



Release Notes for Cisco UC Integration(TM) for IBM Sametime 9.0(1a)

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CHAPTER

1

Release and General Information

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Introduction

Enhanced Unified Communications

Cisco UC Integration(TM) for IBM Sametime provides instant access to Cisco Unified Communications capabilities directly from IBM Sametime. The integration enhances productivity by extending native audio and HD video capabilities to Sametime IM and presence users. It also includes Cisco phone control and presence status with integrated voicemail and conversation history. The integration allows access to Cisco call control for both standalone and Notes-embedded clients.

Features and Capabilities

With this tight integration for IBM Sametime, users get a consistent user experience, enhanced communications capabilities, and reduced infrastructure complexity. The integration also provides Sametime users with the following capabilities:

- **Native phone mode control for audio and video**

Users can choose to control audio or video calls in IBM Sametime from the user's computer or from the phone.

- **Phone presence and control using XMPP**

The phone presence icon, which indicates whether a contact is busy on another call or available to receive a call, is displayed in addition to the IM presence icon where available.

- **Click-to-call capability from IBM Sametime client**

Place calls from your list of existing contacts by right-clicking a contact and selecting Phone Call or by choosing a number from the provided options.

- **Integrated visual voicemail and conversation history**

Sametime users can view, play, or review conversation history right from the main Sametime client window.

- **Enhanced collaboration**

Easy creation and management of audio and video conferences by dragging and dropping contacts from the list or by searching for participants in the embedded search bar.

Release and General Information

Client Requirements

Clients must meet the following minimum requirements to use Cisco UC Integration for IBM Sametime.

Requirement	Description
Operating System	<ul style="list-style-type: none"> • Microsoft Windows XP SP3 32 bit • Microsoft Windows 7 (Pro, Enterprise, or Ultimate) 32 bit or 64 bit
CPU	<ul style="list-style-type: none"> • Mobile AMD Sempron Processor 3600+ at 2 GHz • Intel Core 2 CPU T7400 at 2.16 GHz
RAM	2 GB
Free Physical Memory	128 MB
Disk Space	256 MB
Graphics	<ul style="list-style-type: none"> • DirectX 9 (Microsoft Windows XP SP3) • DirectX 11 (Microsoft Windows 7)
I/O Ports	USB 2.0 is required for USB cameras and audio devices.
Client Software	<ul style="list-style-type: none"> • IBM Lotus Notes 8.5.2 or later with IBM Lotus Sametime 8.5.1 or 8.5.2 (Integrated) • IBM Lotus Sametime 8.5.1 or 8.5.2 (Standalone)
Cisco Unified IP Phones	<ul style="list-style-type: none"> • Cisco Unified IP Phones 9900 Series • Cisco Unified IP Phones 8900 Series • Cisco Unified IP Phones 7900 Series • Cisco Unified IP Phones 6900 Series

Server Requirements

Cisco UC Integration(TM) with IBM Sametime is compatible with the following server applications.

Server Application	Description
Cisco Unified Communications Manager	<ul style="list-style-type: none"> • 8.0(3) or later • 7.1(3) or later
Cisco Unified Communications Manager with IM and Presence	<ul style="list-style-type: none"> • 9.0(1) or later
Cisco Unified Presence	<ul style="list-style-type: none"> • 8.6(4) or later
Cisco Unity and Cisco Unity Connection	<ul style="list-style-type: none"> • 9.0(1) or later • 8.5(1) or later

Port Specifications

Protocol Signaling Ports

- Persistent TCP connection to CUCM SIP server port (for example, 5060) when using computer for calls
- Persistent TCP connection to CUCM CTI server port (for example, 2748) when using desk phone for calls
- Persistent TCP connection to Unity Connection 443, 7080
- One temporary TCP connection to CUCM on 8443, at initialization time
- Up to two temporary/need-basis TCP connections to LDAP/Directory server

RTP ports

UDP ports for the following audio-video streams:

- Audio call using computer: 2 local UDP ports
- Audio-video call using computer: 2 local UDP ports
- Desk phone audio call: no local UDP ports

Additional Information

See the Cisco UC Integration for IBM Sametime product page for additional information about the features and capabilities of the product. Go to <http://cisco.com/go/cuciibm> or <http://cisco.com/go/cuciibmsametime> to access the product page.

