



Release Notes for Click to Call Release 8.0

Revised: January 20, 2012

These release notes describe all versions of Click to Call Release 8.0.

To access the latest software upgrades for all versions of Click to Call, go to <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=282224838>

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Introduction

These release notes describe new features, requirements, restrictions, and caveats for Click to Call Release 8.0. 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

System Requirements

- [Server Requirements, page 2](#)
- [Client Computer Requirements, page 3](#)
- [Phone Requirements, page 3](#)

Server Requirements

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

Table 1 **Server Requirements**

Item	Requirement
Cisco Unified Communications Manager	<ul style="list-style-type: none"> • Cisco Unified Communications Manager version 6.x, 7.x, or 8.x, or Cisco Unified Communications Manager Business Edition version 7.x or 8.x. • 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 (SRND)</i>, at the following URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html

Client Computer Requirements

Table 2 describes the client computer requirements for installing Click to Call.

Table 2 **Client Requirements**

Item	Requirement
Supported operating systems	<p>Click to Call supports the 32-bit and 64-bit versions of the following operating systems:</p> <ul style="list-style-type: none"> • Microsoft Windows XP Professional, Service Pack 2 or higher • Microsoft Windows Vista Business Edition or Enterprise Edition, Service Pack 2 or higher • Microsoft Windows 7 Professional Edition, Enterprise Edition, or Ultimate Edition
Prerequisite software	<ul style="list-style-type: none"> • Microsoft .Net Framework 3.5 Service Pack 1 • Microsoft Visual C++ 2008 Service Pack 1 Redistributable Package (x86) <p>The software prerequisites are supplied with the Click to Call executable file. However, if you are installing the Click to Call MSI file, you must install these prerequisites before you begin the installation. The prerequisite software is available from the Microsoft website.</p>
Disk space	80MB free hard disk space

Phone Requirements

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

Supported Softphone Applications

The following softphone applications are supported:

- Cisco IP Communicator v2.1(3) or higher in SCCP and SIP mode

Related Topics

- [Support Status for Cisco Unified Personal Communicator, page 8](#)
- [Support Status for Cisco Unified Communications Integration for Microsoft Office Communicator, page 8](#)

Supported Cisco Unified IP Phones

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

Table 3 **Supported Cisco Unified IP Phones**

SCCP-only Phones:	<ul style="list-style-type: none"> • 6901, 6911, 6921, 6941, 6961 • 7902G¹, 7905G¹, 7906G • 7910G¹, 7912G¹, 7914 (Expansion Module) • 7920¹, 7921G, 7925G (all Wireless) • 7931G, 7935 (Conference Station)¹, 7936 (Conference Station), 7937G (Conference Station) • 7940G • 7960G • 7985G
SIP-only Phones:	<ul style="list-style-type: none"> • 7915, 7916 (Expansion Modules) • 9951, 9971
SCCP and SIP Phones:	<ul style="list-style-type: none"> • 7911G • 7941G¹, 7941G-GE¹, 7942G, 7945G • 7961G¹, 7961G-GE¹, 7962G, 7965G • 7970G¹, 7971G-GE¹, 7975G • 8961

1. This phone is at the end of software maintenance.

Supported Citrix Environments

Click to Call is supported on the following 32-bit and 64-bit Citrix environments:

- Citrix XenApp 4.5 on Windows Server 2003
- Citrix XenApp 5.0 on Windows Server 2008 and 2008 R2
- Citrix XenApp 5.0 Feature Pack 2 on Windows Server 2008 and 2008 R2

Supported Desktop Applications

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

- Mozilla Firefox 3.5 or higher
- Microsoft Internet Explorer 7.0, 8.0, and 9.0 (32-bit versions only)
- Microsoft Excel 2003, 2007, and 2010¹
- Microsoft Word 2003, 2007, and 2010¹
- Microsoft Outlook 2003, 2007, and 2010¹
- Microsoft Powerpoint 2003, 2007, and 2010¹
- Microsoft Sharepoint Server 2003 and 2007

1. Click to Call only supports 32-bit versions of Microsoft Office 2010 applications.

Related Topics

- [Server Requirements, page 2](#)
- [Phone Requirements, page 3](#)

Finding Documentation

Click to Call Documentation

Provide the following URL to your users:

<http://www.cisco.com/en/US/products/ps9829/index.html>

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*:
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

The caveats in [Table 4](#) describe limitations in the Click to Call release that can not be resolved. Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Additional information about these limitations is provided later in this section if applicable.

