Cisco IP Communicator 8.6.5 Release Notes

Last Modified: July 15, 2015

Introduction

These release notes contain information about new and changed functionality for Cisco IP Communicator Release 8.6.5.

View the release notes for previous versions of Cisco IP Communicator here: http://www.cisco.com/en/US/products/sw/voicesw/ps5475/prod_release_notes_list.html.

Access the latest software upgrades for all versions of Cisco IP Communicator here: http://www.cisco.com/cgi-bin/tablebuild.pl/ip-comm.

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

Cisco recommends that you review this document for issues that might affect your system before installing Cisco IP Communicator.

What's New

Release 8.6.5

The following features have been added to Release 8.6.5 of Cisco IP Communicator:

- Cisco IP Communicator now supports Microsoft Windows 10.

Note Due to changes to Microsoft Internet Explorer on Microsoft Windows 10, if users set Microsoft Internet Explorer as their default browser on Microsoft Windows 10, user must uncheck **Enable Protected Mode** in Internet Explorer Security settings. If users do not disable Protected Mode, they will not be able to start the Cisco Unified CM Self-Care portal from the Cisco IP Communicator Preferences menu.

- Cisco IP Communicator now supports Cisco Unified Communications Manager Release 10.5.2.
- Cisco IP Communicator Release 8.6.5 contains numerous fixes to functionality. See Resolved Caveats, on page 20.

Release 8.6.4

Release 8.6.4.3

Release 8.6.4.3 has the same features and functionality as Release 8.6.4. Release 8.6.4.3 contains additional fixes to functionality. See Resolved Caveats, on page 20.

Release 8.6.4.2

Release 8.6.4.2 has the same features and functionality as Release 8.6.4. Release 8.6.4.2 contains additional fixes to functionality. See Resolved Caveats, on page 20.

Release 8.6.4

The following features have been added to Release 8.6.4 of Cisco IP Communicator:

- Cisco IP Communicator now supports Microsoft Windows 8.1 Pro and Microsoft Windows 8.1 Enterprise (32-bit and 64-bit architectures).
- Cisco IP Communicator now supports Cisco Unified Communications Manager Release 10.5.1
- Cisco IP Communicator now supports Cisco Unified Communications Manager Release 10.0.x.
- Cisco IP Communicator Release 8.6.4 contains numerous fixes to functionality. See Resolved Caveats, on page 20.

Release 8.6.3

The following features have been added to Release 8.6.3 of Cisco IP Communicator:

- Cisco IP Communicator now supports Microsoft Windows 8 Pro and Microsoft 8 Enterprise (32-bit and 64-bit architectures).

  Note Cisco IP Communicator does not support Microsoft Windows 8 RT.

  Cisco IP Communicator is not available in a Metro version. It can only be used through the Windows desktop.

- Cisco IP Communicator now supports Cisco Unified Communications Manager Release 9.1.x.
- Ability to change working files output location:

  The location of local and roaming data files can now be configured in Cisco IP Communicator. This includes information such as the device configuration, audio tuning wizard preferences, and log files. Perform the following procedure to configure a custom location for this information:

  1. Create new environment variables or use existing system variables (you can have separate variables for local and roaming files).
  2. Enter the following MSI command:

```
msiexec /i
CiscoIPCommunicatorSetup.msi
APPDATAVARIABLENAME="NameOfAppDataVariable"
LOCALAPPDATAVARIABLENAME="NameOfLocalAppDataVariable"
```

Release 8.6.2

Operating in Hidden Mode

Release 8.6.2 allows Cisco IP Communicator to run in a hidden mode. When running in hidden mode, Cisco IP Communicator will start without the splash screen and without showing the default or compact mode user interface. The Cisco IP Communicator icon will show in the system tray only, and the menu for the icon will contain an Exit option only.

