



# Release Notes for Cisco Unified Messaging with IBM Lotus Sametime Release 1.2(3)

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**Revised December 15, 2008 (Originally published November 15, 2007)**

These release notes contain requirements, instructions for downloading, installing, and configuring software, and information on new and changed requirements and support, new and changed functionality, limitations and restrictions, and open and resolved caveats for Cisco Unified Messaging with IBM Lotus Sametime Release 1.2(3).



**Note**

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Cisco Unified Messaging with Lotus Sametime Release 1.2(3) is available only in U.S. English; no multilingual version of this release is planned.

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**Note**

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Items in release notes—excluding caveats—may be added, or revised to correct or clarify information after the initial publication date (the date the software was released). When an item has been changed, the phrase “Added <date>” or “Revised <date>” is included in the text of the item.

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## Introduction

### Revised May 16, 2008

Cisco Unified Messaging with IBM Lotus Sametime allows users to view and play Cisco Unity or Cisco Unity Connection voice messages directly from their Sametime client application.

In addition, Sametime can be integrated with IBM Lotus Notes to achieve the following:

- Sametime shows up in a pane within the Notes client.
- The native capabilities of Sametime—as well as those exposed through plug-ins—can be accessed from within Notes.

These plug-ins include Cisco Unified Messaging with Lotus Sametime, as well as a plug-in for allowing click-to-call functionality, and a plug-in to launch a Cisco Unified MeetingPlace meeting from the buddy list or an instant message.

## System Requirements

### Revised May 16, 2008

Before installing Cisco Unified Messaging with Lotus Sametime, user workstations must meet the following minimum requirements:

- A supported operating system—see “[Client Platforms](#)” in the following section, “[Compatibility Information](#).”
- 512 MB of RAM.
- 20 MB of free disk space.
- One of the following applications:
  - IBM Lotus Sametime version 7.5.1 CF1 or later
  - IBM Lotus Notes version 8.0.1 or later (including integrated Sametime features)

## Compatibility Information

### Revised December 15, 2008

Cisco Unified Messaging with Lotus Sametime is supported for use with the following:

#### Cisco Unified Messaging Systems

- Cisco Unity
  - Version 7.0 with IBM Lotus Domino
  - Version 7.0 with Microsoft Exchange 2007
  - Version 7.0 with Microsoft Exchange 2003
  - Version 5.0 with IBM Lotus Domino
  - Version 5.0 with Microsoft Exchange 2007

- Version 5.0 with Microsoft Exchange 2003
- Version 4.2 with IBM Lotus Domino
- Version 4.2 with Microsoft Exchange 2003
- Cisco Unity Connection
  - Version 7.0
  - Version 2.0

#### Client Platforms

- Apple Mac OS X 10.4.x
- Microsoft
  - Windows Vista Business (MSDN version is not supported.)
  - Windows XP (Service Pack 2)
- Novell
  - SUSE Linux Enterprise Desktop version 10
  - Linux Desktop version 9
- Red Hat Enterprise Linux version 4

#### IBM Lotus Clients

- IBM Lotus Sametime version 7.5.1 CF1 and later
- IBM Lotus Notes version 8.0.1 or later (including integrated Sametime features)

## Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- [Cisco Unified Messaging for Lotus Sametime](#)
- [Lotus Sametime Client](#)

### Cisco Unified Messaging for Lotus Sametime

#### To Determine the Cisco Unified Messaging for Lotus Sametime Version in Use

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**Step 1** From the File menu, click **Preferences**.

**Step 2** Open the Cisco tab on the left.

**Step 3** Under Cisco, select the **Voicemail** tab.

The Cisco Unified Messaging for Lotus Sametime version is displayed underneath the “Voicemail” label at the top of the page.

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## Lotus Sametime Client

### To Determine the Lotus Sametime Client Version in Use

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- Step 1** In the main window of the Lotus Sametime client, from the Help menu, click **About Lotus Sametime**. The Lotus Sametime splash screen displays the product version.
- Step 2** Click the splash screen to close it.
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## Related Documentation

The *User Guide for Cisco Unified Messaging with IBM Lotus Sametime Release 1.2(x)* is available at [http://www.cisco.com/en/US/products/ps9830/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps9830/products_user_guide_list.html).

## New and Changed Requirements and Support—Release 1.2(3)

This section contains information about new and changed requirements and support in the Cisco Unified Messaging with Lotus Sametime Release 1.2(3) time frame only. Release notes for all versions of the plug-in are available at [http://www.cisco.com/en/US/products/ps9830/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html).

