



Release Notes for Cisco IP Communicator Release 7.0

Revised: August 18, 2011

These release notes contain information about new and changed functionality for Cisco IP Communicator Releases 7.0(1), 7.0(2), 7.0(3), 7.0(4), 7.0(5) and 7.0(6).

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>

Contents

- [Introduction, page 2](#)
- [System Requirements, page 2](#)
- [About Voice Quality, page 9](#)
- [Related Documentation, page 10](#)
- [New and Changed Information, page 10](#)
- [Installation Notes, page 13](#)
- [Limitations and Restrictions, page 14](#)
- [Important Notes, page 15](#)
- [Caveats, page 16](#)
- [Troubleshooting, page 23](#)
- [Documentation Updates, page 23](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 23](#)



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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 and 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.

System Requirements

- [Network Requirements, page 2](#)
- [About Server Requirements, page 2](#)
- [About Client PC Requirements, page 4](#)

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.
- 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, 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 will not be discovered by the CER software. In this case, the Cisco Discovery Protocol (CDP) will be blocked and will not be detected by CER. Connecting Cisco IP Communicator directly to a switch port prevents this problem.

About 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, page 3](#)
- [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

You must be running Cisco Unified Communications Manager Release 6.1 or later to fully use all Cisco IP Communicator Release 7.0 functionality.

**Note**

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

- Cisco Unified Communications Manager Release 8.0 (SCCP and SIP)
- Cisco Unified Communications Manager Release 7.1x (SCCP and SIP)
- Cisco Unified Communications Manager Release 7.0 (SCCP and SIP)
- Cisco Unified Communications Manager Release 6.1.x (SCCP and SIP)
- Cisco Unified Communications Manager Release 4.3 (SCCP)

Cisco Unified Communications Manager release 4.3 is 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 7](#).

Interoperability Notes

These interoperability notes apply:

- Because Cisco IP Communicator is based on the Cisco IP Phone 7970 firmware for Cisco Unified Communications Manager Release 6.0, it does not support some of the new phone features released in Cisco Unified Communications Manager releases 7.0 or 6.1. 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 (formerly known as Cisco Unified CallManager Assistant and Cisco IP Manager Assistant [IPMA]).
- Cisco IP Communicator does not interoperate with WebDialer.
- When Cisco IP Communicator is using SIP as its call-control protocol, it does not interoperate with Cisco Unified Video Advantage.

- 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>

Supported Cisco Unified Communications Manager Express Releases

Cisco IP Communicator Release 7.0 supports the following:

- Cisco Unified Communications Manager Express version 7.1 (nonsecured SCCP only)
- Cisco Unified Communications Manager Express Release 4.3 (nonsecured SCCP only)
- Cisco Unified Communications Manager Express Release 4.1 (nonsecured SCCP only)

Supported Cisco Unified Survivable Remote Site Telephony Releases

Cisco IP Communicator Release 7.0 supports the following:

- Cisco Unified Survivable Remote Site Telephony Release 7.1 (nonsecured SCCP only)
- Cisco Unified Survivable Remote Site Telephony Release 4.3 (SCCP)
- Cisco Unified Survivable Remote Site Telephony Release 4.1 (SCCP)

About Client PC Requirements

The client PC on which you install Cisco IP Communicator must meet the requirements in the following sections:

- [Platform Requirements, page 4](#)
- [Supported Audio Devices, page 8](#)
- [Supported Audio Formats, page 8](#)

For more information about client PC requirements and audio quality impact refer to [About Voice Quality, page 9](#).

Platform Requirements

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

[Table 2](#) lists the requirements for Cisco IP Communicator operating with Cisco Unified Video Advantage.



Note

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



Note

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

Note Cisco IP Communicator is supported *only* on Windows XP, Vista and Windows 7 as shown in [Table 1](#). Cisco IP Communicator supports x86-based processors running a 32-bit OS; 64-bit OSs are *only* supported on Windows 7 (64-bit WOW). All other supported operating systems are 32-bit only.

