



Release Notes

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Cisco UC Integration for Microsoft Lync

Cisco UC Integration for Microsoft Lync is a Microsoft Windows desktop application that provides access to Cisco Unified Communications from Microsoft Lync. The solution extends the presence and instant messaging capabilities of Microsoft Lync by providing access to a broad set of Cisco Unified Communications capabilities; including software phone standards-based video, unified messaging, conferencing, desktop phone control and phone presence.

Key features of Cisco UC Integration for Microsoft Lync include:

- Make and receive video calls using the Cisco Precision Video engine.
- Make and receive phone calls through Cisco Unified Communications Manager.
- Drag and drop and right-click integration with the Microsoft Lync contact list.
- Instant Messaging and Presence integration with Microsoft Lync.
- Mute, hold, and transfer during calls.
- Software phone or desktop phone mode selection.
- Communications history of missed, placed, and received calls.
- Audio and visual notification of incoming calls.
- Ad hoc conferencing.

- Visual voicemail.
- Click to Call from Internet Explorer, Microsoft Outlook and other Microsoft Office applications.
- Start a Cisco WebEx meeting from the contact list, a conversation, or a Microsoft Lync instant messaging session.
- Expressway Mobile and Remote Access
- Service Discovery

What's New in This Release

Release 9.7(4) ES1

This release introduces the `PRESENCE_DOMAIN` installer switch. This switch is used to specify the presence domain during installation. The domain is specified as:

```
PRESENCE_DOMAIN=<domain>
```

See the chapter *Client Installation* in the *Cisco UC Integration for Microsoft Lync 9.7(4) Administration Guide* for more information on using installer switches.

See [Known issues](#) for an important addition to documentation.

This release also contains fixes to functionality. See [Resolved Caveats](#) for more information.

Release 9.7(4)

This release contains the following new functionality:

- Cisco WebEx Meeting escalation
- Drag and drop for Microsoft Lync 2013
- Expressway Mobile and Remote Access
- URI dialing
- Microsoft Windows 8.1 support
- Call Information Window control
- Cisco Unified Communications Manager 10.x support

This release also contains fixes to functionality. See [Resolved Caveats](#) for more information.

Software Requirements

Supported Microsoft Lync versions

- Microsoft Lync 2010
- Microsoft Lync 2013

Microsoft Lync 2013 is supported with the following caveats at this time:

- Click to Call from Microsoft Office 2013 is not supported.

- Escalation from a Microsoft Lync group chat session to a voice or video call is not supported.
- Microsoft Lync 2013 update KB2812461 must be installed to enable right-click to call support.



Note Microsoft Lync 2013 64 bit is not supported.

Supported operating systems

- Microsoft Windows 8.1, Desktop Mode only
- Microsoft Windows 8, Desktop Mode only
- Microsoft Windows 7 32 bit
- Microsoft Windows 7 64 bit

Supported servers

- Cisco Unified Communications Manager version 8.6 or later
- Cisco Unity Connection version 8.5 or later

Supported directories

- Microsoft Active Directory 2003
- Microsoft Active Directory 2008
- OpenLDAP



Restriction Directory integration with OpenLDAP requires you to define specific parameters in a Cisco UC Integration for Microsoft Lync configuration file. See *LDAP Directory Servers* for more information.

Microsoft Internet Explorer

Cisco UC Integration for Microsoft Lync requires Microsoft Internet Explorer 7.0, 8.0, or 9.0. The application uses the Microsoft Internet Explorer rendering engine to display HTML content.

Support for Microsoft Office (Click to Call)

- Microsoft Office 2007 32 bit
- Microsoft Office 2010 32 bit



Note Microsoft Lync 2013 is installed with Microsoft Office 2013 but Click to Call is not supported.

Support for Microsoft Office 365

Cisco UC Integration for Microsoft Lync integrates with Microsoft Lync for IM and Presence and Excel and Outlook for Click to Call on the client side only. Cisco UC Integration with Microsoft Lync is therefore compatible with all of the same versions of Microsoft Lync, Excel and Outlook whether they are Office 365-based or traditional on-premise deployments.

Hardware Requirements

Installed RAM

2GB RAM on Microsoft Windows 7 and Microsoft Windows 8

Free physical memory

128 MB

Free disk space

256 MB

CPU speed and type

Mobile AMD Sempron Processor 3600+ 2 GHz

Intel Core2 CPU T7400 @ 2.16 GHz

GPU

Directx 11 on Microsoft Windows 7

I/O ports

USB 2.0 for USB camera and audio devices.

Network Requirements

ICMP requests

Cisco UC Integration for Microsoft Lync sends Internet Control Message Protocol (ICMP) requests to the TFTP server. These requests enable the client to determine if it can connect to Cisco Unified Communications Manager. You must configure firewall settings to allow ICMP requests from the client. If your firewall does not allow ICMP requests, the application cannot establish a connection to Cisco Unified Communications Manager.

Ports and protocols

Cisco UC Integration for Microsoft Lync uses the ports and protocols listed in the following table. If you plan to deploy a firewall between the application and a server, configure the firewall to allow these ports and protocols.

