



# Release Notes for Cisco Unified Personal Communicator Release 7.0

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**Revised: 1/4/12**

These release notes describe the new features and caveats for Cisco Unified Personal Communicator Release 7.0(1) and 7.0(2).

To view the release notes for previous versions of Cisco Unified Personal Communicator, go to [http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html).

For details about downloading the software, see [Installation Notes, page 21](#).

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# Introduction

These release notes describe requirements, restrictions, and caveats for Cisco Unified Personal Communicator. These release notes are updated for every maintenance release and every major release but not for patches or hotfixes.

Before you install Cisco Unified Personal Communicator, review this document for issues that might affect your system. For a list of the open caveats, see [Open Caveats, page 25](#).

## System Requirements

- [Network Requirements, page 2](#)
- [Server Requirements, page 7](#)
- [Client Computer Requirements, page 9](#)
- [Compatibility Matrix, page 15](#)

## Network Requirements

For Cisco Unified Personal Communicator to successfully operate as an endpoint, your network must meet the requirements in the following sections:

- [Voice over IP, page 2](#)
- [Network Ports Used by Cisco Unified Personal Communicator, page 2](#)
- [Routing Access Control Lists, page 6](#)
- [Quality of Service, page 6](#)
- [Network Address Translation, page 7](#)

### Voice over IP

You must configure voice over IP (VoIP) on your Cisco routers and gateways.

### Network Ports Used by Cisco Unified Personal Communicator

Cisco Unified Personal Communicator expects inbound and outbound traffic to occur on particular ports through particular protocols.

Cisco Unified Personal Communicator allows the operating system to choose a port for the origination of all types of traffic, except for Real-Time Transport Protocol (RTP). Cisco Unified Personal Communicator selects a port to send and receive RTP traffic. The application uses port 16384 as the base port for the initial stream and uses higher port numbers for additional RTP and RTCP streams. For a particular stream, Cisco Unified Personal Communicator always uses the same port in the range to send and receive.

For details, see [Network Ports for Inbound Traffic, page 3](#) and [Network Ports for Outbound Traffic, page 3](#).

## Network Ports for Inbound Traffic

Table 1 lists the network ports for inbound traffic that Cisco Unified Personal Communicator monitors.

**Table 1** Network Ports for Inbound Traffic

Protocol	Ports	Description
RTP	16384 to 16424	Receives RTP media streams for audio and video.
SIP	50000 to 50063	Permits TCP or UDP traffic directed at the client computer. Provides SIP presence information.
TFTP	16384 to 16424	--

## Network Ports for Outbound Traffic

Table 2 lists the network ports for outbound traffic to which Cisco Unified Personal Communicator connects.

**Table 2** Network Ports for Outbound Traffic

Protocol	Ports	Description
HTTP	80	Connects to Cisco Unified MeetingPlace Express or Cisco Unified MeetingPlace servers.
HTTP/HTTPS	80	Connects to Cisco WebEx servers. Note, if your configured Cisco WebEx server is located outside of your network, web access is required. If a proxy is required to access the web, you will not be able to use the Cisco WebEx feature without action from your IT department.
HTTP/HTTPS	80/443	Connects to Cisco Unity SOAP Service to decrypt the session keys for secure voicemails.
IMAP (SSL, TCP, TLS)	143, 993, and 7993	Connects with the Cisco Unity Connection mailstore for voicemail retrieval.
IMAP (SSL, TCP, TLS)	143, 993	Connects with the Cisco Unity mailstore (with Microsoft Exchange) for voicemail retrieval.
RTP	16384 to 16424	Sends RTP media streams for audio and video.
SIP	5060	<ul style="list-style-type: none"> <li>Registers the softphone with Cisco Unified Communications Manager, and is used for call signaling.</li> <li>Registers with the Cisco Unified Presence SIP proxy for SIMPLE presence, publishes and subscribes to Cisco Unified Presence.</li> </ul>

**Table 2** Network Ports for Outbound Traffic (continued)

Protocol	Ports	Description
SOAP <sup>1</sup> over HTTPS	443	<ul style="list-style-type: none"> <li>Downloads configuration data from the Cisco Unified Presence server, manages contact lists and privacy, searches for user IDs, sets persistent presence states, and so on.</li> <li>Connects with Cisco Unified MeetingPlace Express servers.</li> <li>Connects to Cisco Unity for secure message services.</li> </ul>
TCP	389 2748	<ul style="list-style-type: none"> <li>Connects to the LDAP server for the Cisco Unified Personal Communicator contact searches.</li> <li>Connects to the CTI gateway, which is the CTIManager component of Cisco Unified Communications Manager.</li> </ul>
TFTP	69 16384 to 16424	--

1. SOAP = Simple Object Access Protocol

## Configurations that Use Network Ports

You can use the network port information for these configurations:

- To unblock traffic destined for Cisco Unified Personal Communicator through a firewall. For details, see [Configuring Network Ports on Client Computers, page 4](#).  
To avoid blocking availability status information, verify that firewalls on the client computer or on the network are configured to allow Cisco Unified Personal Communicator traffic.
- To apply quality of service (QoS) policies or routing access control lists (ACLs) to prioritize Cisco Unified Personal Communicator traffic. For details, see [Routing Access Control Lists, page 6](#) and [Quality of Service, page 6](#).

## Configuring Network Ports on Client Computers

### Windows

When you run Cisco Unified Personal Communicator on Windows for the first time after installation, the firewall asks whether you want to block the application or not. Select **Unblock**.

### Mac OS X 10.4.x

The ports used by the application must be manually configured on each system so that the application can function with the system firewall running.

### Procedure

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- Step 1** To open a port range, choose the **Apple** menu > **System Preferences**.
- Step 2** Click **Sharing**, and then click the **Firewall** tab.

**Step 3** Click **New**.

- a. For Port Name, choose **Other**.
- b. For TCP Port Number, enter **50000-50063** to select this range.
- c. To allow UDP traffic, leave the UDP port number field blank.

If you have blocked UDP traffic and want to allow Cisco Unified Personal Communicator to use UDP, you must enter **50000-50063, 16384-16424**.

- d. For Description, enter a name; for example, **Cisco Unified Personal Communicator**.
  - e. Click **OK**.
  - f. Click **Advanced**, and verify that **Block UDP Traffic** is unchecked, and click **OK**.
- 

**Mac OS X 10.5.x**

When Cisco Unified Personal Communicator is launched with the system firewall enabled, you are prompted to specifically allow the connection. You must select “Allow” each time the prompt is displayed to ensure that Cisco Unified Personal Communicator functionality is fully enabled.

**Procedure**


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**Step 1** Choose the **Apple** menu > **System Preferences** > **Security**.

**Step 2** On the Security window, click the **Firewall** tab.

**Step 3** Select one of these choices:

- **Allow All Incoming Connections**  
In this situation, the firewall is essentially disabled.
- **Set Access For Specific Services And Applications**

**Step 4** If you select Set Access For Specific Services And Applications, add Cisco Unified Personal Communicator by one of these methods:

- **Passively**  
The first time that you run Cisco Unified Personal Communicator with the firewall in the Set Access For Specific Services And Applications state and incoming traffic tries to connect with Cisco Unified Personal Communicator, the system prompts you to allow or deny this connection. If you allow the connection, Cisco Unified Personal Communicator is automatically added to the list.
- **Actively**  
Add Cisco Unified Personal Communicator by clicking **+**. Select Cisco Unified Personal Communicator, add it to the list, and make sure it says *Allow Incoming Connections* next to the listing.

