



Release Notes for Cisco Unified Communications Integration for Microsoft Office Communicator Release 7.1

July 13, 2010

These release notes describe features and caveats for all versions of Cisco UC Integration for Microsoft Office Communicator Release 7.1.

To access the latest software upgrades for all versions of Cisco UC Integration for Microsoft Office Communicator, go to:

<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=282588075>

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Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Introduction

These release notes describe requirements, restrictions, and caveats for Cisco UC Integration for Microsoft Office Communicator Release 7.1. These release notes are updated for every maintenance release but not for patches or hot fixes.

Before you install Cisco UC Integration for Microsoft Office Communicator, review this document for information about issues that might affect your system. For a list of the open caveats, see [Open Caveats, page 22](#).

System Requirements

- [Network Requirements, page 2](#)
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Network Requirements

Table 1 Ports Used for Inbound Traffic by Cisco Unified Client Services Framework

Port	Protocol	How Cisco UC Integration for Microsoft Office Communicator Uses the Port
16384-32766	UDP	Receives Real-Time Transport Protocol (RTP) media streams for audio and video. These ports are configured in Cisco Unified Communications Manager. For more information about device configuration files, see the <i>Cisco Unified Communications Manager System Guide</i> : http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Table 2 Ports Used for Outbound Traffic by Cisco Unified Client Services Framework

Port	Protocol	How Cisco UC Integration for Microsoft Office Communicator Uses the Port
69	UDP	Connects to the Trivial File Transfer Protocol (TFTP) server to download the TFTP file.
389	TCP	Connects to the LDAP server for contact searches.
2748	TCP	Connects to the CTI gateway, which is the CTIManager component of Cisco Unified Communications Manager.
5060	UDP/TCP	Provides Session Initiation Protocol (SIP) call signalling.
5061	TCP	Provides secure SIP call signalling.
8443	TCP	Connects to the Cisco Unified Communications Manager IP Phone (CCMCIP) server to get a list of currently-assigned devices.

Table 2 *Ports Used for Outbound Traffic by Cisco Unified Client Services Framework*

Port	Protocol	How Cisco UC Integration for Microsoft Office Communicator Uses the Port
8191	TCP	Connects to the local port to provide Simple Object Access Protocol (SOAP) web services.
16384-32766	UDP	Sends RTP media streams for audio and video.

Table 3 *Ports Used By Cisco UC Integration for Microsoft Office Communicator*

Port	Protocol	Description	Key Value Name
44441	TCP	Cisco UC Integration for Microsoft Office Communicator listens for requests from the conversation pane on this port.	CUCIMOCTabTcpPort
44442	HTTP	The Cisco UC Integration for Microsoft Office Communicator process, cucimoc.exe, listens for events from Cisco Unified Client Services Framework (CSF) on this port.	CUCIMOCCSFPort
44440	HTTP	Cisco UC Integration for Microsoft Office Communicator listens for requests from the click-to-call feature on this port.	CUCIMOCTabHttpPort

Server Requirements

Table 4 *Cisco UC Integration for Microsoft Office Communicator Server Requirements*

Item	Release
Cisco Unified Communications Manager	7.1(3)10000-11 or later 7.1(2) or later 7.0(2a) SU1 or later 6.1(4) or later 6.1(3) or later, with Cisco Options Package (COP) file to create the Client Services Framework device type
Microsoft Office Communications Server	2007 R2 2007 R1
LDAP	Microsoft Active Directory 2008 Microsoft Active Directory 2003
Phone Firmware Version	9-0-0FCE3-4dev or later for Cisco Unified IP Phone 9900, 8900, and 6900 model series

DLUs Required for Cisco Unified Communications Manager 6.1(4) and 6.1(3)

Release	Device License Units (DLUs) Required
6.1(4)	Three DLUs are required if you use Cisco UC Integration for Microsoft Office Communicator as a primary phone. If you use Cisco UC Integration for Microsoft Office Communicator in <i>adjunct mode</i> , only one license is required. When you use a phone in adjunct mode, you associate a secondary device with the primary device and consume only one device license for each device.
6.1(3)	Three DLUs are always required, whether you use Cisco UC Integration for Microsoft Office Communicator as a primary phone, or in adjunct mode.



Note

If you use Cisco Unified Workspace Licensing (CUWL), typically lots of DLUs are available. If you start to use Cisco UC Integration for Microsoft Office Communicator with Cisco Unified Communications Manager 6.1(3), then move to 6.1(4) the extra DLUs become available again after you upgrade.

Client Computer Requirements

Hardware Requirements

Table 5 Hardware Requirements for Cisco UC Integration for Microsoft Office Communicator

Item	Description
Memory	Microsoft Windows 7: 2 GB Microsoft Windows Vista: 2 GB Microsoft Windows XP: 1 GB
Available disk space	120 MB
Connectivity	Download bandwidth: 80 kbps Upload bandwidth: 80 kbps
Desktop Computers	
Processor	2.4 GHz
Laptop Computers	
Processor	1.8 GHz

Tested Audio Devices

The audio devices tested with Cisco UC Integration for Microsoft Office Communicator are as follows:

- ClearOne CHAT 50 USB
- Plantronics Voyager 510 Bluetooth
- Jabra GN8110 USB
- Jabra GN8120 USB

- Jabra GN9120
- Jabra Advantage Plus
- Plantronics CS50
- Plantronics CS60
- Plantronics DA60 USB
- Plantronics DSP-400
- Plantronics DA55 USB
- Clarisys i750

Software Requirements

Table 6 *Software Requirements for Cisco UC Integration for Microsoft Office Communicator*

Item	Description
Operating system	Windows 7, 32-bit only Windows Vista 32-bit or 64-bit Windows XP SP2 or SP3 with DirectX 9.0c, 32-bit only
Unified communications software	Microsoft Office Communicator 2.0.6362.36 or later If you are using a release of Microsoft Office Communicator earlier than R2, you need the following hotfix rollup package (dated December 19, 2008): http://support.microsoft.com/kb/957465
Software framework	Microsoft .NET 3.5 SP1



Note

If you are using McAfee anti-virus software, due to a memory issue with Presentationhost.exe, you must use McAfee 8.0 Patch 16 or later, or McAfee 8.5 Patch 5 or later.

