



Release Notes for Cisco IP Communicator Release 2.1

Revised: February 16, 2010 OL-11378-03

These release notes describe the new features and caveats for all versions of Cisco IP Communicator Release 2.1.

To view the release notes for previous versions of Cisco IP Communicator, go to http://www.cisco.com/en/US/products/sw/voicesw/ps5475/prod_release_notes_list.html

To access the latest software upgrades for all versions of Cisco IP Communicator, go to <http://www.cisco.com/cgi-bin/tablebuild.pl/ip-comm>

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Introduction

These release notes describe new features, requirements, restrictions, and caveats for Cisco IP Communicator. These release notes are updated for every maintenance release and every major release but not for patches or hot fixes.

Before you install Cisco IP Communicator, we recommend that you review this document for issues that might affect your system.

Locales Supported

English only.

System Requirements

- [Network Requirements, page 2](#)
- [Server Requirements, page 3](#)
- [Client PC Requirements, page 5](#)

Network Requirements

For Cisco IP Communicator to successfully operate as an endpoint, your network must meet these requirements:

- You must configure voice over IP (VoIP) on your Cisco routers and gateways.
- Make sure you configure all interfaces carrying media-type data (voice, video, web conferencing) between its two endpoints to non-autonegotiate speed and duplex (for example, set all ports to 100 MB full duplex). You must also configure Ethernet interfaces on routers and switches in the cloud in this way.

If the autonegotiate setting is retained, negotiation can occur at any time, and if it occurs during a UDP transmission, that data is lost. Because voice data is UDP, users can experience significant voice quality problems. Similarly if any logical data is transmitted over UDP, serious system impairment might occur.

- If Cisco IP Communicator is behind a firewall, you must open ports in the firewall. For details about the TCP and UDP port usage for Cisco Unified Communications Manager, see this URL:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
- Your IP network must support DHCP with Cisco Option 150 configured with your TFTP server addresses if you want Cisco Unified Communications Manager to auto-locate its TFTP server.
- To integrate with Cisco Unified Video Advantage, see the [“Supported Cisco Unified Communications Manager Releases”](#) section on page 3 for the minimum Cisco Unified Communications Manager release.
- To integrate with Cisco Emergency Responder (CER), you need an available Ethernet port on a Cisco Ethernet switch. For details, see the *Cisco Emergency Responder Administrator Guide*.

**Note**

If the computer on which Cisco IP Communicator is running is plugged into the PC port on the back of a Cisco Unified IP Phone, Cisco IP Communicator is not discovered by the CER software. In this case, the Cisco Discovery Protocol (CDP) is blocked and is not detected by CER. Connecting Cisco IP Communicator directly to a switch port prevents this problem.

Server Requirements

Cisco IP Communicator requires Cisco Unified Communications Manager or Cisco Unified Communications Manager Express for call processing. Before you deploy Cisco IP Communicator to users, make sure that Cisco Unified Communications Manager or Cisco Unified Communications Manager Express is set up properly to manage Cisco IP Communicator devices and to route and process calls. For more information, see the *Cisco Unified Communications Manager Administration Guide* or context-sensitive help in Cisco Unified Communications Manager Administration.

For an overview of configuration and deployment tasks involving Cisco Unified Communications Manager and Cisco Unified Communications Manager Express, see the Cisco IP Communicator administration guide at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps5475/prod_maintenance_guides_list.html

**Note**

If Cisco IP Communicator does not appear in the Phone Type drop-down list in Cisco Unified Communications Manager Administration, install the latest support patch for your version of Cisco Unified Communications Manager: <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

- [Supported Cisco Unified Communications Manager Releases, page 3](#)
- [Interoperability Notes for Cisco Unified Communications Manager, page 4](#)
- [Supported Cisco Unified Communications Manager Express Releases, page 4](#)
- [Supported Cisco Unified Survivable Remote Site Telephone Releases, page 4](#)

Supported Cisco Unified Communications Manager Releases

These releases are supported with Cisco IP Communicator Release 2.1:

**Note**

Cisco Unified Communications Manager is formerly known as Cisco Unified CallManager.

- Cisco Unified Communications Manager Release 6.1 (SCCP and SIP)
- Cisco Unified Communications Manager Release 6.0 (SCCP and SIP)
- Cisco Unified Communications Manager Release 5.1 (SCCP and SIP)
- Cisco Unified Communications Manager Release 5.0(4) (SCCP and SIP)
- Cisco Unified Communications Manager Release 4.2(3) SR1 (SCCP)
- Cisco Unified Communications Manager Release 4.1(3) SR4 (SCCP)

This Cisco Unified Communications Manager release is now the minimum release with or without Cisco Unified Video Advantage integration. For details about client PC requirements when running Cisco IP Communicator with Cisco Unified Video Advantage, see [Table 2 on page 8](#).

