



Release Notes for Cisco UC Integration for Microsoft Office Communicator Release 8.0

December 6, 2010

These release notes describe features and caveats for all versions of Cisco UC Integration for Microsoft Office Communicator Release 8.0(3). Cisco UC Integration for Microsoft Office Communicator uses Cisco Unified Client Services Framework. Cisco Unified Client Services Framework provides Cisco telephony services and next-generation media services for Cisco UC Integration for Microsoft Office Communicator.

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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Introduction

These release notes describe requirements, restrictions, and caveats for Cisco UC Integration for Microsoft Office Communicator Release 8.0. 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 39](#).

System Requirements

- [Network Requirements, page 2](#)
- [Server Requirements, page 4](#)
- [Client Computer Requirements, page 6](#)
- [Cisco Unified IP Phone Requirements, page 10](#)

Network Requirements

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

Port	Protocol	Description
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	Description
69	UDP	Connects to the Trivial File Transfer Protocol (TFTP) server to download the TFTP file.
80	TCP HTTP	Connects to services such as Cisco Unified MeetingPlace for meetings, Cisco Unity or Cisco Unity Connection for voicemail features.
143	IMAP (TCP/TLS)	Connects to Cisco Unity or Cisco Unity Connection to retrieve and manage the list of voice messages for the user, and the voice messages themselves.
389	TCP	Connects to the LDAP server for contact searches.
443	TCP HTTPS	Connects to services such as Cisco Unified MeetingPlace for meetings, Cisco Unity or Cisco Unity Connection for voicemail features.

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

Port	Protocol	Description
636	LDAPS	Connects to the secure LDAP server for contact searches.
993	IMAP (SSL)	Connects to Cisco Unity or Cisco Unity Connection to retrieve and manage the list of voice messages for the user, and the voice messages themselves.
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.
7993	IMAP (TLS)	Connects to Cisco Unity Connection to retrieve and manage the list of secure voice messages for the user, and the secure voice messages themselves.
8191	TCP	Connects to the local port to provide Simple Object Access Protocol (SOAP) web services.
8443	TCP	Connects to the Cisco Unified Communications Manager IP Phone (CCMCIP) server to get a list of currently-assigned devices.
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
44442	HTTP	The Cisco UC Integration for Microsoft Office Communicator process, cucimoc.exe, listens for events from Cisco Unified Client Services Framework 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	8.0(1) or later 8.0(x) releases 7.1(5) or later 7.1(x) releases 6.1(4) or later 6.1(x) releases 6.1(3) with Cisco Options Package (COP) file to create the Cisco Unified Client Services Framework device type Note Cisco UC Integration for Microsoft Office Communicator does not support multiple Cisco Unified Client Services Framework devices.
Microsoft Office Communications Server	2007 R2 2007 R1
Cisco Unity	8.0 with Microsoft Exchange 2007 on another server, or in a failover configuration 8.0 with Microsoft Exchange 2003 on the same server, on another server, or in a failover configuration 7.0(2) with Engineering Special (ES) 19 or later, with Microsoft Exchange 2007 on another server, or in a failover configuration 7.0(2) with Engineering Special (ES) 19 or later, with Microsoft Exchange 2003 on the same server, on another server, or in a failover configuration
Cisco Unity Connection	8.0(1) or later 7.1(4) or later Cisco UC Integration for Microsoft Office Communicator supports all of these releases in systems where: <ul style="list-style-type: none"> • Failover is configured, or not configured. • Publisher and subscriber Cisco Unity Connection servers are integrated in an active-active configuration.
Cisco Unified MeetingPlace	For conference calls with video: <ul style="list-style-type: none"> • 8.0 or later • 7.0 or later • Cisco Unified MeetingPlace Express VT 2.0 For meetings: <ul style="list-style-type: none"> • 8.0 or later • 7.0 or later Note Cisco WebEx Meeting Center is only supported when integrated with Cisco Unified MeetingPlace.

Table 4 Cisco UC Integration for Microsoft Office Communicator Server Requirements

Item	Release
Cisco Unified Videoconferencing Multiple Control Unit (MCU)	7.0 5.6
Cisco Unified Survivable Remote Site Telephony	8.0 with IOS 15.1(1)T with Cisco Unified Communications Manager Release 8.0 7.1 with IOS 12.4(24)T with Cisco Unified Communications Manager Release 7.1(2) 7.0 with IOS 12.4(20)T with Cisco Unified Communications Manager Release 7.0(1) 4.2 with IOS 12.4(11)XW5 with Cisco Unified Communications Manager 6.1(3)
LDAP	Microsoft Active Directory 2008 Microsoft Active Directory 2003 OpenLDAP 2.4

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 Desktop and Laptop Computers for Audio and Video in Various Modes*

Item	Audio Only	QCIF	CIF	VGA	720HD
Memory	1 GB	1 GB	1 GB	1 GB	2 GB
Available disk space before the application is started	350 MB	350 MB	350 MB	350 MB	500 MB
Available disk space	1 GB	1 GB	1 GB	1 GB	1 GB
Minimum Windows Experience Index (WEI) processor score ¹	2.0	4.0	4.0	4.8	5.9 and a system with at least four CPU cores.
Video card					
A DirectX 9-compatible graphics card with this video RAM:					
Windows XP	Not applicable	128 MB	128 MB	128 MB	256 MB
Windows Vista	Not applicable	256 MB	256 MB	256 MB	256 MB
Windows 7	Not applicable	256 MB	256 MB	256 MB	256 MB
I/O ports	When you use USB audio and video, USB 2.0 is required.				HD-capable USB 2.0 web camera, HDMI capture card, and HD camera.

1. Windows XP does not provide a WEI processor score.

Tested Video Devices

The video cameras tested with Cisco UC Integration for Microsoft Office Communicator are as follows:

- Cisco VT Camera II
- Cisco VT Camera III
- Logitech QuickCam Pro 5000
- Logitech QuickCam Pro for Notebooks
- Logitech QuickCam Deluxe for Notebooks
- Logitech QuickCam Fusion
- Logitech QuickCam Ultra Vision

- Microsoft LifeCam Cinema
- Microsoft LifeCam NX-6000
- Microsoft LifeCam VX-6000
- Sony HDR-CX12
- Sony PCSACHG90
- Tandberg PrecisionHD

The following computers with built-in video cameras were tested with Cisco UC Integration for Microsoft Office Communicator are:

- Dell Latitude E6500
- Dell XPS M1330
- HP Compaq 2710p Notebook PC
- Lenovo ThinkPad X200
- Lenovo ThinkPad T400
- Lenovo ThinkPad T500
- Lenovo ThinkPad W500
- Sony Vaio VGN-CS290

Tested Audio Devices

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

- ClearOne CHAT 50 USB
- Polycom CX100 Speakerphone USB
- Plantronics Voyager 510SL Bluetooth USB
- Jabra GN8110 USB
- Jabra GN8120 USB
- Jabra GN2100
- Jabra GN2000
- Jabra GN9350
- Jabra GN5390
- Plantronics CS60
- Plantronics DA60 USB
- Plantronics DSP-400
- Plantronics DA55 USB
- Plantronics H251
- Plantronics H261
- Plantronics H361
- Plantronics H81
- Clarisys i750

**Note**

If you are using your computer for phone calls, and are using the Jabra GN9350 headset, when you receive a call, the headset alerts you. If you press the answer button on the headset, the phone call is ended.

Software Requirements

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

Item	Description
Operating system	Windows 7 Professional or Ultimate, 32-bit or 64-bit ¹ Windows Vista SP2 Business or Ultimate, with DirectX 10, 32-bit or 64-bit ¹ Windows XP SP3 with DirectX 9.0c, 32-bit only Note Ensure that the latest display drivers are installed on your computer so that your display functions correctly with DirectX.
Microsoft Visual C++ 2005 Redistributable Package	Version 8.0.59193 or later Note The redistributable package must be installed before you install Cisco UC Integration for Microsoft Office Communicator, if you are using MSI to install.
Microsoft Office Communicator	2007 R2 2007 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
Applications that can use click-to-call features	Microsoft Outlook 2007 SP1 ² Microsoft Outlook 2003 ² Microsoft Word 2007 ² Microsoft Word 2003 ² Microsoft Excel 2007 ² Microsoft Excel 2003 ² Microsoft PowerPoint 2003 ² Microsoft SharePoint 2010 ^{2 3} Microsoft SharePoint 2007 ^{2 3} Microsoft SharePoint 2003 ^{2 3} Microsoft Internet Explorer 6.0 or later ² Mozilla Firefox 3.2 or later
Software framework	Microsoft .NET 3.5 SP1

1. On 64-bit editions of Windows 7, you cannot use video when you have Cisco UC Integration for Microsoft Office Communicator set to use your desk phone for phone calls.
2. 32-bit edition only.
3. You cannot use click to call with Microsoft SharePoint if you are using Microsoft Office 2010.