To start Cisco IP Communicator in hidden mode:

1. Install Cisco IP Communicator by entering the following at the command line:

   ```
   msiexec /i CiscoIPCommunicatorSetup.msi DISABLESKINSMENU=1
   ```

2. In the registry, enter the following setting:

   ```
   dword : EnableSkinsMenu
   ```

3. Set the `EnableSkinsMenu` value to 0.
4. Go to the location where Cisco IP Communicator is installed and rename `communicatork9.exe` to `communicatork9.exe -hide`.
5. Run the application.

To exit Cisco IP Communicator in hidden mode, enter the following at the command line:

Run "communicatork9.exe -hide -exit"

System Requirements

Network Requirements

For Cisco IP Communicator to successfully operate, 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, on page 4 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.

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

Supported Cisco Unified Communications Manager Releases

You must be running Cisco Unified Communications Manager Release 8.6 or later to fully use all Cisco IP Communicator Release 8.6 functionality.

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

- Cisco Unified Communications Manager Release 10.5.2
- Cisco Unified Communications Manager Release 10.5.1
- Cisco Unified Communications Manager Release 10.0.*x*
- Cisco Unified Communications Manager Release 9.1.x
- Cisco Unified Communications Manager Release 8.6.1 to 8.6.3
- Cisco Unified Communications Manager Release 8.5.1
- Cisco Unified Communications Manager Release 8.0
- Cisco Unified Communications Manager Release 7.1*x*
- Cisco Unified Communications Manager Release 7.0
- Cisco Unified Communications Manager Release 6.1.*x*
- Cisco Unified CallManager Release 4.3 (SCCP only)

Cisco Unified CallManager 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 Network Requirements, on page 3.

Interoperability Notes

These interoperability notes apply:

- Even though Cisco IP Communicator is based on the Cisco IP Phone 7970 firmware for Cisco Unified Communications Manager Release 8.5, it does not support all of the features introduced with Cisco Unified Communications Manager Release 8.0 or later. 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.

Supported Cisco Unified Communications Manager Express Releases

Cisco IP Communicator Release 8.6 supports the following:

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

Supported Cisco Unified Survivable Remote Site Telephone Releases

Cisco IP Communicator Release 8.6 supports the following:

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

Client PC Requirements

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

Platform Requirements

The following table lists PC requirements and the operating systems on which Cisco IP Communicator runs.

Note

- Cisco IP Communicator does not support Windows Vista or Windows 7 Fast User Switching.
- Cisco IP Communicator is not supported in VMWare, Citrix, Terminal Services, Remote Desktop, or other thin client environments.
- Cisco IP Communicator is supported *only* Windows Vista, Windows 7, and Windows 8 as shown in the following table. Cisco IP Communicator supports x86-based processors running a 32-bit OS; 64-bit OSs are supported on Windows 7 (WoW64) and Windows 8. This integration runs as a 32-bit application in 64-bit versions of Windows 7 and Windows 8. All other supported operating systems are 32-bit only.

Important Cisco IP Communicator 8.6.4 does not support Microsoft Windows XP. Cisco IP Communicator 8.6.3 is the last version to support Windows XP.

Table 1: Minimum and Recommended Requirements for Cisco IP Communicator

Item	Description
Internal Hardware (Microsoft Windows 10)	We are waiting for Microsoft to publish requirements for Microsoft Windows 10. When the requirements are available, we'll update this row. **Note** Due to changes to Microsoft Internet Explorer on Microsoft Windows 10, if users set Microsoft Internet Explorer as their default browser on Microsoft Windows 10, user must uncheck **Enable Protected Mode** in Internet Explorer Security settings. If users do not disable Protected Mode, they will not be able to start the Cisco Unified CM Self-Care portal from the Cisco IP Communicator Preferences menu.
Internal Hardware (Microsoft Windows 8.1)	• Microsoft Windows 8.1 Pro or Windows 8.1 Enterprise (32-bit or 64-bit) • Performance scores of 3 or higher ◦ Hardware in computers running Microsoft Windows 8.1 and Cisco IP Communicator using video must have a base score of 3 or higher. • Disk space: 200 MB free disk space • Memory: 3 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)