Cisco Unified IP Phone Requirements

Table 7 lists the Cisco Unified IP Phone models that are supported for Cisco UC Integration for Microsoft Office Communicator, and whether Skinny Call Control Protocol (SCCP) and Session Initiation Protocol (SIP) are supported:

Table 7 *Phones Supported by Cisco UC Integration for Microsoft Office Communicator*

Phone	SCCP	SIP
Cisco IP Communicator	Yes	Yes
9971	No	Yes
9951	No	Yes
8961	No	Yes
7985G	Yes	No

Table 7 **Phones Supported by Cisco UC Integration for Microsoft Office Communicator**

Phone	SCCP	SIP
7975G	Yes	Yes
7971G	Yes	Yes
7970G	Yes	Yes
7965G	Yes	Yes
7962G	Yes	Yes
7961G-GE	Yes	Yes
7961G	Yes	Yes
7960G	Yes	No
7945G	Yes	Yes
7942G	Yes	Yes
7941G-GE	Yes	Yes
7941G	Yes	Yes
7940G	Yes	No
7931G	Yes	No
7925G	Yes	No
7921G	Yes	No
7920G	Yes	No
7912G	Yes	No
7911G	Yes	Yes
7910G	Yes	No
7906G	Yes	Yes
7905G	Yes	No
7902G	Yes	No
6961	Yes	No
6941	Yes	No
6921	Yes	No

**Note**

For 7931G phones to function correctly with Cisco UC Integration for Microsoft Office Communicator, you must set the value of the Outbound Call Rollover to field to **No Rollover** in Cisco Unified Communications Manager.

Audio Codecs for Use with Cisco UC Integration for Microsoft Office Communicator

A codec is an implementation of an algorithm capable of performing encoding and decoding on a digital data stream. Codecs are used to encode and decode data, such as sound and video streams, that would otherwise use large amounts of network bandwidth when transmitted or disk space when stored.

You can use the following codecs with Cisco UC Integration for Microsoft Office Communicator:

- G.729
- G.711
- G.7.22
- Internet Low Bit Rate Codec (iLBC)

About Voice Quality

Cisco UC Integration for Microsoft Office Communicator is designed to provide premium voice quality under a variety of conditions; however, in some instances users may notice interruptions of audio transmission or temporary audio distortions (“Artifacts”) which are considered a normal part of the operation of the application.

These artifacts should be infrequent and temporary when using:

- Cisco UC Integration for Microsoft Office Communicator on a workstation meeting the recommended configuration requirements.
- A network that meets the recommended quality criteria in the Cisco Unified Communication Solution Reference Design Document.

We take reasonable measures to interface with the operating system in ways that decrease the likelihood that other applications running on the system will interfere with softphone audio and video quality. However, the shared nature of system environments in which these products run is very different than a closed environment like Cisco Unified IP Phones and we cannot guarantee equivalent performance.

The following are some conditions that may cause artifacts:

- Spike in usage of the CPU of the personal computer - where CPU utilization is between 75 to 100% - due to launching applications, system processes or processing happening within other applications running.
- The system is running low on available physical memory.
- Other applications using large amounts of bandwidth to or from the workstation to the network.
- Other network bandwidth impairments.
- Dynamic reduction in CPU clock speed due to power management policy (for example, laptops running on battery power) or thermal protection causing the CPU to run in a more highly-loaded condition.
- Any other condition that causes the application to lose timely access to the network or audio system, for example, interference from third-party software.

Avoiding or recovering from the conditions previously listed will help minimize audio distortion artifacts.

Finding Documentation

Provide the following URL to your users:

http://www.cisco.com/en/US/products/ps10317/products_user_guide_list.html

For a complete list of documents, see the *Documentation Guide for Cisco Unified Communications Integration for Microsoft Office Communicator* at

http://www.cisco.com/en/US/products/ps10317/products_documentation_roadmaps_list.html.

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. Navigate from the following URL:

<http://www.cisco.com/cisco/web/psa/maintain.html?mode=prod&level0=278875240>

Tips for Searching Cisco Documentation

We recommend using the external Google Search (<http://www.google.com>) to find information.

Use the following formula in the search field:

<product name> *<release number>* *<topic keywords>* **site:cisco.com**

Examples of Google Search entries:

- meetingplace 7.0 recording disk space site:cisco.com
- mobility advantage 7.0 compatibility matrix site:cisco.com
- presence 7.0 disaster recovery site:cisco.com

New and Changed Information

Release 7.1(4)

This release provides the following new functionality and enhancements:

- Support for Windows 7.
- See [Resolved Caveats, page 23](#) for a list of defects fixed in this release.

Limitations and Restrictions

Review [Table 8](#) before you work with Cisco UC Integration for Microsoft Office Communicator. [Table 8](#) lists known limitations that will not be fixed, and there is not always a workaround. The table is sorted by severity, then by identifier in alphanumeric order.

Some features might not work as documented, and some features could be affected by recent changes to the product. Make sure to read the [Important Notes](#), [page 10](#).

For information about open and resolved caveats, see [Open Caveats](#), [page 22](#), and [Resolved Caveats](#), [page 23](#).

Table 8 *Closed Caveats for Cisco UC Integration for Microsoft Office Communicator*