**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.

Software Interoperability

Before you deploy Cisco UC Integration for Microsoft Office Communicator to the computers of your users, ensure that there are no other applications installed on the computers of your users that use Cisco Unified Client Services Framework. The following applications use Cisco Unified Client Services Framework:

- Cisco Unified Personal Communicator Release 8.0 or later
- Cisco Unified Communications Integration for Cisco WebEx Connect

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.

Video Codecs

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

- H.264/AVC

Audio Codecs

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

- G.711a, μ -law
- G.722 (wide band)
- G.729a, G.729ab
- Internet Low Bit Rate Codec (iLBC)
- Internet Speech Audio Codec (iSAC). iSAC is only available on Cisco Unified Communications systems that include Cisco Unified Communications Manager Release 8.0 or later.

Correct Hardware Specification Not Detected on Windows XP SP2

Table 6 states that the minimum service pack requirement for Cisco UC Integration for Microsoft Office Communicator on Windows XP is SP3. We recommend that you do not install Cisco UC Integration for Microsoft Office Communicator on Windows XP with SP2. If you do install Cisco UC Integration for Microsoft Office Communicator on Windows XP with SP2, you must install the latest patches for the operating system.

Cisco UC Integration for Microsoft Office Communicator on Windows XP with SP2 cannot detect the correct hardware specification of the computer. This causes the application to attempt to render video at a resolution that the computer is not capable of. This in turn causes high CPU usage which significantly impairs the responsiveness of the computer.

Tested VPN Clients

The VPN clients tested with Cisco UC Integration for Microsoft Office Communicator are as follows:

- Cisco VPN Client
- Cisco Anyconnect Secure Mobility Client

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	Supports Video with CAST
Cisco IP Communicator	Yes	Yes	Not applicable
9971	Not applicable	Yes	No
9951	Not applicable	Yes	No
8961	Not applicable	Yes	No
7985G	Yes	Not applicable	No
7975G	Yes	Yes	Yes ¹
7971G ²	Yes	Yes	Yes ¹
7970G ²	Yes	Yes	Yes ¹
7965G	Yes	Yes	Yes ¹
7962G	Yes	Yes	Yes ¹
7961G-GE ²	Yes	Yes	Yes ¹
7961G ²	Yes	Yes	Yes ¹
7960G	Yes	Not applicable	Yes
7945G	Yes	Yes	Yes ¹
7942G	Yes	Yes	Yes ¹
7941G-GE ²	Yes	Yes	Yes ¹
7941G ²	Yes	Yes	Yes ¹
7940G	Yes	Not applicable	Yes
7931G	Yes	Not applicable	Yes
7925G	Yes	Not applicable	No
7921G	Yes	Not applicable	No
7920G ²	Yes	Not applicable	No

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

Phone	SCCP	SIP	Supports Video with CAST
7912G ²	Yes	Not applicable	No
7911G	Yes	Yes	Yes ¹
7910G ²	Yes	Not applicable	No
7906G	Yes	Yes	No
7905G ²	Yes	Not applicable	No
7902G ²	Yes	Not applicable	No
6961	Yes	Not applicable	Yes
6941	Yes	Not applicable	Yes
6921	Yes	Not applicable	Yes
6911	Yes	Not applicable	Yes
6901 ³	Yes	Not applicable	No

1. An SCCP firmware load is required to support video.
2. This phone is at the end of software maintenance.
3. This phone does not support speakerphones or headsets.

When you have Cisco UC Integration for Microsoft Office Communicator set to use your desk phone for phone calls, video is only supported on SCCP phones. The PC Port and Video Capabilities fields must be enabled for the phone in Cisco Unified Communications Manager. The phone must be connected to the controlling computer by Ethernet cable. For more information, see [Users Might See Lower Video Quality When Computer Is Connected to Some Models of Cisco Unified IP Phone](#), page 33.

**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.

About Audio and Video Quality

This application 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 the application:

- On a workstation meeting the recommended configuration requirements.
- On 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 Unity Documentation

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

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html

Cisco Unity Connection Documentation

Refer to the Cisco Unity Connection Documentation Guide and other publications specific to your Cisco Unity Connection release. Navigate from the following URL:

http://www.cisco.com/en/US/products/ps6509/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>

Cisco Unified MeetingPlace Documentation

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

http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_series_home.html

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 8.0(3)

The following topics have been added to this document:

- [Correct Hardware Specification Not Detected on Windows XP SP2, page 9](#)
- [Tested VPN Clients, page 10](#)
- [Changing the Version of JRE That Cisco UC Integration for Microsoft Office Communicator Uses, page 24](#)
- [Conversation History Cleared When You Upgrade, page 25](#)
- [Configuring Users to Sign In Automatically, page 25](#)
- [Allocation of Video and Audio Ports for Devices, page 27](#)
- [Buttons on Cisco UC Pane Rendered Incorrectly, page 27](#)
- [Click to Call Icon Not on Quick Launch Toolbar, page 27](#)
- [Incoming Call Sounds Not Muted, page 28](#)
- [Click to Call Menu Items Might Appear Twice in Internet Explorer, page 28](#)
- [“On the Phone” Availability Status Not Available, page 28](#)
- [Corrections to Installation Guide, page 37](#)
- [Built-In Camera on Lenovo ThinkPad W500 Crops Image, page 35](#)

Some new defects were added to the lists of [Limitations and Restrictions, page 15](#) and [Open Caveats, page 39](#). See [Resolved Caveats, page 40](#) for the list of defects fixed in this release.

For information about all available features and benefits, see the Cisco UC Integration for Microsoft Office Communicator data sheet at:

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

Release 8.0(2)

The frequency at which [CSCte36351](#) occurs is significantly reduced. See [Resolved Caveats, page 40](#) for the list of defects fixed in this release.

Release 8.0(1)

This release provides the following new functionality and enhancements:

- Place and receive video calls, including high-definition video calls.
- Start meetings to talk to, and to share documents with, one or more other people.
- Access your voice messages visually.
- Use the click-to-call feature to place video calls from other applications.

Installation Notes

- [Time Required to Install, page 14](#)
- [Installing Cisco Systems Network Protocol, page 14](#)
- [Installing Cisco UC Integration for Microsoft Office Communicator Using MSI, page 14](#)
- [Using Translation Patterns Instead of Application Dialing Rules, page 15](#)

For step-by-step installation and upgrade instructions, see the *Installation Guide for Cisco Unified Communications Integration for Microsoft Office Communicator*:

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

Time Required to Install

If the computer on which you are installing Cisco UC Integration for Microsoft Office Communicator does not already have Microsoft .NET installed, the Cisco UC Integration for Microsoft Office Communicator installer installs Microsoft .NET. This will result in a longer installation time.

Installing Cisco Systems Network Protocol

When you install Cisco UC Integration for Microsoft Office Communicator on Windows Vista or Windows 7, you might be prompted to install Cisco Systems Network Protocol device software. Install this software.

If you do not install this software, you cannot place video calls if you set your Cisco UC Integration for Microsoft Office Communicator to use your desk phone for phone calls.

Installing Cisco UC Integration for Microsoft Office Communicator Using MSI

The video components of Cisco Unified Client Services Framework require Microsoft Visual C++ 2005 version 8.0.59193 or later. Microsoft Visual C++ 2005 must be installed before you install Cisco UC Integration for Microsoft Office Communicator, if you are using MSI to install.

Microsoft provides a Microsoft Visual C++ 2005 redistributable package, `vc redistrib_x86.exe`. You can download this package from the following links:

- <http://go.microsoft.com/fwlink/?LinkId=169360>
- <http://www.microsoft.com/downloads/details.aspx?familyid=766a6af7-ec73-40ff-b072-9112bab119c2&displaylang=en>

To see the command line options, execute the following command:

```
vc redistrib_x86.exe /?
```

The Microsoft Visual C++ 2008 redistributable package is not compatible with Cisco Unified Client Services Framework: the Microsoft Visual C++ 2005 package is required.

Installing the Microsoft Visual C++ 2005 Redistributable Package

You can use an MSI file to install the Microsoft Visual C++ 2005 redistributable package. Extract the files `vc redistrib.msi` and `vc redistrib.cab` from `vc redistrib_x86.exe` to a temporary folder. Use the following command line option:

```
vc redistrib_x86.exe /C /T:<full-path-to-folder>
```

Example

```
vc redistrib_x86.exe /C /T:C:\VCRedist
```

Use the extracted files to install Microsoft Visual C++ 2005.

Using Translation Patterns Instead of Application Dialing Rules

Cisco UC Integration for Microsoft Office Communicator is easiest to install with Cisco Unified Communications Manager Release 7.0 or later, although you can install it with Cisco Unified Communications Manager Release 6.1(3) or later.