These settings take effect immediately.

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### Troubleshooting Tips

If users experience problems with presence, phone mode switching, or instant messages, the firewall might be denying connections despite the previous allowed setting. Restart Cisco Unified Personal Communicator. If this does not resolve the issue, return to the Firewall settings, remove Cisco Unified Personal Communicator, and add it again to the list of applications that allow incoming connections.

## Routing Access Control Lists

You must configure switching and routing ACLs so that Cisco Unified Personal Communicator can communicate with servers and endpoints that might be connected to the voice VLAN. The voice VLAN is the VLAN that carries voice traffic.

By using ACLs, you can permit Cisco Unified Personal Communicator to connect to each server through the appropriate protocol through which the application communicates with that server.

You can use ACLs to permit Cisco Unified Personal Communicator to connect to each server through the appropriate protocol for that server. For example, you can allow UDP traffic in the port range that Cisco Unified Personal Communicator uses for RTP, and then label it with the appropriate QoS actions.

When Cisco Unified Personal Communicator is in softphone mode, this configuration enables Cisco Unified Personal Communicator to send RTP media to, and receive RTP messages from, other audio and video endpoints across the IP network.

For details about ACLs, how to configure the voice VLAN, and how to configure QoS actions, see the switching and routing documentation for your network products.

## Quality of Service

Cisco Unified Personal Communicator uses Differentiated Services Code Point (DSCP) to mark Layer 3 IP packets. [Table 3](#) is an example of traffic guidelines for Cisco.

**Table 3** Traffic Classification Guidelines for Network Traffic

Application	Layer 3 Classification			Layer 2 Classification
	IP Precedence	Per-Hop Behavior	DSCP	Class of Service
Voice RTP	5	EF	46	5
Videoconferencing	4	AF41	34	4
Call signaling	3	CS3	24	3



### Note

Microsoft Vista uses a new method for setting QoS parameters that is not compatible with Windows XP. Vista computers do not flag packets correctly, but instead set the packets to zero (0) ([CSCs150789](#)). To work around this issue, log in as the administrator. From the Run prompt, enter **gpedit.msc** to open the Group Policy editor. Under User Configuration, expand Windows Settings. Right-click **Policy-Based QoS**, and choose **Create New Policy** to create a user-based policy. Set custom DSCP values that follow the Cisco recommended policy.

**Note**

Regarding the Apple Macintosh operating system, a wireless plus VPN configuration, may cause Cisco Unified Personal Communicator to experience one-way audio on some systems. A preference is available to reduce QoS precedence to zero (0) to address this issue.

For a complete list of the guidelines, see the following URL:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/srnd/7x/netstruc.html#wpxref46645](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/7x/netstruc.html#wpxref46645)

Typically, networks are configured to strip DSCP markings from computer traffic. Therefore, if you want Cisco Unified Personal Communicator traffic to be marked, you must configure switches and routers to apply DSCP markings to computer traffic based on the port ranges that the application uses. You also must configure destination addresses with which Cisco Unified Personal Communicator communicates.

For details about QoS and DSCP markings, see the switching and routing documentation for your network products.

## Network Address Translation

The Cisco Unified Personal Communicator is not compatible with Network Address Translation (NAT). Cisco Unified Personal Communicator cannot use Simple Traversal of UDP through Network Address Translation (STUN), Traversal using NAT (TURN), or any other NAT-traversal scheme.

To traverse NAT, Cisco Unified Personal Communicator must be behind a virtual private network (VPN) connection.

## Server Requirements

- [Required Servers, page 7](#)
- [Recommended Servers, page 8](#)
- [Unsupported Server Configurations, page 9](#)

## Required Servers

The following servers are required for Cisco Unified Personal Communicator operation:

- Cisco Unified Communications Manager is installed in your network and configured to handle call processing and point to point video. It provides Cisco Unified IP Phone control through the Cisco Unified Communications Manager computer telephony interface (CTI). For Cisco Unified Communications Manager details, see the following URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)
- Cisco Unified Presence is installed and is operational. This server provides the Cisco Unified Personal Communicator client configuration and presence information. For Cisco Unified Presence details, see the following URL:  
[http://www.cisco.com/en/US/products/ps6837/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html)
- LDAP server version 3

For a list of software versions with which Cisco Unified Personal Communicator was tested, see [Compatibility Matrix, page 15](#).

## Recommended Servers

To use the full functionality of Cisco Unified Personal Communicator, you must have the following products installed and operational:

- Voicemail servers, to retrieve and play voicemail messages. You can use the following products:
  - Cisco Unity Connection, for mid-market customers with up to 1500 users. For more information about this product, see the following URL:  
[http://www.cisco.com/en/US/products/ps6509/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html)
  - Cisco Unity, for enterprise and mid-market customers with Microsoft Exchange environments. Cisco Unity 7.0 scales to 2500 users max. For more information about this product, see the following URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html)

- Conference servers, to use video and web collaboration.  
You can configure Cisco Unified Personal Communicator to launch an unscheduled web conference from the audio or video conversation window with one of the following products:
  - Cisco Unified MeetingPlace
  - Cisco Unified MeetingPlace Express
  - Cisco Unified MeetingPlace Express VT
  - Cisco WebEx

Cisco Unified MeetingPlace enables users who are in Cisco Unified Personal Communicator conversations to initiate unscheduled voice, video, and web conferences through Cisco Unified Personal Communicator. Cisco Unified MeetingPlace provides a richer web conferencing experience than Cisco Unified MeetingPlace Express VT.

For more information about Cisco Unified MeetingPlace, see the following URL:

<http://www.cisco.com/en/US/products/sw/ps5664/ps5669/index.html>

Cisco Unified MeetingPlace Express VT enables users who are in Cisco Unified Personal Communicator conversations to start unscheduled voice, video, and web conferences through Cisco Unified Personal Communicator.

For more information about Cisco Unified MeetingPlace Express, see the following URL:

[http://www.cisco.com/en/US/products/ps6533/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html)

For more information about Cisco Unified MeetingPlace Express VT, see the following URL:

[http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps5664/ps6533/ps7260/product\\_data\\_sheet0900aecd8061fae7.html](http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps5664/ps6533/ps7260/product_data_sheet0900aecd8061fae7.html)

For details about how to integrate Cisco Unified MeetingPlace Express VT and Cisco Unified Personal Communicator, see the following URL:

[http://www.cisco.com/en/US/products/ps6533/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html)

Cisco Unified Personal Communicator can be configured to launch unscheduled Cisco Webex meetings.

For more information about Cisco WebEx meetings, see the following URL:

<http://www.webex.com/smb/web-meeting-center.html>

For details about how to integrate Cisco WebEx and Cisco Unified Personal Communicator, see the Deployment Guide for Cisco Unified Presence at the following URL:

[http://www.cisco.com/en/US/products/ps6837/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html)

Cisco Unified Videoconferencing provides audio and video functionality for merged conference calls of three or more parties, placed through Cisco Unified Personal Communicator. For details about the MCUs:

[http://www.cisco.com/en/US/products/hw/video/ps1870/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html)

## Unsupported Server Configurations

The following servers are not supported for use with Cisco Unified Personal Communicator:

- Cisco Unified Survivable Remote Site Telephony (SRST)
- Cisco Unity Express
- Cisco Unified Communications Manager Express

## Client Computer Requirements

Before you install Cisco Unified Personal Communicator on any computer, the computer must meet the requirements described in these sections:

- [Platform Requirements, page 9](#)
- [Tested Phones, page 14](#)
- [Audio and Video Codecs for Use with Cisco Unified Personal Communicator, page 15](#)
- [Software Interoperability, page 15](#)

For more information about client PC requirements and audio quality impact refer to [About Audio Quality, page 18](#).