Identifier	Severity	Component	Headline
CSCsx54259	2	win-api	Microsoft Windows Presentation Framework termination when CUCIMOC starts
CSCsx65733	2	deployment	AD user phone numbers are not displayed to end MOC users
CSCsx66942	2	phone-audio	Choppy Voice Bursts when using Meeting Place
CSCsy80318	2	csf-api	Cannot establish conference in DP using SIP calling SCCP phone
CSCsx07499	3	ui-uc-client	Windows fast user switching causes CUCIMOC to stop working
CSCsx38274	3	session-windows	Microsoft Issue: Drop down menus appearing BEHIND conversation window
CSCsx41615	3	audio-svc	User A's USB device is unmuted when User B resumes call
CSCsx71039	3	ui-tab	Need to reinstall MOC after upgrading to XP SP3
CSCsy00900	3	ui-tab	User sees application deployment error in moc tab
CSCsy27005	3	performance	CUCIMOC high CPU usage with old video drivers
CSCsy42689	3	ue	CUCIMOC GUI should fill entire MOC tab space
CSCsy58584	3	moc-api	MOC Crash if choose CUCI menu items on 1st load of MOC
CSCsy66525	3	session-windows	Roster incorrect when merging two conferences together in softphone mode
CSCsz18208	3	csf-api	Conversation window doesnt pop immediately after calling external number
CSCtb03825	3	csf-api	No toast after Call Park timer expires on RT phone
CSCtb11836	3	ui-presence	"In a meeting" presence stuck when idle
CSCtc15242	3	csf-api	Held Call Dropped on iDivert to VM Following Park Recall
CSCsw87746	4	options	CF to User CForwarded to you - CF loop not detected by Rasputin
CSCsx56371	4	ui-integration	Signin uses MOC userid credentials
CSCsy17354	4	install-admin	CUCIMOC process doesnt start after install using Altiris Deploy/SCCM 07
CSCsz72765	4	ue	"Conference with" should be grayed out when CUCM unavailable
CSCtb13329	4	install-standalone	Unable to Click Next on License Agreement Page
CSCtd50030	4	jtapisdk	cucimoc cannot use desk phone mode if password contains '=' or ';'.

Table 8 Closed Caveats for Cisco UC Integration for Microsoft Office Communicator (continued)

Identifier	Severity	Component	Headline
CSCsy57388	5	accessibility	With MOC behind active app, Alt-Tab show our UI area with MOC behind
CSCta30928	5	comm-history	Calls answered in physical deskphone show as missed on cucimoc softphone

Important Notes



Warning

IMPORTANT NOTICE - PLEASE READ: During an emergency, softphone technology may not provide the most timely or accurate location data if used for a 911 emergency call. Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. USE A SOFTPHONE ONLY AT YOUR OWN RISK DURING AN EMERGENCY. Cisco will not be liable for resulting errors or delays.

- [Restart of Conversation Pane Required If Windows Security Fails, page 11](#)
- [Docking, Undocking, Hibernating, Resuming, and Suspending Client Computers, page 11](#)
- [Mute Microphone Keyboard Shortcut Performs Graphics Action, page 11](#)
- [Updating Availability Status from Microsoft Outlook Calendar, page 11](#)
- [Microsoft PowerPoint 2007 Support, page 12](#)
- [Conference Calls Between Users in Different Clusters, page 12](#)
- [Numbers Published by Users in Microsoft Office Communicator Not Recognized, page 12](#)
- [Conversation Pane Menu Items Available But Not Functional, page 12](#)
- [Cisco Unified Communications Manager 6.1\(3\) and Conference Participant Lists, page 12](#)
- [Calls Received from Cisco Unified MeetingPlace Might End If You Put on Hold and Resume Multiple Times, page 12](#)
- [Availability Status Transitions, page 13](#)
- [Availability Status and Cisco Unified Presence, page 13](#)
- [Partial Support for Multiple Lines, page 13](#)
- [Call Control on Cisco Unified IP Phone 9900, 8900, and 6900 Model Series, page 13](#)
- [Adding Users to the Standard CTI User Groups, page 14](#)
- [Setting Logging Levels Before You Create a Problem Report, page 14](#)
- [QoS Packet Marking on Windows Vista, page 15](#)
- [Support for Microsoft Business Productivity Online Standard Suite, page 16](#)
- [Configuring Microsoft Office Communicator 2007 R2 to Use HTTPS to Access Custom Availability Statuses, page 19](#)
- [Differences Between English-Language and Translated User Documentation, page 20](#)
- [Corrections to User Documentation, page 21](#)

Restart of Conversation Pane Required If Windows Security Fails

Cisco Unified Communications Integration for Microsoft Office Communicator uses Windows security to secure communication between the conversation pane in Microsoft Office Communicator and Cisco Unified Communications Integration for Microsoft Office Communicator itself. If Windows security fails, the conversation pane displays the following error:

“Could not start the conversation pane. A windows authentication error occurred, please contact your administrator”

The conversation pane stops trying to communicate with Cisco Unified Communications Integration for Microsoft Office Communicator. This failure is typically due to the inability of the client computer to connect to a domain controller. This can be caused by the following issues:

- Name resolution failure: The DNS server of the client computer is not available, or is not configured correctly, and the client computer cannot find a domain controller.
- Network connectivity failure: The client computer cannot connect to a domain controller because of a network failure or a firewall. For example, the client computer is not connected to the corporate network and the user has not established a VPN connection. In this scenario, depending on your environment, Microsoft Office Communicator might be able to connect but Cisco Unified Communications Integration for Microsoft Office Communicator will not.

If the cause of failure is resolved, you must reload the conversation pane to trigger it to attempt to connect to Cisco Unified Communications Integration for Microsoft Office Communicator again.

To reload the conversation pane, sign out of Microsoft Office Communicator, then sign in again. Alternatively, restart Microsoft Office Communicator.

Docking, Undocking, Hibernating, Resuming, and Suspending Client Computers

If you dock, undock, hibernate, resume, or suspend your computer while you have an active call on your desk phone, the call remains active, but you cannot control the call from your computer.

Mute Microphone Keyboard Shortcut Performs Graphics Action

In the active conversations window, you can use the Ctrl+Alt+Down Arrow keyboard shortcut to set your microphone to mute, or switch mute mode off. Some ATI and Intel graphics cards also use this shortcut to rotate the screen 180 degrees. The graphics keyboard shortcut action is performed instead of the active conversations window action. That is, your screen is rotated, but your microphone is set to mute, or mute mode is not switched off.

Updating Availability Status from Microsoft Outlook Calendar

If you have selected in Microsoft Office Communicator to update your availability status from your Outlook calendar information, you might find that your availability status is not accurate after you end a call. Your availability status might be “Busy” after you end a call. You might need to reset your availability status after you end a call.

Microsoft PowerPoint 2007 Support

Cisco Unified Communications Integration for Microsoft Office Communicator does not support Microsoft PowerPoint 2007 because the context menu functionality in Microsoft PowerPoint 2007 no longer permits third party integrations.

