reduced to their lowest values; the voices of users on such headsets will sound distorted to remote parties.

It is important to ask IP Communicator users whether a particular headset sounds good to them. In addition, remote parties should be queried as to the reception from IP Communicator when using a particular headset.

Testing performed in Cisco labs has shown that the Plantronics DSP 300 and Plantronics DSP 400 have performed well with IP Communicator, but it remains the customer's responsibility to test the headsets in their environment.

For your reference, other headset and handset vendors include the following:

- Actiontec - www.actiontec.com
- Clarisys - www.clarisys.net
- CommuniTech - www.communitech.com
- Danacom - www.danacomusa.com
- Eutectics - www.eutecticsinc.com
- GNNetcom - www.gnnnetcom.com
- Plantronics - www.plantronics.com
- Technology Link Corporation (for Japan only) - www.link-corp.co.jp
- VXI - www.vxicorp.com

Information not Found in the User Guide

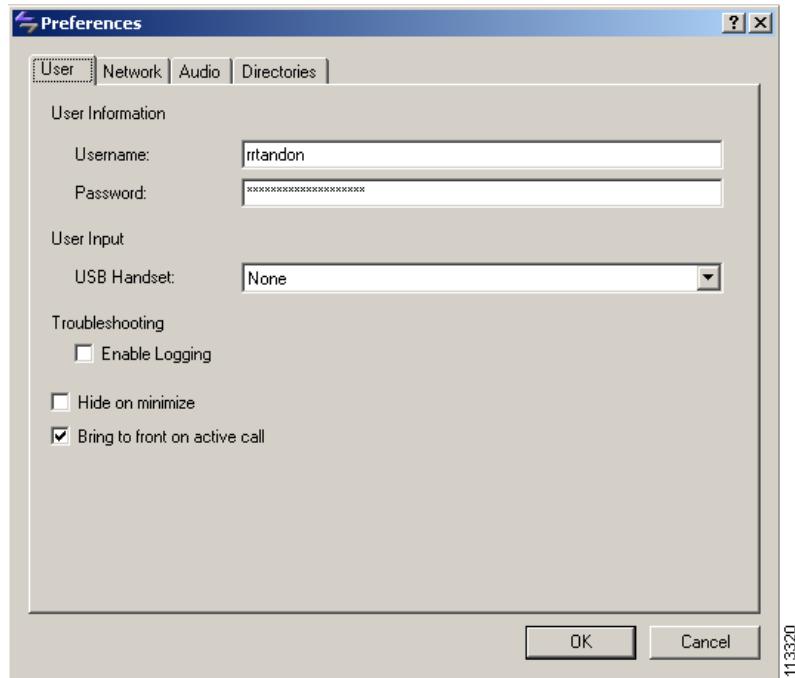
This section contains information about Cisco IP Communicator Release 1.1(4) that is not addressed in the current *Cisco IP Communicator User Guide*. Cisco suggests that you provide this information to end-users.

Bringing an Active Call to the Front

The “Bring to front on active call” check box is accessible from the Cisco IP Communicator interface (right-click > **Preferences** > **User**), as shown in [Figure 1](#).

When enabled, this feature brings the application to the top of all other applications when an incoming call is received. If disabled, the application does not appear on the top when an incoming call is received, and the only indication of the incoming call is the ringer sound.

Figure 1 Cisco IP Communicator User Preferences



Hiding the Minimized Application Icon

The “Hide on minimize” check box is available from the Cisco IP Communicator interface (right-click > **Preferences** > **User**), as shown in [Figure 1](#).

When this feature is enabled and the user minimizes the application, Cisco IP Communicator does *not* appear as a toolbar button, but appears in the system icon tray. Double-click the icon in the system tray to restore the application.

Using WebDialer and Extension Mobility

Running Cisco IP Communicator Release 1.1(4) on Cisco CallManager Release 3.3(4) or later releases allows users to access the Cisco Extension Mobility and WebDialer features.

See *Customizing Your Cisco IP Phone on the Web*:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/usopt.pdf

Administrative information about these features is available in Cisco CallManager documentation.

Searching for Personal Numbers with Quick Search

End users should note that only those phone numbers that are entered in the Work field in the Personal Address Book service appear in Quick Search results. Home and mobile phone numbers do not appear in the Personal Address Book.

Finding Error Reports

It is important that end users know how to use the Error Reporting Tool to capture information that can assist in troubleshooting, and that end users enable logging after installation. For a summary of which information to provide to end-users, see the “[Generating and Retrieving Error Reports](#)” section on page 5.