Table 4 *Closed Caveats for Click to Call*

Identifier	Severity	Component	Headline
CSCtf30855	3	click2call-sharepoint	Sharepoint persona menu first use gives Redemption instance error
CSCtf39533	4	click2call-ie	Sharepoint persona menu not working on 64-bit Internet Explorer
CSCtg78323	4	click2call-systray	Users with special chars in password see unconfigured EM device
CSCte97886	5	click2call-citrix	Citrix Win7 toast slightly on top of task bar
CSCtd75188	6	click2call-docs	No persona menu (in contact card) in Sharepoint and Outlook 2010

- [SharePoint Persona Menu Displays Redemption Error on First Use, page 6](#)
- [SharePoint Persona Menu Is Not Displayed, page 7](#)
- [Click to Call Cannot Determine If a User Is an Extension Mobility User, page 7](#)
- [Firewall or Proxy Server Limitation, page 7](#)
- [Microsoft PowerPoint Support, page 8](#)
- [Microsoft Outlook 2003 Limitation, page 8](#)
- [Microsoft IME Limitation with East Asian Locales, page 8](#)
- [Support Status for Cisco Unified Personal Communicator, page 8](#)
- [Support Status for Cisco Unified Communications Integration for Microsoft Office Communicator, page 8](#)
- [Notification Window Is Displayed In an Unexpected Location, page 8](#)

SharePoint Persona Menu Displays Redemption Error on First Use

Problem When you access a Sharepoint site from Internet Explorer and move the mouse over the online status indicator (●) next to a contact name and then click on the online status indicator to display the Persona menu, a Redemption instance error is displayed. This error occurs when the user is running Click to Call with restricted non-administrator privileges and when protected mode is enabled in Internet Explorer.

Solution To resolve this issue on Windows Vista and Windows 7 machines, perform the following steps:

1. From Internet Explorer, select **Tools > Internet Options > Security**.
2. If present, uncheck the **Enable Protected Mode** check box.
3. Restart Internet Explorer.

SharePoint Persona Menu Is Not Displayed

Problem The Persona Menu is not displayed when you click on the online status indicator (●) next to a contact name in SharePoint. This occurs when one of the following conditions exists:

- Microsoft Office is not installed.
- A version of Microsoft Office other than Office 2003 or Office 2007 is installed. If Microsoft Office 2010 is installed, it displays the contact card when you click on the online status indicator instead of the Persona Menu.
- A 64-bit version of Internet Explorer is running.
- If a user accesses a SharePoint site by browsing to the site from the Internet, the Internet Explorer settings prevent the site from loading the Persona Menu. If a user accesses the SharePoint site by typing the URL for the SharePoint site, Internet Explorer displays the Persona Menu.

Solution To resolve this issue, you can do the following:

- Install Microsoft Office 2003 or 2007.
- Close 64-bit Internet Explorer and run a 32-bit version of Internet Explorer.
- Use an Intranet URL to access the SharePoint site.

Click to Call Cannot Determine If a User Is an Extension Mobility User

Problem If a user has a password that contains special characters, the CCMCIP server cannot handle the special characters and so Click to Call cannot determine if a user is an Extension Mobility user. Click to Call also cannot gather this data if the CCMCIP server is unavailable.

Solution In this situation, Click to Call displays an **I am an Extension Mobility user** check box on the Phones tab of the Click to Call Preferences dialog box. If you check this check box, an Extension Mobility device is listed in the list of phones for the user.



Note

If you check the **I am an Extension Mobility user** check box, an Extension Mobility device is listed in the list of phones for the user even if the Extension Mobility device is not configured for the user in Cisco Unified Communications Manager. Users must ensure that they are configured to use an Extension Mobility device in order to use Click to Call to make calls.

Firewall or Proxy Server Limitation

If a firewall or proxy server 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 proxy server to allow message requests and responses between Click to Call and Cisco Unified Communications Manager over HTTPS using port number 8443.

Microsoft PowerPoint Support

Click to Call supports Microsoft PowerPoint 2007 and 2010. However, the Click to Call menu options are not available from the context menu in PowerPoint 2007 and 2010 when you highlight and right-click a number or a contact. The Click to Call functionality is only available from the Home tab on the Ribbon.

