



# Release Notes for the Cisco Click-to-Conference Plug-in Integration with IBM Lotus Sametime

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These release notes describe requirements and caveats for the Cisco Click-to-Conference plug-in integration with IBM Lotus Sametime. Before you install the Cisco Click-to-Conference plug-in, we recommend that you review this document for information about issues that may affect your system.

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## Introduction

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

- IBM Lotus Sametime displays in a pane within the IBM Lotus Notes client
- The native capabilities of IBM Lotus Sametime, as well as those exposed through plug-ins, can be accessed from within IBM Lotus Notes

These plug-ins include a plug-in to access Cisco Unity or Cisco Unity Connection voicemails, a plug-in for allowing click-to-call functionality, and a plug-in to launch a Cisco Unified MeetingPlace meeting from the buddy list or an instant message.

The Cisco Click-to-Conference plug-in for IBM Lotus Sametime is the subject of these release notes. The Cisco Click-to-Conference plug-in allows users to activate an audio call with another person via click-to-conference functionality in the Sametime Instant Messaging client.



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# System Requirements

For this integration, ensure that you install and configure the following components:

- Cisco Unified Communications Manager—version 7.0(1) or a later release
- IBM Lotus Domino Server—version 7.0 or a later release
- IBM Sametime Server and Client—versions 7.5.1 and 8.0 are supported.

**Note**

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Version 8.0 of the IBM Sametime server is recommended as the optimum platform.

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- [Optional] IBM Lotus Notes—version 8.0.1 or a later release

## Important Notes

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## Joining Calls Across Clusters Fails

**Problem**

If you use version 7.5.1 of Sametime, you cannot join calls across clusters.

**Cause**

A call is active in Sametime. A user in the call creates a separate audio call with a user in another cluster. The "Join" softkey is used to join the calls.

**Solution**

No workaround exists. You must hang up the phone to end the call.

## Cisco Unified Communications Manager Fails to Notify Dropped Conference

**Problem**

Cisco Unified Communications Manager will drop the entire conference under these conditions:

- The Cisco Unified Communications Manager service parameter called "Drop Ad Hoc Conference" is set to "When Conference Controller Leaves."
- The moderator of the conference drops the call.

Cisco Unified Communications Manager fails to notify the Sametime server that the entire conference has dropped. As a result, all the participants except the moderator of the conference still appear to be "Connected" on Sametime.

**Cause**

This condition occurs when the Cisco Unified Communications Manager service parameter "Drop Ad Hoc Conference" is set to "When Conference Controller Leaves" or "When No OnNet Parties Remain in the Conference".

**Solution**

No workaround exists. You must close your Sametime call windows.

## Incorrect Call Direction when Using Sametime across Intercluster Trunks

**Problem**

If you use Sametime to make a call across clusters, an incorrect caller ID may display across the intercluster trunk. This condition only occurs if the Cisco Unified Communications Manager used in the call is not in the home cluster of the caller.

**Cause**

Consider this Cisco Unified Communications Manager configuration as an example:

Cluster A	Cluster B
Cisco Unified Communications Manager version = 6.1.2.1000-13	Cisco Unified Communications Manager version = 6.1.2.1000-13
Extension A	Extension B

If you configure **Cisco Unified Communications Manager A** on the Sametime server, this results:

1. When Extension A calls Extension B on the intercluster trunk — there are no issues.
2. When Extension B calls Extension A: (for example, from YYYYYY to XXXXXX)
  - The caller ID display on Extension B phone will read "From name (XXXXXX)"



**Note** The caller ID display should read "To name (YYYYYY)".

If you configure **Cisco Unified Communications Manager B** on the Sametime server, this results:

1. When Extension B calls Extension A on the intercluster trunk — there are no issues.
2. When Extension A calls Extension B: (for example, from XXXXXX to YYYYYY)
  - The caller ID display on Extension A phone will read "From Cisco Unified Communications Manager (XXXXXX)"



**Note** The caller ID display should read "To name (YYYYYY)".

**Solution**

No workaround exists

## **Incorrect Status for Participant Added into Sametime Conference via the Desk Phone Conf Key**

### **Problem**

If you add a user via the desk phone CONF key into a conference that has been established via the Sametime GUI, the GUI will display an incorrect status when that user hangs up the desk phone and exits the call. The Sametime GUI will display the status of the user as being connected to the other parties still involved in the call.

### **Cause**

This condition occurs if you use the CONF key on a desk phone to add a user into a conference that was pre-established via the Sametime GUI.

### **Solution**

Close the Sametime GUI to clear the incorrect status for the user. Add participants via the Sametime GUI if possible.

## Caveats

- [Using Bug Toolkit, page 5](#)
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## 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 bugs.
- All customer-found bugs.

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

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

## 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 5).

[Table 1](#) lists caveats that are resolved in the latest release of the Cisco Click-to-Conference plugin but that may have been open in previous releases.

**Table 1** *Resolved Caveats for Cisco Click-to-Conference Plugin)*

Identifier	Severity	Component	Headline
<a href="#">CSCsx29222</a>	2	sametime	Sametime Plugin rings callee before caller

## Hotfixes for Known IBM Lotus Sametime Issues

Known issues with IBM Lotus Sametime Release 8.02 are documented. For more information, see the IBM Technical Notes listed in the table below.

Document Number	Document Title	URL
1368186	Description of changes to the Telephony policy in Sametime 8.0.2	<a href="http://www-01.ibm.com/support/docview.wss?uid=swg21368186">http://www-01.ibm.com/support/docview.wss?uid=swg21368186</a>
1381422	Sametime 8.0.2 Telephony: Callee might appear twice in three-party call	<a href="http://www-01.ibm.com/support/docview.wss?uid=swg21381422">http://www-01.ibm.com/support/docview.wss?uid=swg21381422</a>
1381424	Sametime 8.0.2 Telephony: Click "x" button of call status window does not end call	<a href="http://www-01.ibm.com/support/docview.wss?uid=swg21381424">http://www-01.ibm.com/support/docview.wss?uid=swg21381424</a>

## Related Documentation

### Integration Guide for Configuring the Cisco Click-to-Conference Plug-In with IBM Lotus Sametime:

For documentation about this integration, see the following URL:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cups/7\\_0/english/integration\\_notes/ibmstInt.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cups/7_0/english/integration_notes/ibmstInt.html)

### Cisco Click-to-Call/Click-to-Conference Plug-In Compatibility Matrix:

For documentation about supported and recommended configurations, see the following URL:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cups/7\\_0/english/integration\\_notes/SametimePluginCompatibilityMatrix.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/cups/7_0/english/integration_notes/SametimePluginCompatibilityMatrix.pdf)

### Cisco Unified Communications Manager

For Cisco Unified Communications Manager documentation, 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)

### IBM Lotus Domino Server

For information about installing or upgrading IBM Lotus Domino Server, see the following URL:

<http://www-128.ibm.com/developerworks/lotus/documentation/domino/>

**IBM Lotus Sametime**

- For information about installing and configuring Lotus Sametime, see the following URL:  
<http://www-128.ibm.com/developerworks/lotus/documentation/sametime/>
- For more user support information on Lotus Sametime, see the following URL:  
<http://www-1.ibm.com/support/docview.wss?rs=477&uid=swg21195515>

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