Note

Data from the Error Reporting Tool is saved in the following locations; however, these paths will not be visible until the user creates an error report. See the “[Generating and Retrieving Error Reports](#)” section on page 5

- On computers using Microsoft Windows XP, choose **Start > My Documents > Cisco IP Communicator**.
- On computers using Microsoft Windows 2000, choose **Start > Documents > My Documents > Cisco IP Communicator**.

Accessing Online Help from Right-Click Menu

Users can access the *Cisco IP Communicator User Guide* online help by choosing right-click > **Help**.



Note

The *Cisco IP Communicator User Guide* erroneously describes the right-click menu item as **User Guide**.

From the online help window, users can choose **View PDF**. A PDF version is also available from the Cisco IP Communicator program folder.

Resolved Issues

[Table 1](#) describes the issues that are resolved in Cisco IP Communicator Release 1.1(4).



Note

If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release. To access the Bug Toolkit, log in to:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Table 1 Resolved Issues for Cisco IP Communicator Release 1.1(4)

Identifier	Headline
CSCsa65866	AUDIO: Communicator-'No Compatible Sound Devices' when diff wavein waveout name http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa65866
CSCeg52178	PHONE FEATURES: CIPC Does Not Report Application Version During Registration Event http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg52178
CSCeg26733	AUDIO: Communicator disables the microphone on certain Client PCs http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg26733

Table 1 *Resolved Issues for Cisco IP Communicator Release 1.1(4) (Continued)*

Identifier	Headline
CSCef04643	USER INTERFACE: User pages do not redirect to HTTPS URLs when accessed via HTTP http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef04643
CSCeg56057	USER INTERFACE: On-hook dial with Ctrl+H(Headset) erases the last digit http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg56057
CSCsa60085	USER INTERFACE: Help Launches inside already open browser window http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa60085
CSCsa61303	AUDIO: Communicator delays in answering calls http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa61303
CSCef51784	AUDIO: IP communicator: VAD can not be disabled http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef51784
CSCeg26544	USERINTERFACE: Only first letter of some strings is written in MediaDump.xml http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg26544
CSCeg49926	USER INTERFACE: Pound (#) key on the UK keyboard does not work http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg49926
CSCeg73231	AUDIO: DTMF is not heard or number entered not displayed http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg73231
CSCuk55880	USER INTERFACE: Communicator does not terminate active calls when application is closed http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk55880
CSCin55830	USER INTERFACE: dialing in directories answers ringing calls instead http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin55830

Known Issues

Table 2 describes open issues for Cisco IP Communicator Release 1.1(4).



Note

If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release. To access the Bug Toolkit, log in to:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Table 2 Known Issues for Cisco IP Communicator Release 1.1(4)

Identifier	Headline
CSCsa80955	USER INTERFACE: IP Communicator : Daylight Savings Time End error for NZT GMT+12
CSCsa70327	USER LOCALE: IPC doesn't terminate Refresh after phone screen goes to another URL http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa70327
CSCsa59897	INSTALL: CIPC Build not included in SD 5.0(1.4-32) CM http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa59897
CSCCeg62073	USER LOCALE: Invalid softkeys seen in a state when dialed using callback dial http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCCeg62073
CSCsa68344	PHONE FEATURES: [CV] Parsing exception error found for Calendar Reminder http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa68344
CSCsa71517	AUDIO: G729 frame loss concealment quality is low http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa71517
CSCsa78753	USER INTERFACE: Displays extra characters during on-hook state when pressing numbers for French http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa78753
CSCsa70361	PHONE FEATURES: Host header is empty for HTTP request to URL using IP address http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa70361

Table 2 Known Issues for Cisco IP Communicator Release 1.1(4) (Continued)

Identifier	Headline
CSCsa77363	PHONE FEATURES: Selecting Cisco User Options cannot auto-logon to Skate CCM User page http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa77363
CSCsa80122	USER INTERFACE: Typing 0-9, * and # in French keyboard layout does not display in CIPC http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa80122
CSCsa79847	USER INTERFACE: The browser window on the IP Communicator opens when it should not http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa79847
CSCec10113	CALL FEATURE: Packets are being transmitted when a call is muted http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec10113
CSCin81817	CALL FEATURE: Could not get EM service as service URL http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin81817
CSCef83218	ERT: CDP driver file not found entry is logged in CommunicatorConfig http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef83218
CSCef87551	PHONE FEATURES: memory leak when using communicator - 160 meg usage http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef87551
CSCeg30976	USER INTERFACE: IPC freezes if audio device not available http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg30976
CSCeg44786	AUDIO MODE: Audio does not stream to the configured device http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg44786
CSCee82931	AUDIO: Lost device selection after resuming from standby mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee82931
CSCec18527	USER INTERFACE: numbers entered in text fields cause letter popups http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec18527
CSCec43184	LOGGING: Enabling SystemTraceFlushAlways reduces performance http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec43184