Interoperability Notes for Cisco Unified Communications Manager

These interoperability notes apply:

- While Cisco IP Communicator registers and runs many of the functions within Cisco Unified Communications Manager Release 6.1, 6.0 or 5.1, it does not support some of the new features introduced in these releases because Cisco IP Communicator is based on the Cisco Unified Communications Manager Release 5.0 7970 phone firmware. Similarly, some features might not be available when registering Cisco IP Communicator with Cisco Unified Communications Manager Express.
- Cisco IP Communicator is not supported with Cisco Unified Communications Manager Assistant Release 6.0 or 5.1 (formerly known as Cisco Unified CallManager Assistant and Cisco IP Manager Assistant [IPMA]).
- When Cisco IP Communicator is using SIP as its call-control protocol, it does not interoperate with:
 - WebDialer
 - Cisco Unified Video Advantage
 - Cisco Unified Communications Manager Assistant
- To add support for security features in Cisco IP Communicator, download and install the Cisco Unified Communications Manager Release 4.x device pack from this URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-42>

These versions are supported:

- Release 4.2: devpack 05
- Release 4.1: devpack 31

Supported Cisco Unified Communications Manager Express Releases

These releases are supported with Cisco IP Communicator Release 2.1:

- Cisco Unified Communications Manager Express Release 4.1 (SCCP)
- Cisco Unified Communications Manager Express Release 4.0 (SCCP)
- Cisco Unified Communications Manager Express Release 3.3 (SCCP)



Note

When Cisco IP Communicator is running SIP as its call-control protocol, it does not support SRST or Cisco Unified Communications Manager Express. (CSCsh69835)

Supported Cisco Unified Survivable Remote Site Telephone Releases

These releases are supported with Cisco IP Communicator Release 2.1:

- Cisco Unified Survivable Remote Site Telephony Release 4.1 (SCCP)
- Cisco Unified Survivable Remote Site Telephony Release 4.0 (SCCP)

Client PC Requirements

Before you install Cisco IP Communicator on any PC, the PCs must meet the requirements described in these sections:

- [Platform Requirements, page 5](#)
- [Supported Audio Devices, page 9](#)
- [Supported Audio Formats, page 9](#)

Platform Requirements

[Table 1](#) shows the PC requirements and the operating system on which Cisco IP Communicator runs.

[Table 2](#) shows the requirements when Cisco IP Communicator operates with Cisco Unified Video Advantage.

Minimum requirements for Cisco IP Communicator are based on a system without other applications and services, not including the base operating system image. Administrators must determine if the system configuration can adequately perform with other applications concurrently running. This operation can require additional CPU speed and RAM.



Note

Cisco IP Communicator does not support Windows XP Fast User Switching.

Cisco IP Communicator is supported *only* on Windows 2000, XP, and Vista as shown in [Table 1](#).

Table 1 Minimum and Recommended Requirements for Cisco IP Communicator

Item	Description
Internal Hardware	<p>Microsoft Windows Vista:</p> <ul style="list-style-type: none"> • A Microsoft Vista Premium Ready PC. For details about the minimum hardware requirements for Windows Vista (in addition to the requirements in this table), search for <i>Premium Ready PC</i> on the Microsoft website or see this URL: http://support.microsoft.com/kb/919183 <p>Note Cisco IP Communicator supports x86-based processors running a 32-bit OS; 64-bit OSs are not supported.</p> <ul style="list-style-type: none"> • Performance scores of 3 or higher <ul style="list-style-type: none"> – Hardware in computers running Microsoft Vista and Cisco IP Communicator using Cisco Unified Video Advantage must have a base score of 3 or higher. Run the performance tool by choosing Start > Control Panel and clicking Performance and Rating. – The subscores for Memory (RAM), Graphics, and Gaming Graphics must be 3 or higher. • Disk space: 200 MB free disk space • Memory: 1 GB RAM (see the software row in this table for the supported Vista OSs) • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10/100 Mbps Ethernet network interface card • SVGA video card • 800 x 600 x16-bit screen resolution (1024 x 768 x 16-bit or better recommended) <hr/> <p>Microsoft Windows XP and Windows 2000:</p> <ul style="list-style-type: none"> • Pentium P4 1.0 GHz or equivalent (Pentium P4 1.5 GHz or higher recommended) • Disk space: 200 MB free disk space • Memory: 1 GB RAM • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10/100 Mbps Ethernet network interface card • SVGA video card • 800 x 600 x16-bit screen resolution (1024 x 768 x 16-bit or better recommended)

Table 1 Minimum and Recommended Requirements for Cisco IP Communicator (continued)


Item	Description
Software	<ul style="list-style-type: none"> • Microsoft Windows Vista Business Edition or Enterprise Edition with or without Service Pack 1 • Windows XP Professional with Service Packs 1, 2 and 3 • Windows 2000 Professional with Service Pack 4 <p> Caution If you are using Cisco IP Communicator with a USB audio device, you might need to install the specified Microsoft hotfix to avoid system crashes.</p> <hr/> <p>You must install a Microsoft Windows USB audio device hotfix if you use Cisco IP Communicator with both of these:</p> <ul style="list-style-type: none"> – Windows 2000 Service Pack 4 – USB audio devices <p>To obtain the hotfix for your locale, access the file called <i>cipc-Admin-ffr.2-1-1.zip</i> from this website:</p> <p>http://www.cisco.com/pcgi-bin/tablebuild.pl/ip-comm</p> <p>Unzip the <i>W2KUSBHotfix.zip</i> file to access the appropriate locale folder.</p>
USB Headsets and Handsets	Optional. See the “Supported Audio Devices” section on page 9.
Connectivity	128 kbps network connection

