



Release Notes for Cisco Phone Control and Presence 7.0(2) with IBM Lotus Sametime

Revised: June 4, 2009

These release notes describe the new features and caveats for all versions of Cisco Phone Control and Presence 7.0(2) with IBM Lotus Sametime.

You can access the latest software for the Cisco Phone Control and Presence plug-in from the Cisco Unified Communications with IBM Lotus > Unified Communications Plug-ins for IBM Lotus Sametime Software page at <http://www.cisco.com/cgi-bin/tablebuild.pl/cucplugin>.

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Introduction

Cisco Phone Control and Presence with IBM Lotus Sametime is a client-based plug-in that integrates Sametime Connect with Cisco IP phones so that users can make calls directly from Sametime. Users can call contacts from the Sametime main window or from a chat session. Users who have the Cisco Unity Plug-in for Sametime Connect can return a call to a voicemail sender directly from a message in the voicemail pane. If users Cisco Unified Presence accounts, they can view the phone availability status of contacts.

In addition, Cisco Phone Control and Presence with IBM Lotus Sametime can be integrated with IBM Lotus Notes to achieve the following:

- Sametime is displayed in a pane within the Notes client.
- Native capabilities of Sametime—as well as those exposed through plug-ins—are accessible from within the Notes client.

Phone Control Modes

You can configure the plug-in to run in one of the following modes:

- Control Desk Phone mode — Users can place calls, answer calls, and make conference calls in Sametime Connect, using the Cisco IP phone device that they specify. The plug-in provides a Conversation window to manage calls in progress.
- Dial Using Cisco IP Communicator mode — Users can place calls from Sametime Connect. The plug-in sends the dialed number to Cisco IP Communicator, where the user manages the call.

When you deploy the plug-in, you can enable both modes so that users have a choice. Or, you can disable one option to ensure that users use the preferred mode.

Phone Availability Status

If you enable the Phone Status feature when you deploy the plug-in, then users who are provisioned in Cisco Unified Presence, can configure the plug-in to display the phone availability status of contacts. When this feature is enabled, off-hook icons are displayed next to contact names when their phones are in use.

System Requirements

- [Server Requirements, page 3](#)
- [Client PC Requirements, page 3](#)

Server Requirements

- Cisco Unified Communications Manager:
 - With Cisco Unified Presence—Version 5.1 or later is supported.
 - Without Cisco Unified Presence—Version 4.1(3) or later is supported.
- Cisco Unified Presence Server—Required for the Phone Availability Status feature. Version 6.0(2) or later is supported.

See the [“Configuring License Capabilities Assignments for the Phone Status Feature”](#) section on [page 6](#) for information about Device License Unit requirements for Cisco Unified Presence.

Client PC Requirements

- Windows OS—The following versions are supported:
 - Windows XP SP2
 - Windows Vista—Business and Enterprise Editions
- Disk Space—20 MB free hard drive space minimum
- Memory—512 MB RAM minimum
- Screen Resolution—1024 x 768 minimum
- Cisco IP Communicator—Required if you plan to deploy the Dial Using Cisco IP Communicator feature. Version 2.1(3) or later is supported.
- Cisco Unified IP Phone—Required to use the Control Desk Phone feature. The following models are supported: 7985, 7975, 7970, 7965, 7962, 7961, 7942, 7941, 7931, 7921, 7911.



Note

Cisco Unified Video Advantage 2.0 or later is supported for use with Cisco IP Communicator and Cisco Unified IP Phones.

One of the following:

- IBM Lotus Sametime Connect—Version 7.5.1 with Cumulative Fix 1 (CF1) dated 07/17/2007 or later is supported. (Refer to the Sametime documentation for CPU requirements for Sametime Connect.)
- IBM Lotus Notes version 8.0.1 or later

Installation and Upgrade Information

The following documentation is available on Cisco.com:

- For end users: *Quick Start Guide for Installing and Using Cisco Phone Control and Presence with IBM Lotus Sametime* is available at http://www.cisco.com/en/US/products/ps9830/products_user_guide_list.html.
- For system administrators: *Integration Guide for Deploying Cisco Phone Control and Presence with IBM Lotus Sametime* is available at http://www.cisco.com/en/US/products/ps9830/prod_installation_guides_list.html.

Reinstalling Sametime Connect and the Plug-in

If users uninstall Sametime Connect, they must reinstall the plug-in after they reinstall the application. To avoid this, you can configure a push update to install Sametime Connect and the plug-in automatically.

Limitations and Restrictions

Review [Table 1](#) before you begin working with the Cisco Phone Control and Presence plug-in. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the product.