Table 2 Known Issues for Cisco IP Communicator Release 1.1(4) (Continued)

Identifier	Headline
CSCed08326	AUDIO: Audio dies when dragging the default skin http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed08326
CSCed53574	INSTALL: Launching IPC, Non-Admin user was ask to select Network interface ca http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed53574
CSCed57279	STARTUP: Failed to re-register after resuming from stand-by mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed57279
CSCed60741	DIRECTORY: Directory Search display limited numbers of users. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed60741
CSCed64922	AUTOUPDATE: Need to prompt user before closing application http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed64922
CSCin70473	USER INTERFACE: Click Next on Directory Wizard removes the focus from that screen http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin70473
CSCee01561	USER PREFERENCES: USB Handset drop down list displays duplicate entries http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee01561
CSCed59431	USER INTERFACE: IP Communicator doesnt display the correct version after autoupdate http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed59431
CSCed65551	AUDIO: [ATW] Help files / Help Location on ATW needs some tunning. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed65551
CSCec63524	CALL FEATURE: KeyBoard BackSpace key not working in some cases http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec63524
CSCec64512	USER INTERFACE: phone display does not respond to first click http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec64512
CSCee01481	USER INTERFACE: error message if running Error Report after install http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee01481

Table 2 Known Issues for Cisco IP Communicator Release 1.1(4) (Continued)

Identifier	Headline
CSCed07282	CALL FEATURE: Call Park msg is not restored when overwritten http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed07282
CSCsa76104	USER INTERFACE: Click on slider on LCD does not work http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa76104
CSCeb82424	INSTALL: Application doesnt display current version in Load File Model Info http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeb82424
CSCuk55652	PHONE FEATURES: CCO doc does not clearly explain Abbreviated dialing is not supported with 1.1(x). http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCuk55652
CSCsa59854	AUTOUPDATE: Not supported in Sea Dragon CCM releases. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa59854
CSCeg38043	AUDIO: Audio distortions when the speaker rings. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg38043
CSCeg52175	PHONE FEATURES: IP Communicator Does Not Show Its Version On Device Page. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg52175
CSCsa62485	PHONE FEATURES: Memory Leak when using Cisco IP Communicator. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa62485
CSCsa71836	AUDIO: The G729 phone capability should include annex B. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa71836
CSCin54928	CALL FEATURE: Call park message lingers even if the call is unparked promptly. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin54928
CSCee38912	CALL FEATURE: Line does not indicate remote-in-use status when shared line is off-hook. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee38912
CSCin53218	CALL FEATURE: Auto-line select feature does not work. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin53218

Table 2 Known Issues for Cisco IP Communicator Release 1.1(4) (Continued)

Identifier	Headline
CSCed58910	CALL FEATURE: “CM Down Feature Disable” error appears in status line. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed58910
CSCec76357	CDP: Disabling the driver on a net adapter results in cdpOpen failure. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec76357
CSCed62953	CDP: Communicator is not discovered by Cisco Emergency Responder. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed62953
CSCed21364	DIRECTORY: Directory searches fail to find users created via Netscape Directory Server. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed21364
CSCec88550	INSTALL: Performing silent installations automatically reboots PC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec88550
CSCef46039	INSTALL: Media driver intermittently fails--Error 1722 is prompted. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef46039
CSCed91133	INSTALL/AUTOUPDATE: Cisco Security Agent displays warning. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed91133
CSCeg14257	SERVICES:IP Communicator does not use the configured Proxy URL. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg14257
CSCef62142	SERVICES: CPU usage reaches 100% when user changes Extension Mobility login name. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef62142
CSCeb55414	STARTUP: Communicator does not support Terminal Services. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeb55414
CSCed76382	STARTUP: Crash during startup or when resuming from standby mode. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed76382
CSCef21482	STARTUP: Display fails to initialize when the Flash folder is corrupted or missing. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef21482

Table 2 Known Issues for Cisco IP Communicator Release 1.1(4) (Continued)

Identifier	Headline
CSCef23326	STARTUP: Fails to auto-register with load names longer than 63 characters. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef23326
CSCef34526	STARTUP: Crashes when clicking on the phone display when the background is blue. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef34526
CSCef40483	STARTUP: Cisco Emergency Responder fails to initialize with non-administrator permissions. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef40483
CSCeg21674	USER INTERFACE: Missed call information not getting populated with correct caller ID. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg21674
CSCef71409	USER INTERFACE: Phone volume is automatically saved upon adjustment. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef71409
CSCee30628	USER INTERFACE: Unable to exit when Unable to reach TFTP Server. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee30628
CSCeb55433	USER INTERFACE: Clicking on the scroll bar does not work. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeb55433
CSCec35225	USER INTERFACE: No warning about losing active calls on PC shutdown. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec35225
CSCec77378	USER INTERFACE: Changing skins while mute is enabled misdraws skin. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec77378
CSCec78626	USER INTERFACE: Communicator does not display time using CallManager time zone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec78626

Other Issues

Virtual Private Network (VPN)

There are some known issues when using Cisco IP Communicator Release 1.1(4) with VPN software.