Port	Protocol	Description
Inbound		
16384 to 32766	UDP	Receives Real-Time Transport Protocol (RTP) media streams for audio and video. You set these ports in Cisco Unified Communications Manager.
Outbound		
69	UDP	Trivial File Transfer Protocol (TFTP) service
6970	HTTP	TFTP service to download client configuration
443	TCP (HTTPS)	Cisco Unity Connection for voicemail
7080	TCP (HTTPS)	Cisco Unity Connection for notifications of voice messages
389	UDP / TCP	LDAP directory server
636	LDAPS	LDAP directory server (secure)
3268	TCP	Global Catalog server
3269	LDAPS	Global Catalog server (secure)
2748	TCP	CTI gateway
5060	UDP / TCP	Session Initiation Protocol (SIP) call signaling
5061	TCP	Secure SIP call signaling
8443	HTTPS	Web access to Cisco Unified Communications Manager and includes connections for the following: <ul style="list-style-type: none"> • Cisco Unified Communications Manager IP Phone (CCMCIP) server for assigned devices. • User Data Service (UDS)
16384 to 32766	UDP	RTP media streams for audio and video
53	UDP / TCP	Domain Name System (DNS) traffic
3804	TCP	Locally Significant Certificates (LSC) for IP phones This is the listening port for Cisco Unified Communications Manager Certificate Authority Proxy Function (CAPF) enrollment.

Phones, Headsets, and Cameras

CTI supported devices

Cisco UC Integration for Microsoft Lync supports the same CTI devices as Cisco Unified Communications Manager version 8.6(1). See the *CTI supported device matrix* table in the *CTI Supported Devices* topic at the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/tapi_dev/8_6_1/supporteddevices.html

Headsets and speakers

Plantronics Blackwire C420	Plantronics Voyager Pro UC B230
Plantronics Blackwire C610	Plantronics Voyager Pro UC BT300
Plantronics Blackwire C620	Jabra BIZ 2400
Plantronics C220UC	Jabra BIZ 620
Plantronics C420	Jabra Go 6470
Plantronics Calisto P420	Jabra PRO 930
Plantronics Calisto P800 series headset	Jabra Speak 410
Plantronics DSP400	Jabra-8120
Plantronics W740	Jabra GN2000
Plantronics WO200/A	Jabra PRO 9470
Plantronics WO300	Polycom CX100 Speakerphone
Plantronics Voyager Pro UC WG200/B	-

Plantronics Blackwire C310	Plantronics Voyager 510SL
Plantronics Blackwire C320	Plantronics Voyager Pro UC B230
Plantronics Blackwire C420	Plantronics DSP 400
Plantronics Blackwire C435	Plantronics Savi 740
Plantronics Blackwire C610	Plantronics Savi 440
Plantronics Blackwire C620	Jabra GN2000 CIPC Mono
Plantronics Blackwire C710	Jabra GN2000 CIPC Duo
Plantronics Blackwire C720	Jabra Go 6470
Plantronics Calisto P240 series	Jabra Pro 930
Plantronics Calisto P420	Jabra Speak 410
Plantronics Calisto P610 series	Jabra BIZ 2400

Plantronics Calisto P800 series	Polycom CX100 Speakerphone
Plantronics Voyager Pro UC WG200/B	-

Cameras

Microsoft LifeCam 6000	Tandberg Precision HD devices
Logitech Pro 9000	Cisco VTIII, resolution up to VGA
Logitech C920	-

Limitations and Restrictions

This section contains information about known limitations and restrictions.

Known Issues

Software

The following known issues apply to the current version of the software:

- Restart Microsoft Outlook after installing Cisco UC Integration for Microsoft Lync to ensure Click to Call functionality initializes properly.

Third-Party Unified Communications Applications

Installing Cisco UC Integration for Microsoft Lync and Cisco Jabber applications, or other third party Unified Communications applications, on the same machine may result in unexpected behavior in the client and is not recommended.

Supported languages

The following table lists the languages that Cisco UC Integration for Microsoft Lync supports:

- Arabic
- Chinese - China
- Chinese - Taiwan
- Czech
- Danish
- Dutch
- English

- French
- Finnish
- German
- Greek
- Hebrew
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese - Brazil
- Portuguese - Portugal
- Russian
- Swedish
- Spanish
- Turkish

**Note**

Cisco UC Integration for Microsoft Lync does not support Locale IDs for all sub-languages. For example, if you specify French - Canada, Cisco UC Integration for Microsoft Lync uses French - France.

As of this release, Cisco UC Integration for Microsoft Lync supports the Locale IDs for Chinese - China and Chinese - Taiwan only. Cisco UC Integration for Microsoft Lync does not support any other Locale IDs for Chinese sub-languages. For example, if you specify Chinese - Singapore, Cisco UC Integration for Microsoft Lync uses English.

See the following documentation for more information about Locale IDs:

- *Microsoft Windows Locale Code Identifier (LCID) Reference*
- *Locale IDs Assigned by Microsoft*