Item	Description
Internal Hardware (Microsoft Windows 8)	• Microsoft Windows 8 Pro or Windows 8 Enterprise (32-bit or 64-bit) • Performance scores of 3 or higher ◦ Hardware in computers running Microsoft Windows 8 and Cisco IP Communicator using video must have a base score of 3 or higher. Run the performance tool by selecting **Start** > **Control Panel** and clicking **Performance Information and Tools**. The Control Panel is also accessible by selecting the search box in the right corner and typing ***control panel***. ◦ The subscores for Memory (RAM), Graphics, and Gaming Graphics must be 3 or higher. • Disk space: 200 MB free disk space • Memory: 3 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)
Internal Hardware (Microsoft Windows 7)	• Microsoft Windows 7 Professional, Enterprise, and Ultimate 32-bit and 64-bit • Microsoft Windows 7 Service Pack 1 • Performance scores of 3 or higher ◦ 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 Information and Tools**. ◦ 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 (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)

Item	Description
Internal Hardware (Microsoft Windows Vista)	• 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 *Premium Ready PC* on the Microsoft website or see this URL: http://support.microsoft.com/kb/919183 • Cisco IP Communicator supports x86-based processors running a 32-bit OS; 64-bit OSs are*only*supported on Windows 7 (WoW64). All other supported operating systems are 32-bit only. • Performance scores of 3 or higher ◦ 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)
Software	• Microsoft Windows 8.1 Professional or Enterprise • Microsoft Windows 8 Professional or Enterprise • Microsoft Windows 7 Professional, Enterprise, and Ultimate with or without Service Pack 1 • Microsoft Windows Vista Ultimate, Vista Business Edition, or Enterprise Edition with or without Service Packs 1 or 2 • If running Cisco VPN Client software, version 5.0 or later is required • If running Cisco AnyConnect, version 3.0 or later is required
USB Headsets and Handsets	Optional. See Supported Audio Devices, on page 9.
Connectivity	128 kbps or faster network connection is recommended. • Adding Cisco Unified Video Advantage, connection of 384 kbps or faster is required.

The following table lists the requirements for Cisco IP Communicator operating with Cisco Unified Video Advantage.

Item	Description
Internal Hardware	Laptops: • Pentium M 1.5 GHz or higher compatible processor (Streaming SIMD Extensions support required); 1.7 GHz Pentium M or higher recommended Microsoft Windows Vista • Requires Cisco Unified Video Advantage minimum version 2.1.x 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
Software	• If running Cisco VPN Client software, version 5.0 or later is required. • Cisco AnyConnect 3.0 or later.
USB Headsets and Handsets	Optional. See Supported Audio Devices, on page 9.
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 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.

Cisco provides integration with the following Jabra headsets as a convenience for our customers:

- Jabra PRO 9400 series: PRO9450, PRO9460 mono, PRO 9460 duo, PRO9465 duo, PRO9470.

- Jabra BIZ2400 USB
- Jabra Speak410
- Jabra Link series: Link280, Link220
- Jabra GO6430
- The Jabra GN2100 and GN2000 are still active; Cisco recommends the BIZ2400 and UC Voice 550 as alternatives.

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 recommends using the Jabra PRO9450 as an alternative.

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.

Cisco also provides integration with the following Plantronics headsets as a convenience for our customers:

- Blackwire USB wired headset family.
- Calisto USB handset/speakerphone family.
- CS50 and CS60 USB wireless headset system family.
- DA45 USB adapter family for use with Plantronics H-series headsets, also known as H-top headsets.
- Savi Office wireless headset system family, DECT.
- Voyager PRO UC Bluetooth headset system family.

Cisco offers no warranties about the support of those headsets. All support questions should be directed to Plantronics.

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, on page 16 for information about the Audio Tuning Wizard.

