



## **Release Notes for Cisco UC Integration for IBM Sametime 9.1(1)**

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

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

## 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

## 9.1 Limitations

The following limitations and considerations apply to 9.1 releases:

### General Limitations

- The phone status feature algorithm is time-staggered algorithm, which results in a trickle-down effect of phone status display for first few runs of the client.
- In the case when a user does not have a voicemail profile configured, the incoming call alert toast on computer of that user will not have Decline button, since the call cannot be diverted to voicemail. The user has no option but to either answer the call or manually mute the ringer. Future release(s) will implement muting of incoming call ring-out.
- The conference participant list is not updated in CUCI GUI when the conference call is in locally HELD state.
- Desk phone video operation requires that the Cisco Medianet service is installed and running before the Sametime client is started.
- If a desk phone video call is escalated to a video conference or merged with another video call, the resulting local call is sometimes in audio-only mode. However, the call can be escalated back to video after a hold-and-resume operation.
- De-escalating a desk phone video call on CUCI IBM 9.1 results in the cessation of both video transmission and reception (unlike the **Use my computer for calls** mode, where remote video can still be received).
- In normal **Use my phone for calls** mode (audio/video), when there is a mode switch for the first time from **Use my computer for calls** to **Use my phone for calls**, CUCI will be able to show the configured device names to the user. However CUCI will not be able to show the line numbers associated with them. The impact is that the user, if using the computer for calls and switching to the phone mode, will not be able to select the line number to change to. However, once this first transition to **Use my phone for calls** is complete, the line numbers will be visible and the user can switch between them.

### Desk Phone Video Limitations



#### Note

For desk phone video to function properly, it is important that the phone supports certain protocols that make it compatible for desk phone video on a tethered computer. For example, Cisco IP Phone 7960 with firmware SCCP60.8-1-2SR2 does not work, while Cisco IP Phone 7961 with firmware SCCP 41.9-2-3s works properly in desk phone video mode.

- You cannot use desk phone video capabilities on devices if video cameras are attached to the devices, such as a Cisco Unified IP Phone 9971. You can use desk phone video capabilities if you remove video cameras from the devices.
- You cannot use desk phone video capabilities with devices that do not support CTI.
- It is not possible for endpoints that use SCCP to receive video only. SCCP endpoints must send and receive video. Instances where SCCP endpoints do not send video result in audio only calls.



- 7900 series phones must use SCCP for desk phone video capabilities. 7900 series phones cannot use SIP for desk phone video capabilities.

### 9.0(1a) Limitations

The following general limitations and considerations apply to the 9.0(1a) release:

- CUCI client does LDAP queries for the contact user ID and telephone number. If a customer does not add the telephone number in LDAP, presence will not work.
- 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.





## Caveats

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## 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

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- 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**.
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### 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
<a href="#">CSCuc26039</a>	3	conference	Start Conference is not present in menu options in Lotus Notes (DE22632)
<a href="#">CSCuc28103</a>	3	conference	Multiple calls to same number disallowed without notification (DE22446)
<a href="#">CSCud33336</a>	3	callcontrol	Sometime in deskphone mode, on applying call fw, main hub icon (DE28384)
<a href="#">CSCud33348</a>	3	callcontrol	After restart ST, Detailed logging doesn't show detailed logs (DE28385)
<a href="#">CSCud33479</a>	3	callcontrol	Server health is showing LDAP error after Notes crash(DE27961)
<a href="#">CSCud34115</a>	3	callcontrol	Multiple hang issues in sametime (DE28455)
<a href="#">CSCud34175</a>	3	callcontrol	In DP mode, on changing phone credentials to incorrect, ST crash (DE28421)
<a href="#">CSCud34182</a>	3	callcontrol	Join to Conference is enabled even though only 1 P2P (DE28423)
<a href="#">CSCud34255</a>	3	voicemail	Voicemail text is not localized on clicking call voicemail button (DE28244)
<a href="#">CSCud34140</a>	3	conference	Sametime hangs in deskphone video conference (DE28024)
<a href="#">CSCud33326</a>	3	callcontrol	Error message gets displayed through call fw-gets set (DE28382)
<a href="#">CSCud34120</a>	3	callcontrol	Sometimes, Call forwarding icon remains enabled by clicking none (DE27490)
<a href="#">CSCud32830</a>	3	configuration	CUCI-IBM plugin uninstallation is not clean (DE28240)
<a href="#">CSCud34200</a>	3	conference	Video stop working in hold/resume conference with logitech cam (DE28300)
<a href="#">CSCuc28701</a>	3	callcontrol	Directory Lookup Rules not used with older servers (DE25055)