Conference Calls Between Users in Different Clusters

If users have a conference call that involves users in different clusters, some users might not be able to see the participant list for the conference call. Instead, the conference call resembles a call between two users.

Numbers Published by Users in Microsoft Office Communicator Not Recognized

You can publish numbers to other Microsoft Office Communicator users. To do this, you select the Menu button in the Microsoft Office Communicator title bar, then select **Tools > Options**. Then you select the **Phones** category.

Cisco Unified Communications Integration for Microsoft Office Communicator does not recognize numbers published in this way.

Conversation Pane Menu Items Available But Not Functional

Cisco Unified Communications Integration for Microsoft Office Communicator adds menu items to the Tools menu in Microsoft Office Communicator. If the conversation pane is stopped, these menu items remain available but are not functional. This is expected behavior.

Cisco Unified Communications Manager 6.1(3) and Conference Participant Lists

If you use Cisco Unified Communications Manager 6.1(3), in conference calls the names of the participants are incorrect in the participant list.

Calls Received from Cisco Unified MeetingPlace Might End If You Put on Hold and Resume Multiple Times

If you receive a call from Cisco Unified MeetingPlace, then put the call on hold, and resume the call several times in quick succession, the call might end. This issue occurs in all releases of Cisco Unified MeetingPlace earlier than 8.0.

Availability Status Transitions

Microsoft Office Communicator provides the availability information in Cisco UC Integration for Microsoft Office Communicator. Cisco UC Integration for Microsoft Office Communicator updates the availability status of users after calls start and end as shown in the following table:

Initial Status	Status After Call Starts	Status When All Calls End
Busy	On the Phone	Available
In a Meeting	On the Phone	In a Meeting, if the meeting is still in progress. Otherwise, the status is Available.

Availability Status and Cisco Unified Presence

If Cisco Unified Presence is deployed in your Cisco Unified Communications system, your phone application might reset the availability status of your phone from Do Not Disturb to Available. This can occur on the following events:

- You are using your computer for phone calls, and use the conversation pane to switch to use your desk phone for phone calls.
- You are using your desk phone for phone calls, and use the conversation pane to switch to use your computer for phone calls.
- You exit Cisco UC Integration for Microsoft Office Communicator Cisco UC Integration for Microsoft Office Communicator, that is, you sign out of the conversation pane.

For example, if you set your availability status to Do Not Disturb, sign out of Microsoft Office Communicator, then sign in again, the availability status of your phone is reset automatically to Available.

Partial Support for Multiple Lines

Cisco UC Integration for Microsoft Office Communicator can only control one call session button on a phone that is configured for multiple lines. Cisco UC Integration for Microsoft Office Communicator can control the first line in the list of lines returned by the Cisco Unified Communications Manager CTI service.

You cannot change which line is controlled.

Call Control on Cisco Unified IP Phone 9900, 8900, and 6900 Model Series

Cisco UC Integration for Microsoft Office Communicator monitors only one call session button on the desk phone that is associated with it. The Cisco Unified IP Phone 9900, 8900, and 6900 model series allow simultaneous calls on multiple call session buttons. Any call operations that happen on buttons other than the one that Cisco UC Integration for Microsoft Office Communicator monitors are not reflected in the Cisco UC Integration for Microsoft Office Communicator user interface.

If you place or answer a call on a call session button that is not the one that Cisco UC Integration for Microsoft Office Communicator monitors, the call does appear in a conversation window. You cannot use Cisco UC Integration for Microsoft Office Communicator to control calls on the buttons that Cisco UC Integration for Microsoft Office Communicator does not monitor.

The impact of JAL and DTAL operations on a call that Cisco UC Integration for Microsoft Office Communicator controls depends on whether the operation moves a call to a monitored call session button.

If a JAL operation moves a call to a monitored call session button, the call transitions to a conference call. If a JAL operation moves a call to an unmonitored button, the call disappears from the Cisco UC Integration for Microsoft Office Communicator user interface. Cisco UC Integration for Microsoft Office Communicator cannot control the call.

Similarly, a DTAL operation moves a call to a monitored call session button, Cisco UC Integration for Microsoft Office Communicator can control the call, but if the call moves to an unmonitored button, Cisco UC Integration for Microsoft Office Communicator cannot control the call.

Adding Users to the Standard CTI User Groups

If you want Cisco UC Integration for Microsoft Office Communicator to be able to control the desk phone of the user, you must select the Allow Control of Device from CTI option when you create the device for the user. You must also ensure that the user is added to the Standard CTI Enabled user group.

If the phone of the user is a Cisco Unified IP Phone 9900, 8900, or 6900 series model, you must also add the user to the Standard CTI Allow Control of Phones supporting Connected Xfer and conf user group.

Procedure

- Step 1** Select **User Management > End User** in Cisco Unified Communications Manager Administration.
 - Step 2** Select the user that you want to add.
 - Step 3** Select **Add to User Group** in the Permissions Information group in the End User Configuration window.
 - Step 4** Search for “Standard CTI” in the Find and List User Groups window.
 - Step 5** Select the Standard CTI Enabled user group.
If the phone of the user is a Cisco Unified IP Phone 9900, 8900, or 6900 series model, select the Standard CTI Allow Control of Phones supporting Connected Xfer and conf user group also.
 - Step 6** Select **Add Selected**.
 - Step 7** Select **Save** in the End User Configuration window.
-

Setting Logging Levels Before You Create a Problem Report

By default, when start Cisco UC Integration for Microsoft Office Communicator and CSF, the logging level is set to Reduced.

If you want to report a problem with Cisco UC Integration for Microsoft Office Communicator, you must set the logging level in Cisco UC Integration for Microsoft Office Communicator to Verbose before you create the problem report. To set the logging level, select the Options button in the conversation pane, select **Verbose** as the logging level, then select **OK**.

Cisco IP Communicator Listed as a Desk-Phone Device

If you are using your computer for phone calls, you can select a desk-phone device to use if you switch to use your desk phone for phone calls. If you have Cisco IP Communicator open, Cisco IP Communicator is listed as a desk-phone device. This is expected behavior.