## Platform Requirements

The following tables list the platform requirements for Cisco Unified Personal Communicator.



### Note

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Cisco Unified Personal Communicator is not supported in VMWare, Citrix, Terminal Services, Remote Desktop or other thin client environments.

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Table 4 lists the hardware requirements for Cisco Unified Personal Communicator on Windows:

**Table 4** *Hardware Requirements for Cisco Unified Personal Communicator on Windows*

Item	Description
Internal Hardware	<p><b>Microsoft Windows XP:</b></p> <p>Desktop PC:</p> <ul style="list-style-type: none"> <li>• At least 2.4 GHz Intel Pentium 4, 2.0 GHz AMD Athlon (approximate speed) or faster processing (At least 2.8GHz Intel Pentium 4, 2.13 GHz AMD Athlon (approximate speed) or faster recommended for video calling capabilities) is required. In addition, 512MB of RAM for audio calls and 1GB RAM are required for video calls.</li> <li>• <b>Video Requirements:</b> DirectX 9.0c-compatible graphics card with at least 64-MB free video RAM (128 MB for dual-headed configurations) 1024 x 768 x 16 bits or better.</li> </ul> <p><b>Laptop PC:</b></p> <ul style="list-style-type: none"> <li>• 1.5 Ghz Intel Pentium M Centrino 1.8 GHz AMD Athlon 2200 (Approximate speed) or compatible processing (1.7 GHz Pentium M (Centrino) 2.0 GHz AMD Athlon XP 2400+ (Approximate speed) or faster recommended for video calling capabilities.</li> <li>• DirectX 9.0c-compatible graphics card with at least 64-MB free video RAM 1024 x 768 x 16 bits or better.</li> </ul> <p><b>Note:</b> Only 32-bit (x86) processors are supported.</p> <ul style="list-style-type: none"> <li>• A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device with USB headset is recommended when using a softphone.</li> <li>• A 10-/100/-1000BASE-T Mbps Ethernet network interface card is required.</li> <li>• A Cisco VT Camera III or third-party USB camera attached to a USB 2.0 port is required for video calls.</li> </ul> <hr/> <p><b>Microsoft Windows Vista:</b></p> <ul style="list-style-type: none"> <li>• A Microsoft Vista Premium Ready PC with a Windows Experience Index (WEI) of 3 or higher is required. Only 32-bit (x86) processors are supported. In addition, 256MB of dedicated video memory is also needed.</li> <li>• Hardware in computers running Vista and Cisco Unified Personal Communicator using video must have a base score of 3 or higher. Run the performance tool by choosing <b>Start &gt; Control Panel</b>, and selecting <b>Performance and Rating</b>.</li> <li>• The subscores for memory (RAM), graphics, and gaming graphics must be 3 or higher.</li> <li>• Disk space: 200 MB of free disk space (includes 20 MB free space for the Windows camera drivers) is required.</li> <li>• A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device with USB headset is recommended when using a softphone.</li> <li>• A 10-/100/-1000BASE-T Mbps Ethernet network interface card is required.</li> <li>• A Cisco VT Camera III or third-party USB camera attached to a USB 2.0 port is required for video calls.</li> </ul>

**Table 4** Hardware Requirements for Cisco Unified Personal Communicator on Windows (continued)

Item	Description
USB Headsets	<p>Tested by Cisco in audio softphone mode and for voicemail playback:</p> <ul style="list-style-type: none"> <li>Plantronics: DSP-400, DSP-510, DSP-550</li> <li>Sony DA260 USB</li> <li>Logitech USB 250</li> </ul> <p>For details about USB headsets, see the installation guide at this URL:  <a href="http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html</a></p>
Video	<ul style="list-style-type: none"> <li>Cisco VT Camera III: This is a USB Video Class (UVC) compliant camera which requires no installation drivers, but relies on the Windows support of UVC cameras.</li> <li>Cisco VT Camera II</li> <li>Logitech QuickCam Fusion</li> <li>Logitech QuickCam for Notebooks Pro</li> <li>Logitech QuickCam Pro 9000</li> <li>Microsoft LifeCam VX-6000</li> <li>Microsoft Lifecam HD</li> <li>Tandberg PrecisionHD</li> </ul> <p><b>Note:</b> Not all cameras are available for all supported operating systems. See your specific camera documentation for supported operating systems.</p>

Table 5 lists the software requirements for Cisco Unified Personal Communicator on Windows:

**Table 5** Software Requirements for Cisco Unified Personal Communicator on Windows

Item	Description
Operating system	<p>One of the following is required:</p> <ul style="list-style-type: none"> <li>Microsoft Windows XP Professional (Service Pack 2 or 3).</li> <li>Microsoft Windows Vista Business Edition, Enterprise Edition or Ultimate.</li> <li>Microsoft Windows Vista (Service Pack 1).</li> </ul>
Web conferencing	<ul style="list-style-type: none"> <li>For Windows XP, Adobe Flash Player version 6.0.79 or higher.</li> <li>For Windows Vista, Adobe Flash Player ActiveX or Adobe Flash Player 9 version 9.0.28 or higher.</li> </ul> <p>You need Flash Player for web conferencing with Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace. Do not use any version of Flash Player higher than 9.0.47.</p> <p>For more information about versions of Flash Player, and browsers that you can use with Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace, see the Cisco Unified MeetingPlace Express release notes at the following URL:  <a href="http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html</a></p>
Multimedia	Microsoft DirectX 9.0c
Click-to-dial	Microsoft Outlook 2003 or 2007 required to use the click-to-dial toolbar
Audio device hotfix	USB audio device hotfix <sup>1</sup> (for Windows XP): KB 884868

**Table 5** *Software Requirements for Cisco Unified Personal Communicator on Windows (continued)*

Item	Description
VPN	Cisco VPN Client software, Release 5.0 or later
Federation	Cisco ASA 5500 Series Adaptive Security Appliance Software Release 8.0.4

1. To obtain a hotfix, go to the Microsoft Support URL: <http://support.microsoft.com/contactus/?ws=support> or call Microsoft (1-800-MICROSOFT or 1-800-642-7676)

[Table 6](#) lists the hardware requirements for Cisco Unified Personal Communicator on Apple Macintosh:

**Table 6** *Hardware Requirements for Cisco Unified Personal Communicator on Apple Macintosh*

Item	Description
Processor	<ul style="list-style-type: none"> <li>1.4 GHz or faster PowerPC G4, Power PC G5, or Intel processor</li> <li>Video calling requirements: PowerPC G5 or Intel processor</li> </ul>
Sound device	A non-ISA full-duplex sound card that is integrated or PCI-based, or a USB sound device with a USB headset.
Network card	A 10/100 or 1000 Mbps Ethernet network capability, or Airport wireless capability.
Disk space	200 MB free hard disk space
Memory	<ul style="list-style-type: none"> <li>512 MB RAM</li> <li>Video calling requirements: 1 GB RAM</li> </ul>
USB headsets	<p>Tested by Cisco in audio softphone mode and for voicemail playback:</p> <ul style="list-style-type: none"> <li>GN Netcom GN 8110</li> <li>Plantronics: DSP-400, DSP-510, DSP-550</li> <li>Sony DA260 USB</li> <li>Logitech USB 250</li> </ul> <p>For details about USB headsets, see the Deployment Guide for Cisco Unified Presence:  <a href="http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html">http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html</a></p>
Video cameras	<ul style="list-style-type: none"> <li>Logitech QuickCam Ultra Vision</li> <li>Logitech QuickCam Fusion</li> <li>Logitech QuickCam Pro for Notebooks</li> <li>Logitech QuickCam Pro 5000</li> <li>Ecamm iMage USB</li> <li>Apple iSight camera. The firewire 400 port is required when you use an external iSight camera.</li> </ul>
Connectivity	High-speed connection required for softphone calls, that is, 128 kbps for audio calls and 384 kbps for calls with video.