Cisco Unified Communications Manager Release 7.0 and later support +E.164 phone numbers. Cisco recommends that you use +E.164 phone numbers with Cisco UC Integration for Microsoft Office Communicator, so that outgoing calls are easier to set up.

If you are using Cisco Unified Communications Manager Release 7.0 or later, Cisco recommends that you use translation patterns to set up outbound calls, rather than application dialing rules.

If you use application dialing rules, you must apply a Cisco Options Package (COP) file. You must restart Cisco Unified Communications Manager services when you update the rules. If you use translation patterns, the rules are dynamically applied, and you do not need to restart services.

For detailed information on translation patterns, see the Cisco Unified Communications Manager Administration online help, or the *Cisco Unified Communications Manager Administration Guide*:

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

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 18.

For information about open and resolved caveats, see [Open Caveats](#), page 39, and [Resolved Caveats](#), page 40.

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

Identifier	Severity	Component	Headline
CSCsx65733	2	deployment	AD user phone numbers are not displayed to end MOC users
CSCsx66942	2	phone-audio	Rarely, choppy audio using Cucimoc softclient with Meeting Place
CSCsy80318	2	csf-api	Cannot establish conference in DP using SIP calling SCCP phone
CSCte35597	2	video-windows	Adhoc Video Conference Initiator does not receive/display Video
CSCtf56237	2	video-svc	Degraded video quality if PC and phone network card speeds mismatch
CSCtf72240	2	moc-api	MOC Automation API becomes unavailable in when MSN Mess / Live uninstall
CSCsx07499	3	ui-uc-client	Windows fast user switching causes CUCIMOC to stop working
CSCsx38274	3	session-windows	Drop down menus appearing BEHIND conversation window (case open with Microsoft)
CSCsx41615	3	audio-svc	Resuming a held call always unmutes audio
CSCsx71039	3	ui-tab	Need to reinstall MOC after upgrading to Windows XP SP3
CSCsy27005	3	performance	CUCIMOC high CPU usage with old video drivers
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
CSCtd19325	3	ue	Ctrl+E shortcut to end active call not functional.
CSCtd34188	3	video-windows	Disabling integrate Cam through wizard does not stop video streaming
CSCtd49282	3	video-svc	Crash with display change on video call using Intel IGDUMD32 drivers
CSCtd50154	3	video-svc	Video invitations not received in specific scenarios
CSCtd52452	3	ue	No link is sent when '\Invite to Share-Only Meeting\'
CSCtd52456	3	ue	Drag & Drop of contact does not work on Windows 7 Pro 64-bit
CSCtd52500	3	video-svc	Merge 1-1 video/audio call to conference merges another active call
CSCtd36527	3	video-windows	No video escalation request while on a SP to SP call after hold/resume

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

Identifier	Severity	Component	Headline
CSCtd50154	3	video-svc	Audio call answered with video does not receive request to add video
CSCtd94459	3	video-windows	Flickering pink lines when on a video call or consult leg of confer
CSCte57547	3	session-windows	Intermittently 1st call from another User there is no toast seen
CSCte57681	3	phone-softphone	ETSJGJ-CH:No busy tone on CUPC soft phone mode after setting DND
CSCte62196	3	video-svc	Merging two video conference calls drops one of them 50% of the time
CSCte84616	3	csf-api	e-mail id needed in Outlook contacts for drag & drop
CSCtf13876	3	comm-history	Call history shows 2 events happening for initiator of a Conference Call
CSCtf34141	3	carbuncle-im	User A calls user B from IM window, call gets routed to UserC
CSCtf35921	3	csf-api	WEI score 0/no static throttling on Win7 N - media player not installed
CSCtf36023	3	video-svc	Sony HD video cam with Blackmagic capture card (ver 3.4) not working
CSCtf64972	3	video-windows	Video separates from conv. window when dragging window, worse on low-end
CSCtf97066	3	vtcam3	Logitech cameras sometimes show white screen during calls
CSCtg00437	3	ui-c2c	C2call option not visible for certain users from sharepoint
CSCtg02105	3	vtcam3	Occasional system boot hang after getting white local video from Logitech
CSCtg15100	3	conversation-svc	conversation is displayed as 1-1, though the user is added to the conf.
CSCtg17297	3	video-svc	High CPU after video is moved to second monitor
CSCtg22840	3	accounts-login	CUCIMOC tab takes 2 min to appear due to Cert Revocation Check
CSCtg23117	3	video-svc	Merging SP video call to SP audio call results in non-video call always
CSCtg27481	3	video-svc	Incoming Video not displayed when changing monitors mid-call
CSCtg28254	3	video-windows	Lowering video slider does not always resize video window
CSCtg64891	3	video-svc	On HD conf call, CSF stay audio if bw changed from 3.1 to lower & back
CSCtg68452	3	video	CUPC 7.1(1.13850) displays black screen when CSF escalates to video
CSCth66656	3	contact-svc	CUCIMOC 8.0.1 LDAP query is causing high CPU in Domain Controller
CSCsw87746	4	options	CF to User CForwarded to you - CF loop not detected
CSCsx56371	4	ui-integration	Signin uses MOC userid credentials
CSCsy17354	4	install-admin	CUCIMOC process doesnt start after install using Altiris Deploy/SCCM 07

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

Identifier	Severity	Component	Headline
CSCsz72765	4	ue	"Conference with" should be grayed out when CUCM unavailable
CSCtb13329	4	install-standalone	Unable to Click Next on License Agreement Page
CSCtb71137	4	install-standalone	CUCIMOC install via Deployment tool doesnt create Quick Launch shortcuts
CSCtd52460	4	session-windows	On Windows XP Video flickers when other CUCIMOC window is placed over it
CSCtf27633	4	video-svc	HD user ans video call, video not connected - no mute image, display black
CSCtf29769	4	csf-api	Call History Duration changes if system clock changed while on a call
CSCth11297	4	moc-api	Not able to mute speakers on Vista when using Plantronics headset
CSCth74893	4	ui-c2c	C2C has call and call with edit appearing twice
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
CSCtg71622	5	ui-tab	Buttons not fully appearing when disconnecting external monitor

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.

- [Microsoft PowerPoint 2007 Support, page 19](#)
- [Cisco Unified Communications Manager 6.1\(3\) and Conference Participant Lists, page 19](#)
- [Upgrading from Microsoft Windows XP SP2 to SP3, page 20](#)
- [Searching for Contacts That Do Not Have Unique Information, page 20](#)
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Microsoft PowerPoint 2007 Support

Cisco UC 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.

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.

Upgrading from Microsoft Windows XP SP2 to SP3

If you have Cisco UC Integration for Microsoft Office Communicator installed on Microsoft Windows XP with SP2, and you plan to upgrade to SP3, you must first uninstall the following applications from the system:

- Cisco UC Integration for Microsoft Office Communicator
- Microsoft Office Communicator

After you upgrade the computer to Microsoft Windows XP with SP3, reinstall both applications.

Searching for Contacts That Do Not Have Unique Information

If you have Microsoft Outlook installed and you use the Microsoft Office Communicator window to search for contacts, Microsoft Office Communicator searches your Microsoft Outlook contacts.

If you try to place a call to a matched contact, and the contact does not have a unique email address, SIP address, or name, a dialog box displays all of the contacts in your corporate directory that match the criteria you searched for. Select the contact you require, then select **Call**.

Other Party Hears Cuts or Clips in Audio on a Call

When you are on a call with audio, or with audio and video, the other party might hear cuts or clips in your audio. The following table shows a possible solution to this problem. This solution relates only to particular audio devices, so you might not see the microphone boost setting referred to in the solution.


Operating System	Suggested Solution
Windows Vista, Windows 7	<ol style="list-style-type: none"> 1. Open the Control Panel. 2. Select Hardware and Sound. 3. Select Manage audio devices. 4. Select the Recording tab. 5. Select the microphone that is currently in use. 6. Select Properties. 7. Select the Levels tab on the Microphone Properties dialog box. 8. Adjust the volume and the microphone boost settings to suit your requirements.
Windows XP	<ol style="list-style-type: none"> 1. Open the Control Panel. 2. Select Sounds and Audio Devices. 3. Select the Audio tab. 4. Select Volume in the Sound recording section. 5. Select the Advanced button under the Microphone section in the Capture dialog box. 6. Ensure that Microphone Boost check box is not checked.

Users Hear Echo on Calls

When you are on a call with audio, or with audio and video, you might hear an echo. Camera microphones often have issues with echo. If you have selected your camera microphone as your microphone device, consider using a non-camera microphone as your microphone device.