Problem Description (CSCee09266)

One-way audio is observed when using Cisco IP Communicator with VSClient VPN software

Workaround: None.

See CSCee09266 for more information.

Problem Description (CSCed21257)

When using Cisco IP Communicator over a dialup (modem) connection using the Cisco VPN client and audio is poor, Cisco IP Communicator unregisters from Cisco CallManager spontaneously, and sometimes the VPN connection spontaneously drops.

Workaround: None. Dialup connections have insufficient bandwidth to support Cisco IP Communicator over Cisco VPN.

See CSCed21257 for more information.

Universal Serial Bus Audio Devices

There are some known issues when using Cisco IP Communicator Release 1.1(4) with USB audio devices.

Problem Description (CSCec58049)

When using a VXi-brand headset that is connected to the PC via a VXi TuffSet USB adapter, the other persons in the call may hear their own speech echo.

Workaround: Some VXi headsets are prone to acoustically-coupled echo. The microphone in the headset picks up the output of the earpiece(s) and feeds it back to the remote party. To reduce the echo, use the Audio Tuning Wizard to reduce the microphone volume as much as possible. This will reduce the amount of acoustic feedback and help reduce echo. Likewise, lower the headset speaker volume as much as possible. Finally, consider configuring the headset in Cisco IP

Communicator for speakerphone mode rather than headset mode. Although this will reduce the frequency response of the headset (the sound won't be as rich), it will suppress some of the echo.

See CSCec58049 for more information.

Problem Description (CSCec63499)

An audible hum is heard on the headset speaker or handset receiver when it is directly connected to some laptop USB ports.

Workaround: Use a powered USB hub.

See CSCec63499 for more information.

Problem Description (CSCec23649)

Digits are dialed twice when using the Claritel i750 USB Handset.

Workaround: Enter the digits before pressing the On-Off button or before going off-hook, or quit the Claritel Application Gateway application (running in the system tray) and remove it from the startup items. This will allow normal dialing with the handset and Cisco IP Communicator, but may interfere with other applications that use the handset (if any).

See CSCec23649 for more information.

Problem Description (CSCin50824)

Some buttons and keys do not function when using a supported USB handset device that is configured for handset mode.

Workaround: None.

See CSCin50824 for more information.

Cisco VT Advantage

There are some known issues when using Cisco IP Communicator Release 1.1(4) with Cisco VT Advantage.

Problem Description (CSCee00053)

When changing a USB handset or headset, the user receives the following error message: "Audio Tuning Wizard cannot configure this device to play sound. Cisco IP Communicator may not function properly with this device."

Workaround: Reboot the PC and insert the USB device for Cisco IP Communicator followed by the USB device for Cisco VT Advantage. See CSCee00053 for more information.

Problem Description (CSCee07575)

When using a USB Audio Device with Cisco IP Communicator at the same time as Cisco VT Advantage, users receive the following error message: “USB Controller Bandwidth Exceeded.”

Workaround: Avoid using Cisco VT Advantage and a USB audio device with Cisco IP Communicator at the same time. Another workaround is to ensure that the Cisco VT Advantage camera and the USB audio device for Cisco IP Communicator are using separate USB ports on the PC.

See CSCee07575 for more information.

Windows XP Service Pack 2

There are some known issues when using Cisco IP Communicator Release 1.1(4) with Windows XP Service Pack 2 software.

Problem Description (CSCef85464)

The User Option page does not display in Microsoft Internet Explorer (IE) when a user, running Microsoft Windows XP, Service Pack 2 has not disabled active content and JavaScript blocking.

When Service Pack 2 is installed for XP and the User Options page is launched from Cisco IP Communicator, the following error messages display:

- “To help protect your security, Internet Explorer has restricted this file from showing active content that could access your computer. Click here for options...”
- “Your browser does not appear to have JavaScript enabled. This JPhone feature requires a JavaScript enabled browser.”

Workaround:

- Select the options link and enable: “Allow Blocked Content.”

- Select “Yes” when the following Security Warning displays: “Allowing active content such as script and ActiveX controls can be useful, but active content might also harm your computer. Are you sure you want to let this file run active content?”

See CSCef85464 for more information.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

<http://www.cisco.com/go/marketplace/>

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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