QoS Packet Marking on Windows Vista

You can enable Quality of Service (QoS) packet marking for CSF in Cisco Unified Communications Manager. Packet marking requires administrator privileges for Windows Vista computers in Active Directory 2003 domains. Therefore users must have administrator privileges to overcome this operating system limitation and enable QoS packet marking for CSF deployments on Windows Vista on Active Directory 2003 domains.

For Windows Vista computers in Active Directory 2008 Domains you can use Group Policy to overcome this limitation.

- [Enabling Packet Marking for CSF on Cisco Unified Communications Manager, page 15](#)
- [Enabling Packet Marking for CSF with Active Directory 2008 on Windows Vista, page 15](#)

Enabling Packet Marking for CSF on Cisco Unified Communications Manager

Procedure

-
- Step 1** Select **System > Enterprise Parameters** in Cisco Unified Communications Manager Administration.
 - Step 2** Select the type of packet marking you require from the **DSCP for Cisco CallManager to Device Interface** drop-down list.
 - Step 3** Select **Save** in the Enterprise Parameters Configuration window.
-

Enabling Packet Marking for CSF with Active Directory 2008 on Windows Vista

Procedure

-
- Step 1** Start the Group Policy Management Editor application.
 - Step 2** Expand the **User Configuration** node.
 - Step 3** In Policies > Windows Settings, right-click **Policy-based QoS**, then select **Create new policy**.
For example, create a policy called Cisco CSF UDP.
 - Step 4** Check **Specify DSCP Value**, and enter 46 as the value, to mark traffic as expedited forwarding (EF).
 - Step 5** Select **Next**.
 - Step 6** Select the **Only applications with this executable name** option, then enter the following executable name:
cucsf.exe
 - Step 7** Select **Next**.

Step 8 Specify that the QoS policy applies to any pair of source and destination IP addresses. To do this, select the following options:

- **Any source IP address**
- **Any destination IP address**

Step 9 Select **Next**.

Step 10 Select the protocol to which the QoS policy applies, then specify the port or port ranges for the source and destination of the traffic.

For example, select UDP, and select **From any source port** and **To any destination port**.

Step 11 Select **Finish**.

Step 12 Apply the group policy you created to your client computers.

The settings that are applied to the client computers from the example above are as follows:

[HKEY_CURRENT_USER\Software\Policies\Microsoft\Windows\QoS\Cisco CSF UDP]

"Version"="1.0"

"Application Name"="cucsf.exe"

"Protocol"="UDP"

"Local Port"="*"

"Local IP"="*"

"Local IP Prefix Length"="*"

"Remote Port"="*"

"Remote IP"="*"

"Remote IP Prefix Length"="*"

"DSCP Value"="46"

"Throttle Rate"="-1"

Support for Microsoft Business Productivity Online Standard Suite

Cisco UC Integration for Microsoft Office Communicator Release 7.1(4) supports environments where a Microsoft Office Communications Server is hosted within the Microsoft Business Productivity Online Standard Suite (BPOS).

The following sections provide an overview of the configuration consideration when you deploy the Cisco UC Integration for Microsoft Office Communicator in an environment that is hosted by BPOS:

- [Requirements for Using Cisco UC Integration for Microsoft Office Communicator with BPOS, page 17](#)
- [Architecture of Cisco UC Integration for Microsoft Office Communicator in a BPOS Environment, page 17](#)
- [User Phone Numbers Must Use +E.164 Formatting, page 18](#)
- [User Authentication, page 18](#)
- [Using Cisco UC Integration for Microsoft Office Communicator With Microsoft Exchange in a BPOS Environment, page 18](#)

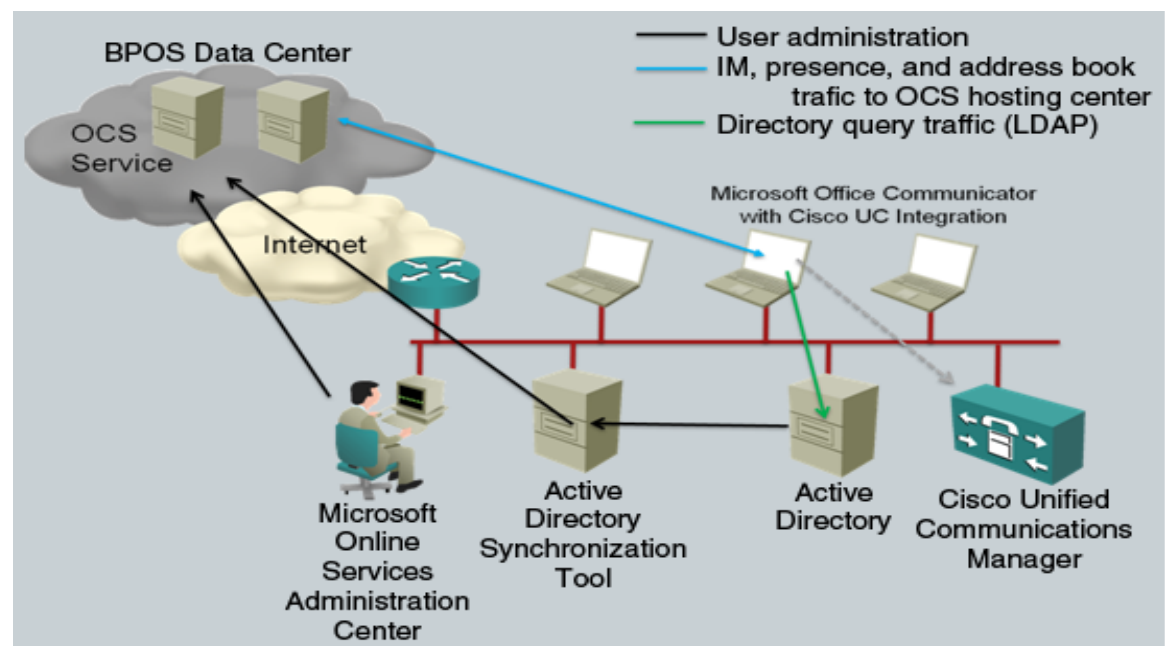
Requirements for Using Cisco UC Integration for Microsoft Office Communicator with BPOS

You can use Cisco UC Integration for Microsoft Office Communicator with Microsoft Office Communicator and BPOS if the following conditions are met:

- The Active Directory server required by the Cisco UC Integration for Microsoft Office Communicator, and used as an LDAP server is located within the enterprise network.
- The BPOS user accounts are synchronized from the Active Directory user accounts in the enterprise. You can use the following tools to do this:
 - Active Directory Synchronization Tool.
 - Microsoft Online Services Administration Center. You add the user accounts manually with this tool.
- All phone numbers in the BPOS environment are defined in +E.164 format.
- Cisco UC Integration for Microsoft Office Communicator supports the version of Microsoft Office Communicator that is being used. For more information about the supported versions of Microsoft Office Communicator, see [Software Requirements, page 5](#).