Table 1 Minimum and Recommended Requirements for Cisco IP Communicator

Item	Description
Internal Hardware	<p>Microsoft Windows 7:</p> <ul style="list-style-type: none"> • Microsoft Windows 7 Professional, Enterprise and Ultimate 32-bit and 64-bit • Performance scores of 3 or higher <ul style="list-style-type: none"> – Hardware in computers running Microsoft Windows 7 and Cisco IP Communicator using video 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. <p>Note Cisco Unified Video Advantage is not supported on Windows 7.</p> <ul style="list-style-type: none"> • Disk space: 200 MB free disk space • Memory: 2 GB RAM (3 GB RAM recommended for 64-bit OS) • 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
Internal Hardware (continued)	<p>Microsoft Windows Vista:</p> <ul style="list-style-type: none"> • Microsoft Windows Vista Business Edition, Enterprise Edition, and Ultimate • Windows Vista Service Packs 1 (SP1) and 2 (SP2) • 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 <i>only</i> supported on Windows 7 (64-bit WOW). All other supported operating systems are 32-bit only.</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: 2 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) <p>Microsoft Windows XP:</p> <ul style="list-style-type: none"> • Pentium P4 1.5 GHz or higher recommended • Disk space:100 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)
Software	<ul style="list-style-type: none"> • Microsoft Windows 7 Professional, Enterprise and Ultimate • Microsoft Windows Vista Ultimate, Vista Business Edition or Enterprise Edition with or without Service Packs 1 or 2 • Windows XP Professional with Service Packs 2 and 3 • If running Cisco VPN Client software, version 5.0 or later is required • If running Cisco AnyConnect, version 2.5 is required
USB Headsets and Handsets	Optional. See Supported Audio Devices, page 8 .

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

Item	Description
Connectivity	128 kbps or faster network connection is recommended <ul style="list-style-type: none"> Adding Cisco Unified Video Advantage, connection of 384 kbps or faster is required.

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

Item	Description
Internal Hardware	<p>Microsoft Windows XP</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: 1GB RAM for Windows XP 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 x 16-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 minimum version 2.1.x <p>For details about video hardware requirements, 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</p>
Software	<ul style="list-style-type: none"> Windows XP Professional with Service Pack 2 and 3 If running Cisco VPN Client software, version 5.0 or later is required. Cisco AnyConnect 2.5
USB Headsets and Handsets	Optional. See Supported Audio Devices, page 8 .
Video Telephony Cameras	<p>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</p>
Connectivity	384 kbps network connection

**Note**

Using video with Cisco IP Communicator over a corporate wireless LAN can result in poor audio and video quality. Video calls can be placed or received on a remote wireless LAN connection with a minimum broadband link of 384kbps/384kbps. For best results, we recommend that you use video over a wired Ethernet connection whenever possible.

Supported Audio Devices

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.

Release 7.0(3) updated the GNNetcomHeadset.dll to fix an issue with the synchronization of the Jabra GN 9350 and Cisco IP Communicator (CSCsi32794). This also may result in a change of button behavior on the GN9300 series devices.

Cisco provides the GN Netcom Jabra USB driver as a convenience for our customers to achieve plug-and-play functionality for some headset models. Cisco offers no warranties about the support of those headsets. All support questions should be directed to GN Netcom.

For information about supported devices, see this URL:

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

See also [Important Notes, page 15](#) for information about the Audio Tuning Wizard.

Supported Audio Formats

Cisco IP Communicator supports these audio formats:

- iLBC
- G.711a
- G.711u
- G.722
- G.729a
- G.729ab (SCCP only)

**Note**

The Cisco linear wideband audio codec (uncompressed wideband, 16 bits, 16 k hz) is not supported.

**Note**

When the option “Optimized for Low Bandwidth” is enabled, the following audio codecs are used: iLBC, G.729a, and G.729ab.

Supported VPN Software Client Notes

- If running Cisco VPN Client software, version 5.0 or later is required
- If running Cisco AnyConnect software, version 2.5 is required.
- The VPN client must assign an IP Address when connecting using VPN. Cisco IP Communicator only works with the VPN Software that creates a virtual interface and has an IP Address allocated to it. (CSCso09529)

Unsupported Appliances

Cisco IP Communicator is not supported with Cisco® ASA 5500 Series Adaptive Security Appliances with Phone Proxy for Remote Access.