To select another microphone device, follow these steps:

Procedure

-
- Step 1** Select  in the Microsoft Office Communicator title bar.
 - Step 2** Select **Tools > Setup Audio and Video**.
 - Step 3** Follow the instructions in the wizard to configure your device.
-

Voice Messages Show a Duration of Zero

When you view your voice messages, the duration of some messages might appear as zero. This problem occurs in releases of Cisco Unity and Cisco Unity Connection that are not supported by Cisco UC Integration for Microsoft Office Communicator. To resolve this issue, upgrade your release of Cisco Unity or Cisco Unity Connection to a release that is supported by Cisco UC Integration for Microsoft Office Communicator. For information on supported releases of Cisco Unity and Cisco Unity Connection, see [Server Requirements, page 4](#).

Adding an Audio Call to a Video Call Results in an Audio Call

When you add an audio call to a video call, the party on the audio call does not receive a request to add video to their call. When the calls are merged, the call becomes an audio call.

Users of Cisco Unified IP Phone 9900 Series Models Cannot Control Desk Phone

If users who have a Cisco Unified IP Phone 9900 series model cannot use their desk phone from Cisco UC Integration for Microsoft Office Communicator, you must add the users to the Standard CTI Allow Control of Phones supporting Connected Xfer and conf user group. For more information about how to do this, see the *Installation Guide for Cisco Unified Communications Integration for Microsoft Office Communicator*:

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

JTAPI Error When a Call Is Placed

Users might see a JTAPI error about 15 seconds after they place a call, when Cisco UC Integration for Microsoft Office Communicator is set to use the desk phone for phone calls.

To resolve this issue, ensure that your dial plan is set up correctly on Cisco Unified Communications Manager. In particular, ensure that Cisco Unified Communications Manager does not need to wait for more digits to be dialed.

For detailed information on setting up your dial plan, see the Cisco Unified Communications Manager Administration online help, or the *Cisco Unified Communications Manager Administration Guide* and the *Cisco Unified Communications Manager System Guide*:

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

Opening and Closing Conversation History Window Repeatedly Causes Large Memory Usage

On some computers, if you open and close the conversation history window repeatedly, the cucimoc.exe process might use a large amount of memory. To resolve this issue, you must install the following hotfix:

<http://code.msdn.microsoft.com/KB981107/>

Limitation with Shared Lines When Deploying with Cisco Unified SRST

If you have Cisco Unified Survivable Remote Site Telephony (SRST) set up in your Cisco Unified Communication system, you can continue to place and receive calls during a system failure. In these circumstances, the Cisco UC Integration for Microsoft Office Communicator uses shared lines to enable you to continue to place and receive calls.

Cisco Unified SRST does not support shared lines with SIP phones. Cisco UC Integration for Microsoft Office Communicator receives only alternate calls if both of the following conditions occur:

- Cisco UC Integration for Microsoft Office Communicator is set to use your computer for phone calls.
- Cisco UC Integration for Microsoft Office Communicator has the same directory number as a SIP desk phone.

However, the desk phone receives all calls.

Application Might Not Start in Some Circumstances Due to Microsoft Office Communicator Automation API Error

After you install Cisco UC Integration for Microsoft Office Communicator, then start Microsoft Office Communicator, your Windows operating system might display a message that says "Cisco.Uc.Clients.Moc.UCClient has stopped working." Cisco UC Integration for Microsoft Office Communicator does not start.

This issue can occur when Cisco UC Integration for Microsoft Office Communicator cannot connect to the Microsoft Office Communicator Automation API. For example, this issue can occur in the following circumstances:

- On Windows XP, if you have Microsoft Office Communicator or Windows Live Messenger installed, and you upgrade from SP2 to SP3.
- If you have Microsoft Office Communicator or Windows Live Messenger installed, and you uninstall Windows Live Messenger.

To fix this issue, perform a repair of Microsoft Office Communicator, as shown in the following steps. Alternatively, reinstall Microsoft Office Communicator.

Procedure

-
- Step 1** Open the add or remove programs tool in the Control Panel.
- Step 2** Select **Microsoft Office Communicator** in the tool.
- Step 3** Select **Click here for support information**.
- Step 4** Select **Repair**.
-

Specifying Audio Value Names

Before you install Cisco UC Integration for Microsoft Office Communicator, you must perform some configuration on the computers of your users. You can specify the Cisco Unified Client Services Framework client settings, including an Audio_ISAC_Advertised setting. This specifies whether to enable the advertising of the availability of the iSAC audio codec. Enter one of the following values for this setting:

- 0: Disables advertising.
- 1: Enables advertising.

The iSAC audio codec is only supported in Cisco Unified Communications Manager Release 8.0 and later.

For more information about how to configure this setting, see the *Installation Guide for Cisco Unified Communications Integration for Microsoft Office Communicator*:

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

How Cisco UC Integration for Microsoft Office Communicator Determines the Audio Codec to Use on a Call

Cisco UC Integration for Microsoft Office Communicator uses Cisco Unified Communications Manager devices for your Cisco UC Integration for Microsoft Office Communicator software, and for your desk phone.

The audio bit rate capability of these devices is one of several factors that determine the audio capability of Cisco UC Integration for Microsoft Office Communicator for the user. You specify this bit rate capability in Cisco Unified Communications Manager.

To configure the bit rate capability of these devices, use the region settings of the device pool that the devices are in. The following settings affect the audio bit rate capability of the devices:

Release of Cisco Unified Communications Manager	Settings
8.0 or later	Max Audio Bit Rate
Earlier than 8.0	Audio Codec

For more information about region and device pool configuration in Cisco Unified Communications Manager, see the Cisco Unified Communications Manager Administration online help, or the *Cisco Unified Communications Manager Administration Guide*:

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

When you place a call in Cisco UC Integration for Microsoft Office Communicator, both endpoints advertise their audio codec capability to the Cisco Unified Communications Manager. The Cisco Unified Communications Manager selects the highest possible common codec between them. The default audio codec is G.711.

Updating the Voicemail Server Value Name

If you migrate from one voicemail system to another, or if the IP address or hostname of your voicemail server changes, you must also update the value of the voicemail server registry key value names.

If you do not update the value of the voicemail server registry key value names, users might still be able to access voice messages from the old voicemail system from the visual voicemail interface in Cisco UC Integration for Microsoft Office Communicator.

For more information about voicemail server registry key value names, see the *Installation Guide for Cisco Unified Communications Integration for Microsoft Office Communicator*:

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

Changing the Version of JRE That Cisco UC Integration for Microsoft Office Communicator Uses

Cisco UC Integration for Microsoft Office Communicator is installed with a particular version of Java Runtime Environment (JRE), with which the application has been tested and certified. You can change the version of JRE that the Cisco UC Integration for Microsoft Office Communicator uses. However, the Cisco UC Integration for Microsoft Office Communicator might not work correctly with a different version of JRE than the one that is installed with the Cisco UC Integration for Microsoft Office Communicator.

To change the version of JRE that the Cisco UC Integration for Microsoft Office Communicator uses, you change the values of the subkey names listed in [Table 9](#).

Table 9 Registry Subkeys for JRE Version

Subkey Names	Description	Data Type
DisablePrivateJRE	<p>If you do not want to install JRE with the Cisco UC Integration for Microsoft Office Communicator, you must set the value of DisablePrivateJRE to 1.</p> <p>If you set this value to 1, the Cisco UC Integration for Microsoft Office Communicator installation application does not install JRE. The Cisco UC Integration for Microsoft Office Communicator uses the version of JRE that is on the client computer.</p> <p>DisablePrivateJRE is in the following registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Cisco Systems, Inc.\Unified Communications\CUCSF</p>	REG_SZ
PrivateJREInstalled	<p>If you already have the Cisco UC Integration for Microsoft Office Communicator installed on your client computers, and you want the Cisco UC Integration for Microsoft Office Communicator to <i>not</i> use the version of JRE that was installed with the Cisco UC Integration for Microsoft Office Communicator, set the value of PrivateJREInstalled to 0.</p> <p>The Cisco UC Integration for Microsoft Office Communicator stops using the version of JRE that is installed with the Cisco UC Integration for Microsoft Office Communicator, and starts to use the version of JRE that is on the client computer.</p> <p>PrivateJREInstalled is in the following registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Unified Communications\CUCSF</p>	REG_SZ

Conversation History Cleared When You Upgrade

Your conversation history is cleared if you upgrade Cisco UC Integration for Microsoft Office Communicator in any of the following ways:

- Upgrade from Release 7.1 to Release 8.0(1)
- Upgrade from Release 8.0(1) to Release 8.0(2)

Configuring Users to Sign In Automatically

Release 8.0(3) includes new registry subkeys that you can use to configure your users so that they can be signed in automatically to Cisco UC Integration for Microsoft Office Communicator. Group Policy administrative templates are provided with Cisco UC Integration for Microsoft Office Communicator. You can use these templates to deploy these subkeys to your users.