Architecture of Cisco UC Integration for Microsoft Office Communicator in a BPOS Environment

The following illustration shows how the Cisco UC Integration for Microsoft Office Communicator operates in a BPOS environment:



The Cisco UC Integration for Microsoft Office Communicator has no direct interaction with the hosted Microsoft Office Communicator servers. All interaction happens through the Microsoft Office Communicator application programming interfaces (APIs).

The Cisco UC Integration for Microsoft Office Communicator uses LDAP to interact with an enterprise-based Active Directory server. The Cisco UC Integration for Microsoft Office Communicator also interacts with Cisco Unified Communications Manager for voice and video media services.

User Phone Numbers Must Use +E.164 Formatting

When you call a contact, the Cisco UC Integration for Microsoft Office Communicator mostly gets contact phone numbers from the Microsoft Office Communicator address book. In a BPOS environment, the address book is downloaded from the BPOS service.

To populate the address book with the phone numbers of the Microsoft Office Communicator users, the OCS address book service in the BPOS data center must enter the phone numbers into address book files correctly.

The OCS address book service only enters +E.164-formatted phone numbers into the address book. Phone numbers that are not in this format are excluded from the address book. All phone numbers provided to the BPOS service *must* be in +E.164 format.

For more information about the +E.164 standard and Cisco UC Integration for Microsoft Office Communicator, see the *Installation Guide for Cisco Unified Communications Integration for Microsoft Office Communicator* at the following URL:

http://www.cisco.com/en/US/products/ps10317/tsd_products_support_series_home.html

**Note**

Do not use spaces in +E.164 phone numbers.

User Authentication

The Microsoft Online Services Sign In tool performs Microsoft Office Communicator authentication. This tool manages the Microsoft Office Communicator sign-in process.

The Cisco UC Integration for Microsoft Office Communicator sign-in process is authenticated using Cisco Unified Communications Manager and/or Active Directory, depending on how the authentication is set up. The BPOS environment does not change the default authentication process for the Cisco UC Integration for Microsoft Office Communicator.

**Note**

If your organization uses a dedicated BPOS environment your users might not be required to use the Microsoft Online Services Sign in tool with Microsoft Office Communicator.

Using Cisco UC Integration for Microsoft Office Communicator With Microsoft Exchange in a BPOS Environment

The BPOS service can also provide a Microsoft Exchange service. The Cisco UC Integration for Microsoft Office Communicator includes an option that users can select to save conversation history in Microsoft Outlook. This option has been tested with an Outlook client integrated into a BPOS-hosted Exchange server.

The Cisco UC Integration for Microsoft Office Communicator can also operate in an environment where OCS is hosted within BPOS, and Exchange is hosted within the enterprise data center.

Configuring Microsoft Office Communicator 2007 R2 to Use HTTPS to Access Custom Availability Statuses

Cisco UC Integration for Microsoft Office Communicator includes custom availability statuses such as “On the Phone”. These statuses are stored in a custom availability status file, `cisco-presence-states-config.xml`.

Microsoft Office Communicator 2007 R1

The location of this file is set in the *Custom presence states URL* Microsoft Office Communicator group policy setting. In Microsoft Office Communicator 2007 R1 this URL can use any of the following protocols:

- `file://`
- `http://`
- `https://`

Cisco UC Integration for Microsoft Office Communicator installs the `cisco-presence-states-config.xml` file in the local file system of the computer of the user. Cisco UC Integration for Microsoft Office Communicator also updates the Custom presence states URL group policy setting to refer to this file with the `file://` protocol.

Microsoft Office Communicator 2007 R2

By default, in Microsoft Office Communicator 2007 R2, the URL specified in the Custom presence states URL group policy setting must begin with `https://`.

As a result, Microsoft Office Communicator 2007 R2 cannot use the Cisco UC Integration for Microsoft Office Communicator custom availability statuses. In this case, Cisco UC Integration for Microsoft Office Communicator uses the generic Microsoft Office Communicator “Busy” availability status instead of the Cisco UC Integration for Microsoft Office Communicator “Busy: On the phone” custom availability status.

To enable the custom availability statuses, do the following:

1. Put a copy of the `cisco-presence-states-config.xml` file on a secure web server, that is, a server that you can access with the `https://` protocol. You can use the same IIS server that runs on your OCS server.
2. Update the “Custom presence states URL” group policy setting or registry setting on the computers of your users with the `https://` URL of the `cisco-presence-states-config.xml` file.

