



## **Release Notes for Cisco UC Integration for IBM Sametime 9.5(2)**

**First Published:** June 06, 2013

### **Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883





## CONTENTS

---

### CHAPTER 1

#### Release and General Information 1

Introduction 1

Release and General Information 2

Limitations and Important Considerations 4

---

### CHAPTER 2

#### Caveats 9

Bug toolkit 9

Open Caveats 10

Resolved Caveats 10

Closed Caveats 11

---

### CHAPTER 3

#### Troubleshooting 13

Create Problem Report 13

Enable Logging in the Configuration Utility 14

Disable Extra IBM Call Option in Live Text Window 14





# Release and General Information

---

- [Introduction, page 1](#)
- [Release and General Information, page 2](#)
- [Limitations and Important Considerations, page 4](#)

## 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 9.0</li> <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>• 9.1(1)</li><li>• 9.0(0)</li><li>• 8.6(2)</li><li>• 8.5(1)</li><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>• 9.1(1)</li><li>• 9.0(1)</li></ul>
Cisco Unified Presence	<ul style="list-style-type: none"><li>• 8.6(4)</li><li>• 8.6(3)</li></ul>
Cisco Unity and Cisco Unity Connection	<ul style="list-style-type: none"><li>• 9.1(1)</li><li>• 8.6(2)</li><li>• 8.5(1)</li></ul>

### Click to Call Specifications

You can use any of following desktop applications with the Click to Call feature:

- Mozilla Firefox 3.5 or higher
- Microsoft Internet Explorer 7.0, 8.0, 9.0, and 10.0
- Microsoft Excel 2003, 2007, and 2010
- Microsoft Word 2003, 2007, and 2010
- Microsoft Outlook 2003, 2007, and 2010 Microsoft PowerPoint 2003, 2007, and 2010
- Microsoft SharePoint Server 2003 and 2007

**Note**

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

**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

**Voicemail**

IBM Sametime has one issue in its media player, because of which you might receive an popup saying "null" error when you try to play any voicemail. IBM provides a HotFix for Sametime 8.5.1, which you can download at <http://www.ibm.com>

**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 limitations and considerations apply to all releases:

- Users need to supply non-blank values of all servers, even if they are not required for that particular phone mode. For example, in soft phone mode, user must enter a non-null string value in preference page configuration for phone functionality.
- For Dial Rules to function properly with Cisco UC Integration for IBM Sametime and Cisco Unified Communications Manager prior to Release 8.6(2), an additional .cop file must be installed on the version each time dial rules are added or modified.



- Use of multiple Sametime community servers:
  - The phone, presence and voicemail functionality in Cisco UC Integration for IBM Sametime only function when the user logs in to their default community. However, the simultaneous use of other communities (in other words, if the user logs in and out of other community servers) does not impact Integration functionality as long as the default community is connected.
  - Impact: Customers who do not log in to the default community, but instead log in to another non-default Sametime community server will not be able to use Integration features.

## 9.5 Limitations

The following limitations and considerations apply to the 9.5 release:

### General Limitations

- There is an issue with a call that moves from "Integrated" to "Standalone". This is a case that involves three parties: A, B, and C. A makes a call to B, and B then transfers the call to C. Subsequently, C transfers the call back to Party B.
  - Issue: After the transfers complete, A first sees the number of C in the call area of the chat window (the chat between A and B). The call then pops out to a standalone window that shows the name and image of B.
  - Impact: When this occurs, the user must click the pop-in (View video in Chat window) button on the standalone window to return to the integrated call display.
- Delay in window swap operations for video calls: Cisco UC Integration for IBM Sametime allow you to switch between various window types, such as to full screen from an integrated conversation window, or to a conference window from a standalone conversation window. Because video GUI elements are moved on the screen, a slight, perceptible delay occurs during this operation.
- If a user has not set up a voicemail profile, then an incoming call alert will not include a Decline button on their computer, because the call cannot be diverted to voicemail. In this scenario, the only options for the user on an incoming call are to answer the call or manually mute the ringer. The future release(s) will implement muting of incoming call ring-out.
- The conference participant list is not updated in the Cisco UC Integration for IBM Sametime GUI when the conference call is in the locally HELD state.
- Sometimes, addition of an existing call to an existing ad hoc conference fails because of network race conditions. In this circumstance, Cisco UC Integration for IBM Sametime does not repeat the "add to conference" operation attempt; instead, the user can attempt the operation manually as desired.
- Desk phone video operation requires that the Medianet service is installed and running before the Sametime client is started.
- Sometimes, if a desk phone video call is escalated to a video conference or merged with another video call, the resulting local call is in audio-only mode. However, the user can escalate that call back to video after a hold-and-resume operation
- De-escalating a desk phone video call in Cisco UC Integration for IBM Sametime results in cessation of both video transmission and reception (this is unlike soft phone mode, in which the remote video can still be received).