## IBM Lotus Sametime Version 7.5.1 CF1 Is Required

With this release, Lotus Sametime version 7.5.1 CF1 is required on user workstations.

## Operating Systems Qualified for Use on User Workstations

### Revised December 15, 2008

The following additional operating systems have been qualified for use on user workstations:

- Apple Mac OS X 10.4.x
- Microsoft Windows Vista Business (MSDN version is not supported.)
- Novell Linux Desktop version 9
- Novell SUSE Linux Enterprise Desktop version 10
- Red Hat Enterprise Linux version 4

## New and Changed Functionality—Release 1.2(3)

This section contains information about new and changed functionality for Cisco Unified Messaging with Lotus Sametime Release 1.2(3) only. Release notes for all versions of the plug-in are available at [http://www.cisco.com/en/US/products/ps9830/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html).

## Configuration Utility Improved

The Cisco Unified Messaging with Lotus Sametime Configuration utility can be run directly from the plug-ins directory in the update site.

## Delete Key Behavior Is Delete Only

The Delete key is used solely for deletion.

In earlier versions, the key toggled between delete and undelete.

## Message Introduction Plays with Forwarded Message

When a user records an introduction for a forwarded message, Cisco Unified Messaging with Lotus Sametime plays the introduction, then the forwarded message.

In earlier versions, the plug-in did not play the introduction.

## Multiple Fields Supported in Reversed LDAP Lookup

LDAP details for an individual often include information for multiple phone numbers, including primary phone, mobile phone, and home phone.

Cisco Unified Messaging with Lotus Sametime allows specification of multiple LDAP fields in the “Search Field” LDAP preference against which the plug-in can attempt to match the ANI to look up contact information for the voice message sender. When specifying multiple LDAP field names, each should be quoted and concatenated with “AND.” For example,

“telephonenumber” AND “mobilephone” AND “homephone”

In earlier versions of the plug-in, the “Search Field” LDAP preference allowed only a single LDAP field to be used in the matching of the ANI for a voice message sender. This limited the ability to match a contact against a voice message sender if the sender called from a phone number that was not the same as the phone number associated with the LDAP field specified in “Search Field,” even when the information was contained elsewhere in their LDAP details.

## Preference Page Grouped with Other Cisco Preference Pages

The Voicemail tab that contains preferences for Cisco Unified Messaging with Lotus Sametime is located underneath the Cisco preference page. Other Cisco plug-ins will also be under this new Cisco page.

## Problem Reporting Improved

A Create Problem Report button has been added to the Preferences page. When pressed, it creates a file in the user’s Lotus Sametime log directory called ProblemReport.zip that contains all of the sametime.log.x files, the .log file (from .metadata) and the new voicemailbox.dat file (if it exists). The user is notified with a dialog box that the file was created and where it is, or that there was an error trying to create the file.

# Installation and Upgrade Information

- [Downloading Cisco Unified Messaging with Lotus Sametime 1.2\(3\)](#), page 6
- [Upgrading to Cisco Unified Messaging with Lotus Sametime 1.2\(3\)](#), page 7
- [Installing Cisco Unified Messaging with Lotus Sametime 1.2\(3\)](#), page 7
- [Configuring Cisco Unified Messaging with Lotus Sametime 1.2\(3\)](#), page 8

## Downloading Cisco Unified Messaging with Lotus Sametime 1.2(3)

Revised December 15, 2008

### To Download Cisco Unified Messaging with Lotus Sametime 1.2(3)

- 
- Step 1** On the web server that is going to host the update site, create a directory to hold the Cisco Unified Messaging with Lotus Sametime files.
- Step 2** On a computer with a high-speed Internet connection, go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.




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**Note** To access the software download page, you must be logged on to Cisco.com as a registered user.

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- Step 3** In the tree control on the Downloads page, expand **Unified Communications Applications > Cisco Unified Communications with IBM Lotus**.
- Step 4** On the Select a Release page, expand **Latest Releases**, then click **7.0(0)**. The download links appear on the right side of the page.
- Step 5** Confirm that the computer you are using has sufficient hard disk space for the downloaded files. (The download file sizes appear below the download links.)
- Step 6** Download the file to the directory you created in [Step 1](#):
- Click **Cisco Plugins.zip**.




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**Note** For a list of software that is included in the download, click the Readme link in the Additional Information section on the Download page.