Table 7 lists the software requirements for Cisco Unified Personal Communicator on Apple Macintosh:

**Table 7 Software Requirements for Cisco Unified Personal Communicator on Apple Macintosh**

Item	Description
Operating system	<ul style="list-style-type: none"> <li>Mac OS X 10.4.11</li> <li>Mac OS X 10.5.8</li> <li>Mac OS 10.6.1 (Snow Leopard)</li> </ul>
Web conferencing	<p>Adobe Flash Player 6.0.79 or higher</p> <p>You need Flash Player for web conferencing with Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace. Do not use any version of Flash Player higher than 9.0.47.</p> <p>For more information about versions of Flash Player, and browsers that you can use with Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace, see the Cisco Unified MeetingPlace Express release notes at the following URL:</p> <p><a href="http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html</a></p>
Address book	Apple Address Book 4.0.4 (485.1) or later (available in Mac OS X 10.4.7) if you want to use a local address book.
VPN	Cisco VPN Client software, Release 5.0 or later
Federation	Cisco ASA 5500 Series Adaptive Security Appliance Software Release 8.0.4

## Platform Requirement Notes

- Using video with Cisco Unified Personal Communicator over a corporate wireless LAN might result in poor audio and video quality. You can place or receive video calls on a remote wireless LAN connection with a minimum broadband link of 384 kbps/384 kbps. For best results, use video over a cabled Ethernet connection.
- The headsets were tested for audio sending and receiving only. Function buttons on particular headsets might not function correctly with Cisco Unified Personal Communicator.
 

While Cisco does perform basic testing of third-party headsets and handsets for use with Cisco Unified Personal Communicator, it is ultimately the responsibility of the customer to test this equipment in their own environment to determine suitable performance.

Due to the many inherent environmental and hardware inconsistencies in the locations where Cisco Unified Personal Communicator is deployed, there is not a single *best* solution that is optimal for all environments.
- Power management software on some laptop computers might reduce the speed of your processor temporarily to conserve power. When this occurs, Cisco Unified Personal Communicator cannot run calls that require higher processor speed, for example, video calls.

## Additional Documentation

To access hardening guides from vendors of operating systems, see the following URL:

<http://www.microsoft.com/technet/security/prodtech/windows2000/win2khg/default.msp>

To access security configuration guides, see the National Security Agency (NSA) website at the following URL:

<http://www.nsa.gov/snac/>

## Tested Phones

Table 8 lists the phones tested with Cisco Unified Personal Communicator. These phones are enabled for Cisco Computer Telephony Interface (CTI) mode in Cisco Unified Communications Manager. Cisco Unified IP Phones that use SCCP or SIP can be controlled in desk phone mode, except where noted in the relevant columns in Table 8.

**Table 8**      **Phones Tested with Cisco Unified Personal Communicator**

Phone	SCCP <sup>1</sup>	SIP <sup>2</sup>
Cisco IP Communicator 7.0	Yes	Yes
Cisco Unified IP Phone 7902G	Yes	No
Cisco Unified IP Phone 7905G	Yes	No
Cisco Unified IP Phone 7906G	Yes	Yes
Cisco Unified IP Phone 7911G	Yes	Yes
Cisco Unified IP Phone 7912G	Yes	No
Cisco Unified IP Phone 7921	Yes	Yes
Cisco Unified IP Phone 7925	Yes	Yes
Cisco Unified IP Phone 7931G	Yes	No
Cisco Unified IP Phone 7940G	Yes	No
Cisco Unified IP Phone 7941G-GE	Yes	Yes
Cisco Unified IP Phone 7942G	Yes	Yes
Cisco Unified IP Phone 7945G	Yes	Yes
Cisco Unified IP Phone 7960G	Yes	No
Cisco Unified IP Phone 7961G	Yes	Yes
Cisco Unified IP Phone 7961G-GE	Yes	Yes
Cisco Unified IP Phone 7962G	Yes	Yes
Cisco Unified IP Phone 7965G	Yes	Yes
Cisco Unified IP Phone 7970G	Yes	Yes
Cisco Unified IP Phone 7971G-GE	Yes	Yes
Cisco Unified IP Phone 7975G	Yes	Yes
Cisco Unified IP Phone 7975G-GE	Yes	Yes
Cisco Unified IP Video Phone 7985G	Yes	Yes

1. SCCP = Skinny Call Control Protocol

2. SIP = Session Initiation Protocol

The following phones might not function correctly with Cisco Unified Personal Communicator:

- Cisco Unified IP Conference Stations 7935 and 7936
- Analog Telephone Adapter (ATA) 186 and 188
- Models not enabled for CTI
- Any untested model

## Audio and Video Codecs for Use with Cisco Unified Personal 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.

Table 9 lists the codecs you can use with Cisco Unified Personal Communicator:

**Table 9** Codecs Available with Cisco Unified Personal Communicator

Category	Codecs
Audio	<ul style="list-style-type: none"> <li>• G.711a</li> <li>• G.711u</li> <li>• G.729a</li> <li>• Internet Low Bit Rate Codec (iLBC)</li> </ul>
Video	<ul style="list-style-type: none"> <li>• H.263</li> <li>• H.264</li> </ul> <p>CUPC supports the following formats and resolutions based on the available connection bandwidth:</p> <ul style="list-style-type: none"> <li>• Common Intermediate format (CIF): 352 by 288 up to 30 frames per second (Encode and Decode)</li> <li>• Quarter CIF (QCIF): 176 by 144 at 15 frames per second (Encode and Decode)</li> </ul>

## Software Interoperability

Do not run the following applications simultaneously on the same client computer:

- Cisco Unified Personal Communicator
- Cisco IP Communicator

Cisco Unified Personal Communicator can run on the same computer with Cisco Unified Video Advantage, but only interoperates when Cisco Unified Personal Communicator is running in desk phone mode or has the softphone disabled.

## Compatibility Matrix

Table 10 lists the tested release combinations of Cisco Unified Personal Communicator and other servers.



### Note

You can configure Cisco Unified Personal Communicator in a large number of contexts, and you can include or exclude particular features. The application is tested in the most common configuration contexts, but due to production constraints, not all configurations are tested.