Limitations and Important Considerations

General Limitations

The following general limitations and considerations should be noted when using the current release of the software:

- A call will separate out to a standalone window when it is transferred to a third party and then transferred back to the originator. If you open a chat window manually, you can move the call into the chat window manually.
- The system administrator must supply non-blank values for all server configuration information even if that information is not required for a particular phone mode.
- Phone status, phone, and voicemail functionality is aligned with the user logging into the default community. The use of other communities does not affect this functionality but the user must be logged into the default community. Logging out of the default community will disrupt phone status, phone, and voicemail functionality.
- Users may notice a delay during video calls when moving between window types. Movement between window types can include moving from an integrated to standalone window and moving from a standalone call window to a conference call window.
- It takes multiple steps to get the video in an integrated conversation window taller. First shrink the incoming chat area and then shrink the outgoing chat area. Then you can stretch you chat window so that the video fits better. You can also move the call out of the integrated chat window into a standalone window and resize that window.
- Directory Lookup Rules do not work with Cisco Unified Communications Manager prior to Release 8.6(2). This may cause Cisco UC Integration (TM) with IBM Sametime to be unable to map incoming phone calls and voice messages to your Sametime contacts.
- Run the configuration tool first to deploy as Lotus Notes widgets. Make a copy of the update site and ensure that only one feature jar is in each update site feature directory. Next, make two widgets, one for phone feature and one for the voicemail feature.
- Phone status icons should only be displayed for registered Cisco Unified Presence users. The current version of the software displays a phone status icon for all contacts, regardless of whether they are or not registered Cisco Unified Presence users. Phone status icons will still indicate the correct phone status for registered Cisco Unified Presence users but will only show an icon indicating availability to be called for non-Cisco Unified Presence users. This leads to a situation where users who are not registered Cisco Unified Presence users appear to be available for a call when they may not actually be available.



Caveats

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- [Open Caveats, page 6](#)
- [Closed Caveats, page 8](#)
- [Resolved Caveats, page 8](#)

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 except severity level 6 enhancement requests

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 <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 Toolkit, select **Help** on the Bug Toolkit screen.

Open Caveats

This section contains the caveats open against the current version of the software.

Identifier	Severity	Component	Description
CSCuc59533	2	callcontrol	Sametime plugin crashes when Medianet service is running on the same PC
CSCub74935	3	callcontrol	Transfer button not disabled during conference
CSCuc23760	3	callcontrol	Two call history entries on applying and removing call forwarding
CSCuc25299	3	callcontrol	Call forwarding to an invalid number does not inform user
CSCuc25316	3	callcontrol	On Pop-in, integrated conversation video should move to the top
CSCuc25379	3	callcontrol	In full screen, closing chat results in a new call (in Normal mode)
CSCuc25621	3	callcontrol	When using my phone for calls, relogin causes call timer to reset to 0
CSCuc25696	3	callcontrol	Text cropped in alerts and call window when using magnification
CSCuc25865	3	presence	Presence not working (for one user), IBM library throwing error
CSCuc26014	3	conference	Sometimes drag and drop doesn't work in conference window
CSCuc26027	3	conference	When calling from conference window the participant list flickers
CSCuc26039	3	conference	"Start Conference" is not present in menu options in Lotus Notes
CSCuc26045	3	conference	On removing web-cam, self-view is not getting updated instantly
CSCuc26069	3	conference	Drop participant from conference is enabled even when not available
CSCuc26104	3	callcontrol	Cisco Unified Communications Manager failover disconnects active call

Identifier	Severity	Component	Description
CSCuc26128	3	voicemail	"Call Voicemail" button enabled even when Voicemail is not configured.
CSCuc27636	3	callcontrol	Issues in video display due to resizing integrated conversation window
CSCuc27692	3	configuration	Configuration Tool is missing the remove domain option
CSCuc27803	3	voicemail	Occasionally unable to play voicemail, confusing error message
CSCuc28018	3	voicemail	Some voice messages do not have sender details
CSCuc28057	3	voicemail	In Voicemail context menu, one phone number is getting displayed twice
CSCuc28061	3	callcontrol	The strings Work/Home/Mobile are not localised
CSCuc28089	3	conference	Drag/drop participant during join to conference crashes Sametime
CSCuc28103	3	conference	Multiple calls to the same number disallowed without notification
CSCuc28111	3	callcontrol	Designation is not displayed in incoming call alert
CSCuc28142	3	callcontrol	Sometimes in call history, phone number does not get resolved correctly
CSCuc28147	3	conference	Black conference window opens when self video not sent by remote party
CSCuc28205	3	callcontrol	Sametime may crash with out of memory after long use
CSCuc28206	3	configuration	Phone Status Preference Page showing inconsistent server name
CSCuc28225	3	callcontrol	Standalone conversation window may takes 5 seconds to open
CSCuc28256	3	conference	When both parties in call click Merge together, "null" displayed
CSCuc28258	3	callcontrol	Lotus notes may hang on start-up in a rare race condition
CSCuc28277	3	callcontrol	Sametime crashes after long usage due to SWT handle exception
CSCuc28278	3	voicemail	If there is no VoiceMail configured on CUCM for userA, the this user...
CSCuc28305	3	configuration	Server Health window shows incomplete server information

