



Release Notes for Cisco Phone Control and Presence 8.6(1) with IBM Lotus Sametime

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These release notes describe the new features and caveats for Cisco Phone Control and Presence 8.6(1) 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/en/US/products/ps9830/tsd_products_support_series_home.html.

Contents

- [Introduction, page 2](#)
- [System Requirements, page 3](#)
- [Finding Documentation, page 6](#)
- [Limitations and Restrictions, page 6](#)
- [Important Notes, page 7](#)
- [Caveats, page 15](#)
- [Obtaining Documentation, Support, and Security Guidelines, page 18](#)



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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 and answer calls directly from Sametime. Users can call contacts from the Sametime main window or from a chat session. Users who have the Cisco Unified Messaging plug-in for Sametime Connect can return a call to a voicemail sender directly from a message in the voicemail pane. If users have 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. They can toggle between phone modes using a button on the main toolbar. 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. This feature provides on-hook and off-hook icons to be displayed next to contact names.

**Note**

Configuration of this feature for IBM Lotus Sametime 8.5.1 and later or IBM Lotus Notes using embedded Sametime 8.5.1 requires the application of managed settings. The steps to perform this task for either configuration are covered later in this document.

Partial Support for Multiple Lines

Cisco Phone Control and Presence with IBM Lotus Sametime can only control one call session button on a phone that is configured for multiple lines. Cisco Phone Control and Presence with IBM Lotus Sametime can control the first line in the list of lines returned by the Cisco Unified Communications Manager CTI service.

You cannot change which line is controlled when the lines are partitioned. You can change which line is controlled by Cisco Phone Control and Presence with IBM Lotus Sametime if the lines are not partitioned, that is, they have different directory numbers.

System Requirements

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

Server Requirements

- Cisco Unified Communications Manager Version 6.1 or later is supported.
- Cisco Unified Presence Server—Required for the Phone Availability Status feature. Version 7.0.3 or later is supported, with the exception of Version 8.0.1, which is not supported.

See the [Configuring License Capabilities Assignments for the Phone Status Feature, page 12](#) for information about Device License Unit requirements for Cisco Unified Presence.

Client PC Requirements

- Microsoft Windows OS—The following versions are supported:
 - Windows XP SP2 or later
 - Windows Vista—Business and Enterprise Editions
 - Windows 7—Professional Edition, Enterprise Edition, or Ultimate Edition
- 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: 6921, 6941, 6945, 6961, 7945, 7985, 7975, 7970, 7965, 7962, 7961, 7942, 7941, 7931, 7921, 7911, 8941, 8945, 8961, 9951, and 9971.
- Cisco Cius

See [Configuring Users of Cisco Unified IP Phone Model 6900, 8900 and 9900 Series to Control Desk Phone, page 14](#) for more information about the 6900, 8900, 9900 series models.



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 Version 8.0.1 or later.

Refer to the Sametime documentation for the CPU requirements for Sametime Connect.

- IBM Lotus Notes Version 8.0.1 or later.

New and Changed Information

Release 8.6(1)

Cisco Phone Control and Presence Release 8.6(1) with IBM Lotus Sametime supports the following new features:

- Support for Citrix XenApp 5.0 virtualization on Windows 2003



Note

Citrix XenApp 5.0 virtualization support was tested with the IBM Lotus Sametime 8.5(2) standalone client with the following hotfix installed:
ftp://ftp.emea.ibm.com/fromibm/lotus/sametime.hotfix.win32_20110811-1057.zip. Virtualization support was also tested with IBM Lotus Notes 8.5(1) FP5 with the IBM Lotus Sametime 8.5(1) embedded client.



Note

Issues encountered using XenApp must be reproducible in a non-virtualized implementation before they will be investigated by Cisco support.

- Support for the following software:
 - Support for Cisco Unified Communications Manager 8.6(x)
 - Support for Cisco Unified Presence 8.6(x) (including High Availability)
 - Support for IBM Lotus Sametime 8.5(2)
 - Support for IBM Lotus Notes 8.5(3)
- Synchronization of Plug-in Credentials
- Enhanced LDAP Phone Search Options
- LDAP Phone Preloading
- Click to Call from Live Text using IBM Lotus Sametime 8.5(2) and higher and IBM Lotus Notes 8.5(0) and higher.
- Secure LDAP Support
 - Support for IBM Lotus Sametime 8.5(2) and 8.5(1).
 - Support for IBM Lotus Notes 8.5(0) and higher.
 - This feature is not supported in IBM Lotus Sametime 8.5.
- Security enhancements that address an IBM Lotus Notes compatibility issue that could be used to expose user credentials.