**Table 10**      **Tested Release Combinations**

CUPC <sup>1</sup>	CUCM <sup>2</sup>	CUP <sup>3</sup>	LDAP	Voice-Messaging Servers	Web Conferencing and Videoconferencing Servers	Federation
7.0(2)	7.1 7.0 6.1 6.0 5.1(3)	7.0(3) 7.0(2) 7.0 6.0	LDAP v3 supported servers: MS AD 2008* Supported with CUP 7.0(2) and 7.0(3) MS AD 2003 MS AD 2000 Sun One Directory Server 6.x	Cisco Unity Connection: • 7.0 • 2.0  Cisco Unity: • 5.0 • 4.2	Web Conferencing: • MeetingPlace Express:1.2 • MeetingPlace Express VT: 2.0, 1.2 • MeetingPlace: 7.0, 6.0 • Cisco WebEx <sup>6</sup>  Whiteboards: • MeetingPlace: 7.0, 6.0  Videoconferencing: • CUVC <sup>4</sup> : 5.5, 5.0 • MeetingPlace Express VT: 2.0, 1.2	Cisco ASA 5500 Series Adaptive Security Appliance Software Release 8.0.4.
7.0(1)	7.0 6.1 6.0 5.1(3)	7.0 6.0	LDAP v3 supported servers: MS AD 2003 MS AD 2000 Sun One Directory Server 6.x	Cisco Unity Connection: • 7.0 • 2.0  Cisco Unity: • 5.0 • 4.2	Web Conferencing: • MeetingPlace Express:1.2 • MeetingPlace Express VT: 2.0, 1.2 • MeetingPlace: 7.0, 6.0  Whiteboards: • MeetingPlace: 7.0, 6.0  Videoconferencing: • CUVC <sup>5</sup> : 5.5, 5.0 • MeetingPlace Express VT: 2.0, 1.2	Cisco ASA 5500 Series Adaptive Security Appliance Software Release 8.0.4.

1. CUPC = Cisco Unified Personal Communicator
2. CUCM = Cisco Unified Communications Manager
3. CUP = Cisco Unified Presence
4. CUVC = Cisco Unified Videoconferencing
5. CUVC = Cisco Unified Videoconferencing
6. Requires Cisco Unified Presence 7.0(3)

## Compatibility Notes

- When Cisco Unity is integrated with Exchange 2007, voicemail messages might disappear from the Recent pane in Cisco Unified Personal Communicator after the user accesses the voicemail from the Cisco Unified IP Phone through the Cisco Unity TUI (CSCsi68414). You might need to install the Exchange 2007 hotfix to fix the IMAP protocol defect. <http://support.microsoft.com/kb/943264>
- If your Cisco Unity is partnering with Exchange 2007, Cisco Unified Personal Communicator voicemail function might not work properly. When you delete a voicemail from Cisco Unified Personal Communicator, it is not removed from Exchange. (CSCtb61341)

- Adaptive Security Appliance Software enables business-to-business federation of presence and instant messaging between users of Cisco Unified Personal Communicator and Microsoft Office Communicator.
- Releases of Cisco Unified Communications Manager and Cisco Unified Presence can co-reside on the same server. Releases of Cisco Unified Communications Manager can co-reside with Cisco Unity.
- Not all product features work with all versions of system components. For example, some newer Cisco Unified Personal Communicator Release 7.0 features might not work with releases of Cisco Unified Presence earlier than 7.0.

Refer to the individual product release notes for more information about specific features.

For compatibility and upgrade information for Release 1.x, see the release notes for that release:

[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html)

For details about performing upgrades, see the Cisco Unified Presence Deployment Guide:

[http://www.cisco.com/en/US/products/ps6837/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html)

Table 11 shows which Cisco Unified Personal Communicator client features function, with different Cisco Unified Presence software releases.

**Table 11** *Cisco Unified Personal Communicator and Cisco Unified Presence Feature Functionality Comparison*

Feature <sup>1</sup>	CUP 7.0(x) and CUPC 7.0(x)	CUP 6.0 and CUPC 7.0(1)
Add a contact	Full	Full
Add a non-LDAP contact	Full	None
Add a picture to a contact	Full	None
Add data to LDAP or Cisco Unified Presence contacts	Full	None
Blocked user list	Full	None
Cisco Unified Presence Multi-node clustering	Full	None
Cisco WebEx support	Partial <sup>8</sup>	None
Dial any contact number from the contact list	Full	Full
Do Not Disturb <sup>2</sup>	Full	Full
Exchange 2007 for free/busy calendar	Full	Full <sup>3</sup>
Hide unconfigured phone modes	Full	Full
Instant messaging and OCS/Cisco Unified Presence federation	Full	None
Mac OS X 10.6	Full	Full
Minimize to system tray	Full	Full
Privacy preferences	Full	None
Prompt before starting web conferences	Full	Full
Rename the general group	Full	None
Secure messaging	Full <sup>4</sup>	None
Send instant message (IM) is always enabled	Full	Full
Show version of Cisco Unified Presence	Full	None

1. All features added in previous Cisco Unified Personal Communicator releases are presumed to work with all combinations unless otherwise noted. For example, basic instant messaging between Cisco Unified Presence users works with all combinations.
2. Requires Cisco Unified Communications Manager Release 6.0 or later.
3. Requires Cisco Unified Presence Release 6.0(2) or 6.0(3).
4. Requires Cisco Unity Release 5.0ES or 7.0; Cisco Unity Connection Release 7.0.
8. Requires Cisco Unified Presence Release 7.0(3) and supports Cisco WebEx meetings that do not require a password.

## About Audio Quality

Cisco Unified Personal 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 applications operation.

These artifacts should be infrequent and temporary when using:

- Cisco Unified Personal 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 IP Phones and we cannot guarantee equivalent performance.

The following are some conditions that may cause artifacts:

- Spike in usage of the personal computer’s CPU - 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.

## Related Documentation

For a list of complete documentation for Cisco Unified Personal Communicator, see the documentation guide:

[http://www.cisco.com/en/US/products/ps6844/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/ps6844/products_documentation_roadmaps_list.html)

# New and Changed Information

## Release 7.0(2)

This release provides the following new functionality and enhancements:

- Basic support for Cisco WebEx meetings. You can configure Cisco Unified Personal Communicator to launch an unscheduled web conference from the audio or video conversation window using Cisco Webex. See [Important Notes, page 23](#) for additional information.
- Cisco Unified Personal Communicator is now available in the following languages: Arabic, Chinese (Traditional Chinese and Simplified Chinese), Danish, Dutch, English, French, German, Italian, Japanese, Korean, Portuguese (Brazilian), Spanish, Russian, Swedish for both Windows and Mac OS X. See also [Localized Installer Packages and Three-Letter Language Locales, page 21](#).

See the [“Resolved Caveats”](#) section for the list of defects fixed in this release.

## Release 7.0(1)

This release provides the following new functionality:

- Inter-domain presence and instant messaging federations—when you integrate, or federate, Microsoft Office Communications Server (OCS) or Microsoft Live Communications Server (LCS) with Cisco Unified Presence, inter-domain presence and IMs can be exchanged.

When you configure federations, Cisco Unified Presence users in one domain can interact with Microsoft Office Communicator (MOC) users and/or Cisco Unified Presence users in another domain to exchange presence and IMs. The contact list in Cisco Unified Personal Communicator contains external and internal usernames, with associated presence and IM features.

When you configure federations, the following functionality is provided to the client:

- See which organizations with which Cisco Unified Personal Communicator can federate.
- See the federated users with which Cisco Unified Personal Communicator users exchange presence information.
- Add a contact in a federated domain to the contact list.
- Control how you share your availability status with employees of another company.
- Respond to presence exchange invitations with a federated domain when the user is logged on or logged off. Users can accept, deny, or block these invitations.
- Secured presence and IM traffic exchanges between companies.