Using Cisco IP Communicator with Recording Servers (CSCud46184)

Cisco supports the following Plantronics UC devices for use with Cisco IP Communicator in a deployment with a recording server:

- BW C420
- BW C610/620
- DA40 (basic analog to USB adapter, no inline controls)
- DA45 (inline volume/mute answer/end controls)
- Savi 700 series (Replaced Savi Office)
- Savi 400 series (USB DECT adapter with current firmware version118)
- BT300 (USB Bluetooth adapter)
- Calisto P620 (USB Bluetooth speakerphone)

- Calisto P800 series (speakerphone w/dial-pad)

The following devices are not recommended for deployments with recording servers:

- BW 210/220 (Replaced by BW C300 series)
- BW C310/320
- DA55/60
- Savi Office (Replaced by Savi 700 series)
- CS50-USB

Note Playback of audio recordings may be out of of sync if the audio device input or mic sampling rate is configured to 44100 Hz. In order to prevent this issue, set the mic sampling rate to one of the following values:

- 8000 Hz
- 16000 Hz
- 32000 Hz
- 48000 Hz

Supported Audio Formats

Cisco IP Communicator supports the following audio formats:

- Internet Speech Audio Codec (iSAC)
- 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 3.0 or later 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.

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 and 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

Cisco Unified Communications Manager Express

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-express/tsd-products-support-series-home.html

New and Changed Information

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) or use a Windows policy-based QoS (CSCti25333).
- Cisco IP Communicator freezes intermittently when the Windows Search Service is running. (CSCtd04400)
- In order for Cisco IP Communicator to operate with an ASA proxy, Cisco IP Communicator must provision an LSC certificate from a Cisco Unified Communications Manager in mixed mode.

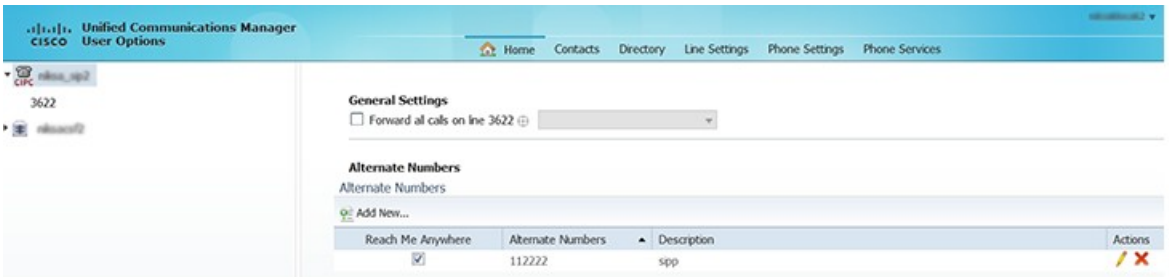
For details about these issues and possible workarounds, see Using the Bug Toolkit, on page 18.