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- Follow the on-screen prompts to complete the download.
- Step 7** In the directory you created in [Step 1](#), extract the .zip file.
- Step 8** Open the **CiscoUMWithLotusST\_1.2.3.606** folder, and extract the **CiscoUMWithLotusST\_1.2.3.606.tar.gz** file to the directory you created in [Step 1](#) by using the application appropriate for your operating system.

When extracted, the directory structure looks like this:

```

- features
  com.cisco.sametime.voicemail.config.feature_1.1.3.1002.jar
  com.cisco.sametime.voicemail.feature_1.2.3.606.jar
- plugins
  com.cisco.eclipse.javamailplugin_1.1.4.1002.jar
  com.cisco.sametime.preferences_1.1.1.1001.jar
  com.cisco.sametime.voicemail_1.2.3.606.jar

```

```

    com.cisco.sametime.voicemail.config_1.1.3.1002.jar
- web
  site.css
  site.xsl
index.html
.project
site.xml

```

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## Upgrading to Cisco Unified Messaging with Lotus Sametime 1.2(3)

There is no separate upgrade process—you install the new version of the plug-in in the same way you installed the previous version. See the next section, “[Installing Cisco Unified Messaging with Lotus Sametime 1.2\(3\)](#).”

You do not need to uninstall a previous version. The update manager in Sametime handles it.

## Installing Cisco Unified Messaging with Lotus Sametime 1.2(3)

**Revised December 15, 2008**

There are two ways in which to install the plug-in on user workstations:

- **Automatic push update**—See the Lotus Sametime documentation for information on how to set up a push update.
- **Manual installation**—Do the two procedures in this section, as applicable, or give them to users:
  - [To Install the IBM Lotus Sametime Hotfix on a User Workstation](#)
  - [To Manually Install the Cisco Unified Messaging for Lotus Sametime Plug-in on a User Workstation](#)



### Note

After the plug-in is installed, users need to enter their Cisco Unity or Cisco Unity Connection account information in their Lotus Sametime client application. Instructions are provided in the *User Guide for Cisco Unified Messaging with IBM Lotus Sametime*, available on Cisco.com at [http://www.cisco.com/en/US/products/ps9830/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps9830/products_user_guide_list.html).

Do the first procedure only on user workstations running Lotus Sametime version 7.5.1; the “Sametime 7.5.1 jar file to add JNDI LDAP provider to JRE” hotfix from IBM is required. (If Lotus Sametime version 7.5.1 CF 1 or later, or IBM Lotus Notes with the integrated Sametime features is installed, the hotfix is not needed.)

### To Install the IBM Lotus Sametime Hotfix on a User Workstation

**Step 1** Go to <http://www-1.ibm.com/support/docview.wss?rs=477&uid=swg21259909>.

**Step 2** Follow the instructions provided to install the Lotus Sametime hotfix.

### To Manually Install the Cisco Unified Messaging for Lotus Sametime Plug-in on a User Workstation

**Step 1** Start the Lotus Sametime client application.

**Step 2** Select the applicable menu options, depending on the Lotus Sametime version:

<b>Lotus Sametime 7.5.1 CF1 or later, or Notes with integrated Sametime features</b>	From the Tools menu, click <b>Plug-ins &gt; Install Plug-ins</b> .
<b>Lotus Sametime version 7.5.1</b>	From the File menu, click <b>Manage Updates &gt; Download Plug-ins</b> .

**Step 3** In the Install window, select **Search for New Features to Install** and click **Next**.

**Step 4** Click **New Remote Site** to add an update site.

**Step 5** In the New Update Site dialog box, in the Name field, enter **Cisco Voicemail**.

**Step 6** In the URL field, enter the URL of the update site that hosts the Cisco Unified Messaging plug-in and click **OK**.

**Step 7** In the Install window, click **Finish**.

The Updates window opens with Cisco Voicemail listed as a feature to install.

**Step 8** Select **Cisco Voicemail** and click **Next**.

**Step 9** Select **I Accept the Terms of the License Agreement** and click **Next**.

**Step 10** In the Verification window, click **Install All** to accept the unverified signature.

**Step 11** Click **Yes** to restart the Lotus Sametime client application.

## Configuring Cisco Unified Messaging with Lotus Sametime 1.2(3)

**Revised December 15, 2008**

In this section, you configure the Cisco Unified Messaging with Lotus Sametime plug-in for all users who will use it.