You can get the administrative templates from the Administration Toolkit for Cisco UC Integration for Microsoft Office Communicator. To access the Administration Toolkit, navigate to Cisco UC Integration for Microsoft Office Communicator from the Download Software page at the following URL:

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

Table 10 lists the subkeys that you can use to configure automatic sign in.

Table 10 Registry Subkeys for Automatic Sign In

Subkey Names	Description	Data Type
RememberMe	Set this value to 1 to enable Cisco UC Integration for Microsoft Office Communicator to remember the details of the user when the user signs in.	DWORD
AutoLogin	Set this value to 1 to enable Cisco UC Integration for Microsoft Office Communicator to automatically sign the user in when the user signs in to Microsoft Office Communicator.	DWORD

The subkey entries in Table 10 are in the following registry key:

HKEY_CURRENT_USER\Software\Policies\Cisco Systems, Inc.\Unified Communications\CUCIMOC\

If Cisco UC Integration for Microsoft Office Communicator does not find a policy setting for these entries, the same registry subkeys are created in the following location:

HKEY_CURRENT_USER\Software\Cisco Systems, Inc.\Unified Communications\CUCIMOC\

If you set the values of both of these subkey entries to 1, the following happens:

- When Cisco UC Integration for Microsoft Office Communicator starts for the first time, the user can enter their user ID and password, then select **Sign In** to sign in.
- After the first time that the user signs in, Cisco UC Integration for Microsoft Office Communicator signs the user in automatically every time the user starts Microsoft Office Communicator.
- The **Automatically sign me in when I sign in to Microsoft Office Communicator** option is not available in the Cisco UC Options dialog box.

If you do not set values for these subkey entries, the following happens:

- When Cisco UC Integration for Microsoft Office Communicator starts for the first time, the user can enter their user ID and password, then select **Sign In** to sign in. The user can also select a **Remember Me** check box.
- The **Automatically sign me in when I sign in to Microsoft Office Communicator** option is available in the Cisco UC Options dialog box.



Note

If you upgrade your users from any previous release of Cisco UC Integration for Microsoft Office Communicator to Release 8.0(3), users who previously selected the **Automatically sign me in when I sign in to Microsoft Office Communicator** option, must sign in to Cisco UC Integration for Microsoft Office Communicator again, then select the option again. The users do not need to sign in again after that.

Allocation of Video and Audio Ports for Devices

Cisco UC Integration for Microsoft Office Communicator Release 8.0(3) changes how video and audio ports are allocated for the devices used when you are using your computer for phone calls.

For these devices, you can specify a range of numbers available to be used for media ports in the SIP profile of the device in Cisco Unified Communications Manager. Use the Start Media Port and Stop Media Port fields to specify this range.

The audio port for SIP devices is allocated randomly in the first half of this range, and the video port for SIP devices is allocated randomly in the second half of this range. Earlier releases of Cisco UC Integration for Microsoft Office Communicator allowed the allocation of the audio port from any number in the range between Start Media Port and Stop Media Port.

There is no change in how video and audio ports are allocated for the devices used when you are using your desk phone. Audio is terminated on the desk phone itself, and video always uses the following ports:

Port	Protocol
5445	RTP
5446	RTCP

Buttons on Cisco UC Pane Rendered Incorrectly

Problem The buttons on the Cisco UC pane might be rendered incorrectly in the following circumstances:

- You are running Cisco UC Integration for Microsoft Office Communicator on Windows XP.
- Cisco UC Integration for Microsoft Office Communicator is displayed on an external display.
- The external display is disconnected, and Cisco UC Integration for Microsoft Office Communicator is displayed on the primary monitor.

Solution Perform the following steps:

1. Execute this command: **dxdiag**
The DirectX Diagnostic Tool starts.
2. Select the **Display** tab.
3. Select **Disable** beside Direct3D Acceleration.

Click to Call Icon Not on Quick Launch Toolbar

Problem You can install Cisco UC Integration for Microsoft Office Communicator with a software management system, for example, Altiris Deployment Solution, Microsoft System Center Configuration Manager (SCCM), and so on. If you install Cisco UC Integration for Microsoft Office Communicator with a software management system, the click to call icon is not added to the Quick Launch toolbar.


Solution Perform the following steps:

1. Locate the following file in the Click to Call\Tel Handler folder in the Cisco UC Integration for Microsoft Office Communicator installation folder:

tel-handler.exe

2. Drag and drop tel-handler.exe on the Quick Launch toolbar.

Incoming Call Sounds Not Muted

You can select the speakers that Microsoft Office Communicator uses. To do this, select  in the Microsoft Office Communicator title bar, then select **Tools > Setup Audio and Video**. If you select the speaker on your computer as the device to play program sounds, and your system sound is muted, your incoming call alerts are not muted.

This is a known issue with Microsoft Office Communicator and Windows.

Click to Call Menu Items Might Appear Twice in Internet Explorer

Problem When you open the menu that contains the click to call menu items, the Call and Call with Edit menu items might appear twice.

Solution Perform the following steps:

1. Access the following registry subkey:
HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\MenuExt
2. Delete the Call and Call with Edit entries that are not related to your current Cisco UC Integration for Microsoft Office Communicator installation.

“On the Phone” Availability Status Not Available

Problem In Cisco UC Integration for Microsoft Office Communicator Release 8.0(3), users cannot see the custom availability status “On the Phone” when they select the presence button in Microsoft Office Communicator.

Solution Perform the following steps:

-
- Step 1** Open the cisco-presence-states-config.xml file from the following location:
<drive>:\Program Files\Cisco Systems\Cisco UC Integration TM for Microsoft Office Communicator\Config\presence
- Step 2** Delete the following text from the file:
<activity LCID="1028">電話中</activity>
<activity LCID="1034">Al teléfono</activity>
- Step 3** Save the cisco-presence-states-config.xml file.
-

Notes on Video

- [Factors That Affect the Video Capability of Users, page 29](#)
- [Determining the Bit Rate Required for a Particular Video Capability, page 29](#)

- [Configuring the Bit Rate Capability for Cisco UC Integration for Microsoft Office Communicator, page 30](#)
- [How Cisco Unified Client Services Framework Determines the Video Capability of Your Computer, page 31](#)
- [Limiting of Usage of Bandwidth by Users, page 31](#)
- [About Tuning Computers for Maximum Video Performance, page 32](#)

Factors That Affect the Video Capability of Users

Factors that affect the frame format and frame rate that can be achieved on a video call are:

- Cisco Unified Communications Manager configuration of device bit rate limits.
- User settings, such as the options that are available to the user through the Cisco UC Options dialog box in Cisco UC Integration for Microsoft Office Communicator.
- Selected camera.
- CPU speed and usage.
- Cisco Unified MeetingPlace configuration of videoconferencing parameters.
- Video capability of the other endpoints on a call.
- The parameters of the network between the two endpoints, such as, the physical network bandwidth and the router configuration in the network path of the call.

Determining the Bit Rate Required for a Particular Video Capability

Use [Table 11](#) to determine the minimum bit rate that your Cisco UC Integration for Microsoft Office Communicator requires to attain a particular frame format and frame rate.

Table 11 Minimum Bit Rates to Use for Particular Frame Formats and Frame Rates

Combined Bit Rate for Audio and Video (kb/s)	Audio Codec Allowance (kb/s)	Minimum Video Call Bit Rate (kb/s)	Frame Format	Frames per Second
78	14	64	QCIF	15
142	14	128	QCIF	30
206	14	192	CIF	15
320	64	256	CIF	30
448	64	384	VGA	15
576	64	512	VGA	30
832	64	768	VGA	30
1064	64	1000	720p	15
2064	64	2000	720p	30

Example

To configure Cisco UC Integration for Microsoft Office Communicator for a user to be capable of video with VGA frame size, at 30 frames per second, Cisco UC Integration for Microsoft Office Communicator requires a combined audio and video bit rate of at least 768 kb/s. Allow 64 kb/s for the audio codec to use with VGA frame format.

Configuring the Bit Rate Capability for Cisco UC Integration for Microsoft Office Communicator

Cisco UC Integration for Microsoft Office Communicator uses Cisco Unified Communications Manager devices for your Cisco UC Integration for Microsoft Office Communicator software.

The bit rate, or bandwidth, capability of these devices is one of several factors that determine the video capability of Cisco UC Integration for Microsoft Office Communicator for the user. You specify this bit rate capability in Cisco Unified Communications Manager.