Self Care Portal

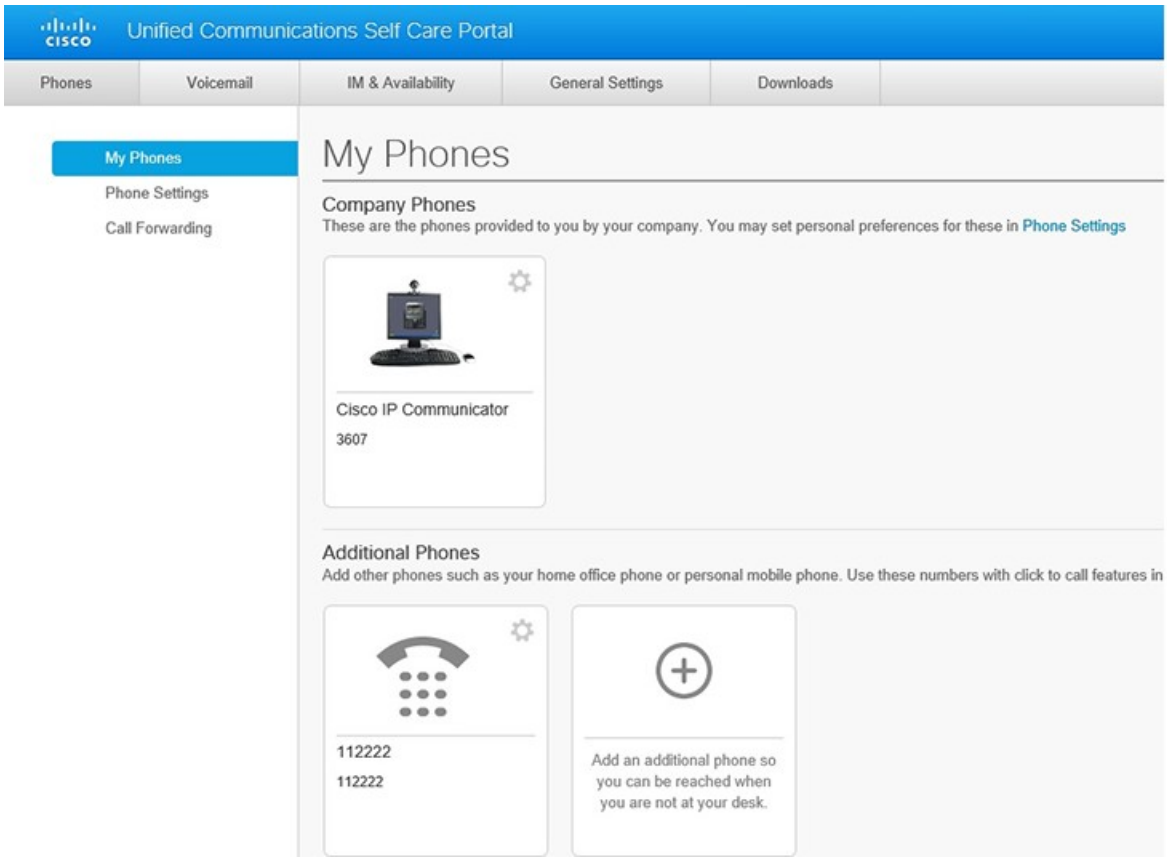
Cisco IP Communicator 8.6.4 introduces support for Cisco Unified Communications Manager 10.0. Cisco Unified Communications Manager 10.0 replaces **User Option** pages with the **Self Care Portal**. The **Self Care Portal** contains all of the features and functionality of **User Option** pages. This section introduces the interface and give information on where to find the user guide.

General Appearance

The user interface of the **Self Care Portal** differs from the **User Option** pages available in previous versions of Cisco Unified Communications Manager. The following example illustrates the **User Options pages** available before Cisco Unified Communications Manager 10.0



The following example illustrates the **Self Care Portal**.



Additional Information

Refer to the Cisco Unified Communications Self Care Portal User Guide, Release 10.0.0 for additional procedures and information about the **Self Care Portal**.

Limitations and Restrictions

Review the following table 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, on page 18).

For information about open caveats, see Open Caveats, on page 19.

Closed Caveats for Cisco IP Communicator

ID	Severity	Component	Headline
CSCsi88016	2	audio	AUDIO: One-way audio observed with Aventail VPN client.

ID	Severity	Component	Headline
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 12 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.
CSCud46184	3	audio	Audio dev w/ 44.1kHz input sample rate results in out of synch recording
CSCec18527	4	userinterface	USER INTERFACE: numbers entered in text fields cause letter popups
CSCed96205	4	atw	AUDIO: No option to adjust mic gain for some bluetooth headsets
CSCsa60614	4	userinterface	Selecting User Options goes to wrong page when connected to CCME
CSCsg04698	4	phonefeatures	IPPM Characters Get Swapped During Typing
CSCsh61958	4	userinterface	Provide Visual Indication That CIPC Does Not Have Focus
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.
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.
CSCti30750	4	other	CIPC takes long time to register/reset when proxy-server in IE is set.
CSCtx18810	4	cipc-docs	CIPC does not support secure EM (HTTPS login for EM).
CSCue02849	4	audio	Only the Default Windows Audio Device option is avail in Audio settings
CSCtd04400	5	phonefeatures	App freezes intermittently when Windows Search Service is running.
CSCsg16138	6	userinterface	Enter and Esc keys should be context sensitive
CSCsw83332	6	phonefeatures	CIPC needs more logging regarding softkeys
CSCtz83705	6	phonefeatures	Does not determine media is disconnected in Call Preservation mode

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.