- When the user switches from soft phone mode to desk phone mode (audio and video) for the first time, the Integration shows the configured device names. However, this listing does not include the line numbers associated with the devices. Because of this, a user that changes to desk phone mode will not be able to designate the specific line number. However after the transition to desk phone mode completes, the line numbers will be visible and user can switch between them.




---

**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.

---

- The simultaneous merge of a call at both ends is not supported. If you attempt this procedure, you could encounter unexpected results. For example, some calls might remain "unmerged" outside the conference, or more than one conference window might open. Similar behavior can also occur if you attempt a normal merge during slow network conditions.
- A user who does not appear in the Contact list might get resolved to a person with name appended with the search base. This works properly for users in buddy contact list
- If a video-enabled desk phone (whose camera is temporarily detached), is being controlled by Cisco UC Integration for IBM Sametime, any attempt to initiate a video call will result in a self-view window with a black background.
- The Click to Call feature only supports 32-bit versions of Microsoft Office 2010 applications.
- Persistence of an established Cisco UC Integration for IBM Sametime call is not supported across a Cisco Unified Communications Manager failover.
- The feature that allows you to forward a voice message as an attachment will only function if the default mail client is Lotus Notes. Also, the Forward feature is not active until one minute after the user logs in to voicemail.
- While using the conference feature in desk phone mode, the remove participant option has no effect.
- Cisco UC Integration for IBM Sametime does not allow more than one simultaneous call to same end party number. This case holds even when first call is on hold.
- If a number that is not configured in LDAP is added to the conference window using the search bar, that participant will be added as number only, and will not be resolved as a name that is configured on Cisco Unified Communications Manager.
- Desk phones that use a SIP-based protocol might experience one-way video during a desk phone video call. This behavior occurred on Cisco 9XXX series devices in lab tests.
- Some text strings on the Call Voicemail button and in the Preference windows are truncated when Cisco UC Integration is used with some non-English languages.

### Desk Phone Video Limitations

- 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.
- 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.
- 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

---

- [Bug toolkit, page 9](#)
- [Open Caveats, page 10](#)
- [Resolved Caveats, page 10](#)
- [Closed Caveats, page 11](#)

## 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

Open Caveats as of October 14th, 2013.

Identifier	Severity	Component	Description
<a href="#">CSCuc23729</a>	3	presence	OpenSSL ASN.1 asn1_d2i_read_bio() Heap Overflow Vulnerability
<a href="#">CSCuc23731</a>	3	presence	OpenSSL Invalid TLS or DTLS Record Processing Remote Denial of Service..
<a href="#">CSCuf65536</a>	4	callcontrol	ARA: Some windows do not contain correct Right-to-Left order in Arabic
<a href="#">CSCuh63492</a>	5	voicemail	In notes, No ToolTip when the voicemail is played in lotus notes
<a href="#">CSCui39582</a>	6	configuration	On typing text on searchbar, the characters are converted to numbers.
<a href="#">CSCui52967</a>	4	jabberwerx	Security alerts on openldap
<a href="#">CSCuj03782</a>	2	callcontrol	Sometimes Lotus Notes 9.0 hangs on pressing login button(6 out of 10)
<a href="#">CSCuj65406</a>	4	configuration	Using UCSync in admin utility, Credentials are not populated correctly
<a href="#">CSCuj65595</a>	3	voicemail	Unable to attach voicemail until Mailbox is accessed manually

## Resolved Caveats

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

Identifier	Severity	Component	Description
<a href="#">CSCuf65710</a>	4	Configuration	Truncated text in dropdown in video preference page on several languages
<a href="#">CSCuf65729</a>	4	Call control	Text is Truncated in Call window & Server health on several languages
<a href="#">CSCuj32199</a>	3	Configuration	Verify Certificate dialog is shown with corrupted characters

## Closed Caveats

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

Identifier	Severity	Component	Description
<a href="#">CSCuc28103</a>	3	conference	Multiple calls to same number disallowed without notification (DE22446)
<a href="#">CSCuh63523</a>	4	configuration	Intermittent issues when using UC Sync Credentials
<a href="#">CSCuh93921</a>	2	conference	Sometimes active P2P calls do not merge in conference over VPN
<a href="#">CSCui32068</a>	3	conference	Sometimes conference is opened in a P2P call window
<a href="#">CSCui32086</a>	3	callcontrol	Entries in dialpad on pressing keys are getting truncated.
<a href="#">CSCui32483</a>	3	callcontrol	Desktop Share is no getting displayed in full Window on higher DPI
<a href="#">CSCui53043</a>	4	ecc	Security alerts on libxml2
<a href="#">CSCui53056</a>	4	ecc	Security alerts on Curl
<a href="#">CSCui71602</a>	5	callcontrol	"Press ESC" in full screen is not centre aligned with DPI 125 and above
<a href="#">CSCuj22008</a>	3	presence	CUP credential is not reflected correctly after sametime login







## Troubleshooting

---

- [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.

---