To configure the bit rate capability of the devices, use the region settings of the device pool that the devices are in. The following settings affect the bit rate capability of the devices:

Release of Cisco Unified Communications Manager	Settings
8.0 or later	<ul style="list-style-type: none"> • Max Audio Bit Rate • Max Video Call Bit Rate
Earlier than 8.0	<ul style="list-style-type: none"> • Audio Codec • Video Call Bandwidth

For more information about region and device pool configuration in Cisco Unified Communications Manager, see the Cisco Unified Communications Manager Administration online help, or the *Cisco Unified Communications Manager Administration Guide*:

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

Example

If you want your devices to be capable of 720p HD video calls at 30 frames per second (fps), configure the Region Settings to allocate a bit rate that can handle the 720p HD video at 30 fps, as well as the audio for the call.

If Cisco UC Integration for Microsoft Office Communicator requires a minimum bit rate of 2000 kb/s to make a HD video call, and the audio bit rate for the region is set to 64 kb/s (G.722, G.711), then you must put the devices in a device pool that is in a region that is configured to have a video call bit rate as shown in the following table:

Release of Cisco Unified Communications Manager	Video Call Bit Rate
8.0 or later	Greater than or equal to 2064 kb/s.
Earlier than 8.0	Greater than or equal to 2000 kb/s. Releases of Cisco Unified Communications Manager earlier than 8.0 automatically add the audio bandwidth to the configured video bandwidth to allocate bandwidth for the call.

How Cisco Unified Client Services Framework Determines the Video Capability of Your Computer

Cisco Unified Client Services Framework derives the hardware profile of the machine as a WEI score. Cisco Unified Client Services Framework uses the WEI processor subscore to determine the send and receive video profile that is appropriate for your computer.

Table 12 lists the H.264/AVC levels that are supported, the bit rate and frame format for each level, and the minimum WEI processor subscore that is required to support each level

Table 12 Video Capabilities Supported for WEI Processor Subscores

H.264/AVC Level	Maximum Bit Rate (kb/s)	Maximum Frame Format	Minimum WEI Processor Subscore Required to Send and Receive Video at This Level
1.0	64	QCIF	4.0
1b	128	QCIF	4.0
1.1	192	CIF	4.0
1.2	384	CIF	4.0
1.3	768	CIF	4.0
2	768	CIF	4.0
2.1	768	CIF	4.0
2.2	1350	VGA	4.8
3	1350	VGA	4.8
3.1	4000	HD	5.9 and a system with at least four CPU cores.

Limiting of Usage of Bandwidth by Users

The Video category in the Cisco UC Options dialog box contains a slider that enables you to limit the bandwidth that Cisco UC Integration for Microsoft Office Communicator uses for video calls. Table 13 lists the bandwidth settings that are available on the slider, from highest to lowest, and the video implications for each level.

Table 13 Bandwidth Settings Available to Users

Bandwidth Settings Available	H.264/AVC Level	Maximum Decoder Bit Rate	Maximum Encoder Bit Rate	Description
Highest video quality (Level 6)	3.1	4 Mb/s	4 Mb/s	Allows the maximum video capabilities supported by Cisco Unified Client Services Framework, currently 720p HD.
Level 5	2.2	4 Mb/s	768 kb/s	Supports VGA in both directions.
Level 4	2.2	4 Mb/s	384 kb/s	Supports scenarios where downstream bandwidth is less than upstream. Supports incoming VGA.

Table 13 Bandwidth Settings Available to Users

Bandwidth Settings Available	H.264/AVC Level	Maximum Decoder Bit Rate	Maximum Encoder Bit Rate	Description
Level 3	1.3	768 kb/s	384 kb/s	Limits incoming video to CIF at 30 frames per second (fps).
Level 2	1.2	384 kb/s	128 kb/s	Limits incoming video to CIF at 15 fps.
Lowest bandwidth usage (Level 1)	1.1	192 kb/s	64 kb/s	Limits incoming video to QCIF at 30 fps, or potentially CIF at 7.5 fps. Note This setting can render QCIF video at 6 fps, which may result in poor image rendering with some cameras.

About Tuning Computers for Maximum Video Performance

For more information about how to tune computers for maximum video performance, see the *Installation Guide for Cisco Unified Communications Integration for Microsoft Office Communicator*:

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

Video Troubleshooting Tips

- [Users See Video Impairments, page 32](#)
- [Video Conversations with Multiple Displays, page 33](#)
- [Users Might See Lower Video Quality When Computer Is Connected to Some Models of Cisco Unified IP Phone, page 33](#)
- [No Video When Using the Desk Phone and a Wireless Network Interface Card Is Enabled, page 34](#)

Users See Video Impairments

Problem Under certain rare conditions, users may see some video impairment in the following situations:

- At the start of a video call or during a video call when the Hold or Resume functions are used.
- During a call when the user adjusts the video quality using the slider in the Video section of the Cisco UC Options dialog box.

This problem occurs when:


- The client computer is capable of handling high-resolution video but the network or switch has insufficient bandwidth to support the video resolution.
- There is packet loss on the network.
- There is packet loss along the network due to video packet fragmentation, if the Maximum Transmission Unit (MTU) of the network interface card at either endpoint is set lower than the Cisco UC Integration for Microsoft Office Communicator MTU of 1270.

- There are packets dropped at routers along the call path.
- The Cisco Unified Client Services Framework device that is associated with the installation of Cisco UC Integration for Microsoft Office Communicator is set up in Cisco Unified Communications Manager for a bandwidth that the physical network that the device is located on does not support. For example, if you are on a physical network that has a 128 kb/s bandwidth and you configure the Cisco Unified Client Services Framework device for a bandwidth setting of 4 Mb/s, then the call starts at a higher video codec level than the underlying physical network actually supports.

Try one or more of the following suggested solutions.

Solution Put the Cisco Unified Client Services Framework device in a device pool that is in a region that is configured to have a maximum video bit rate that is less than the bandwidth of your physical network. For more information, see [Determining the Bit Rate Required for a Particular Video Capability, page 29](#).

Solution Perform the following steps:

1. Select  in the Cisco UC Integration for Microsoft Office Communicator pane.
2. Select **Video**.
3. Use the slider to set the balance between bandwidth usage and video quality.
4. Ensure that the **Optimize video quality for your computer** option is selected.

Video Conversations with Multiple Displays

If your computer displays on more than one device, use the primary display for video conversations. Video hardware acceleration is generally not supported on non-primary displays, so CPU usage on non-primary displays becomes very high.

Users Might See Lower Video Quality When Computer Is Connected to Some Models of Cisco Unified IP Phone

Problem Users might see lower video quality in Cisco UC Integration for Microsoft Office Communicator when their computer is connected to some Cisco Unified IP Phone models, such as 7945G, 7965G, and 7975G.

This problem occurs if the link speeds and duplex configuration on either end of the connection are not the same. For example, if the link speed of the port at the PC port is 1000 Mb/s and the switch port is connected at 100 Mb/s. Alternatively, if the link on one end of the connection is half duplex, and the link on the end is full duplex.

Contact your Cisco Support representative to get the latest update on this issue.

Solution To address this issue, perform the following steps:

1. Go to the Network Configuration settings for your phone.
2. Set the **SW Port Configuration** setting to **100 Full**.
3. Set the **PC Port Configuration** setting to **100 Full**.

For information about how to set network configuration settings on your Cisco Unified IP Phone, see the documentation for your phone. Refer to publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. You can navigate to the documentation for your phone from the following URL:

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

No Video When Using the Desk Phone and a Wireless Network Interface Card Is Enabled

Problem When using the desk phone to receive an incoming call, the "Answer with audio and video" button is sometimes disabled.

Solution Desk phone video is only supported when the PC is directly connected to the desk phone with an ethernet cable. Desk phone video is not supported in 64-bit versions of Windows. To resolve this issue, check the following:

1. Ensure that the PC is directly connected to the desk phone that is being controlled.
2. Disable any wireless network interface cards on the PC.
3. Ensure that the desk phone is enabled for video in Cisco Unified Communications Manager.
4. Check the Desk Phone (CAST) connection status in the Server Status and Notifications window.
5. Ensure that the desk phone is an SCCP-based endpoint.

Related Topics


[Users of Cisco Unified IP Phone 9900 Series Models Cannot Control Desk Phone, page 21](#)

Notes on Cameras

- [Installing a New Camera, page 34](#)

Installing a New Camera

Procedure

Step 1 If Cisco UC Integration for Microsoft Office Communicator is running, select  in the Microsoft Office Communicator title bar.

Step 2 Select **Tools > Stop Cisco UC**.



Note It can take approximately 2 minutes for the cucsf.exe process to stop. Use the Task Manager to check if the process has stopped before proceeding to Step 3.

Step 3 Install the new camera.

Step 4 Select  in the Microsoft Office Communicator title bar.

Step 5 Select **Tools > Start Cisco UC**.

Cisco UC Integration for Microsoft Office Communicator and the cucsf.exe process are automatically restarted.

