



Release Notes for Click to Call Release 7.x

Revised: November 27, 2009

These release notes describe all versions of Click to Call Release 7.x.

To access the latest software upgrades for all versions of Click to Call, go to <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [Supported Desktop Applications, page 3](#)
- [Related Documentation, page 3](#)
- [Limitations and Restrictions, page 4](#)
- [Important Notes, page 5](#)
- [Caveats, page 7](#)
- [Documentation Updates, page 8](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 9](#)

Introduction

These release notes describe new features, requirements, restrictions, and caveats for Click to Call Release 7.x. These release notes are updated for every maintenance release but not for patches or hot fixes. Before you install Click to Call, we recommend that you review this document for information about issues that may affect your system.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

© 2009 Cisco Systems, Inc. All rights reserved.

System Requirements

- [Server and Client PC Requirements, page 2](#)
- [About Phone Requirements, page 2](#)

Server and Client PC Requirements

[Table 1](#) describes the server and client PC requirements for installing Click to Call.

Table 1 **Click to Call Installation Requirements**

Item	Description
Server/Network	<ul style="list-style-type: none"> • Cisco Unified Communications Manager version 5.1.x, 6.x or 7.x, or Cisco Unified Communications Manager Business Edition version 7.0. • The Cisco Unified Communications Manager server must be installed, configured, and operating correctly as per the Cisco Unified Communications Manager documentation, at the following URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html • The Cisco Unified Communications Manager server must be configured to support the WebDialer service. For information on determining server capacity for the WebDialer service based on users and expected call volume, refer to the Cisco WebDialer chapter in the <i>Cisco Unified Communications Manager Solution Reference Network Design</i>: http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html
Client PC	<p>Supported Operating System(s):</p> <ul style="list-style-type: none"> • Microsoft Windows XP Professional • Microsoft Windows Vista Business Edition or Enterprise Edition <p>Required Disk Space: 80MB free hard disk space</p> <p>Software Framework: Microsoft .NET 3.0 or later</p>

About Phone Requirements

- [Supported Softphone Applications, page 2](#)
- [Supported Cisco Unified IP Phones, page 3](#)

Supported Softphone Applications

Cisco IP Communicator v 2.1(3) or higher is supported. Cisco IP Communicator is supported in SCCP and SIP mode.



Note

Cisco Unified Personal Communicator is not currently supported with Click to Call.

Supported Cisco Unified IP Phones

The following Cisco Unified IP Phones models are supported with Click to Call:

SCCP Phones:	<ul style="list-style-type: none"> • 7902G, 7905G, 7906G • 7911G, 7912G, 7912G-A • 7920, 7921G • 7940G, 7941G, 7941G-GE, 7942G, 7945G • 7960G, 7961G, 7961G-GE, 7962G, 7965G 7970G, 7971G-GE, 7975G
SIP Phones:	<ul style="list-style-type: none"> • 7941G, 7941G-GE, 7942G, 7945G • 7961G, 7961G-GE, 7962G, 7965G • 7970G, 7971G-GE, 7975G

Supported Desktop Applications

The following desktop applications can be used with the Click to Call application:

- Mozilla Firefox 1.5, 2.0, 3.0
- Microsoft Internet Explorer 6.0, 7.0
- Microsoft Excel 2003, 2007
- Microsoft Word 2003, 2007
- Microsoft Outlook 2003, 2007
- Microsoft Sharepoint 2003, 2007
- Microsoft Powerpoint 2003

Related Topics

- [Server and Client PC Requirements, page 2](#)
- [About Phone Requirements, page 2](#)

Related Documentation

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco WebDialer Service Documentation

Refer to the following Cisco WebDialer documentation at the following URLs:

- Cisco WebDialer chapter in the *Cisco Unified Communications Manager Features and Services Guide* Feature and Services Guide:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
- Cisco WebDialer chapter in the *Cisco Unified Communications Manager Solution Reference Network Design*:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html

Microsoft Active Directory Documentation

Refer to the Microsoft Active Directory documentation at the following URLs:

- Active Directory 2003:
<http://technet2.microsoft.com/windowsserver/en/technologies/featured/ad/default.mspx>
- Active Directory 2008: <http://technet2.microsoft.com/windowsserver2008/en/library/>

Limitations and Restrictions

- [Firewall Limitation, page 4](#)
- [Microsoft PowerPoint 2007 Support, page 4](#)
- [Microsoft Outlook 2003 Limitation, page 5](#)
- [Microsoft IME Limitation with East Asian Locales, page 5](#)
- [Engineering Special for Japanese, Korean and Portuguese Locales, page 5](#)
- [About Phone Support Status, page 5](#)
- [Online Help Browser Limitation, page 5](#)

Firewall Limitation

If a firewall exists between Cisco Unified Communications Manager and the client PC, your end user may not be able to use Click to Call.