Microsoft Windows XP Support

Cisco IP Communicator 8.6.3 is the last version to support Microsoft Windows XP.

Application Dial Rules

Please note that application dial rules apply only to the Quick Search feature in Cisco IP Communicator.

Audio Port Range Settings

The ability to set your audio port range in Cisco IP Communicator applies only to SCCP. To set the audio port range in an SIP environment, you must change the settings of the assigned SIP profile in the CUCM administration page.

Audio Tuning Wizard Limitations- Default Audio Device

The Audio Tuning Wizard does not provide the option of selecting a specific external device such as a headset; only the Windows default device. (CSCue02849)

Audio Tuning Wizard Limitations- Volume Adjustment

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 to adjust and save volume settings.

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)

CUCM Settings Access Device-Specific Phone Configuration

If the Settings Access Device-Specific Phone Configuration parameter in CUCM is set to Disabled, this can prevent changing some Network and Audio preferences in the Cisco IP Communicator preferences (CSCsd66179). Check your CUCM configuration if these preferences are not adjustable in Cisco IP Communicator.

Double Ringback Issue

When Cisco IP Communicator receives both 183 (with SDP) and 180 (without SDP) message it is generating ringback locally as well as providing the called party ringback. (CSCug30924). This issue will be resolved in a future release.

One-Way Audio During CPU Stress Tests

If you conduct a sustained MMX/ SSE load test or CPU stress test while Cisco IP Communicator is running, you may experience one-way audio until CPU availability resumes.

Quick Search Limitations

Quick Search in Cisco IP Communicator does not support searching the Personal Directory held in CUCM, including CUCM installed over Linux.

VQoS Metrics

Cisco IP Communicator does not report VQoS parameters consistently to CUCM, resulting in "NULL" values in CMR reports. As a result, Cisco IP Communicator does not support VQoS metrics (CSCsv65308).

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.

Bug Search Tool

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 except severity level 6 enhancement requests

You can search for problems by using the Cisco Software Bug Search Tool.

Before You Begin

To access Bug Search Tool, you need the following items:

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

Step 1 To access the Bug Search Tool, go to https://tools.cisco.com/bugsearch/search.

Step 2 Sign in with your Cisco.com user ID and password.

Step 3 To look for information about a specific problem, enter the bug ID number in the **Search for** field, then press **Enter**.

What to Do Next

For information about how to use the Bug Search Tool, select **Help** on the Bug Search Tool screen.

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

1. To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs.
2. Log on with your Cisco.com user ID and password.
3. 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 the following table 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 2: Open Cisco IP Communicator Caveats

ID	Severity	Component	Headline
CSCtz08907	3	phonefeatures	CUCMBE3K: CIPC Soft Key shows iDivert instead Divert.
CSCun99571	3	audio	CIPC breaks connection to mobile device after hold/resume
CSCsj96634	4	userinterface	The popup still indicated ringing when answering a conference call on IPC.
CSCtk68080	4	phonefeatures	CIPC accepts multiple "+" signs or "+" on non-first place from keyboard.
CSCtn67379	4	localization	QEA: CIPC: MBCS names are not displayed properly in Quick Search result.
CSCun33664	4	installer	CIPC install fails at adding CDP Certs to the local trusted publisher
CSCup89965	4	phonefeatures	CIPC needs 2 minutes to register himself after changing adapter
CSCsv65308	6	phonefeatures	IP Communicator sends ConnectionStatisticsRes with VQMetrics set to Zero.
CSCty89863	6	phonefeatures	CIPC cannot dynamically select the active Network Card (Wired or wireless).

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 8.6.1

The following table lists the caveats resolved in Release 8.6.1.