Camera Troubleshooting Tips

- [Some Web Cameras Start When Users Sign In, page 35](#)
- [Poor Sound Quality on the Tandberg PrecisionHD USB Camera on Windows 7, page 35](#)

- [Built-In Camera on Lenovo ThinkPad W500 Crops Image, page 35](#)

Some Web Cameras Start When Users Sign In

The correct behavior of web cameras is that web cameras start when users start a video call, or a video conference call. In particular circumstances, some web cameras start when users sign in to Cisco UC Integration for Microsoft Office Communicator. This occurs on particular hardware configurations, with particular web camera driver software.

In these circumstances, Cisco UC Integration for Microsoft Office Communicator controls the web camera. This means that you cannot see a preview of your video in the Set Up Audio and Video dialog box in Microsoft Office Communicator. However, you can still use the web camera for video calls, video conference calls, and so on.

To resolve this problem, install the latest drivers from the manufacturer of your web camera. If your computer is a Lenovo ThinkPad W500, install the drivers at the following URL:

<http://www-307.ibm.com/pc/support/site.wss/MIGR-70600.html>

Poor Sound Quality on the Tandberg PrecisionHD USB Camera on Windows 7

Problem When using the Tandberg PrecisionHD USB Camera Version 1.0 or 1.1 with Windows 7, a very high input gain is set for your microphone, which can cause the sound to be distorted or extremely low.

Solution To fix this problem in the short-term, lower the recording volume for your microphone in the Windows settings.

To resolve this issue completely, install the software upgrade version 1.2 for the PrecisionHD USB Camera, as follows:

1. Download the upgrade from the following location:

<http://www.tandberg.com/support/video-conferencing-software-download.jsp?t=2&p=94>

2. Connect your PrecisionHD USB camera to your computer.
3. Make sure the LED is green before you start the upgrade.
4. Install the software upgrade.

Built-In Camera on Lenovo ThinkPad W500 Crops Image

For video calls in CIF format, the video image from a built-in camera on a Lenovo ThinkPad W500 is cropped to a portion in the center of the image. This is expected behavior. The video image is cropped because the camera does not support CIF format directly.

Differences Between English-Language and Translated User Documentation

The English-language version of the online help and the *Frequently Asked Questions: 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
Troubleshooting Topics - Calls	None	<p>“Q. How do I place a call if I am signed out of Microsoft Office Communicator?</p> <p>If the Microsoft Office Communications Server (OCS) fails, or you are signed out of Microsoft Office Communicator, you can use the Cisco Unified Communications Integration independently of Microsoft Office Communicator Microsoft Office Communicator features such as availability status and instant messaging are not available.</p> <p>A. If OCS fails while you have an active call, a message is displayed. The Cisco Unified Communications Integration pane is displayed in a separate window, and you can continue to place and receive calls. If OCS restarts, the Cisco Unified Communications Integration pane reattaches to the Microsoft Office Communicator window.</p> <p>If OCS fails while you do not have an active call, Microsoft Office Communicator and the Cisco Unified Communications Integration both close. You can start the Cisco Unified Communications Integration independently of Microsoft Office Communicator, then use the Cisco Unified Communications Integration to place and receive calls.</p> <p>To start the Cisco Unified Communications Integration independently of Microsoft Office Communicator, select the Start button, then select All Programs > Cisco UC Integration for Microsoft Office Communicator > Cisco UC Integration for Microsoft Office Communicator.”</p>

Omission from User Documentation

The following question and answer were omitted from the Troubleshooting Features section of *Frequently Asked Questions: Cisco Unified Communications Integration for Microsoft Office Communicator*.

“Q. What do "Desk Phone (CAST)" and "Desk Phone (CTI)" mean?

A. Cisco Audio Session Tunnel (CAST) is the protocol that the Cisco UC Integration for Microsoft Office Communicator uses to communicate with your desk phone to enable video if your computer is connected to the desk phone. The Server Status and Notifications dialog box shows whether your desk phone is directly connected to your computer and the desk phone is video enabled.

Computer Telephony Integration (CTI) enables the Cisco UC Integration for Microsoft Office Communicator to interact with your desk phone. The Server Status and Notifications dialog box shows whether the Cisco UC Integration for Microsoft Office Communicator can interact with your desk phone.”

Corrections to Installation Guide

Topic	Text	Correct Text
Meeting Types and Authentication	Cisco UC Integration for Microsoft Office Communicator includes support for all types of Cisco Unified MeetingPlace authentication, except for Trust External Authentication.	Cisco UC Integration for Microsoft Office Communicator includes support for all types of Cisco Unified MeetingPlace authentication, except for Trust External Authentication and Windows Integrated Authentication.
Enabling LDAP Over SSL	—	If you do not configure LDAP over SSL (LDAPS), the LDAP passwords of users are transmitted in clear text.
Specifying TFTP, CTIManager, and CCMCIP Server Value Names	If you are using certificates, this value must match the name of the server as specified on the certificate. (Three occurrences.)	If you are using certificates, the certificate common name must match the network identifier used to access to host , that is, the IP address or the hostname.

Caveats

- [Using Bug Toolkit, page 38](#)
- [Open Caveats, page 39](#)
- [Resolved Caveats, page 40](#)

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 14 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 38](#).

Table 14 Open Caveats for Cisco UC Integration for Microsoft Office Communicator

Identifier	Severity	Component	Headline
CSCtf91411	2	phone-audio	Echo from endpoints using Tandberg Precision HD camera microphone
CSCti83289	2	video-svc	CSF hang and CUCRTX can't login or keep loading after multiple hibernate
CSCta68927	3	session-windows	User should get a notification if cucimoc cannot connect to CUCM
CSCte57547	3	session-window	Intermittently 1st call from remote User, no incoming call alert,MS Case
CSCtf25877	3	cp-mediacontrol	One-way audio after hold/resume with H.323 endpoint on different cluster
CSCtf64972	3	video-windows	Video separates from conv. window when dragging window, worse on low-end
CSCtg59111	3	phone-svc	Hold/Resume caused cucsf.exe memory leak (seen on one PC only)
CSCtg92477	3	video-svc	Some Lenovo Integrated Laptop cameras stay on sometimes after call ends
CSCth03154	3	video-svc	No video on outdial from MP if CUCM location bandwidth is at capacity
CSCth03190	3	video-svc	Intermittently, no desk phone video after redock until machine reboot
CSCth03532	3	video-svc	Occasionally get inconsistent video resolution on changing slider
CSCth31366	3	video-svc	CUPC 8 video call connected as audio only in deskphone mode
CSCth61039	3	video-svc	Doesn't Rx/Tx video though camera light turned on after sys up > 1 wk
CSCth67619	3	contact-svc	Drag and Drop a CUCiMOC contact would only show phones from AD
CSCth82195	3	system-svc	Got PRT if repeatedly receiving 2 incoming toasts w/o answering any
CSCth90767	3	accessibility	CUCIMOC Login fail when WindowsUpdate KB979909 & KB976769v2 installed
CSCth98784	3	phone-softphone	CSF Device for CUPC8 does not support other DND options as in CUPC7
CSCti05167	3	phone-deskphone	CSF becomes unresponsive when joining a party(external DN) to a conf
CSCti06799	3	video-svc	On a non-HD call, small image is sent when using VT3 camera w/ some sys
CSCti16856	3	video-svc	Crash when remote end answers a video call - seen intermittently
CSCti35691	3	phone-softphone	OnConversationEnded not sent for 3.5 minutes after I ended the call
CSCti35915	3	video-svc	Large delay in video received when adhoc conference becomes pt-pt call
CSCti40304	3	video-svc	DP: Calling one-way video endpoints does not display muted camera image
CSCti43450	3	video-svc	3 way SP CC became 2 way pt-pt call, the 2 VT3s on the call sent mute
CSCti46000	3	video-svc	Lipsync seen in some sch'd conf calls involve wireless & data sharing

Table 14 Open Caveats for Cisco UC Integration for Microsoft Office Communicator

Identifier	Severity	Component	Headline
CSCti52797	3	ldap	CUCIMOC 8.0.1 making back to back LDAP query when making call
CSCti70649	3	video-svc	CUPC Video Grayed out in Deskphone Mode
CSCti71508	3	video-svc	Sys up and running for week-Setting up video takes ~15secs in SP
CSCti72511	3	video-svc	CUPC8 & Polycom P2P call, CUPC8 get one-way video (send only)
CSCti80142	3	video-svc	CSF send mute image after toggling betw 2 calls with 3 to 4 hold/resume
CSCti82869	3	audio-svc	Cannot undock after finished at least one call - seen on one system
CSCti85801	3	video-svc	DP user in Ad-hoc Video conference, intermittently doesn't render video
CSCti40597	4	audio-svc	Received choppy audio on 2nd call onward with CUPC8 on one instance

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 38).