Table 2 *Minimum and Recommended Requirements for Cisco IP Communicator with Cisco Unified Video Advantage*


Item	Description
Internal Hardware	<p>Microsoft Windows XP and Windows 2000</p> <p>Desktop</p> <ul style="list-style-type: none"> • Pentium P4 2.4 GHz or equivalent with Streaming SMD Extensions support required (Pentium 4 2.8 GHz or higher recommended) • Disk space: 200 MB free disk space • Memory: 1 GB RAM • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10/100 Mbps Ethernet network interface card • SVGA video card • 800 x 600 x16-bit screen resolution (1024 x 768 x 16-bit or better recommended) <p>Laptops</p> <ul style="list-style-type: none"> • Pentium M 1.5 GHz or higher compatible processor (Streaming SIMD Extensions support required); 1.7 GHz Pentium M or higher recommended <p>Microsoft Windows Vista</p> <ul style="list-style-type: none"> • Requires Cisco Unified Video Advantage version 2.1 (1) <p>For details about video hardware requirements, see the Cisco Unified Video Advantage release notes at this URL:</p> <p>http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_release_notes_list.html</p>
Software	<ul style="list-style-type: none"> • Windows XP Professional with Service Pack 2 • Windows 2000 Professional with Service Pack 4 <p> Caution If you are using Cisco IP Communicator with a USB audio device, you might need to install the specified Microsoft hotfix to avoid system crashes.</p> <hr/> <p>You must install a Microsoft Windows USB audio device hotfix if you use Cisco IP Communicator with both of these:</p> <ul style="list-style-type: none"> - Windows 2000 Service Pack 4 - USB audio devices <p>To obtain the hotfix for your locale, access the file called <i>cipc-Admin-ffr.2-1-1.zip</i> from this website:</p> <p>http://www.cisco.com/cgi-bin/tablebuild.pl/ip-comm</p> <p>Unzip the <i>W2KUSBHotfix.zip</i> file to access the appropriate locale folder.</p>
USB Headsets and Handsets	Optional. See the “ Supported Audio Devices ” section on page 9.

Table 2 Minimum and Recommended Requirements for Cisco IP Communicator with Cisco Unified Video Advantage (continued)

Item	Description
Video Telephony Cameras	For details about cameras supported for use with Cisco IP Communicator and Cisco Unified Video Advantage, see the Cisco Unified Video Advantage release notes at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_release_notes_list.html
Connectivity	384 kbps network connection

**Note**

Using video with Cisco IP Communicator over a corporate wireless LAN might result in poor audio and video quality and is not supported. Video calls can be placed or received on a remote wireless LAN connection with a minimum broadband link of 300kbps/300kbps. For best results, we recommend that you use video over a wired Ethernet connection whenever possible.

Supported Audio Devices

**Note**

While Cisco does perform basic testing of selected third-party headsets and handsets for use with Cisco IP Communicator, it is ultimately the customer's responsibility to test this equipment in their own environment to determine suitable performance. Due to the many inherent environmental and hardware differences in locations where Cisco IP Communicator is deployed, there is not a single *best* solution that is optimal for all environments.

For information about supported devices, see this URL:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps5475/prod_bulletin0900aecd800f4564.html

Supported Audio Formats

Cisco IP Communicator supports these audio formats:

- G.711a
- G.711u
- G.729a
- G.729ab

**Note**

The Cisco linear wideband audio codec (uncompressed wideband, 16 bits, 16 k hz) is not supported in Cisco IP Communicator Release 2.1 and later.

About Voice Quality

Cisco IP Communicator has been 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 IP Communicator on a workstation meeting the recommended workstation configuration found in the product Release Notes and in a network that meets the recommended quality criteria in the Cisco Unified Communication Solution Reference Design Document.

Cisco takes 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 the personal computer environments in which these products run is very different than a closed environment like Cisco IP Phones and Cisco 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 complete documentation for Cisco IP Communicator, see the documentation guide at:

http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_documentation_roadmaps_list.html

The user guide is also available from the Cisco IP Communicator program folder or by right-clicking the Cisco IP Communicator interface.

For information about Cisco's standard Limited Warranty policy, see the documentation available at:

http://www.cisco.com/en/US/products/prod_warranties_listing.html

You can find documentation for related products at the following URLs:

- Cisco Unified Video Advantage—
http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html

- Cisco Unified Communications Manager—
 - Cisco Unified Communications Manager (CallManager)—
http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
 - Cisco Unified Communications Manager Business Edition—
http://cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

New and Changed Information

- [Release 2.1\(4\), page 11](#)
- [Release 2.1\(3\), page 11](#)
- [Release 2.1\(2\), page 11](#)
- [Release 2.1\(1\), page 11](#)

Release 2.1(4)

Cisco IP Communicator Release 2.1(4) has no new features. See the “[Resolved Caveats](#)” section for the list of defects fixed in this release.