About Voice Quality

Cisco IP 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 IP 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 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

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

Cisco Unified Video Advantage

http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html

Cisco Unified Communications Manager

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 7.0\(6\)](#), page 10
- [Release 7.0\(5\)](#), page 10
- [Release 7.0\(4\)](#), page 10
- [Release 7.0\(3\)](#), page 11
- [Release 7.0\(2\)](#), page 11
- [Release 7.0\(1\)](#), page 12

Release 7.0(6)

Release 7.0(6) has no new features. See the “[Resolved Caveats](#)” section for the list of defects fixed in this release.

Release 7.0(5)

Release 7.0(5) has no new features. See the “[Resolved Caveats](#)” section for the list of defects fixed in this release.

Release 7.0(4)

This release provides the following new enhancements:

- Windows 7 32-bit: Professional, Enterprise and Ultimate support
 - Cisco Unified Video Advantage is not supported.
- Windows 7 64-bit: Professional, Enterprise and Ultimate support.

- AnyConnect 2.5 is required for this operating system. VPN 5.0.x is not supported.
- Cisco Unified Video Advantage is not supported.

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

About User Account Control (UAC)

In Windows 7 and Vista, users by default do not invoke applications with administrator privileges even if the user is an administrator. Refer to Microsoft UAC functionality for reference. The network preference settings in Cisco IP Communicator is one functional area that requires this elevated privilege.

In Release 7.0.4, users with administrator privileges and UAC enabled must right-click and select **Run As Administrator** to change Cisco IP Communicator network settings. You can also disable UAC entirely.

For deployments, we recommend configuring network settings at install time, so end users do not need to access the settings required for registration.

Release 7.0(3)

This release provides the following new enhancements:

- Cisco IP Communicator is now available in the following languages: Arabic, Chinese (Traditional Chinese and Simplified Chinese), Danish, Dutch, English, French, German, Hebrew, Italian, Japanese, Korean, Portuguese (Brazilian), Spanish, Russian, and Swedish.



Note

The Hebrew locale is only supported in the Cisco IP Communicator user interface. Online help and end user documents are only available in English in the Hebrew release version.

Please note this release requires the corresponding Cisco Unified Communications Manager Locale installer versions available on Cisco.com:

- 7.1.2: LI 7.1.2.3000
- 7.0: LI 7.0.1.3000
- 6.1: LI 6.1.3.3000
- 4.3: LI 4.3.1.3000
- Release 7.0(3) updates the GNNetcomHeadset.dll to fix an issue with the synchronization of the Jabra GN 9350 and Cisco IP Communicator (CSCsi32794). This also may result in a change of button behavior on the GN9300 series devices.

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

Release 7.0(2)

Release 7.0(2) has no new features. 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:

- Cisco Unified Communications Manager 6.1 Call Feature Support
- Cisco Call Center Enterprise Support
- Audio Enhancements
- Security Enhancements

This release revises the following functionality:

- Replaced the **Hide on minimize** option with **Close hides application**
- Audio Preferences with **Optimize for low bandwidth** option.

Cisco Unified Communications Manager 6.1.x Call Feature Support

**Note**

Your version of Cisco Unified Communications Manager may not support all features.

Feature support includes:

- Intercom
- Do Not Disturb
- Call Pickup Notification
- Join Across Line
- Auto Call Select
- Conference Chaining
- Directed Call Park
- Log In and Out of Hunt Groups
- Directed Call Pick Up
- Mobility
- MWI Audio Notification
- Secure Conferencing
- Service Observing (Recording and Monitoring)
- Hold Reversion

Audio Improvements

Codec support:

- G.722 wideband codec
- iLBC low bit rate codec

Support for the iLBC and G.722 codecs has been added to the Cisco IP Communicator native media termination code. Cisco IP Communicator supports both the 20 ms and 30 ms frame size modes of the iLBC codec.

The iLBC codec is included in the list of low-bandwidth codec. If the **Optimize for low bandwidth** checkbox is checked, iLBC codec is added to the list of advertised supported codecs.



Note

Cisco Unified Communications Manager Express does not support the Optimize for low bandwidth option.

Security Enhancements

- Signaling encryption protects the confidentiality of all signaling messages that are sent between the device and the Cisco Unified Communications Manager. Changes will be made to allow the Cisco Unified Communications Manager administrator to configure signaling encryption by setting the Security Mode in the Cisco IP Communicator Phone Security Profile to Encrypted.
- Protect signaling tampering through Transport Layer Security (TLS) with mutual authorization.
- Enable/disable through the Phone Configuration administrator pages.
- Protects the confidentiality of the media by the use of Secure Real-Time Transport Protocol (sRTP) (IETF RFC 3711). If a Cisco IP Communicator Device Security Mode is Encrypted, then media encryption will be enabled. Secure Real-Time Transport Protocol (sRTP) also supports secure communication.