Release 8.5(1)

Cisco Phone Control and Presence Release 8.5(1) with IBM Lotus Sametime supports the following new features:

- JTAPI plug-in installation is now completely automated. JTAPI should not be installed by IBM Lotus Notes widgets.
- Support for Cisco Unified Communications Manager 8.5
- Support for Cisco Unified Presence 8.5 (including High Availability)
- Support for IBM Lotus Notes 8.5.2

Release 8.0(1)

Cisco Phone Control and Presence Release 8.0(1) with IBM Lotus Sametime supports the following new features:

- A new JTAPI plug-in that dynamically checks if JTAPI is installed on the IBM Lotus Sametime Connect client and if it is, compares the installed version with the version of JTAPI that is installed on the Cisco Unified Communications Manager server. If the versions do not match, the JTAPI plug-in downloads the version of JTAPI that is installed in Cisco Unified Communications Manager and installs the software.
- Support for the Cisco Unified IP Phone 8900 and 9900 Model Series.
- Support for Cisco Unified Communications Manager Version 8.0 or later.
- Support for Cisco Unified Presence Version 8.0.2 or later.
- Support for IBM Lotus Sametime 8.5 and 8.5.1
- Support for IBM Lotus Notes 8.5.1

Release 7.1(2)

This release provides updated information for the following:

- [Hotfix for Sametime Telephony Issues](#)

See the [Resolved Caveats](#) section for the list of defects fixed in this release.

Release 7.1

Cisco Phone Control and Presence Release 7.1 with IBM Lotus Sametime supports the following new features:

- Support for IBM Lotus Sametime 8.0(2) and IBM Lotus Notes 8.5
- User ID Mapping Flexibility
- Cisco Unified Communications Manager and Cisco Unified Presence Failover. This requires Cisco Unified Presence version 7.0 or later.
- Localized End User Content into French, German, Japanese, Spanish, Italian, and Swedish
- Click-to-Call from “live names” and Phone Presence from IBM Lotus Notes
- Toolbar button to change phone modes

Finding Documentation

The following documentation is available on Cisco.com:

- For 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

Differences Between the English-Language and Translated Documentation

Quick Start Guide

The *Quick Start Guide for Installing and Using Cisco Phone Control and Presence 8.0 with IBM Lotus Sametime* is available in English-only for the 8.6 release. The translated versions of this guide are not available for the 8.6 release.

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 15](#)). Caveats are listed in order of severity, and then in alphanumeric order by caveat number.

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

Identifier	Severity	Component	Headline
CSCte95300	2	presence	Phone Status not displayed after Presence Server restart
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
CSCsx42570	3	deskphone	Incoming caller is not resolved into Sametime contact in Cisco
CSCtb70548	3	deskphone	No call control window for invalid numbers on 8900/9900 series phones
CSCtd44316	3	deskphone	Dial pad does not work when user controlling a 9900 series phone
CSCtd91711	3	deskphone	Sequence of right clicks on Lotus Notes corrupts context menu

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

Identifier	Severity	Component	Headline
CSCtu24978	3	presence	PCAP replaces newr ver com.ibm.collaboration.realtime.status.ext.feature
CSCtw98803	3	presence	Disconnect/Reconnect from CUP, Presence only returns for logged in user