For more information about an individual limitation, including workarounds, click the associated caveat number in the table to access the online record in Bug Toolkit for that defect. (For information about accessing Bug Toolkit, see the “[Using Bug Toolkit](#)” section on page 8). Caveats are listed in order of severity, and then in alphanumeric order by caveat number.

For information about open caveats, see [Table 2](#).

Table 1 *Closed Caveats for Cisco Phone Control and Presence Plug-in with IBM Lotus Sametime*

Identifier	Severity	Component	Headline
CSCso01845	3	deskphone	High CPU usage for Sametime 7.5.1 during 12 hour stress test on plug-in
CSCso21118	3	deskphone	Cisco 7931 IP Phone does not support conferencing (by default)
CSCso76269	3	deskphone	Conference non-initiator cannot merge call into a current conference
CSCso76895	3	presence	In Sametime 7.5.1, subscriptions are not removed even when the contact search dialog is closed
CSCsq95873	4	presence	Icon for “Alert me when available” not shown
CSCsq91695	5	deskphone	Community icons show with a black background

Important Notes

- [Disclaimer: Using Softphone Technology During an Emergency](#), page 5
- [Hotfix for Sametime Context Menu Problems](#), page 5
- [Configuring License Capabilities Assignments for the Phone Status Feature](#), page 6
- [Deploying Cisco Phone Control and Presence in a Mixed User Environment](#), page 6
- [Dial Using Cisco IP Communicator Mode and E. 164 Dialing](#), page 7
- [Using Cisco Unified Presence Version 6.0 \(4\) and earlier with Multiple Clients](#), page 7
- [Using Cisco Phone Control and Presence with Non-Default Communities Not Supported](#), page 7

Disclaimer: Using Softphone Technology During an Emergency

IMPORTANT NOTICE—PLEASE READ: During an emergency, softphone technology may not provide the most timely or accurate location data if used for a 911 emergency call. Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. **USE A SOFTPHONE ONLY AT YOUR OWN RISK DURING AN EMERGENCY.** Cisco will not be liable for resulting errors or delays.

Hotfix for Sametime Context Menu Problems

If you are using a Sametime version earlier than 8.0.1, we recommend you set up an update site to deploy the Sametime Context Menu hotfix. Without the hotfix, users may experience problems with menu item contexts that do not display correctly. For example, menu items for an individual contact might appear for all contacts in a group.

The following hotfixes are included in the CiscoPCAPWithLotusST_7.0.2.[Version]/IBM-Hotfixes directory of the plug-in download file—CiscoPCAPWithLotusST_7.0.2.[Version].tar.gz:

- For Sametime 7.5.1—PMR_35961_756_ST751.site.zip
- For Sametime 8.0—PMR_35961_756_ST80.site.zip
- For Notes 8.0.1—PMR_35961_756_Notes80.site.zip

The hotfix update site can be separate from or integrated with the Cisco Phone Control and Presence plug-in and other plug-ins, and can include both versions of the hotfixes.

To deploy a hotfix, determine the update site directory, unzip the hotfix to it, and install the hotfix with the same method used for the plug-in (autopush or user-initiated installation).

Configuring License Capabilities Assignments for the Phone Status Feature

To enable the Phone Status feature, you must configure device licenses in the Capability Assignments in Cisco Unified Communications Manager:

- Cisco Unified Presence—one Device License Unit per user
- Cisco Unified Personal Communicator—one Device License Unit per user. This is not required for Cisco Unified Presence versions later than 6.0.4.



Note

Cisco Unified Presence 6.0 - 6.0.4 uses two Device License Units per user. However, later versions require one Device License Unit per user.

Deploying Cisco Phone Control and Presence in a Mixed User Environment

In addition to the Cisco Phone Control and Presence plug-in, a server-side Cisco Click-to-Call plug-in is also available for use with IBM Lotus Sametime.

Your organization may need to deploy the client-side Cisco Phone Control and Presence plug-in for some users of IBM Sametime and the server-side Cisco Click-to-Call plug-in for others. Cisco supports the simultaneous deployment of both plug-in types on a single Sametime server. However, Cisco highly recommends that you do NOT allow users simultaneous access to both plug-ins.

In a mixed user environment, you should disable the Cisco Click-to-Call plug-in for those users who are using the Cisco Phone Control and Presence plug-in.

To enable the plug-ins on a per-user basis, you can create multiple policies and do the following:

- assign users of the Cisco Phone Control and Presence plug-in to a policy that has telephony disabled
- assign users of the Click-to-Call plug-in to a policy that has telephony enabled

The following procedure describes how to configure a policy on the Lotus Sametime Server, enable or disable telephony for a plug-in and assign users to the policy.