Hide and Close Application

With this option enabled, selecting the close or [X] button on the upper right will hide the application to system tray; when the option is disabled, it will exit the application.

The minimize or [_] button will minimize the application to the task bar. There is no longer an option to minimize and hide it to the system tray

Installation Notes

- AutoUpdate: As of release version 2.x, Cisco IP Communicator does not support 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)
- With a Windows Vista installation you must disable the UAC setting in the user account for Cisco IP Communicator to send DSCP marking information. (CSCta28077)

For details about these issues and possible workarounds, see [Using the Bug Toolkit, page 16](#).

Limitations and Restrictions

Review [Table 3](#) before 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 [Using the Bug Toolkit, page 16](#)).

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

Table 3 *Closed Caveats for Cisco IP Communicator*

Identifier	Severity	Component	Headline
CSCsi88016	2	audio	AUDIO: One-way audio observed with Aventaill VPN client
CSCsq99315	2	phone features	Application exits when joining MeetingPlace using pre-5.x VPN clients
CSCtj23031	3	audio tuning wizard	Audio Tuning Wizard doesn't set the volume in a proper way. Refer to Important Notes, page 15 for additional information.
CSCsu60059	3	audio	Garbled audio if resource-intensive applications are in use during call
CSCsk14513	3	phone features	DSCP value is 000000 when QoS Packet Scheduler is disabled/not installed
CSCsy57518	3	security	Secure CIPC registers only if all nodes from CM group are up
CSCsi24821	3	user interface	VISTA: Renaming Audio Device Causes ATW Message at CIPC Start
CSCsk09258	3	user interface	Hangs at startup when using Vista and hardware firewall is configured
CSCso05786	3	user interface	Unable to access services URL when using Vista and WINRM is configured
CSCsc37315	3	userinterface	Dragging vcard from outlook messages does not work.
CSCso09529	4	cipc docs	CIPC does not support Layer 2 VPN on Windows Vista.
CSCsr54100	4	phone features	Ring tone is not preserved after an upgrade from 2.x to 7.x
CSCse67283	4	userinterface	Yen sign key generates Backslash on phone screen
CSCsy30090	4	userinterface	Softkey for Cancel Call Waiting displays???
CSCta40631	4	userinterface	ConfLst button does not show anything when CIPC is in conference in CME.
CSCtd04400	5	phonefeatures	App freezes intermittently when Windows Search Service is running

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.

Audio Tuning Wizard Limitations

The Audio Tuning Wizard launches automatically and guides users through the process of selecting and tuning installed audio devices. The Audio Tuning Wizard is not intended to support volume adjustment during an active session. To adjust the volume of your audio device with Cisco IP Communicator in an active session, use the **Volume Up/Down** on the client.

If you do use the Audio Tuning Wizard to adjust the volume of an audio device during an active session, Cisco IP Communicator must be restarted for settings to become active. (CSCtj23031)

Caveats

Because defect status continually changes, be aware that the tables reflect a snapshot of the defects that were open at the time this release note was issued. 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.

- [Using the Bug Toolkit, page 16](#)
- [Open Caveats, page 16](#)
- [Resolved Caveats, page 17](#)

Using the 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.

Before You Begin

You can search for problems by using the Cisco Software Bug Toolkit. To access the 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** Enter the ID number in the “Search for Bug ID” field, and click **Go** to look for information about a specific problem.
-

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.