For information about how to apply these policy settings to Microsoft Office Communicator, see *Microsoft Office Communications Server 2007 R2 Client Group Policy Documentation* at the following URL:

<http://www.microsoft.com/DOWNLOADS/details.aspx?familyid=5D6F4B90-6980-430B-9F97-FFADBC07B7A9&displaylang=en>

Location of Custom Availability Statuses File

On computers that have Cisco UC Integration for Microsoft Office Communicator installed, the `cisco-presence-states-config.xml` file is in the following locations:

Operating System	Folder
Windows XP	<drive>:\Documents and Settings\All Users\Cisco Systems\CUCIMOC\config\presence
Windows Vista	<drive>:\ProgramData\Cisco Systems\CUCIMOC\config\presence

Differences Between English-Language and Translated User Documentation

The English-language version of the online help and the *User Guide for Cisco Unified Communications Integration for Microsoft Office Communicator* on which the translations are based is slightly different from the English-language version that is built into the product and available from the corporate website. The following table lists the differences between the two versions:

Topic	Translated Text	English Text
Elements of the Conversation Pane	<p>“To minimize the conversation pane, select the down arrow at the top left of the conversation pane. To restore the conversation pane, grab the horizontal line at the top of the conversation pane, then drag the pane to the required size.</p> <p>If you drag the horizontal line below the conversation pane, you must restart Microsoft Office Communicator to restore the conversation pane.”</p>	<p>“To minimize the conversation pane, select the down arrow at the top left of the conversation pane. To restore the conversation pane, <i>select the down arrow again. Alternatively,</i> grab the horizontal line at the top of the conversation pane, then drag the pane to the required size.</p> <p>If you drag the horizontal line below the conversation pane, you <i>might need</i> to restart Microsoft Office Communicator to restore the conversation pane.”</p>
	The illustration in the English version of this topic shows a late change to the color of the call icon.	
Elements of the Active Conversations Window	“Select to mute your audio so that other parties cannot hear you.”	“Select to mute your audio so that other parties <i>on the active call</i> cannot hear you.”
Multiple Active Calls	<p>Contains the following duplicated text:</p> <p>“The call toolbar appears under the name of the caller.”</p>	<p>Duplicated text is replaced with the following text:</p> <p>“The call is highlighted with an orange line around the edges.”</p>
Configuring Your Audio Device	“Start to use a new audio device.”	“Start to use <i>an audio device with the conversation pane that is not the currently-configured device, or a</i> new audio device.”

Topic	Translated Text	English Text
Placing a Call Using Call with Edit Calling a Number on Your Clipboard	The topic title was: “Placing a Call Using Call with Edit”	The topic title was changed to: “Calling a Number on Your Clipboard”
	References to this topic were updated in the following topics: <ul style="list-style-type: none"> How to Use Click to Call from Within Applications Calling from Internet Explorer, Mozilla Firefox, and Microsoft Excel, PowerPoint, and Word Calling from Microsoft Outlook and Sharepoint 	
Placing a Call Using Call with Edit Calling a Number on Your Clipboard	“You must be signed in to the conversation pane to use the call-with-edit feature.”	“You must be signed in to the conversation pane to use <i>this</i> feature.” The English version also contains the following sentence: “You can edit the number if required.”

Corrections to User Documentation

Topic	Text	Correct Text
Elements of the Active Conversations Window	“Use the volume control to adjust the volume at which you receive audio on the active call.”	“Use the volume control to adjust the volume at which you receive audio <i>for the duration of the</i> active call.”
Calling Conference Call Participants	“If you do not want to add the participant to the conference call, right-click the participant, then select Remove Participant.”	“If you do not want to add the participant to the conference call, select <i>Drop</i> .”
Removing a Participant from a Conference Call	“Right-click the participant, then select Remove Participant.”	“Select <i>Drop</i> .”
Sending an Instant Message to One Participant in a Conference Call, Sending an Instant Message to All Participants in a Conference Call	None.	“You might need to select the instant message window before you start to type your message.”

Caveats

- [Using Bug Toolkit, page 22](#)
- [Open Caveats, page 22](#)

- [Resolved Caveats, page 23](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs.
- Significant severity level 3, 4, or 5 bugs.
- All customer-found bugs except severity level 6 enhancement requests.

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

-
- | | |
|---------------|--|
| Step 1 | To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs |
| Step 2 | Log in with your Cisco.com user ID and password. |
| Step 3 | To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click Go . |
-

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Open Caveats

[Table 9](#) describes possible unexpected behavior that might occur in Cisco UC Integration for Microsoft Office Communicator. Only severity 1, severity 2, and select severity 3, 4, and 5 open caveats, as well as all customer-found defects, are provided in this document. The table is sorted by severity, then by identifier in alphanumeric order.

Unless otherwise noted, these caveats apply to all Cisco UC Integration for Microsoft Office Communicator releases. For details about an individual defect, click the identifier to access the online record for that defect in the Bug Toolkit.

Because defect status continually changes, be aware that the table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access the Bug Toolkit. For details, see [Using Bug Toolkit, page 22](#).

Table 9 *Open Caveats for Cisco UC Integration for Microsoft Office Communicator*

Identifier	Severity	Component	Headline
CSCsz15008	3	phone-signaling	Participant not removed when controller is removed from conf call
CSCta68927	3	session-windows	User should get a notification if cucimoc cannot connect to CUCM
CSCsx12973	4	ue	Usability: Single click action required to resume an inactive call
CSCsx79588	4	phone-deskphone	Unsupported phones show in Deskphone selection screen
CSCsy15221	4	phone-deskphone	User sees an incoming toast after a call has been terminated on the sh
CSCsz17506	4	accessibility	Conversation Wnd doesn't have enough color contrast when call is on hold
CSCsz75300	4	csf-api	Server Status window displaying incorrect CUCM information in SP tab
CSCta03380	4	csf-api	Deskphone invalid number call flow incorrect
CSCta35594	4	csf-api	Deskphone Mode showing unknown participant on inbound PSTN call (toast)
CSCta86283	4	session-windows	No conv window in 3 party conference for non-initiator
CSCtb71137	4	install-standalone	CUCIMOC install via SMS doesnt create Quick Launch shortcuts
CSCtf34024	4	install-admin	admin package should be included in main installation package
CSCsz55069	5	ui-tab	Conversation window flashes when placed over CUVA video
CSCta30858	5	session-windows	Text not wrapped if OS text is changed (window resized improperly)
CSCta37541	5	session-windows	About window goes off screen when font size extra large
CSCta39553	5	ue	Invert Colors on Windows Magnifier Cucimoc conv windows invisible
CSCta44861	5	session-windows	Lock icon is not displayed in other participant's conference window

Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the [“Using Bug Toolkit” section on page 22](#)).

The following sections list caveats that are resolved in Cisco Unified Communications Integration for Microsoft Office Communicator Release 7.1(4) but that may have been open in previous releases:

- [Release 7.1\(4\), page 24](#)
- [Release 7.1\(3a\), page 24](#)
- [Release 7.1\(3\), page 25](#)
- [Release 7.1\(2\) MR1, page 25](#)

Release 7.1(4)

Table 10 lists the caveats that were resolved in Release 7.1(4).