Procedure

-
- Step 1** Enter the following URL to access your Lotus Sametime Server:
- `http://server-address/stcenter.nsf`
- where
- server-address is the domain name or IP address of your Lotus Sametime Server.
- Step 2** Click **Administer the Server**.
- Step 3** Log in to Lotus Sametime Server.
- Step 4** Click **Policies**.
- Step 5** Click **New**.
- Step 6** Enter a name and description for the new policy.
- Step 7** Select the policy attributes to enable or disable telephony, and click **OK**.
- Step 8** Click **Assign Users**.

- Step 9** Complete the following on the Assign Users page:
- Select the directory from which to add users or groups to the policy.
 - Search for or enter the names of the users or groups to add to the policy.
 - Add the selected users to the policy.
 - Click **OK**.
- Step 10** Complete the following to ensure your policy changes take effect:
- Restart the Lotus Domino Server service.
 - Verify that the Lotus Domino Server service is running.
-

Dial Using Cisco IP Communicator Mode and E. 164 Dialing

If users will use the Dial Using Cisco IP Communicator option to dial numbers in E.164 format, ensure that the Cisco Unified Communications Manager administrator configures Cisco IP Communicator to process E. 164 dialing. Otherwise, calls to these phone numbers will fail.

Using Cisco Unified Presence Version 6.0 (4) and earlier with Multiple Clients

With Cisco Unified Presence 6.0 (4) and earlier, we recommend that you instruct your users who use Cisco Unified Personal Communicator (or any other Cisco Unified Presence client) not to run it simultaneously.

Using Cisco Phone Control and Presence with Non-Default Communities Not Supported

Cisco Phone Control and Presence is supported for use only with the default Sametime community. Users who use the plug-in when logged in to non-default Sametime communities may experience unexpected behavior with those communities. For example, they may not see phone availability status of contacts in the non-default community.

New and Changed Information

- [Release 7.0\(2\), page 8](#)

Release 7.0(2)

Release 7.0 (2) has no new features. See the [Resolved Caveats](#) section for the list of defects fixed in this release.

Caveats

- [Using Bug Toolkit, page 8](#)
- [Open Caveats, page 9](#)
- [Resolved Caveats, page 9](#)

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 | Enter the bug ID number in the “Search for Bug ID” field, then click Go . |
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For information about how to search for bugs, create saved searches, and create bug groups, click **Help** on the Bug Toolkit page.

Open Caveats

The caveats in [Table 2](#) describe possible unexpected behavior in the latest Cisco Phone Control and Presence plug-in with IBM Lotus Sametime release.

Because defect status continually changes, be aware that the table reflects a snapshot of the defects that were open at the time this report was compiled. For more information about an individual defect, click the associated identifier in the table to access the online record for that defect, including workarounds. For an updated view of open defects, access Bug Toolkit (see the [“Using Bug Toolkit”](#) section on [page 8](#)).

Table 2 *Cisco Phone Control and Presence Plug-in with IBM Lotus Sametime Open Caveats*

Identifier	Severity	Component	Headline
CSCsq64305	3	presence	Spike of high Sametime CPU when detailed logging enabled
CSCsu42343	3	deskphone	Intermittently Unable to Place Conference Calls from Right Click Menu

Resolved Caveats

This section lists caveats that are resolved, but that may have been open in previous releases. Caveats are listed in order by severity, then in alphanumeric order by identifier.

Because defect status continually changes, be aware that the table reflects a snapshot of the defects that were resolved at the time this report was compiled. For more information about an individual defect, click the associated identifier in the table to access the online records for that defect, including workarounds. For an updated view of resolved defects, access the Bug Toolkit. See [Using Bug Toolkit](#), [page 8](#).

Release 7.0(2)

[Table 3](#) lists the caveats resolved in Release 7.0(2).

Table 3 *Cisco Phone Control and Presence Plug-in with IBM Lotus Sametime Resolved Caveats*

Identifier	Severity	Component	Headline
CSCsu08078	1	deskphone	The application does not work with CUCM 4.1.3
CSCsr49102	3	presence	Phone status not work with old presence format
CSCsu41106	3	presence	Phone status not displayed for contacts when list size>100 on CUP6
CSCsv00156	3	presence	Problem re-login CUP6.0(5) with CUPC DLU bypass backport
CSCsv54391	3	deskphone	User name not showed on alert window
CSCsv37533	4	presence	End user can not login to CUP server with uppercase credentials.
CSCsr01250	6	deskphone	[ST/Notes 8.0.1]One user's phone details are seen for all contacts
CSCsr01326	6	deskphone	[ST/Notes 8.0.1]Cannot Connect to LDAP Server after a few calls

Obtaining Documentation, Support, and Security Guidelines

For information on obtaining documentation, 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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