Click to Call sends request messages to Cisco Unified Communications Manager over HTTPS using port number 8443. Therefore you need to configure the firewall or router to allow message requests and responses between Click to Call and Cisco Unified Communications Manager over HTTPS using port number 8443.

Microsoft PowerPoint 2007 Support

Click to Call does not support Microsoft PowerPoint 2007 because the context menu functionality in Microsoft PowerPoint 2007 no longer permits third party integrations.

Microsoft Outlook 2003 Limitation

If you are running Microsoft Outlook 2003 without Microsoft Office 2003, the Persona menu is not available. Consequently the Click to Call functionality under the Persona menu is not available in this case.

Microsoft IME Limitation with East Asian Locales

For some East Asian locales, the Microsoft Global Input Method Editor (IME) feature is enabled by default in Microsoft Word. If the Microsoft Global IME is enabled in Microsoft Word 2003 or 2007, the **Call** option on the Click to Call right-click menu is not available; only the **Call with Edit** option is available. If you disable the Microsoft Global IME feature in Microsoft Word, the **Call** menu item will be available.

Engineering Special for Japanese, Korean and Portuguese Locales

For Japanese, Korean and Portuguese locales, an engineering special is available that contains a fix for a localization issue. To download this engineering special, go to:

<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

About Phone Support Status

- [Support Status for Cisco Unified Personal Communicator, page 5](#)
- [Support Status for Cisco Unified IP Phone 7985, page 5](#)

Support Status for Cisco Unified Personal Communicator

Click to Call does not currently support the Cisco Unified Personal Communicator softphone.

Support Status for Cisco Unified IP Phone 7985

Click to Call does not currently support the Cisco Unified IP Phone model 7985.

Online Help Browser Limitation

The Click to Call online help application launches in Microsoft Internet Explorer only.

Important Notes

- [End Call Button Terminates All Active Calls, page 6](#)
- [WebDialer Application Applies Directory Lookup Rules, page 6](#)
- [Users are Unable to Associate Phone, page 7](#)

End Call Button Terminates All Active Calls

The End Call button on Click to Call terminates *all* active calls, including any calls that the user has on hold. The held call is terminated locally, but the remote held call remains active and the person on hold receives no indication that the call is terminated.

**Note**

Because this is unexpected behavior, we *highly* recommend that you provide your end users with the following description of how the End Call button operates when a user places a call on hold:

- When you press the End Call button on Click to Call, this ends *all* your current calls, including any calls you have on hold.
 - For example, if you are on Call 1, and you place Call 1 on hold to take Call 2, when you press the End Call button to end Call 2, the application ends both Call 1 (on hold) and Call 2.
 - However, Click to Call only disconnects the held call locally at your end of the call. The person you have placed on hold is not disconnected, and receives no indication that the call has ended.
-

Note that this is expected behavior on Cisco Unified Communications Manager. You can control this behavior on Cisco Unified Communications Manager using the cluster-wide phone device service parameter **Enforce Privacy Setting on Held Calls**. Privacy removes the call information from all phones that share lines and blocks other shared lines from barging in on its calls. Enabling the service parameter **Enforce Privacy Setting on Held Calls** enforces privacy when a call is placed on hold on a shared line; this service parameter is disabled by default.

**Note**

- The **Enforce Privacy Setting on Held Calls** parameter is a cluster-wide service parameter. Therefore it applies to all phone devices and all users in the Cisco Unified Communications Manager cluster.
 - The **Enforce Privacy Setting on Held Calls** parameter is only applicable to Cisco Unified Communications Manager versions 6.x and 7.x.
-

WebDialer Application Applies Directory Lookup Rules

**Note**

This issue is not applicable if you are running Cisco Unified Communications Manager version 7.x.