Release 2.1(3)

Cisco IP Communicator Release 2.1(3) has no new features. See the “[Resolved Caveats](#)” section for the list of defects fixed in this release.

Release 2.1(2)

Cisco IP Communicator Release 2.1(2) has no new features. See the “[Resolved Caveats](#)” section for the list of defects fixed in this release.

Release 2.1(1)

Cisco IP Communicator Release 2.1(1) supports the following new features:

- Audio quality enhancements—these enhancements provide an advanced (adaptive) jitter buffer and packet loss (error) concealment, acoustic echo cancellation, noise suppression, voice activity detection, and silence suppression.
- Bandwidth reservation through Windows generic quality of service (GQoS)—this feature improves the audio quality of Cisco IP Communicator when it is used over networks with limited upstream bandwidth.



Note GQoS is not supported on Windows Vista because of an issue with this operating system.

- Support for Session Initiation Protocol (SIP) signaling—you can deploy Cisco IP Communicator as either a Skinny Client Control Protocol (SCCP) endpoint or as a SIP endpoint when you integrate with Cisco Unified Communications Manager Release 5.x and later.
- Support for security against device spoofing—with Transport Layer Security (TLS)-based, mutual authentication using certificates when connected to Cisco Unified Communications Manager Release 4.x and later, this feature prevents Cisco IP Communicator from impersonating another Cisco Unified IP Phone. The security is implemented with two-way authentication with the Certificate Authority Proxy Function (CAPF) and a Locally Significant Certificate (LSC).
- Support for the Cisco Unified IP Phone 7970 firmware 8.0(4) code base—this feature provides support for some of the new Cisco Unified Communications Manager Release 4.2 features (call pickup notification, directed call park, and logging out of hunt groups).
- Support for adjunct licensing in Cisco Unified Communications Manager Release 6.0—this feature associates a secondary soft-phone device with a primary device and consumes only one device license per device.
- Support for Windows Vista—Cisco IP Communicator now runs on this operating system.

For information about all available features and benefits, see the Cisco IP Communicator data sheet at http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_data_sheets_list.html.

Installation Notes

- AutoUpdate: Cisco IP Communicator no longer supports AutoUpdate functionality provided in any release of Cisco Unified Communications Manager. You must use a software deployment tool and the Cisco IP Communicator installer to update the application.

If you previously specified a default or nondefault software load in Cisco Unified Communications Manager on the Device Defaults Configuration window, you must remove it.

- Windows Vista Sound Control Panel issues:
 - If you rename an audio device through the Sound Control Panel after tuning it, it might need to be retuned the next time you use Cisco IP Communicator. (CSCsi24821)
 - If you use long device names in the Sound Control Panel, it might cause problems with Cisco IP Communicator. (CSCsi60871)
 - The Audio Tuning Wizard cannot tune a device for recording if the name in the Sound Control Panel for the device is the same on both the Playback and Recording tabs. (CSCsi60522)

For details about these issues and possible workarounds, see the “Using Bug Toolkit” section on page 14.

Limitations and Restrictions

You should review [Table 3](#) before you begin working with Cisco IP Communicator. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the product.

For more information about an individual limitation, including workarounds, click the associated identifier in the table to access the online record in Bug Toolkit for that defect. (For information about accessing Bug Toolkit, see the “Using Bug Toolkit” section on page 14).

For information about open and resolved caveats, see [Table 4](#) and [Table 6](#).

Table 3 *Closed Caveats for Cisco IP Communicator*

Identifier	Severity	Component	Headline
CSCsb45043	2	phonefeatures	Cannot tune audio when USB headset and VT camera both plugged in (Win2K).
CSCsi29887	2	phonefeatures	DHCP Inform sources the incorrect MAC address.
CSCeb55414	3	userinterface	STARTUP: Communicator does not support Terminal Services.
CSCeb55433	3	userinterface	USER INTERFACE: clicking on scroll bars does not work.
CSCec76357	3	cdp	CDP: Disabling the driver on a net adapter results in cdpOpen failure.
CSCec88550	3	installer	INSTALL: Performing silent installations automatically reboots PC.
CSCed21364	3	directories	DIRECTORY: lookups fail for users created via Netscape server admin.
CSCee09266	3	audio	AUDIO: One-way audio is observed with VSClient VPN software.
CSCsb01848	3	installer	Communicator displays Could not initialize media after upgrade.
CSCsb25018	3	audio	IPC crashes with Atheros Wireless Driver 4.0.100.140a on ThinkPad.
CSCsc26138	3	userinterface	UI: Clarisys i750 & GN Netcom 8120 co-exist cause On/Off LED out of sync.
CSCsc37315	3	userinterface	Dragging vcard from outlook messages does not work.
CSCsd55239	3	phonefeatures	IP Communicator crash with McAfee Desktop Firewall 8.5.
CSCse03326	3	phonefeatures	SIP CIPC would freeze if USB headset unplugged during the call on Win2k.
CSCse48273	3	audio	IPC 2.0(1) does not start streaming after getting StartMediaTransmission.
CSCse98044	3	phonefeatures	Out of order TCP packet causes UI lock up.
CSCsg01891	3	userinterface	Restricted User Can Access Network Settings If Not Configured Properly.
CSCsh28178	3	phonefeatures	Invalid TFTP IP Addresses Can Appear To Hang Client.
CSCsi88016	3	audio	AUDIO: One-way audio observed with Aventail VPN client.
CSCsk09258	3	userinterface	Vista with CIPC 2.1:IPC hangs /freezes once it launched, can't make call.
CSCsk14513	3	phonefeatures	CIPC 2.1.1 DSCP value marker set to 000000 in the UDP packet.
CSCso05786	3	userinterface	IPC 2.1.3 unable to access services URL with Vista and WINRM