The following sections list caveats that are resolved in Cisco UC Integration for Microsoft Office Communicator Release 8.0(3) but that may have been open in previous releases:

- [Release 8.0\(3\), page 40](#)
- [Release 8.0\(2\), page 43](#)

Release 8.0(3)

[Table 15](#) lists some of the caveats that were resolved in Release 8.0(3). Only severity 1, severity 2, and select severity 3, 4, 5, and 6 resolved defects, as well as all customer-found defects, are provided in this document.

Table 15 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"
CSCtg71142	2	video-svc	CSF sometimes fails to request an IDR when a decoding failure occurs
CSCtg91470	2	video-svc	30 second Video delay experienced on win7/vista machines
CSCth62755	2	system-svc	Sometimes, service credentials initialization failures at CUCIMOC login
CSCth66830	2	phone-svc	Start encrypted call failed in softphone mode
CSCth67906	2	commhistory-svc	CSF incorrectly reports CHS events count resulting in High CPU
CSCth68282	2	voicemail-svc	VVM cache does not cleanup files after abnormal cucsf.exe exits
CSCti02895	2	outlook	Contact Selection Window does not allow users to choose other numbers
CSCti49039	2	video-svc	CSF crashes if user plugs in a VT3camera while the video preview is open
CSCti52470	2	performance	Edit Contact causing UI hang - not in QA Drop

Table 15 *Resolved Caveats for Cisco UC Integration for Microsoft Office Communicator (continued)*

Identifier	Severity	Component	Headline
CSCtb64061	3	session-windows	CUCIMOC added new contact number but still getting the old one
CSCte72080	3	session-windows	User's Transfer window, contact list completely empty for DP or SP
CSCte36351	3	video-svc	Video from VT3 or Logitech cameras sometimes appears split/mirrored
CSCte85955	3	session-windows	Conf window unresponsive when dropping call that goes to voicemail
CSCtg36723	3	phone-svc	phoneservice lost and not reconnecting after a socket failure
CSCtg37910	3	commhistory-svc	[Upgrade] Only the last record from Rasputin is identified in CHS
CSCtg58991	3	phone-softphone	DSCP marked incorrectly (AF41) on Windows XP for audio-only calls
CSCtg64373	3	video-svc	No deskphone video on some machines intermittently
CSCtg64696	3	device-svc	After SRST failover can't switch to deskphone
CSCtg68221	3	video-svc	CSF is leaking the video stream memory when ending calls
CSCtg77978	3	phone-deskphone	Placing calls from deskphone mode not possible after resuming from sleep
CSCtg80533	3	config-svc	Cannot open video camera settings from CUPC video options
CSCtg90309	3	video-svc	At call start VT3 camera sends mute image briefly
CSCtg94999	3	phone-deskphone	No reconnect retry mechanism in deskphone provider
CSCtg95174	3	phone-svc	Selected deskphone selection not always preserved across sleep/resume
CSCtg97235	3	video-svc	Some 5.9 WEI score machines switch to VGA after starting calls with HD
CSCtg97618	3	phone-svc	Deskphone control from CUCIMOC not working when CUCM uses secure ldap
CSCtg98911	3	video-svc	CSF video calls sometimes reserve more location bandwidth than they use
CSCtg99092	3	video-svc	Delay with g.722 calls higher than with other codecs
CSCth01986	3	video-svc	Send video resolution may be lower than expected if slider is lowered
CSCth03702	3	video-svc	SP: Calling one-way video endpoints does not display muted camera image
CSCth05281	3	video-svc	No Audio/Video Call CAPS after resume from Standby
CSCth05761	3	phone-security	Crash in libsecurity-win32.dll on undock/dock
CSCth07627	3	phone-softphone	Transferring a call to a mobile device fails
CSCth07917	3	dtmf-dialpad	DTMF digits are not passed along to PSTN
CSCth10595	3	voice	SIP Trunk: Error while updating registrar server
CSCth29334	3	video-svc	When video slider is adjusted upwards, received video quality stays same
CSCth33482	3	video-svc	CIF image on Lenovo W500 Integrated camera is off center
CSCth33802	3	phone-svc	Loss of security indicator (security state) after conference call park
CSCth38343	3	commhistory-svc	History (CHS) lost after exiting while writing to CHS file
CSCth40222	3	audio-svc	iSAC codec not enabled by default
CSCth43523	3	csf-api	One-way video between CUCIMOC and Tandberg; wrong codec set up
CSCth45091	3	video-svc	CSF does not restart ReceiveVideo when payload type changes
CSCth45109	3	csf-api	cuicmoc pops generic error msg instead of busy
CSCth45115	3	phone-svc	Add error code for busy call

Table 15 Resolved Caveats for Cisco UC Integration for Microsoft Office Communicator (continued)

Identifier	Severity	Component	Headline
CSCth46539	3	phone-svc	P2P audio call appears as conference.
CSCth57856	3	ui-c2c	New requirement: interop.redemption needs to go to Global Assembly Cache
CSCth61039	3	video-svc	Doesn't Rx/Tx video though camera light turned on after sys up > 1 wk
CSCth62191	3	localization	CUCIMOC not working in PT-BR locale - RespondToSubscriptionRequestError
CSCth72571	3	contact-svc	adm file creates wrong registry value for CcmcipServerValidation
CSCth74766	3	video-svc	Crash in libvideo (PRT popped up) when CSF left to run overnight.
CSCth77369	3	accounts-login	cucimoc login password and auto-login lost after upgrade
CSCth79901	3	audio-svc	Can't select audio device whose device name contains Chinese characters
CSCth80060	3	video-svc	Selected video device whose name contains Chinese characters can't work
CSCth81523	3	csf-api	CUCIMOC takes 1min 30 sec to dial out (or delay for incoming Toast)
CSCth82827	3	device-selection	Kill cucimoc,cucimoc starts again but Phone Mode Icon is greyed out
CSCth87661	3	audio-svc	Preferred USB audio devices not restored after unplug/replug of device
CSCth93233	3	dialpad	Crash during manual dialing
CSCth95592	3	moc-api	MOC personal numbers are not added to the CSF Cache
CSCti03864	3	ldap	Point to Point Call identified as a Conference
CSCti08085	3	session-windows	CUCIMOC crashes on signout of MOC/select signout when on Video Call
CSCti09691	3	phone-deskphone	DP--Call end,call history shows unknown record
CSCti09713	3	webconf-svc	no meeting password input window pops up after retry twice
CSCti12991	3	session-windows	No conversation window on some machine.
CSCti17593	3	video-windows	Maximize video window and "conf with" a contact,video window diminish.
CSCti22403	3	video-svc	Video preference is not proper when resuming a shared-line held call
CSCti23659	3	sw-sip	SIP stack crashed while resuming a remote held call with video pref
CSCti30110	3	ui-uc-client	Cucimoc crash after close with two calls, one active and one held.
CSCti30111	3	session-windows	No modal window showing for user with different numbers
CSCti30830	3	video-windows	On CAST video call, sign out and in to CUCIMOC - no Active Conv window
CSCti32360	3	api-general	CSF does not allow Certificate Chains to be imported into CSF keystore
CSCti34046	3	video-svc	Using the bw slider in DP-SP or DP-DP, video quality not as expected
CSCti35365	3	ui-uc-client	No phone number for contacts not enabled in OCS
CSCti45198	3	session-windows	P2P audio call put machine on sleep, brought back 2 convo windows appear
CSCti45627	3	video-svc	Video disappears when someone joins MP video conference
CSCti49720	3	conversation-svc	Sleep PC,active DP call, call is'nt ended, on Resume 2 Conversations
CSCti52405	3	csf-api	Intermittently the contact photo uri will be removed by edit contact
CSCti52430	3	system-thirdparty	CSF adm file missing SECURITY_CertificateDirectory config settings
CSCti68030	3	automation	CUPC Automated runs not working after CUCIMOC changes

Table 15 Resolved Caveats for Cisco UC Integration for Microsoft Office Communicator (continued)

Identifier	Severity	Component	Headline
CSCtf34024	4	install-admin	admin package should be included in main installation package
CSCtg35878	4	dialpad	Pasting numbers into Meeting place dial pad call does not work
CSCti11203	4	outlook	Phone Number Selection Window calls AD instead of Outlook Contact

Release 8.0(2)

Table 16 lists the caveats that were resolved in Release 8.0(2).

Table 16 Resolved Caveats for Cisco UC Integration for Microsoft Office Communicator

Identifier	Severity	Component	Headline
CSCtg88271	2	video-svc	Intermittent system termination related to CDP driver during Win7 bootup
CSCtg95363	3	phone-deskphone	Deskphone video not available immediately after startup (seen rarely)

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*
- *Frequently Asked Questions: 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>

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