You can use the Cisco Unified Messaging with Lotus Sametime Configuration utility with automatic installations of the plug-in (for example, push installations) and with manual installations, and for updating user configuration information after the plug-in has been installed.

For configuration changes to take effect, either set up Lotus Sametime to automatically update users by using a push update, or instruct users to update the plug-in from their Lotus Sametime client.

For information on configuring the directory services fields, see the [“Configuring Directory Services” section on page 11](#).

This section contains two procedures:

- [To Configure Cisco Unified Messaging with Lotus Sametime by Using the Configuration Utility](#)
- [To Manually Configure Cisco Unified Messaging with Lotus Sametime on a User Workstation](#)

In the first procedure, some of the fields in the utility correspond to what is available for users to configure in the Lotus Sametime Preferences window. If you do not want users to customize a particular field, select the Read Only check box for that field.

### To Configure Cisco Unified Messaging with Lotus Sametime by Using the Configuration Utility

**Step 1** Go to the **plugins** directory of the update site.

**Step 2** From a command line, enter the following command to launch the Cisco Unified Messaging with Lotus Sametime Configuration utility:

```
java -jar com.cisco.sametime.voicemail.config_1.1.3.1002.jar
```

**Step 3** In Configuration utility window, enter values in the applicable fields. The fields are described in [Table 1](#). None of these fields are mandatory, but any fields that are left empty must be configured by users in Lotus Sametime on their workstations. Fields that are left empty do not overwrite Cisco Unified Messaging with Lotus Sametime configuration on the client, but updated fields will change configuration information when the configuration feature is installed on the client workstation.

**Table 1** *Fields in the Cisco Unified Messaging with Lotus Sametime Configuration Utility Window*

Name	Description
Voicemail Folder	The name of the voicemail folder in the IMAP store.
Voicemail Server	The name or IP address of the voicemail store. Select the Read Only check box to prevent users from changing this value.
Voicemail Port	The number of the port used to communicate with the voicemail store. <b>Note</b> Cisco Unity Connection provides a port that enables license-free IMAP connections. To use this port, set the Voicemail Port value to 7993, and ensure that the Use Secure Connection check box is selected. Select the Read Only check box to prevent users from changing this value.
Voicemail Poll Interval	Time, in seconds, that each client waits before checking for new voice messages.
Voicemail Rewind Interval	Time, in seconds, that a voice message will rewind when the Rewind button on the Voicemail player is pressed.
Voicemail Skip Forward Interval	Time, in seconds, that a voice message will skip forward when the Skip Ahead button on the Voicemail player is pressed.
Directory Server	The name or IP address of the LDAP server. Select the Read Only check box to prevent users from changing this value.
Directory Port	The number of the port used to communicate with the LDAP server. Select the Read Only check box to prevent users from changing this value.
Directory Search Base	The base (or root) of the directory service in which to search for names. The base can be a country, organization or other type of group. Select the Read Only check box to prevent users from changing this value.

**Table 1** *Fields in the Cisco Unified Messaging with Lotus Sametime Configuration Utility Window (continued)*

Name	Description
Directory Search Field	The field on which phone number lookups are performed. Select the Read Only check box to prevent users from changing this value.
Use Encrypted Connection	Select when the IMAP store requires an encrypted connection. Select the Read Only check box to prevent users from changing this value.
Enable Detailed Logging	Select to turn on detailed logging.

**Step 4** From the File menu in the Configuration utility window, click **Save**.

The saved files are stored in the appropriate directories, and the numbers in the filenames automatically increment by 1. For example, when saved, the file `com.cisco.sametime.voicemail.config.feature_1.1.3.1002.jar` generates another file named `com.cisco.sametime.voicemail.config.feature_1.1.3.1003.jar` in the Features directory, and the file `com.cisco.sametime.voicemail.config_1.1.3.1002.jar` generates another file named `com.cisco.sametime.voicemail.config_1.1.3.1003.jar` in the Plugins directory.

**Step 5** From the File menu in the Configuration utility window, click **Exit**.



**Note** When you close the Configuration utility window, you lose any unsaved changes.

**Step 6** Use a text editor to open the `site.xml` file located in the Cisco Unified Messaging with IBM Lotus Sametime directory.