Identifier	Severity	Component	Description
<a href="#">CSCud33973</a>	3	configuration	Truncated text in Preferences on many languages (DE28258)
<a href="#">CSCud33480</a>	3	conference	Issue in Conf window Full Screen (DE27965)
<a href="#">CSCud33363</a>	3	conference	ST hangs in Conference in Desk Phone Video Mode (DE27799)
<a href="#">CSCud33922</a>	3	configuration	Checking detail log ONLY in PCAP or voicemail doesn't work (DE28237)
<a href="#">CSCuc28277</a>	3	callcontrol	Sametime crashes after long usage due to SWT handle exception
<a href="#">CSCuc27803</a>	3	voicemail	Occasionally unable to play voicemail, confusing error message
<a href="#">CSCuc28111</a>	3	callcontrol	Designation is not displayed in incoming call alert
<a href="#">CSCuc25865</a>	3	presence	Presence not working (for one user), IBM library throwing error
<a href="#">CSCuc26104</a>	3	callcontrol	Cisco Unified Communications Manager failover disconnects active call

## Resolved Caveats

### Phone Status Icons

The first time an off-hook phone status notification for a user is received by Cisco UC Integration with IBM Sametime, it remembers that user. Phone presence is only displayed for these remembered users. Hence, phone status is only displayed for users who are known to publish phone status. This eliminates the situation where phone status is shown for users that are not registered Cisco Unified Presence users. This fix comes with the small cost of needing some time to learn which users are registered Cisco Unified Presence users.

This behavior resolves the following limitation from the 9.0(1a) Release Notes:

CSCuc46517 - Phones status shows no-hook for non-CUP users:

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 are 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

### Other Resolved Caveats

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

Identifier	Severity	Component	Description
<a href="#">CSCud68744</a>	3	presence	Presence does not work if Phone status username contains a space
<a href="#">CSCud34149</a>	2	callcontrol	Sametime crashes when switching between Computer and Phone mode (DE27958)
<a href="#">CSCub74925</a>	3	callcontrol	Soft phone toast message does not disappear after answering desk phone
<a href="#">CSCud00310</a>	2	configuration	Configuration utility fails to save, shows an exception in the console
<a href="#">CSCuc99013</a>	3	configuration	Wrong version used in final packaging
<a href="#">CSCuc59533</a>	2	callcontrol	Sametime plugin crashes when Medianet service is running on the same PC
<a href="#">CSCub74935</a>	3	callcontrol	Transfer button not disabled during conference
<a href="#">CSCuc23760</a>	3	callcontrol	Two call history entries on applying and removing call forwarding
<a href="#">CSCuc25229</a>	3	callcontrol	Call forwarding to an invalid number does not inform user
<a href="#">CSCuc25316</a>	3	callcontrol	On Pop-in, integrated conversation video should move to the top
<a href="#">CSCuc25621</a>	3	callcontrol	When using my phone for calls, relogin causes call timer to reset to 0
<a href="#">CSCuc26069</a>	3	conference	Drop participant from conference is enabled even when not available
<a href="#">CSCuc26128</a>	3	voicemail	"Call Voicemail" button enabled even when Voicemail is not configured
<a href="#">CSCuc28018</a>	3	voicemail	Some voice messages do not have sender details
<a href="#">CSCuc28057</a>	3	voicemail	In Voicemail context menu, one phone number is getting displayed twice
<a href="#">CSCuc28061</a>	3	callcontrol	The strings Work/Home/Mobile are not localised
<a href="#">CSCuc28089</a>	3	conference	Drag/drop participant during join to conference crashes Sametime
<a href="#">CSCuc28142</a>	3	callcontrol	Sometimes in call history, phone number does not get resolved correctly
<a href="#">CSCuc28258</a>	3	callcontrol	Lotus Notes may hang on start-up in a rare race condition
<a href="#">CSCuc28278</a>	3	voicemail	If there is no VoiceMail configured on CUCM for userA, the this user...

Identifier	Severity	Component	Description
<a href="#">CSCuc28305</a>	3	configuration	Server Health window shows incomplete server information
<a href="#">CSCuc28370</a>	3	callcontrol	In groupchat window, on calling 1st contact, call window is integrated
<a href="#">CSCuc46517</a>	3	presence	Phone status shows no-hook for non-CUP users

## Closed Caveats

This section contains the caveats that have been closed since the previous version.

Identifier	Severity	Component	Description
<a href="#">CSCuc27692</a>	3	configuration	Configuration Tool is missing the remove domain option
<a href="#">CSCuc26014</a>	3	conference	Sometimes drag and drop doesn't work in conference window (DE21428)
<a href="#">CSCuc26027</a>	3	conference	Calling from the conference window the participant list flickers (DE22579)
<a href="#">CSCuc27636</a>	3	callcontrol	Video display issue after resizing integrated conversation window (DE21531)
<a href="#">CSCuc28147</a>	3	conference	Black conference window when self video not sent by remote party (DE23348)
<a href="#">CSCuc28252</a>	3	configuration	Keyboard Shortcut (Ctrl + Shift + C) for placing a new call is not working in notes.







## Troubleshooting

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- [Create Problem Report, page 13](#)
- [Enable Logging in the Configuration Utility, page 14](#)
- [Disable Extra IBM Call Option in Live Text Window, page 14](#)

### 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.

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