Table 10 *Resolved Caveats for Cisco UC Integration for Microsoft Office Communicator*

Identifier	Severity	Component	Headline
CSCtd29576	2	moc-api	CUCIMOC “Security warning Application add-ins have been disabled”
CSCsy00998	3	ui-integration	Rasputin not handling self published MOC numbers
CSCsy18724	3	session-windows	Select Contact window does not display some of the contacts
CSCtb64061	3	session-windows	CUCIMOC added new contact number but still getting the old one
CSCtc33185	3	ue	Phone error notification confusing to user
CSCtc51779	3	install-standalone	Caspol doesnt succeed for non standard windows folder structure
CSCtc54181	3	install-standalone	Interop Assemblies should fully be installed for C2C
CSCtd16166	3	csf-api	Participant not removed when controller is removed from conf call
CSCtd22116	3	csf-api	CSF Runtime error when starting cucimoc
CSCtd24942	3	csf-api	CUCIMOC Unable to Play Ringer on Selected Audio Device
CSCtd46587	3	csf-api	Call shows as in 'conference' on the active conversations pane
CSCtd46725	3	ui-uc-client	No phone number for contacts not enabled in OCS
CSCtd52735	3	csf-api	CUCIMOC Does Not Detect USB Audio Once It is Unplgged and Plugged
CSCte43987	3	csf-api	An unique contact appears twice when drag and drop into CUCIMOC
CSCte78096	3	session-windows	Cannot merge RECEIVED calls in deskphone mode
CSCsy29939	4	options	No device available - attempt to turn on CF - There is no prompt to user
CSCta98386	4	install-standalone	Multiple ngen process at install
CSCtb13331	4	ue	Pop Up for Dialing Wrong #, should be User Friendly
CSCtc09751	4	moc-api	DND from deskphone while in a call
CSCtd29148	4	install-standalone	Installer starts a repair when user is logged on
CSCtd70251	4	ui-uc-client	No DTMF When Using Keypad While In the Middle of Conference Step
CSCtc35914	5	deployment	Install causes event viewer warnings when no Outlook installed

Release 7.1(3a)

Table 11 lists the caveats that were resolved in Release 7.1(3a).

Table 11 *Resolved Caveats for Cisco UC Integration for Microsoft Office Communicator*

Identifier	Severity	Component	Headline
CSCtb72895	3	performance	Memory alloc of Microsofts PresentationHost.exe growing
CSCtb85550	3	csf-api	CUCIMOC Does Not Work With Build-In Audio Device on Vista OS
CSCtc00310	3	outlook	CuciMOC - Not all telephone numbers are displayed in Outlook
CSCtc61808	3	csf-api	MaxNumCalls and BusyTrigger Value Is Not Populated in Userid.xml file
CSCtc94965	3	csf-api	CSF Security DLL crash at startup when certificate had no CN field
CSCsy20368	4	ui-tab	CUCIMOC tab rendered incorrectly due to video driver issue

Table 11 Resolved Caveats for Cisco UC Integration for Microsoft Office Communicator

Identifier	Severity	Component	Headline
CSCsy25757	4	ui-tab	Tooltips show blackbox instead of text
CSCtb06154	4	ue	CUCIMOC can not call phone with DN having # or * char
CSCtc20808	4	install-admin	Document how to set up packet marking on Vista

Release 7.1(3)

[Table 12](#) lists the caveats that were resolved in Release 7.1(3).

Table 12 Resolved Caveats for Cisco UC Integration for Microsoft Office Communicator

Identifier	Severity	Component	Headline
CSCsx78383	3	performance	new PresentationHost.exe created after Hibernates/standby
CSCta62613	3	csf-api	Call capabilities lost if max calls = 2 and complete xfer (intermittent)
CSCtc12447	3	ui-presence	Presence Status Not Updated Following MOC Logout
CSCsy29939	4	options	No device available - attempt to turn on CF - There is no prompt to user
CSCsz05552	4	session-windows	CALL icon not clearly highlighted when selected
CSCsz09956	4	session-windows	Conversation window doesn't properly handle long call party names or #'s
CSCsz16192	4	session-windows	Participant dropped from conference when they parked the call
CSCta33619	4	ui-tab	Logout prompt in DP mode while on call incorrect
CSCta42164	4	install-standalone	Cannot close MOC after installer has told me to close it to proceed
CSCta42336	4	call-stats	Connection statistics disabled in conv window help menu
CSCta58342	4	accessibility	Ctrl+Alt+Down Arrow rotates screen instead of muting microphone
CSCsy42814	5	server-health	Connected status in server health window is not accurate
CSCsz25398	5	ui-tab	Long caller name cut off in communications history
CSCsz48944	5	ue	Calling back external numbers shouldn't show "Work" in Call History
CSCsz87436	5	session-windows	Off-hook flashes conversation window while on deskphone
CSCta42071	5	ui-c2c	Persona Menu not picking up localisation changes.
CSCta42557	5	options	Backing out of Call Forward config. User gets prompted to enter a Number

Release 7.1(2) MR1

[Table 13](#) lists the caveats that were resolved in Release 7.1(2) MR1.

Table 13 Resolved Caveats for Cisco UC Integration for Microsoft Office Communicator

Identifier	Severity	Component	Headline
CSCta57730	3	ui-presence	CUCIMOC sets presence to busy instead of In a mtg & status stuck as busy
CSCta37220	4	session-windows	Custom presence issues when signing in when not integrated to MOC
CSCta66399	4	ui-presence	Presence wrong when set laptop to standby during active call then resume

Troubleshooting

The following Cisco UC Integration for Microsoft Office Communicator documents provide troubleshooting information:

- *Installation Guide for Cisco Unified Communications Integration for Microsoft Office Communicator*
- *User Guide for Cisco Unified Communications Integration for Microsoft Office Communicator*

Use this link to access this documentation:

http://www.cisco.com/en/US/products/ps10317/tsd_products_support_series_home.html

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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

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