You cannot exchange presence information or IMs with external, nonfederated contacts.

- Plus character (“+”) dialing—Cisco Unified Personal Communicator Release 7.0 does not remove the plus character from dialed numbers. If your Cisco Unified Communications Manager installation does not handle the plus character, you must configure the application dialing rules to remove the plus character from dialed numbers.
- Secure messaging—when you configure secure messaging in Cisco Unified Presence Administration and configure Cisco Unity Connection or Cisco Unity to encrypt messages, Cisco Unified Personal Communicator users can retrieve, play, and delete secure voicemail messages.

- Cisco Unified Presence Multi-node clustering—allows you to configure clusters of greater than two nodes, and provides presence services for all users within a single Cisco Unified Presence cluster. Cisco Unified Presence Multi-node clustering enables the following features for Cisco Unified Personal Communicator users:
  - Automatic failover from the primary to the secondary node.
  - Automatic redirect if the user tries to log in to a nonhome node.
  - Rehome a user to a different subcluster while the user is offline. Cisco Unified Personal Communicator switches to the new node in the home subcluster without user intervention.
  - Rehome a user that is logged in. Cisco Unified Personal Communicator registers, publishes, and subscribes to the new home subcluster. During the transition, IM capability, user status, and contact list status might be temporarily unavailable.

For details about installing the first and secondary nodes, see the Cisco Unified Presence installation and upgrade guide at the following URL:

[http://www.cisco.com/en/US/products/ps6837/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html)

For details about completing the node and system topology configuration, see the Cisco Unified Presence configuration and maintenance guide at the following URL:

[http://www.cisco.com/en/US/products/ps6837/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/prod_maintenance_guides_list.html)

- Do Not Disturb—enables Cisco Unified Personal Communicator users to set their status to Do Not Disturb when they are in softphone or desk phone mode. For details about DND, see the Deployment Guide for Cisco Unified Presence:
 

[http://www.cisco.com/en/US/products/ps6837/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html)
- Show the Cisco Unified Presence release to which Cisco Unified Personal Communicator is connected. Provide the client release number during registration with Cisco Unified Presence.
- In Windows, you can minimize Cisco Unified Personal Communicator to the system tray. Then you can restore the console with a single click. In Mac OS, you can minimize the application to a Menu Bar icon. Then you can restore the console with a single click.
- Add a personal contact, who is not in the LDAP directory, to the Cisco Unified Personal Communicator contact list.
- Modify the details for a contact from your corporate directory. For example, you can add extra phone numbers or change the contact picture.
- Set a communication type preference for when you double-click a contact. For example, you can start an IM conversation or start a phone call when you double-click a contact name.
- Block users so they cannot see your presence or send you IMs.
- Use any of the phone numbers associated with the contact from within the contact list to perform click-to-dial operations.
- When you start web conferences with remote users, the application prompts the remote users before the conference starts.
- Allow users to rename the group called *General*.
- Removed preferred phone number, email address, and contact method feature.
- (Mac OS only) Show past conversations with each IM partner in each new IM session window with that person.
- (Mac OS only) Automatically save IM transcripts.

- (Mac OS only) Customize or collapse the IM toolbar.
- (Mac OS only) Access Cisco Unified Personal Communicator from the menu bar without bringing the console to the front.

For information about all available features and benefits, see the Cisco Unified Personal Communicator data sheet at [http://cisco.com/en/US/products/ps6844/products\\_data\\_sheets\\_list.html](http://cisco.com/en/US/products/ps6844/products_data_sheets_list.html).

## Installation Notes

After you place the order, you receive information on where to find documentation for Cisco Unified Personal Communicator, along with the Product Authorization Key (PAK). The PAK provides the software activation key and the license file.

For details about obtaining the license file, see the Deployment Guide for Cisco Unified Presence at the following URL:

[http://www.cisco.com/en/US/products/ps6837/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html)

You download Cisco Unified Personal Communicator software from the Software Center (<http://www.cisco.com/public/sw-center/sw-voice.shtml>). You must have an account on Cisco.com to access this site.

## Localized Installer Packages and Three-Letter Language Locales

If you run the Windows non-ENU installer, the localized language and the US English language are installed. In this way, English is always available in case the configured language for the user is not available. Some log file information is in English, and Cisco TAC and other technicians can switch to English, if necessary, for troubleshooting.

For both the US English-only version and the internationalized version for the Mac OS, Cisco Unified Personal Communicator uses the operating system settings and rules to determine the correct language to present to the user at runtime. You must download and install the international version of Cisco Unified Personal Communicator to have both US English and localized languages. If you download and install the US-only version, only US English is available.

Use the following table to determine which non-English locale to download:

Language	Locale Identifier
Arabic	ARA
Chinese (traditional)	CHT
Chinese (simplified)	CHS
Danish	DAN
Dutch	NLD
French	FRA
German	DEU
Italian	ITA
Japanese	JPN
Korean	KOR
Portuguese (Brazilian)	PTB
Russian	RUS
Spanish	ESP
Swedish	SVE

## Limitations and Restrictions

Review [Table 12](#) before you work with Cisco Unified Personal Communicator. [Table 12](#) 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 23](#).

For information about open and resolved caveats, see [Table 13 on page 26](#) and [Table 15 on page 28](#).

**Table 12** Closed Caveats for Cisco Unified Personal Communicator

Identifier	Severity	Component	Headline
<a href="#">CSCsf26033</a>	2	ucpresence	Presence not working with UDP over some VPN
<a href="#">CSCsh41194</a>	2	other	CUPC is not failing back to primary CTI server automatically
<a href="#">CSCsj63680</a>	2	softphone	Softphone registration fails when CUP username is purely numeric
<a href="#">CSCsI88235</a>	2	userinterface	CUPC crash at startup if Citibank Virtual Account Number also installed
<a href="#">CSCsm71619</a>	2	softphone	Crash with WebEx, CUPC, and NeroVideo codec coinstalled
<a href="#">CSCso83716</a>	2	softphone	Receive-only audio condition with Cisco VPN 4.6 & 4.8
<a href="#">CSCsx93133</a>	2	directorysearch	LDAP referrals cause CUPC Mac to use 100% CPU and stop resolving LDAP
<a href="#">CSCsx93133</a>	2	directorysearch	LDAP referrals cause CUPC Mac to use 100% CPU and stop resolving LDAP