Important Notes

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.

Caveats

- [Using Bug Toolkit, page 14](#)
- [Open Caveats, page 15](#)
- [Resolved Caveats, page 16](#)

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 these 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>.
- Log on with your Cisco.com user ID and password.
- Step 2** To look for information about a specific problem, enter the 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

The caveats in [Table 4](#) describe possible unexpected behavior in the latest Cisco IP Communicator release. These caveats may also be open in previous releases. Caveats are listed in order by severity, then in alphanumeric order by identifier.

Because defect status continually changes, be aware that the tables reflects 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 Bug Toolkit (see the [“Using Bug Toolkit”](#) section on [page 14](#)).

Table 4 Open Cisco IP Communicator Caveats

Identifier	Severity	Component	Headline
CSCso58825	1	phonefeatures	CIPC Generates Millions Of MediaPathEvent, OffHook and Softkey Events
CSCsm61779	2	audio	Audio call between 2 IPC fails.
CSCso23592	2	phonefeatures	CIPC failed to end the call after MeetingPlace ended the meeting.
CSCsr19839	2	phonefeatures	First participant which joins Video Meetme conf has one way video
CSCsa60614	3	userinterface	Selecting User Options goes to wrong page when connected to CCME.
CSCsb78418	3	phonefeatures	JPN: Most ringers are not audible with non-ASCII Windows username.
CSCsd04640	3	userinterface	Toast does not close if Confm softkey pressed before call answered.
CSCsd47661	3	audio	IP Communicator: No receive audio on multicast call.
CSCse67283	3	userinterface	Yen sign key generates backslash on phone screen.
CSCsf26963	3	phonefeatures	Temp denial of service while spoofing secured CIPC.
CSCsh23655	3	installer	VISTA: CDP driver is not verified for Windows Vista OS.
CSCsh35847	3	phonefeatures	Secured CIPC can still register to CCM with old certificate.
CSCsh69835	3	phonefeatures	SIP CIPC does not support SRST.
CSCsh75650	3	phonefeatures	MUSTER: SIP Phones Do not Log Call Park Numbers In Placed Calls Directory.
CSCsh89047	3	userinterface	VISTA: Unable to initialize support for Cisco Emergency Responder.
CSCsh93619	3	phonefeatures	Call Dropped: CCM SIP trunk fails to complete SIP reinvite.
CSCsi19336	3	userinterface	Vista, Standard user able to modify Preferences in CIPC.
CSCsi23076	3	phonefeatures	Vista Ent, SIP CIPC crashes on the 17th caller join Conf Call.
CSCsi99838	3	phonefeatures	Vista: CIPC crashed when switching from one network to other network.
CSCsj88029	3	phonefeatures	After call transfer CIPC doesn't send RFC2833 digits.
CSCsk00507	3	directories	CIPC Directory Wizard does not install ... log4j:WARN
CSCsk00604	3	phonefeatures	CIPC requires restart after CUPP user deactivate/activate.
CSCsl40139	3	audio	IP Communicator master volume settings change.

Table 4 Open Cisco IP Communicator Caveats (continued)

Identifier	Severity	Component	Headline
CSCsm52567	3	userinterface	CIPC hangs for some time once we click on launch CUVA button in CIPC
CSCsm57928	3	userinterface	Main window softkey delay on incoming call while CIPC is on call
CSCsm70442	3	audio	One way audio happen once on a IBM T60p laptop
CSCso07665	3	userinterface	CIPC - SCCPS Signaling packets sending DSCP value of 0x0
CSCso25167	3	phonefeatures	CIPC can not register after in Authenticated mode
CSCso29883	3	installer	Simple installation of CIPC hotfix caused it to crash
CSCso51491	3	phonefeatures	DSCP for Phone-based Services is always 0 on XP
CSCso83788	3	phonefeatures	CIPC does not register to secure CME in secure mode
CSCso86409	3	phonefeatures	DSCP value for Phone Configuration is always zero
CSCsq87762	3	phonefeatures	CIPC 2.1.3 does not pull unsigned config file after removing CTL
CSCsq90364	3	phonefeatures	Call would dropped if the CIPC device being spoof
CSCsq98077	3	phonefeatures	Erasing CTL file from phone security config would hang CIPC
CSCsl41659	4	userinterface	Ctrl + Shift + A not available to other applications.
CSCsq99385	4	userinterface	IP communicator visual feedback on keypress leaks information
CSCsk87373	6	userinterface	IP communicator only keeps time zone information from CallManager server.
CSCsl56474	6	installer	IP Communicator should have an option to change directory for traces.
CSCsm22665	6	audio	Change in Australia DST affects CIPC in 2008.
CSCsm23748	6	audio	Change in Argentina DST affects CIPC in 2008.

Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases. Caveats are listed in order by severity, then in alphanumeric order by identifier.

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 resolved defects, access Bug Toolkit (see the [“Using Bug Toolkit” section on page 14](#)).

- [Release 2.1\(4\), page 16](#)
- [Release 2.1\(3\), page 17](#)
- [Release 2.1\(2\), page 18](#)
- [Release 2.1\(1\), page 19](#)

Release 2.1(4)

[Table 5](#) lists the caveats resolved in Release 2.1(4).

Table 5 *Resolved in Release 2.1(4)*

Identifier	Severity	Component	Headline
CSCso72538	2	phonefeatures	CIPC does not processes simple HTTP 302 moved response
CSCsq47209	2	phonefeatures	Invalid SCCP message! on CIPC
CSCsq89102	2	directories	V2.1 CIPC (On XP or Vista) custom directory doesn't work
CSCsh83811	3	userinterface	Texts disappear after call terminated.
CSCsi10225	3	userinterface	Japanese ATW check box has label ???
CSCsi44127	3	userinterface	L10N: Texts in buttons, static text and title of ATW shows garbage
CSCsi47478	3	phonefeatures	MUSTER: Putting a SIP CIPC on Hold Disconnects Call
CSCsi90259	3	audio	TRACING: VoiceEngineTrace File Gets Very Large.
CSCsk37991	3	audio	CIPC will not relinquish control of headset when call ends.
CSCsl40139	3	audio	IP Communicator master volume settings change.
CSCsm38846	3	phonefeatures	CIPC 2.1.2 crashes on Windows Vista when the call ends
CSCsm57884	3	phonefeatures	CIPC - Funny Characters in VarVQMetrics Column in CMR file
CSCsm98901	3	userinterface	CIPC 2.1.3 crashes accessing /CGI/ScreenShot
CSCso35228	3	phonefeatures	CIPC hangs on Vista after making a call
CSCso67575	3	installer	Current limit on number of trace files not enough
CSCso82757	3	audio	CIPC increases Mic Volume during an active call
CSCsq70109	3	phonefeatures	The PortInformationX page is broken
CSCsr39944	3	userinterface	CIPC started hidden through script causes system not to shutdown 1st time
CSCsm23748	6	audio	Change in Argentina DST affects CIPC in 2008

Release 2.1(3)

Table 6 lists the caveats that were resolved in Release 2.1(3).

Table 6 *Resolved in Release 2.1(3)*

Identifier	Severity	Component	Headline
CSCsk52478	2	phonefeatures	CIPC crashes when placing/receiving/ending calls on Vista and AMD systems.
CSCsk58110	2	phonefeatures	g729. Event packet missing end bit.
CSCsk94471	2	directories	CIPC dials "none" with number when using PAB.
CSCsl69284	2	audio	One way audio in Cisco IP Communicator.
CSCsd05314	3	audio	Cancel PC standby/hiberation while CIPC in active call drops audio.
CSCsi20557	3	phonefeatures	CIPC on-hook has memory leak on IBM laptop.
CSCsi61323	3	userinterface	CIPC Freeze on start up after DST change, buttons are not usable.
CSCsj30199	3	phonefeatures	CIPC 2.1(1) incorrectly processes HTTP 302 response reversing IP address.
CSCsj79733	3	installer	IP Communicator 2.1.1.2 fails to run on its starting by Runtime Error.

Table 6 Resolved in Release 2.1(3) (continued)

Identifier	Severity	Component	Headline
CSCsk14773	3	phonefeatures	CIPC not able to retrieve channels from IPICS.
CSCsk38630	3	userinterface	IPC 2.1.1 Crashes on certain laptops.
CSCsk55310	3	phonefeatures	Corporate Directory Search Cannot Handle Long Data.
CSCsk69393	3	audio	No Audio with CIPC and certain H.323 Tandberg when used with video.
CSCsk89302	3	installer	CIPC supports Venezuela time zone change.
CSCsi05670	3	phonefeatures	CIPC phone delay to display system message after deactivate DND.
CSCsi72204	3	userinterface	IP Communicator shows wrong time for Santiago (Chile) Time Zone.
CSCsm12738	3	userinterface	CIPC crashes upon startup
CSCsk45663	4	phonefeatures	CIPC in mixed-mode cluster is unable to use custom backgrounds.
CSCsh67247	6	directories	IP Communicator does not honor Phoneproxy HTTPProxy configuration.
CSCsk93866	6	phonefeatures	CIPC: IP Communicator does not adjust properly to Brazil DST 2008.

Release 2.1(2)

[Table 7](#) lists the caveats that were resolved in Release 2.1(2).