Table 4 Open Cisco IP Communicator Caveats

Identifier	Severity	Component	Headline
CSCt118743	2	audio	CIPC audio fails on first call with DSCP enabled
CSCso51491	3	phone features	DSCP for Phone-based Services is always 0 on XP and Vista
CSCso86409	3	phone features	DSCP value for Phone Configuration is always zero for XP and Vista
CSCsx44229	3	phonefeatures	CIPC doesn't follow proxy server setting in Phone Config page
CSCta72325	3	sccp-protocol	Malformed UDP packet sent from ISIC will drop active calls.
CSCtd02662	3	security	IMPORTANT TLS/SSL SECURITY UPDATE
CSCsq92828	4	phone features	Recording stopped on a active call, customer holds call, recording back ON
CSCsu04085	6	audio	g.729 annexB not supported using SIP protocol
CSCsv46357	6	audio	Microsoft RDP Audio Driver is not supported
CSCsv63788	6	phone features	E.164 "+" is NOT supported
CSCsv65308	6	phonefeatures	IP Communicator sends ConnectionStatisticsRes with VQMetrics set to Zero
CSCsv69851	6	phone features	DSCP marking for RTP/sRTP traffic is not set for non-admin Vista users. The UAC setting must be disabled.
CSCte84749	6	phonefeatures	UI: Olsen time zones are not yet supported, only legacy time zones
CSCtg47522	6	sccp-protocol	SRST/CCME 8.0 is not yet supported resulting in registration failure

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. The following releases are covered:

- [Release 7.0\(6\)](#), page 10
- [Release 7.0\(5\)](#), page 10
- [Release 7.0\(4\)](#), page 10
- [Release 7.0\(3\)](#), page 19
- [Release 7.0\(2\)](#), page 20
- [Release 7.0\(1\)](#), page 21

Release 7.0(6)

[Table 5](#) lists the caveats resolved in Release 7.0(6).

Table 5 Resolved in Release 7.0(6) Cisco IP Communicator Caveats

Identifier	Severity	Component	Headline
CSCsu52152	2	audio	CIPC Spikes CPU Intermittently
CSCti99602	3	cdp	CIPC one way audio after network outage. 0.0.0.0 in ORCAck
CSCtj02176	3	cdp	IP Communicator: CDP Installation Prompt to Install CDP Driver

Table 5 Resolved in Release 7.0(6) Cisco IP Communicator Caveats (continued)

Identifier	Severity	Component	Headline
CSCtj30856	3	cdp	CIPC caused BSOD once during the installation
CSCtj32075	4	phonefeatures	IP Comm. goes Not Responding after prev exit during audio initialization
CSCtj37861	6	phonefeatures	RTCP is sent by CIPC even though it is disabled in CUCM
CSCti40315	6	sccp-protocol	Multiple SCCP on/off-hook messages sent to CUCM w/ Plantronics device

Release 7.0(5)

Table 6 lists the caveats resolved in Release 7.0(5).

Table 6 Resolved in Release 7.0(5) Cisco IP Communicator Caveats

Identifier	Severity	Component	Headline
CSCtg42761	2	audio	Voice Engine fails to initialize after resuming from standby/hibernate
CSCtg87750	3	audio	Win XP admin & non-admin, SIP/SCCP DSCP does not match CUCM Ser Paramete
CSCth73824	3	audio	7.0.4 CIPC is having Static When using Head set on windows 7
CSCth98807	3	cdp	Port CDP changes to prevent BSOD on Windows 7
CSCsh25739	3	installer	VISTA: Error 1406. Cannot write TFTP1 value to registry during Repair
CSCtd77975	4	sip-protocol	SIP CIPC with DND displays "Transfer Destination Is Busy"
CSCtc61076	6	third-party	Security vulnerabilities in JRE 1.4.2_19

Release 7.0(4)

Table 7 lists the caveats resolved in Release 7.0(4).

Table 7 Resolved in Release 7.0(4) Cisco IP Communicator Caveats

Identifier	Severity	Component	Headline
CSCtc91833	2	security	Application crashes when certificates does not contain the CN attribute
CSCsh89047	3	userinterface	VISTA: Unable to initialize support for Cisco Emergency Responder
CSCsi50272	3	phonefeatures	VISTA: Launching IPC, standard user prompted to select Network interface
CSCsi59495	3	phonefeatures	Missing image displayed on phone screen for IPMA Manager when toggle DND
CSCsi60522	3	audio	VISTA ATW: Can't Tune Audio Devices With Same Name
CSCsi60871	3	audio	VISTA ATW: Long Audio Device Names Cause Problems
CSCsj00955	3	userinterface	Erase phone setting sometimes would crash CIPC