**Table 12** Closed Caveats for Cisco Unified Personal Communicator (continued)

Identifier	Severity	Component	Headline
<a href="#">CSCsg17037</a>	3	other	CUPC shows conversation window for calls originated from Non-Contr phone
<a href="#">CSCsh16212</a>	3	video	Answer with video prevents later escalation prompting
<a href="#">CSCsh82782</a>	3	softphone	When the user minimizes conversation or main window, the audio interrupts
<a href="#">CSCsi94476</a>	3	installer	VT Camera works even after uninstalling camera driver
<a href="#">CSCsj41525</a>	3	softphone	Calls that end due to temp fail are not noted as such
<a href="#">CSCsk72737</a>	3	documentation	File does not begin with '%PDF-'. error when launching PDF help
<a href="#">CSCsm17852</a>	3	other	Crash when run on computer where “Embassy Security Suite” installed
<a href="#">CSCso23091</a>	3	video	Unable to escalate to video with some third-party video endpoints
<a href="#">CSCso71233</a>	3	softphone	Softphone or deskphone mode is deactivated on a VPN connection type
<a href="#">CSCso88574</a>	3	userinterface	Crash when accessing any menu option after login with BlueCielo running
<a href="#">CSCsx48607</a>	3	userinterface	Missing Secure Messaging Server information in system diagnostics
<a href="#">CSCti78452</a>	3	documentation	Documentation: Need to Announce to Exit CUPC before Shutdown a PC
<a href="#">CSCse77954</a>	4	audio	No Audio on CUPC Softphone Mode when you change the display settings
<a href="#">CSCsq44420</a>	4	ucpresence	Unity and MeetingPlace account passwords are lost when accessing from old version
<a href="#">CSCsx48648</a>	4	web collaboration	Web conference server health is red until a conference is launched
<a href="#">CSCsx56215</a>	6	cp-mediacontrol	Users don't get video escalation invitation in a three party audio conf

## 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.**

- For those using Cisco Unified Presence 7.0(3) with Cisco WebEx as their web conferencing application, all users hosting a meeting must have a valid account on the WebEx server. Additional participants can attend the meeting as guests.

Cisco Unified Personal Communicator supports Cisco WebEx meetings that do not require a password. Please note, on your Cisco WebEx Server, the option “All meetings must have a password” is selected by default. You must deselect the option for Cisco Unified Personal Communicator to launch a Cisco WebEx meeting. If this option is active, a Cisco WebEx meeting is not created, and an error message is displayed when attempting to launch the meeting.

- The Cisco VT Camera II operates most effectively with USB version 2.0. While the Cisco VT Camera II does operate with USB version 1.1, we do not recommend this configuration. Cisco Unified Personal Communicator might hang if the Cisco VT Camera and headset are plugged into a hub that does not have an external power adapter.

We recommend that you plug the camera and headset directly into the USB ports on the computer. If there are not enough USB ports on the computer, you can use a hub that is equipped with an external power adapter to provide enough power for multiple USB devices.

- Tandberg video phones—users might not be able to add video to an audio call in Cisco Unified Personal Communicator if the recipient uses a Tandberg video phone.
- Cyber Acoustics AC850 headset—users experience low audio volume compared to Plantronics or Sony USB headsets. Users must use a headset that operates correctly with Cisco Unified Personal Communicator, as described in [Platform Requirements, page 9](#).
- You might need to configure the application dialing rules in Cisco Unified Communications Manager to remove the plus character from dialed numbers, in particular circumstances. For more information, see the installation and configuration documentation at the following URL:

[http://www.cisco.com/en/US/products/ps6844/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html)

- You can use the hold call function as a workaround to problems such as audio delays, video delays, and other media quality problems. If you experience one of these problems, click the Hold Call icon. After a moment, click the Resume Call icon.
- If you configure secure voice messaging, you must set the Web Service Protocol to SSL. SSL is required to decrypt the session key.
- If the primary server becomes unavailable, the client will failover to a back-up server. Only one active server is supported for the following services:
  - Cisco Unified Communications Manager (for softphone mode)
  - CTI gateway (for desk phone mode)
  - LDAP server
- To retain your Cisco Unified Personal Communicator login credentials, you must exit the application before shutting down your Windows system. Due to a conflict, the Windows shut down process prevents Cisco Unified Personal Communicator from retaining login credentials unless you exit the application prior to shutting down. If you do not exit Cisco Unified Personal Communicator prior to shutting down your PC, you will not be able to login automatically the next time you launch the application. You can always login manually. Please note this only occurs intermittently and is mostly seen on problematic systems such as:
  - low performance systems
  - systems heavily loaded with applications and services
  - systems that are not properly patched or updated with the latest service packs (CSCti78452)

# Caveats

- [Using the Bug Toolkit, page 25](#)
- [Open Caveats, page 25](#)
- [Resolved Caveats, page 26](#)

## Using the Bug Toolkit

You can search for problems by using the Cisco Software Bug Toolkit. Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following types of bugs:

- All customer-found bugs

### Before You Begin

To access Bug Toolkit, you need the following:

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

### Procedure

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

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

## Open Caveats

[Table 13](#) describes possible unexpected behavior by Cisco Unified Personal Communicator on Windows and Mac OS. The table is sorted by severity, then by identifier in alphanumeric order.

Unless otherwise noted, these caveats apply to all Cisco Unified Personal Communicator releases. Because defect status continually changes, be aware that the tables reflect a snapshot of the defects that were open at the time this report was compiled. For more information about an individual defect, click the associated identifier in the table to access the online record for that defect, including workarounds. For an updated view of open defects, access the Bug Toolkit. For details, see [Using the Bug Toolkit, page 25](#).

**Note**

Some caveats described in the Cisco Unified Presence release notes and in the Cisco Unified Communications Manager release notes might appear to be Cisco Unified Personal Communicator caveats. Use these links to access them:

[http://www.cisco.com/en/US/products/ps6837/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html)

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)

**Table 13** Open Caveats for Cisco Unified Personal Communicator

Identifier	Severity	Component	Headline
<a href="#">CSCsy58849</a>	2	softphone	CUPC Video Call Paused Indefinitely call Routed via H323 Trunk
<a href="#">CSCsi33079</a>	3	login	CUPC does not use local CNF file correctly when TFTP servers down
<a href="#">CSCsk48403</a>	3	softphone	International calling behavior different with Softphone & Deskphone mode
<a href="#">CSCsk86690</a>	3	video	Conf initiator need to hold/resume to join if call held by remote user
<a href="#">CSCsq18814</a>	3	other	CPU usage is 10 - 15% when CUPC is idle
<a href="#">CSCsq35274</a>	3	other	Callers with blocked names/#s do not show up in the conversation roster
<a href="#">CSCsq92820</a>	3	voicemail	CUC Messages forwarded via VPIM may play out of sequence
<a href="#">CSCsr19710</a>	3	voicemail	Application does not download voice messages sent from outlook
<a href="#">CSCsr29148</a>	3	userinterface	Sending IM to contacts available only via CUMC should show a warning
<a href="#">CSCsr41385</a>	3	softphone	Softphone server stuck connecting/disconnecting when soft VPN is added
<a href="#">CSCsu50464</a>	3	userinterface	The camera light remains on after de-escalating from video
<a href="#">CSCsv69414</a>	3	softphone	No CallerId Update Following Transfer of GW Endpoint to CUPC Client
<a href="#">CSCsx36564</a>	3	other	Cannot send Outlook emails when viewing the Outbox - CUPC 7.0
<a href="#">CSCsx39319</a>	3	video	CUPC crashes after placing a video call while in a conference
<a href="#">CSCsx42208</a>	3	voicemail	CUPC cannot play vmail when Unity has failed over.
<a href="#">CSCsx56551</a>	3	other	Intercluster users don't appear in roster
<a href="#">CSCsx56572</a>	3	webcollaboration	Can't see web conference invites launched by intercluster users
<a href="#">CSCsx73329</a>	3	ucchat	Presence & IM' through a ASA firewall drop connection after a while
<a href="#">CSCsx97259</a>	3	userinterface	CUPC Crash with IMAP and over 10k emails in Exchange

## Resolved Caveats

This section lists caveats that are resolved in Cisco Unified Personal Communicator but that might be open in previous releases.