Microsoft Outlook 2003 Limitation

If you are running Microsoft Outlook 2003 without Microsoft Office 2003 or if the Smart Tag component is disabled during the Microsoft Outlook installation, the Persona menu is not available. Consequently, the Click to Call functionality under the Persona menu is not available in this situation.

Smart tags (dotted lines beneath text) in email messages are not supported with Click to Call and Outlook 2003. If smart tags are configured and working in such an environment, the smart tags can cause Click to Call to slow down the display of email.

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.

Support Status for Cisco Unified Personal Communicator

Click to Call does not currently support Cisco Unified Personal Communicator. Cisco Unified Personal Communicator is distributed with a modified version of Click to Call.

Support Status for Cisco Unified Communications Integration for Microsoft Office Communicator

Click to Call does not currently support Cisco Unified Communications Integration for Microsoft Office Communicator. Cisco Unified Communications Integration for Microsoft Office Communicator is distributed with a modified version of Click to Call.

Notification Window Is Displayed In an Unexpected Location

In Citrix XenApp environments, Click to Call sometimes displays the call notification window in an unexpected location on the desktop, for example, over the taskbar. This occurs if the resolution or display settings differ on the server and the client machine.

Important Notes

- [End Call Button Terminates All Active Calls](#), page 9
- [WebDialer Application Applies Directory Lookup Rules](#), page 10
- [Users are Unable to Associate Phone](#), page 10
- [Problem Uninstalling Click to Call On Internet Explorer](#), page 10

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

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- 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 or later.

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`.

Problem Uninstalling Click to Call On Internet Explorer

Problem

When you uninstall Click to Call on Internet Explorer, the Click to Call menu items are not removed.

Solution

To resolve this issue, remove the following registry keys:

HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\MenuExt\Ca&ll

HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\MenuExt\Call with E&dit

Caveats

- [Using Bug Toolkit](#), page 11
- [Open Caveats](#), page 11

Using Bug Toolkit

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

- 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 5](#) 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 5 *Open Caveats for Click to Call*

Identifier	Severity	Component	Headline
CSCtg98577	6	click2call-outlook	Outlook shows same set of numbers for users with equal display names

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

- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 13](#)

Differences Between English-Language and Translated User Documentation

The English-language version of the online help and the User Guide for Click to Call on which the translations are based is slightly different from the English-language version that is built into the product and available from the corporate website. The following table lists the differences between the two versions:

Topic	English Text	Text Translated
How To Enable or Disable the Click to Call Plug-In Manually	You can manually enable and disable the Click to Call plug-in Microsoft Office 2007 or Office 2010 only.	You can manually enable and disable the Click to Call plug-in Microsoft Office 2007 only.
Enabling or Disabling the Plug-In in Microsoft Word, Excel or Powerpoint for Microsoft Office 2007 or Later	Start Microsoft Word, Excel, or Powerpoint 2007 or later.	Start Microsoft Word, Excel, or Powerpoint 2007.
Enabling or Disabling the Plug-In in Microsoft Outlook 2007 or Later	Start Microsoft Outlook 2007 or later.	Start Microsoft Outlook 2007.
Dialing a Phone Number in an Application	If you are using Microsoft Excel, PowerPoint, or Word 2007 or a later release, you can also select a phone number and select Call or Call with Edit from the Click to Call group on the Ribbon Home tab.	If you are using Microsoft Excel, PowerPoint, or Word 2007, you can also select a phone number and select Call or Call with Edit from the Click to Call group on the Ribbon Home tab.
Calling an Email Recipient	If you are using Microsoft Outlook 2007 or a later release, Click to Call enables you to call email recipients from email messages that you receive or send.	If you are using Microsoft Outlook 2007, Click to Call enables you to call email recipients from email messages that you receive or send.
	Open an email message in Microsoft Outlook 2007 or later.	Open an email message in Microsoft Outlook 2007.
	You can also place calls using the Click to Call group on the Ribbon when viewing the Calendar and Contacts in Microsoft Outlook 2007 or later releases.	You can also place calls using the Click to Call group on the Ribbon when viewing the Calendar and Contacts in Microsoft Outlook 2007.

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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