Table 7 Resolved in Release 2.1(2)

Identifier	Severity	Component	Headline
CSCsj84869	2	audio	CIPC Packet size 20ms causing one-way audio towards Cisco Unity.
CSCsf14511	3	userinterface	Tab Characters being disregarded on text page in IP Communicator.
CSCsh24247	3	phonefeatures	Garbage character on phone screen after Locale changed to Japanese.
CSCsi06662	3	phonefeatures	Iterated registering/reset cycle at specific machines.
CSCsi12225	3	installer	IP Communicator TCP/IP stack issue when Enforce software installed...
CSCsi81773	3	userinterface	After holding a call, it is not able to resume and transfer.
CSCsi81787	3	userinterface	CIPC becomes unregistered and screen vanished.
CSCsi90702	3	userinterface	CIPC frozen while launching (blue screen).
CSCsi90791	3	userinterface	CIPC frozen while launching (logo screen).
CSCsj04611	3	phonefeatures	Fail to change the value of DSCP on CIPC 2.1(1).
CSCsj36953	3	phonefeatures	Disabling web server in IP Communicator stops services from working.
CSCsj54485	3	audio	IPC 2.1.1 RTP streaming problem.
CSCsj72759	3	phonefeatures	Strings in SCCP should be encoded in ISO-8859-1.
CSCsj95281	3	userinterface	CIPC - 8 hours behind when using GMT+8 Singapore time zone.

Table 7 Resolved in Release 2.1(2) (continued)

Identifier	Severity	Component	Headline
CSCsk17373	3	audio	CIPC sends 20B of RTP payload instead of 40B with G729 codec.
CSCsj83567	6	phonefeatures	CIPC: IP Communicator does not adjust properly to New Zealand DST 2007.

Release 2.1(1)

Table 8 lists the caveats that were resolved in Release 2.1(1).

Table 8 Resolved in Release 2.1(1)

Identifier	Severity	Component	Headline
CSCse87350	1	phonefeatures	Blue Screen with Communicator upgrade
CSCse87392	1	phonefeatures	No Sending or Receiving audio with CIPC
CSCsa70327	2	userinterface	IPC doesn't terminate Refresh after phone screen goes to another URL
CSCsb15276	2	userinterface	Application crashes when a new call attempt is made
CSCsb15912	2	audio	Headset unplug during a call causes the system to freeze
CSCsb30885	2	userinterface	CIPC crashes when changing 'Optimize for low bandwidth' option in Pref.
CSCsc13409	2	phonefeatures	No audio with Barge when the call is answered from CIPC
CSCsd38837	2	phonefeatures	Callback is not working.
CSCsd98019	2	installer	Re-register CIPC again could cause CIPC to hung
CSCse32731	2	phonefeatures	CIPC Application crashes upon startup after installing CUVA on same PC
CSCse64537	2	phonefeatures	Resetting SIP Phones Has Problems.
CSCse70881	2	userinterface	CIPC 2.0(1a) crashes and generates drwtsn log when xml app selected.
CSCse75088	2	phonefeatures	Running CIPC on a Non-Admin Account Gives Gray Rectangle.
CSCse76563	2	installer	SIP CIPC hung on registration on clean/fresh install.
CSCse82081	2	phonefeatures	Touchscreen Does Not Work After New Installation.
CSCse82124	2	userinterface	Debug Assertion Failures Trying to Close Client and Changing Audio Prefs.
CSCsg25451	2	phonefeatures	G.729 Not Working.
CSCsh16124	2	phonefeatures	Support for signed cnf file.
CSCsh93515	2	audio	No audio when tuning playback device.
CSCeg21674	3	phonefeatures	Missed call information not getting populated w/ correct call ID.
CSCeg74348	3	userinterface	IP Communicator Crashes When Receiving a Second Call or new E-mail.
CSCsa79847	3	userinterface	The browser window on the IP Communicator opens when it should not.

Table 8 Resolved in Release 2.1(1) (continued)