Table 7 Resolved in Release 7.0(4) 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
CSCsu05179	3	audio	CIPC uses G.722 when disabled in CUCM
CSCsy62297	3	sccp-protocol	One way audio on cluster to cluster call with Scopia gateway/IVR setup
CSCtc91770	3	phonefeatures	Port fix of "No inter-digit timeout when making second call" from FW 8.5
CSCtc95916	3	audio	Hissing sound is heard when the application is running
CSCtd21736	3	video	IP Communicator call is not disconnected if mid-call video is enabled
CSCtd62615	3	audio	Marker bit is not set in the RTP packet w/ an RFC2833 DTMF event
CSCte85860	3	sccp-protocol	SCCP CIPC crashes on invalid IP address entered in Network Audio Setting
CSCse03185	4	userinterface	Keyboard Context Menu Displayed In Same Place
CSCsi16130	4	installer	Vista: Clean install of CIPC 2nd times to different path CdpPacket.sys
CSCsl41659	4	userinterface	Ctrl + Shift + A not available to other applications
CSCtd72996	4	installer	Could not repair CDP install after manually deleting the install dir
CSCtd77975	4	sip-protocol	SIP CIPC with DND displays "Transfer Destination Is Busy"
CSCte91549	4	cipc-docs	Possible incorrect information about auto-negotiation
CSCsl56474	6	userinterface	IP Communicator should have an option to change directory for traces
CSCso07665	6	userinterface	Secure SCCP/SIP CIPC- Signaling packets sending DSCP value of 0x0

Release 7.0(3)

[Table 8](#) lists the caveats resolved in Release 7.0(3).

Table 8 Resolved in Release 7.0(3) Cisco IP Communicator Caveats

Identifier	Severity	Component	Headline
CSCsx23738	2	phonefeatures	CIPC cannot register with TFTP Encryption in Phone Security Profile
CSCsz02684	2	audio	CIPC- One-way audio is heard if call is initiated under high CPU load.
CSCsz15034	2	security	CIPC does not verify CUCM server cert on TLS mutual authentication
CSCsz50344	2	other	CiscoIPPhoneExecute XML RTPMTx or RTPMRx crashes CIPC
CSCsz58873	2	phonefeatures	CIPC gives CM inactive Error for first call after reboot of PC
CSCee83101	3	userinterface	USER LOCALE: Windows online help is not updated when changing locale
CSCsb78418	3	phonefeatures	JPN: Most ringers are not audible with non-ASCII Windows username
CSCse55940	3	phonefeatures	SIP CIPC Doesn't Ring When 'Phone Active' Set to Ring

Table 8 Resolved in Release 7.0(3) Cisco IP Communicator Caveats (continued)

Identifier	Severity	Component	Headline
CSCse63217	3	userinterface	Quick Search Doesn't Dial If A Call Is On Hold
CSCse66798	3	userinterface	Uppercase Letters Not Translated in Dialing
CSCsh32884	3	userinterface	Japanese Help not available
CSCsi18373	3	userinterface	Problem Reporting Tool UI is in English for CIPC Japanese User Locale
CSCsi32794	3	audio	Out of sync between GN Netcom 9350 Wireless & CIPC handset mode
CSCsj19656	3	userinterface	Non-english User Locale does not work on SIP CIPC
CSCsx49940	3	phonefeatures	IP Communicator sends incorrect DTMF tone value for zero
CSCsx77706	3	audio	VISTA ATW: Can NOT Tune Audio Devices with Japanese name
CSCsy34951	3	audio	Cisco IP Communicator Crashes Intermittent While in Idle or Offhook State
CSCsy77044	3	userinterface	CIPC sends RESUME softkey event directly after ANSWER
CSCsy80079	3	phonefeatures	Java Vulnerabilities in JRE version 1.4.2_180
CSCsy80871	3	localization	English_United_States user locale strings in CUCM is using version 2.x
CSCsz74702	3	localization	JPN:Unable to change back Communicator's locale to English from JPN
CSCta03421	3	userinterface	CIPC is unresponsive to key pressure
CSCta09060	3	audio	Noise Suppressor does not work with 2.6.4 voice engine version
CSCta11169	3	other	Laptop resumes from standby unexpectedly when CIPC is running
CSCse63041	4	userinterface	Preferences Dialog Tab Order Not Logical
CSCsr81327	4	phonefeatures	CIPC constantly queries Registry when on-hook
CSCed08359	6	installer	Config. the HTTP for the User Options Page

Release 7.0(2)

[Table 9](#) lists the caveats resolved in Release 7.0(2).