Identifier	Severity	Component	Description
CSCuc28370	3	callcontrol	in groupchat window, on calling 1st contact, call window is integrated
CSCuc28701	3	callcontrol	Directory Lookup Rules not used with older servers
CSCuc46517	3	presence	Phone status shows no-hook for non-CUP users

Closed Caveats

There are no closed caveats for this product in Release 9.0(1a)

Resolved Caveats

This section contains the caveats resolved since the previous version of the software.

Identifier	Severity	Component	Description
CSCud00310	2	configuration	Configuration utility fails to save, shows an exception in the console
CSCuc99013	3	configuration	Wrong version used in final packaging



Troubleshooting

- [Create Problem Report, page 9](#)
- [Enable Logging in the Configuration Utility, page 10](#)
- [Disable Extra IBM Call Option in Live Text Window, page 10](#)

Create Problem Report

If unexpected or unresolvable issues occur, users can generate reports with detailed configuration and logging information. These reports can assist Cisco TAC in troubleshooting.



Note

Enable detailed logging should not be checked in the Configuration Utility for a production deployment. Detailed logging should be enabled only on a client as necessary, so that a user can generate the logs to capture the issue and then turn logging off when log collection is complete.

Instruct the user to restart IBM Sametime or IBM Lotus Notes after they enable detailed logging, because critical information, such as the configuration settings, is in the log files at startup.

When you troubleshoot issues with the plug-in, inspect the following log files for errors and warnings:

- IBM Sametime—trace-log-0.xml and error-log-0.xml
- IBM Lotus Notes—trace-log-0.xml and error-log-0.xml

To view the log location, choose **File > Preferences** and then **Cisco > General**.

To obtain a report:

Procedure

-
- Step 1** Enable detailed logging.
 - Step 2** Reproduce the issue.
 - Step 3** To create a problem report, choose **Create Problem Report** from the Help menu.
-

Enable Logging in the Configuration Utility

If you report an issue to Cisco Support, you should enable logging to provide valuable data to support engineers as they diagnose the issue. You can enable logging for all users with the Configuration Utility. The detailed logging feature allows you to capture logs separately for voicemail or for Phone Control and Presence:

- For voicemail logging, click the **Voicemail** tab and then check the **Enable Detailed Logging** check box.
- For Phone Control and Presence logging, click the **Phone Control and Presence** tab and then check the **Enable Detailed Logging** check box.

**Note**

Remember that the log files will continue to accumulate after you enable logging. Be certain to uncheck the Enable Detailed Logging check box when you no longer require logs.

Disable Extra IBM Call Option in Live Text Window

The Live Text feature allows you to open a call menu when you click on a live text object (the user can right-click to open a window or left-click on a drop-down arrow beside the live text to open a menu. Depending on the IBM Sametime setup for your organization, the window or menu can display an extra Call option.

To disable the extra Call option, follow this procedure:

Procedure

-
- Step 1** Contact IBM and obtain the hot fix binary MEWE-8UEB9U. Then install the hot fix.
- Step 2** Configure the following managed settings to create a boolean flag. The flag, when set to true, forcefully disables LiveText call actions:
- Setting: disableLiveTextCallAction
 - Setting group name: com.ibm.collaboration.realtime.telephony.ui
 - Setting type: Boolean

Note If an extra phone icon appears on the Sametime button bar, disable TCSCPI or SUT.

IBM Sametime version 8.5.2 is required to fix the extra phone icon issue.

See IBM documentation for more information.