ID	Severity	Component	Headline
CSCtl18743	2	audio	CIPC audio fails on first call with DSCP enabled.
CSCtn78002	3	audio	Incorrect payload type for comfort noise packets when using G722.
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.
CSCtj30856	3	cdp	CIPC caused BSOD once during the installation.
CSCsb96275	3	installer	L10N: Need to include default english strings in all supported CCM.
CSCtk03579	4	cipc-docs	Documentation error in the CIPC 2.0 Administration Guide.
CSCtk76525	4	other	"COM Surrogate stopped working" message box is prompted when exiting.
CSCtj32075	4	phonefeatures	IP Comm. goes Not Responding after prev exit during audio initialization.
CSCsv63788	6	phonefeatures	CIPC E.164 "+" is NOT supported.
CSCsz68437	6	phonefeatures	CIPC (7.0.2)does not support Globalized Call Routing /Localized Call.
CSCte84749	6	phonefeatures	ALL-LANG:CIPC:UI: Olsen time zones not supported, only legacy time zones.
CSCtj37861	6	phonefeatures	RTCP is sent by CIPC even though it is disabled in CUCM.
CSCtg47522	6	sccp-protocol	SCCP CIPC and IP Phone 7970 will not failover to SRST 8.0/8.1.
CSCti40315	6	sccp-protocol	Multiple SCCP on/off-hook messages sent to CUCM w/ Plantronics device.

Release 8.6.2

The following table lists the caveats resolved in Release 8.6.2.

ID	Severity	Component	Headline
CSCtr39061	2	phonefeatures	Customer stream is being conf into the local (agent) recording stream.
CSCts11552	2	phonefeatures	Supervisor can't hear customer after he does the HOLD/RESUME of Mon call.

ID	Severity	Component	Headline
CSCts52503	2	phonefeatures	CIPC Sends empty RTP (no voice) packets to recorder after a conference.
CSCtt01052	2	sip-protocol	DND Option can not be changed for IP Communicator.
CSCtt15397	2	security	CIPC crashes when configured as a secured device.
CSCtz01471	2	security	Certificate Trust List not verified by IP Communicator.
CSCts11852	3	userinterface	CIPC halt in blank during startup due to corrupted registry.
CSCts16694	3	security	IP Phone SSH credentials in clear text.
CSCtw61651	3	installer	TFTP property is not being set at install time due to UAC.
CSCtx80563	3	audio	Intermittently, CIPC users face one way audio issue.
CSCty14589	3	audio	One-way audio--InitializeReceiveSocket failed to bind to the RTP socket.
CSCty45699	3	audio	Unable to change volume on CIPC 8.6(1.13).
CSCtz33627	3	phonefeatures	CIPC 8.6 Unable to startup CIPC in headset mode.
CSCtz35916	3	phonefeatures	correct QED for CIPC device to show security by default is not supported.
CSCua17159	3	audio	CIPC hangs when entering ATT Conference Bridge.
CSCtn73545	4	audio	One-way audio under specific CPU stress test on specific OS.
CSCtn96337	4	audio	Supervisor may not hear monitored device if iSAC codec used.
CSCty14497	4	third-party	Update JRE to address possible vulnerability issues.
CSCty49380	4	other	Launching CIPC w/ "-hide" switch shows the UI when in hidden mode.
CSCth43215	6	phonefeatures	CIPC should support "Size Safe" and "Feature Safe" Button Templates.
CSCtn61400	6	userinterface	Indication needed that GUI setting for port range applies only to SCCP.
CSCto59560	6	audio	Request to have an option to disable CIPC's capability to set the volume.
CSCtq55039	6	userinterface	Request for an option to disable the keyboard input.
CSCts52546	6	userinterface	Request to disable the Skins and Screen Only menu.
CSCts64108	6	sip-protocol	SIP CIPC Redirected Number is not displayed during Callforward.
CSCts79863	6	userinterface	"No splash screen" option in CIPC.

ID	Severity	Component	Headline
CSCty85952	6	cipc-docs	Only Quick Search feature in CIPC uses Application Dial Rules.
CSCty85964	6	cipc-docs	Quick Search of Personal Dir. is not supported with Linux-based CUCM.
CSCtz75016	6	userinterface	CIPC - Option to exit via command-line.