Identifier	Severity	Component	Headline
CSCsb00571	3	phonefeatures	Cisco IP Communicator displays incorrect information on streaming stats page.
CSCsb72167	3	audio	Experience Bad Voice Quality if Lotus Notes is Performing Synch.
CSCsc10568	3	audio	Unplug USB audio device during call in Win2K causes PC slowdown.
CSCsc67760	3	userinterface	Tooltips do not show up if CIPC is closed and re-launched in compact mode.
CSCsc82340	3	userinterface	Ctrl-Shift-A does not work when “hide incoming call notification” is checked.
CSCsc95408	3	userinterface	Toast from 2nd call does not close if answer with softkey or call dropped.
CSCsd00604	3	audio	Voice cutting in and out in speaker mode.
CSCsd11303	3	phonefeatures	Offhook in handset mode following by press speed dial makes CIPC onhook.
CSCsd18125	3	phonefeatures	No video with CIPC video call after standby/resume.
CSCsd69887	3	audio	Cisco IP Communicator no audio when connecting to VPN3K using AES.
CSCsd76618	3	phonefeatures	Pressing QRT softkey while idling does not function.
CSCsd80501	3	userinterface	Cisco IP Communicator displays wrong time for Caracas time zone.
CSCse05022	3	cipc-docs	Missing warranty information from Cisco IP Communicator documentation.
CSCse19671	3	audio	Cisco IP Communicator can not use internal microphone.
CSCse28509	3	phonefeatures	CIPC dials alphanumeric characters in PreDial string with FastDials.
CSCse42315	3	userinterface	Cannot undock with CIPC running and an USB audio device plugin.
CSCse51256	3	installer	Cisco IP Communicator Cannot select VT camera mic or use Windows default source.
CSCse63221	3	phonefeatures	BLF/Speed dial does not show correct icon status from Directory.
CSCse63974	3	audio	Unplug non-audio HID device may pop up message to end call in CIPC.
CSCse66736	3	phonefeatures	Unable to configure Privacy parameter for CIPC in CCMAAdmin.
CSCse67018	3	installer	Installing via automation intermittently fails to configure net card.
CSCse70462	3	phonefeatures	Japanese CIPC connected to CCM 5.0 generates XML errors.
CSCse82642	3	phonefeatures	ST: IP communicator confList softkey does not work.
CSCse91702	3	userinterface	Japanese phone screens corrupted when connected to CCM 5.0.
CSCsf30268	3	installer	User cannot launch CIPC the first time after the admin installs it.
CSCsf97734	3	userinterface	CIPC 2.0 fetches incorrect IP when autodetect IP is not selected.
CSCsg20947	3	audio	ATW does not allow selection of playback only device for ringer.
CSCsg24409	3	audio	Windows default audio devices change cause incoming ring problem.
CSCsg43575	3	installer	Unable To Select External Mic on PC w/ both External & Internal.
CSCsg44070	3	userinterface	SE: TNP: Continuous ringback tone for IPC with Swedish locale.

Table 8 Resolved in Release 2.1(1) (continued)

Identifier	Severity	Component	Headline
CSCsg84890	3	phonefeatures	Freeze of Cisco IP Communicator at the starting up of the application.
CSCsh12991	3	audio	The audio with Cisco IP Communicator may fade out during the call.
CSCsh26472	3	audio	CIPC will not use UDP port over 32766 for RTP.
CSCsh55817	3	userinterface	CIPC Won't Start Minimized Even When Commanded To.
CSCsh60628	3	phonefeatures	CIPC 2.0 EM SURL button does not work with a custom device name (MAC).
CSCsh91953	3	cipc-docs	XSS vulnerability via search facility in Cisco IP Communicator online help.
CSCsi10915	3	phonefeatures	CIPC not adjusting properly to 2007 DST policy change.
CSCuk55880	3	userinterface	Communicator does not terminate active calls when app is closed.
CSCed53574	4	userinterface	Launching IPC, Non-Admin user prompted to select Network interface.
CSCsg30706	5	userinterface	CIPC 2.0(2): A pop-up window for an incoming calls dose not disappear.
CSCsb02511	6	audio	Add support for High Definition Audio devices.
CSCsb09877	6	audio	Generate non-DTMF tone for user confirm when digits pressed.
CSCsc22901	6	audio	Cisco IP Communicator is not playing local tone to user when DTMF received.

Troubleshooting

These Cisco IP Communicator documents provide troubleshooting information:

- *User Guide for Cisco IP Communicator*
- *Administration Guide for Cisco IP Communicator*

You can access these documents at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html

Documentation Updates

For the latest versions of all Cisco IP Communicator documentation, go to

http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html

Errors

This section lists errors in the current documentation for Cisco IP Communicator and gives corrected information. The correct information will be incorporated in a future documentation release, or as otherwise noted.

Administration Guide for Cisco IP Communicator Release 2.1: Installer Packages for Cisco IP Communicator

Table 3-1 Installer Packages for Cisco IP Communicator in the “Installer Package Names” section in the “How to Deploy the Application” section in the “Deploying and Updating Cisco IP Communicator” chapter of the guide is incorrect. Use the following information instead:

Filename	Description
CiscoIPCommunicatorSetup.exe	This executable contains the required Windows Installer engines and default verbose logging for typical deployments.
CiscoIPCommunicatorSetup.msi	This Microsoft Windows Installer package (MSI package) provides deployment customization through command-line options. Logging is not automatically set when you use the MSI package.

Omissions

This section lists new and additional information that is not included in the current Cisco IP Communicator documentation. The new and additional information will be incorporated in a future documentation release, or as otherwise noted.

User Guide for Cisco IP Communicator Release 2.1: Using Keyboard Shortcuts

The “Using Keyboard Shortcuts” section in the “How to Navigate the Interface” section in the “Learning About the Cisco IP Communicator Interface and Its Features” chapter of the guide should include a note to qualify that the function key shortcuts do not work with caps lock enabled.

Cisco IP Communicator Phone Guide Release 2.0: Using Keyboard Shortcuts

The “Using Keyboard Shortcuts” section in the “Call-Handling and Navigation Tips” section of the guide should include a note to qualify that for Cisco IP Communicator 2.0(2) and later, function key shortcuts do not work with caps lock enabled.

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>

This document is to be used with the documents listed in the “Related Documentation” section on page 10.

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