Table 9 Resolved in Release 7.0(2) Cisco IP Communicator Caveats

Identifier	Severity	Component	Headline
CSCsw91500	2	phonefeatures	extension mobility (EM) loginid/pw stored in log files
CSCsi32794	3	audio	Out of sync between GN Netcom 9350 Wireless & CIPC handset mode
CSCsr59061	3	phonefeatures	DND mis-matched on the device page between CIPC and 7970 Phone
CSCsu38977	3	audio	One Way audio between CIPC and IP phone using G711 on CME.
CSCsu39771	3	phonefeatures	Dial tone stops on consult call when held party hold/resumes
CSCsu43606	3	audio	CME complains that G722 is not supported on CIPC.
CSCsu86583	3	phonefeatures	High CPU usage when CUCM is unreachable w/ encrypted SIP device

Table 9 Resolved in Release 7.0(2) Cisco IP Communicator Caveats (continued)

Identifier	Severity	Component	Headline
CSCsw23335	3	phonefeatures	CIPC device name same as windows login interferes with MS EFS
CSCsw69485	3	phonefeatures	IP Communicator 2.1.4 doesn't show statistics in QRT
CSCsx20176	3	directories	Incorrect path for CTL with Windows XP Czech

Release 7.0(1)

Table 10 lists the caveats resolved in Release 7.0(1).

Table 10 Resolved in Release 7.0(1) Cisco IP Communicator Caveats

Identifier	Severity	Component	Headline
CSCso23592	2	phone features	CIPC hangs when call ended -MeetingPlace ended the meeting or Ex2k7 call
CSCso72538	2	phone features	CIPC does not processes simple HTTP 302 moved response
CSCsq47209	2	phone features	Invalid SCCP message! on CIPC
CSCsd47661	3	audio	IP Communicator: No receive audio on multicast call
CSCsh75650	3	phone features	MUSTER: SIP Phones DontLogCallParkNumbersInPlacedCallsDirectory'
CSCsi23076	3	phone features	Vista Ent, SIP CIPC crashes on the 17th caller join Conf Call
CSCsj88029	3	phone features	After call transfer CIPC doesntendRFC2833digits'
CSCsl40139	3	audio	IP Communicator master volume settings change.
CSCsm38846	3	phone features	CIPC 2.1.2 crashes on Windows Vista when the call ends
CSCso35228	3	phone features	CIPC hangs on Vista after making a call
CSCsq70109	3	phone features	The PortInformationX page is broken
CSCsq87762	3	phone features	CIPC 2.1.3 does not pull unsigned config file after removing CTL
CSCsq98077	3	phone features	Erasing CTL file from phone security config would hang CIPC
CSCsr39944	3	user interface	CIPC started hidden through script causes system not to shutdown 1st time
CSCsr91651	3	audio	end-to-end delay grows when using g.729b codec
CSCsr95765	3	user interface	CIPC registration fails when using Wireless NIC on Windows Vista
CSCsr96104	3	phone features	IPC 2.1 After call using directories, it shows the last search
CSCsu54279	3	phone features	Crash on Call Termination in Vista Business Edition
CSCsu63203	3	user interface	IP communicator 2.1.3 and 2.1.4 has ??? on mobility softkey and on DND
CSCsu84148	3	phone features	CIPC RTP traffic is re-tagged DSCP 0 after start of new calls on XP
CSCsv63239	3	phone features	DSCP marking for RTP traffic is not set for non-admin users in Win XP
CSCsb37516	4	user interface	Ensure only supported ASCII chars are in free-form Device Name field
CSCsq99385	4	user interface	IP communicator visual feedback on keypress leaks information

Table 10 *Resolved in Release 7.0(1) Cisco IP Communicator Caveats*

Identifier	Severity	Component	Headline
CSCsv11747	4	cipc-docs	CIPC 2.1 End User Guide does not specify QoS configuration requirements
CSCsb55394	6	phone features	add Communicator multicasting support
CSCsh93325	6	phone features	Add iLBC and G722 support to SIP CIPC
CSCsm23748	6	audio	Change in Argentina DST affects CIPC in 2008
CSCsm48663	6	user interface	Clicking the X on CIPC GUI should minimize instead of Exiting CIPC
CSCsu31558	6	installer	Communicator Update JRE to v1.4.2_18

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

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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