Release 8.6.3

The following table lists the caveats resolved in Release 8.6.3.

ID	Severity	Component	Headline
CSCts14642	3	phonefeatures	IP Communicator does not support vQOS Metrics, should be documented.
CSCua46584	3	localization	JPN: CIPC: MBCS service names are garbled.
CSCud94019	3	phonefeatures	CUCM Unified Reporting tool incorrectly mentions that CIPC supports EMCC.
CSCue25688	3	phonefeatures	No login screen displayed when HTTPS url is populated in EM service.
CSCse70370	4	cipc-docs	Document Settings Access in CUCM Help.
CSCtz99151	4	cipc-docs	Need to clarify how to save volume settings.
CSCtz04687	4	userinterface	CUVA with CIPC switching between headset and speaker ends video.
CSCub42417	4	cipc-docs	CIPC Release notes shows different minimum required versions of AnyConnect.
CSCtn71943	6	cipc-docs	More technical troubleshooting tips required.
CSCua32450	6	phonefeatures	CIPC option CLI to disable Plantronics DLL integration during install.
CSCuc34427	6	other	Idea Celluar - Request to remove the about option.
CSCud75236	6	handsetapi	Appy miscellaneous fixes/enhancements to the Plantronics handset API DLL.
CSCue43685	6	other	Add capability to change file location from user appdata to another one.
CSCue49098	6	third-party	Update JRE to version 1.6.0_38.

Release 8.6.4

The following table lists the caveats resolved in Release 8.6.4.

ID	Severity	Component	Headline
CSCum02994	2	phonefeatures	CIPC 8.6.3 - Choppy Audio when BIB Recording is Enabled

ID	Severity	Component	Headline
CSCug30924	3	audio	CIPC with 2 ringback tones
CSCuj47758	3	phonefeatures	CIPC dropping calls while retrieving voicemail
CSCuh48865	4	phonefeatures	CIPC 8.6.3 issue with the 'hide' option
CSCuh79597	4	userinterface	Device Configuration page does not show the CUCM IP address
CSCuj10863	4	third-party	Assertion failed error message when picking up call for CIPC (also includes support for new Plantronics devices)
CSCsf11116	4	userinterface	Toast Windows Creep Up Screen When Another Toast Is Open
CSCui01099	6	phonefeatures	Disable "Preference" Menu on Cisco IP Communicator via registry

Release 8.6.4.2

The following table lists the caveats resolved in Release 8.6.4.2.

ID	Severity	Component	Headline
CSCup16651	2	sip-protocol	Max TCP connections reached on SIP CIPC resulting in delayed responses
CSCuq01675	4	audio	CIPC Mediatermination thread stuck for 10s or 20s when BIB is on

Release 8.6.4.3

The following table lists the caveats resolved in Release 8.6.4.3.

ID	Severity	Component	Headline
CSCuq30757	3	userinterface	CIPC fail over to second node does not work
CSCuq44930	3	sccp-protocol	CIPC doesnt delete list of reserved port and result is Crash/Hang
CSCup91134	6	installer	CIPC - USB Head set call disconnection issue

Release 8.6.5

The following table lists the caveats resolved in Release 8.6.5.

ID	Severity	Component	Headline
CSCuu57715	2	phonefeatures	Zip Zip Tone heard on SIP Based CIPC when Supervisor Joins RSM Session
CSCuu37656	3	phonefeatures	Cisco IP Communicator Web Access Denial of Service (DoS) Vulnerability

ID	Severity	Component	Headline
CSCus72971	3	audio	Record Tone not played with CIPC 8.6.4
CSCus07124	4	security	CIPC ES 8.6.4.3 is in registrating loop if setup to secure mode
CSCur76648	5	userinterface	TrackPopupMenu Error in CIPC 8.6

Troubleshooting

These Cisco IP Communicator documents provide troubleshooting information:

- *Frequently Asked Questions 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, Support, and Security Guidelines

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
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 Related Documentation, on page 13.