**Step 7** Edit the following lines to contain the updated file name. For example, the original `site.xml` file:

```
<?xml version="1.0" encoding="UTF-8"?>
<site>
<feature url="features/com.cisco.sametime.voicemail.feature_1.2.3.606.jar"
id="com.cisco.sametime.voicemail.feature" version="1.2.3.606"/>
<feature url="features/com.cisco.sametime.voicemail.config.feature_1.1.3.1002.jar"
id="com.cisco.sametime.voicemail.config.feature" version="1.1.3.1002"/>
</site>
```

will be updated as shown (changes are in **bold type**):

```
<?xml version="1.0" encoding="UTF-8"?>
<site>
<feature url="features/com.cisco.sametime.voicemail.feature_1.2.3.606.jar"
id="com.cisco.sametime.voicemail.feature" version="1.2.3.607"/>
<feature url="features/com.cisco.sametime.voicemail.config.feature_1.1.3.1003.jar"
id="com.cisco.sametime.voicemail.config.feature" version="1.1.3.1003

```

**Step 8** Save your changes and close the text editor application.

**Step 9** For configuration changes to take effect, either set up Lotus Sametime to automatically update users by using a push update, or instruct users to update the plug-in from their Lotus Sametime client.



**Note** When doing any future updates to the configuration, remember to start with the latest configuration. For example, if the current configuration is 1.1.3.1003, you would update the 1.1.3.1003 jars to create a new 1.1.3.1004 configuration.

The following procedure requires administrator-provided information.

### To Manually Configure Cisco Unified Messaging with Lotus Sametime on a User Workstation

- Step 1** In Lotus Sametime Connect, from the File menu, click **Preferences**.
- Step 2** In the Preferences window, in the tree control, expand **Cisco** and click **Voicemail**.
- Step 3** Under Account, in the Server field, enter the address of the voice messaging store.
- Step 4** Under Account, in the Port field, enter the port number used to communicate with the voice messaging store.
- Step 5** Under Account, select or deselect the **Use Secure Connection** check box, as instructed by your administrator. (In earlier versions of the plug-in the check box was labeled This Server Requires Encrypted Connection.)
- Step 6** Under Directory, in the Server field, enter the name or IP address of the corporate directory server.
- Step 7** Under Directory, in the Port field, enter the number of the port used to communicate with the corporate directory server.
- Step 8** Under Directory, in the Search Base field, enter the base (or root) of the directory service in which to search for names. The base can be a country, organization or other type of group.
- Step 9** Under Directory, in the Search Field field, enter the field on which phone number look-ups are performed.
- Step 10** If you want Sametime to display an icon indicating unheard voice messages, select the **Show Global Message Waiting Indicator** check box.
- Step 11** If you want Sametime to maintain a log to assist in troubleshooting issues, select the **Enable Detailed Logging** check box.
- Step 12** Click **OK** to accept the settings and to close the Preferences window.

## Configuring Directory Services

For Cisco Unified Messaging with Lotus Sametime to resolve a caller to a Sametime contact, the LDAP server configured for Cisco Unity or Cisco Unity Connection should be the same directory server as the one used by the Sametime server.

If this is not possible, then the LDAP directory servers for Cisco Unity or Cisco Unity Connection and Sametime must use the same unique user name or user ID to represent the same user in each directory. Otherwise, the plug-in will not be able to resolve voice-message sender information into Sametime contacts.

For best results, regardless of the above configuration, you may optionally provision or provide users with the location of an LDAP directory server that contains this information, including matching user ID and phone number, which can be used as the setting for the Directory fields on the Cisco Voicemail Preferences page in the Lotus Sametime client application. This directory server may be the same as or different from the one used by the Sametime server.

## Limitations and Restrictions

### G.729a Encoded Voice Messages Cannot Be Played

Cisco Unified Messaging with Lotus Sametime plays only voice messages encoded with G.711.

### MWI on Phone Does Not Change to Reflect Message State

For environments with Cisco Unity 5.0 or Cisco Unity 4.2 with IBM Lotus Domino as the message server, the message waiting indicator (MWI) on the phone does not change to reflect the state of a message changed from Lotus Sametime. For example, the new-message light on the phone will not turn off after the message is played from Lotus Sametime.

### SSL Is Not Supported with Exchange 2003

Secure Sockets Layer (SSL) is not supported for environments with Cisco Unity 5.0 and Cisco Unity 4.2 with Microsoft Exchange 2003 as the message server. In these environments, secure user logon is provided by using an internal encryption-based authentication module. When NT Lan Manager (NTLM) is enabled on the Exchange server, this module utilizes the NTLM protocol to provide a secure login that ensures that credentials are not sent as clear text, even with unencrypted connections. Cisco Unified Messaging with Lotus Sametime will attempt to use the NTLMv2 protocol first and, in the event of failure, will fall back to the NTLMv1 protocol.