Problem The Cisco WebDialer application is only expected to apply Application Dial Rules on Cisco Unified Communications Manager. However, if there are Directory Lookup Rules configured on Cisco Unified Communications Manager, the Cisco WebDialer application may apply the Directory Lookup Rules *before* it applies the Application Dial Rules.

This may cause call routing issues on the Click to Call application. When deploying Click to Call, ask your end users to report any inconsistent call behavior, as it may be related to this issue.

Solution Perform the following workaround on Cisco Unified Communications Manager. For *each* Application Dial Rule you have configured, create a corresponding dummy Directory Lookup Rule. The dummy Directory Lookup Rules should be invalid; Cisco Unified Communications Manager should not be able to match the dummy Directory Lookup Rules.

Prioritize the dummy Directory Lookup Rules at the top of the Directory Lookup Rule list, before any authentic Directory Lookup Rules. This ensures that the Cisco Webdialer application applies the Application Dial Rules first. In the Application Dial Rule list, configure the final Application Dial Rule to match any number that the other Application Dial Rules do not match. This ensures that the Cisco Webdialer application finds an Application Dial Rule match, and does not attempt to apply the Directory Lookup Rules.

Users are Unable to Associate Phone

Problem The user is unable to associate a phone on the Click to Call application.

Solution If your organization routes HTTP traffic via proxy servers to access the internet, you must add an exception for the internal HTTPS traffic sent from the Click to Call application to the Cisco Unified Communications Manager server.

However, if this exception contains the server name of the Cisco Unified Communications Manager, and the IP address of the Cisco Unified Communications Manager is configured on the Click to Call application, this configuration may still route the HTTPS traffic externally. If this occurs, either add an exception for the IP address and port number of the Cisco Unified Communications Manager, or use the server name that is already covered by an exception. An example of the full exception rule is `https://<ip-address|server-name>:8443`.

Caveats

- [Using Bug Toolkit, page 7](#)
- [Open Caveats, page 8](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.
- All customer-found bugs.

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

Before You Begin

To access Bug Toolkit, you need the following items:

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

Procedure

-
- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.

- Step 2** Log 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 Bug ID” field, then click **Go**.

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

Open Caveats

The caveats in [Table 2](#) describe possible unexpected behavior in the Click to Call release. Bugs are listed in order of severity and then in alphanumeric order by bug identifier.

Table 2 *Open Caveats for Click to Call*

Identifier	Severity	Component	Headline
CSCsu99747	2	click2call-install	Application crashes after install due to specific culture setting

Documentation Updates

For the latest versions of all Click to Call documentation, go to:

http://www.cisco.com/en/US/products/ps9829/tsd_products_support_series_home.html

- [Documentation Errors, page 8](#)

Documentation Errors

The installation path in the Click to Call online help application should be **Start > Programs > Cisco Click to Call > Cisco Click to Call**.

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>

CCDE, CCENT, CCSI, Cisco Eos, Cisco HealthPresence, Cisco IronPort, the Cisco logo, Cisco Nurse Connect, Cisco Pulse, Cisco SensorBase, Cisco StackPower, Cisco StadiumVision, Cisco TelePresence, Cisco Unified Computing System, Cisco WebEx, DCE, Flip Channels, Flip for Good, Flip Mino, Flipshare (Design), Flip Ultra, Flip Video, Flip Video (Design), Instant Broadband, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn, Cisco Capital, Cisco Capital (Design), Cisco:Financed (Stylized), Cisco Store, Flip Gift Card, and One Million Acts of Green are service marks; and Access Registrar, Aironet, AllTouch, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Lumin, Cisco Nexus, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, Continuum, EtherFast, EtherSwitch, Event Center, Explorer, Follow Me Browsing, GainMaker, iLYNX, IOS, iPhone, IronPort, the IronPort logo, Laser Link, LightStream, Linksys, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, PCNow, PIX, PowerKEY, PowerPanels, PowerTV, PowerTV (Design), PowerVu, Prisma, ProConnect, ROSA, SenderBase, SMARTnet, Spectrum Expert, StackWise, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0910R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2009 Cisco Systems, Inc. All rights reserved.