Unless otherwise noted, these caveats apply to all Cisco Unified Personal Communicator releases. Because defect status continually changes, be aware that the tables reflects a snapshot of the defects that were resolved at the time this report was compiled. For more information about an individual defect, click the associated identifier in the table to access the online record for that defect, including workarounds. For an updated view of open defects, access the Bug Toolkit. For details, see [Using the Bug Toolkit, page 25](#).

Refer to the following for resolved caveats for each release:

- [Release 7.0\(2\), page 27](#)
- [Release 7.0\(1\), page 28](#)

## Release 7.0(2)

Table 14 lists the caveats that were resolved in Release 7.0(2).

**Table 14** Resolved in Release 7.0(2)

Identifier	Severity	Component	Headline
<a href="#">CSCsf12571</a>	2	audio	Crash while switching input device after viewing & dismissing prefs.
<a href="#">CSCsr75216</a>	2	phonecontrol	CUPC not able to get Desk Phone when UPC was not configured
<a href="#">CSCsx47495</a>	2	other	CUPC 7.0(1) crashes after login
<a href="#">CSCsj98357</a>	3	localization	Non localized default strings in some Preferences pages
<a href="#">CSCso31241</a>	3	userinterface	No error displayed when merging calls fails
<a href="#">CSCso63275</a>	3	ucpreference	Softphone config in server health is wrong
<a href="#">CSCsq57861</a>	3	softphone	Crash during an outside call when call got dropped
<a href="#">CSCsq64859</a>	3	softphone	Busy tone not heard in softphone mode if remote party is busy
<a href="#">CSCsr32353</a>	3	integrations	CUPC Outlook toolbar reappears after being hidden
<a href="#">CSCsr65890</a>	3	softphone	CUPC softphone does not work if delay between CUPC and CUPS/CUCM is high
<a href="#">CSCsr77607</a>	3	userinterface	CUPC 1.2(3) German version crash when navigating to help
<a href="#">CSCsr78374</a>	3	voicemail	Crash after deleting voicemail during or just after playback
<a href="#">CSCsu29420</a>	3	other	Crash at startup if self person's name contains some special characters
<a href="#">CSCsu39524</a>	3	softphone	Crash when user logs in to remote location during an active call.
<a href="#">CSCsu60506</a>	3	phonecontrol	CUPC suppresses announcement on IP Phone
<a href="#">CSCsu95032</a>	3	voicemail	SameTime VM Inter-op: Deleted/Undeleted, read/unread status not synch'd
<a href="#">CSCsv28680</a>	3	localization	Contact card layout and input issues for Arabic
<a href="#">CSCsv28713</a>	3	localization	Arabic: Cannot dial a number if + is present
<a href="#">CSCsv52336</a>	3	other	CUPC crashes coming out of standby
<a href="#">CSCsw30827</a>	3	other	Crash at startup if self person's name contains some special characters
<a href="#">CSCsy07971</a>	3	webcollaboration	Mac initiated conference link error in email invitation
<a href="#">CSCsy15581</a>	3	softphone	CUPC doesn't cut through audio for ringback when 180 w/ SDP is received
<a href="#">CSCsy29453</a>	3	phonecontrol	CUPC hardphone can't dial * (star)
<a href="#">CSCtb61341</a>	4	documentation	CUPC voicemail and Exchange 2007 interaction
<a href="#">CSCsx04988</a>	6	webcollaboration	Unable to start WebEx conference from CUPC due to meeting password
<a href="#">CSCsx94269</a>	6	directorysearch	LDAPS Does not work on Mac CUPC

## Release 7.0(1)

Table 15 lists the caveats that were resolved in Release 7.0(1).

**Table 15** Resolved in Release 7.0(1)

Identifier	Severity	Component	Headline
CSCsj10401	2	voicemail	When playing forwarded messages, only introduction is played
CSCsf14204	3	softphone	Session roster is not always accurate or complete
CSCsg17732	3	directorysearch	Mapping of LDAP attributes to multiple CUPC fields breaks Add Contact
CSCsh91397	3	softphone	Calling ID is displayed even if the translation pattern is configured
CSCsh98248	3	other	Not able to unhold and merge from the video or audio conf window
CSCsi29021	3	other	Roster of conference call displays Blocked Caller IDs
CSCsi67858	3	other	The Last Attempt and Last Update times on Server Health don't update
CSCsi68414	3	voicemail	Exchange2007: accessing VMs from TUI makes them disappear from Recent
CSCsi84640	3	login	CUPC ignores hosts file on local PC and requires DNS
CSCsi94461	3	other	Roster displays blank if calling party's caller ID is blocked
CSCsj33077	3	userinterface	Voicemails always played on the Windows default sound playback device
CSCsj42059	3	voicemail	Vista - Unable to connect to Unity Connection using SSL/TLS port
CSCsj45609	3	other	CUPC cannot enter desk phone mode when primary CUCM is down
CSCsj46489	3	userinterface	Ringling and ringback play on the wrong device after changing dflt device
CSCsj64598	3	other	CUPC does not timeout when logging in with bad psswr in auto login mode
CSCsj83701	3	voicemail	Incorrect phone number displayed for forwarded voicemail
CSCsj94838	3	softphone	Dual Ringback heard on PSTN Calls with H323 Gateway
CSCsk34451	3	video	No Remote or Local video displayed, after display settings are changed
CSCsk42344	3	video	Streaming video transferred to held call session window on video re-size
CSCsl06734	3	softphone	Softphone Conference call remains a conf after 3rd party drops
CSCsl12713	3	video	CUPC does not pop up video window until escalated
CSCsl32123	3	other	Focus cant be moved using Shift+F6 key
CSCsl37167	3	userinterface	Pressing tab key enables IMs Conversation tool bar icons
CSCsl37176	3	login	Crash when dialpad open and same user logged in remotely
CSCsl53842	3	ucchat	User not able to send IM after recovery from n/w outage
CSCsl62714	3	directorysearch	Not able to add or delete any contact if the Ethernet cable is unplugged
CSCsl63141	3	other	Call statistics win doesn't reopen once it is closed by pressing Enter
CSCsl63971	3	ucpresence	Case-sensitivity on proxy domain causes CUPC problems
CSCsl74992	3	other	Roster update issue: Invite for escalation to web not sent to all users

**Table 15 Resolved in Release 7.0(1) (continued)**

Identifier	Severity	Component	Headline
<a href="#">CSCsl88876</a>	3	installer	CUPC installer did not prompt warning message for Open Outlook windows
<a href="#">CSCsm29278</a>	3	ucpresence	CUPC uses 'Away' to reflect off-hook event
<a href="#">CSCso05186</a>	3	integrations	Virtual Dimension causes CUPC 7.0 to crash
<a href="#">CSCsl37611</a>	4	documentation	Hold Reversion Assignable but Not Functional for CUPC
<a href="#">CSCso45300</a>	5	userinterface	Numbers are incorrectly formatted using NANP rules

## Troubleshooting

The following Cisco Unified Personal Communicator documents provide troubleshooting information:

- *User Guide for Cisco Unified Personal Communicator* (separate documentation for Windows and for Mac OS)
- *Troubleshooting Guide for Cisco Unified Personal Communicator*

Use this link to access this documentation:

[http://www.cisco.com/en/US/products/ps6844/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html)

For Cisco Unified Presence troubleshooting information, see the configuration and maintenance guide:

[http://www.cisco.com/en/US/products/ps6837/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/prod_maintenance_guides_list.html)

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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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