## Update Sites

Lotus Sametime does not support simultaneous updates from multiple update sites. Selecting more than one update site and trying to install a feature will cause a `NullPointerException`.

## Caveats

This section lists any Severity 1, 2, or 3 caveats for this release.

You can find the latest caveat information for Cisco Unified Messaging with Lotus Sametime—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at <http://www.cisco.com/go/bugs>.

**Note**

To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

This section contains caveat information for Cisco Unified Messaging with Lotus Sametime Release 1.2(3) only.

## Open Caveats—Release 1.2(3)

Click the link in the Caveat Number column to view the latest information on a caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

**Table 2** Cisco Unified Messaging with Lotus Sametime Release 1.2(3) Open Caveats

Caveat Number	Severity	Component	Description
<a href="#">CSCsi80650</a>	3	voicemail	Unity with Domino: deskphone MWI not in sync with changes made in FB
<a href="#">CSCsj22807</a>	3	voicemail	Signed Jar Files Generate Warning in Installation
<a href="#">CSCsj51224</a>	3	voicemail	Connection 2.0 CO-RES FB deleted msg didn't get purged when hardphone did
<a href="#">CSCsk45445</a>	3	voicemail	[Mac]Autopush doesn't work when permission not set
<a href="#">CSCsk47107</a>	3	voicemail	FB won't play private message in Connection 2.0
<a href="#">CSCsk64062</a>	3	voicemail	Mac: ST crashes when changing preferences and clicking Apply or OK
<a href="#">CSCsk86913</a>	3	voicemail	Manual installation of FB via Tools > Plug-ins... does not work on Vista
<a href="#">CSCsi24273</a>	3	voicemail	Vista Manual install/uninstall FB fail when Vista user password set

## Resolved Caveats—Release 1.2(3)

Click the link in the Caveat Number column to view the latest information on a caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

**Table 3** Cisco Unified Messaging with Lotus Sametime Release 1.2(3) Resolved Caveats

Caveat Number	Severity	Component	Description
<a href="#">CSCsi61051</a>	3	voicemail	Firebaugh/jclDesktop/SSL/Unity/Exchange2003 does not work
<a href="#">CSCsi75424</a>	3	voicemail	Forwarded messages do not contain introduction message
<a href="#">CSCsj51225</a>	3	voicemail	Incorrect SSL setting causes failed connection and no error message
<a href="#">CSCsj55622</a>	3	voicemail	Unity Connection: Forwarded messages do not show up in FB
<a href="#">CSCsj96267</a>	3	voicemail	Name column too narrow when Sametime window is narrow
<a href="#">CSCsk03694</a>	3	voicemail	Delete key should not un-delete a deleted message
<a href="#">CSCsk08611</a>	3	voicemail	The plug-in's preferences should be group under a Cisco group

## Troubleshooting Information

- [Status Bar in Cisco Voicemail Application Panel, page 14](#)
- [Creating a Problem Report, page 14](#)
- [User Unable to Play Voice Messages Because of Port Conflicts, page 14](#)

## Status Bar in Cisco Voicemail Application Panel

The status bar at the bottom of the Cisco Voicemail application panel indicates when the user is successfully connected to Cisco Unity or to Cisco Unity Connection. Any error messages appear as hypertext links, which users can click to show information about the errors and how to resolve them.

## Creating a Problem Report

If any unexpected or unresolvable issues occur, detailed logging information is available that can assist in troubleshooting.

### To Create a Problem Report

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- Step 1** Locate your Lotus Sametime logs files:
- From the File menu, click **Preferences**.
  - Open the Cisco tab on the left.
  - Under Cisco, select the **Voicemail** tab.
- The Logs field shows the location of the Lotus Sametime logs.
- Step 2** On the preference page, check the **Enable Detailed Logging** check box.
- Step 3** Reproduce the problem, then click **Create Problem Report** to collect the log files. This will create a file called ProblemReport.zip in the directory containing the Lotus Sametime log files.
- 

## User Unable to Play Voice Messages Because of Port Conflicts

If a user is unable to play a voice message and receives an “Error attempting to play voicemail” message, check the Sametime.log.0 file. If the log file shows a bind exception, then the Voicemail Port may be in use by another plug-in.

To resolve this problem, change the Voice Chat Port number from the Sametime Administration Console on the Sametime server. For steps on how to change this port, refer to the Sametime Administrator Guide.

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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