Important Notes

- [Disclaimer: Using Software Phone Technology During an Emergency, page 7](#)
- [Ephemeral Ports, page 8](#)
- [Contact Watcher Feature Not Supported, page 8](#)
- [Use Credentials from Sametime Checkbox, page 9](#)
- [Shared Lines with Cisco Unified Communications Manager 6.x / 7.x, page 9](#)
- [Presence and a Physically Disconnected Client, page 9](#)
- [Enabling Live Text, page 9](#)
- [Secure LDAP Implementation, page 10](#)
- [Secure LDAP Certificate Acceptance, page 10](#)
- [Secure LDAP and Domino Directory, page 10](#)
- [Synchronization of Plug-in Credentials, page 10](#)
- [Enhanced LDAP Phone Search Options, page 11](#)
- [LDAP Phone Preloading, page 11](#)
- [Hotfix for Sametime Telephony Issues, page 11](#)
- [Configuring License Capabilities Assignments for the Phone Status Feature, page 12](#)
- [Deploying Cisco Phone Control and Presence in a Mixed User Environment, page 12](#)
- [Dial Using Cisco IP Communicator Mode and E. 164 Dialing, page 13](#)
- [Cisco Unified Presence Support, page 13](#)
- [Using the Cisco Unified IP Phone Model 6900, 8900 or 9900 Series, page 14](#)

Disclaimer: Using Software Phone Technology During an Emergency

IMPORTANT NOTICE—PLEASE READ: During an emergency, software phone 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 SOFTWARE PHONE ONLY AT YOUR OWN RISK DURING AN EMERGENCY.** Cisco will not be liable for resulting errors or delays.

Ephemeral Ports

The Phone Control and Presence and Voicemail plugins use a system of Ephemeral ports to communicate with the various server applications that form the unified solution. These server applications can include; but are not limited to; Cisco Unified Presence, Cisco Unified Communications Manager, and Cisco Unity.

Ephemeral ports differ from other port usage implementations in that when communication is required, a port is dynamically allocated. An application that uses an Ephemeral port implementation will use a different, available port each time communication is required. Microsoft Windows Vista, 7, and Windows Server 2008 make available a block of unused ports between 49152 and 65535. Microsoft Windows XP make available a block of unused ports between 1024 and 4999 or 49152 and 65535.

An Ephemeral port is released for reuse after the user quits the Sametime client.

Contact Watcher Feature Not Supported

Cisco Unified Presence 8.6(3) introduced a Contact Watcher feature this is used to limit the number of contacts a user is allowed in their contact list. This feature is not supported by the Phone Control and Presence plug-in. This type of functionality is already implemented on the IBM Lotus Sametime Server. If contact numbers must be limited, those limits should be configured using the pre-existing IBM Lotus Sametime Server feature.

To configure a contact limit using the IBM Lotus Sametime Server, open the **Default Sametime Policy** screen. Use the **Limit size of contact list** field to set the contact limit and select **Yes**. An alert is sent to users when they begin to approach this limit. This screen is illustrated below.

The screenshot shows the 'Lotus Sametime Administration' window. On the left is a navigation pane with links: Server Overview, Message From Administrator, Monitoring, Logging, LDAP Directory, Policies, Configuration, and Help. The main area displays a configuration table with the following settings:

Set maximum image size for custom emoticons, screen captures and inline images	<input type="checkbox"/> Yes 500 KB	<input type="checkbox"/>
Allow mobile client	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>
Allow multiple server communities	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>
Allow users to add external users using the Sametime Gateway	<input type="checkbox"/> Yes	<input type="checkbox"/>
Sametime update site URL	<input type="text"/>	<input checked="" type="checkbox"/>
Sametime optional add-on site URLs	Type the optional add-on site URLs, separated by comma or semicolon. <input type="text"/>	<input type="checkbox"/>
Allow plug-ins installation	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>
Limit size of contact list	<input type="checkbox"/> Yes 500 Contacts	<input type="checkbox"/>

Below the table is the 'Integrated Sametime Connect' section. It contains a note: 'This section is to use when the Sametime Connect client is enabled and licensed to work with another product's client.' Below this is a table with two columns: 'Setting' and 'Value'. The first row shows 'Allow all Sametime Connect features to be used with integrated clients' with a value of ☒ Yes. There is also an 'Override all policies' column with a checkbox.

Setting	Value	Override all policies
Allow all Sametime Connect features to be used with integrated clients	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>

At the bottom of the window are 'OK' and 'Cancel' buttons.

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Use Credentials from Sametime Checkbox

Users must select the **Remember Password** checkbox when logging into Sametime if the **Use Credentials from Sametime** option is selected for the Phone Control and Presence plug-in. If this checkbox is not selected, the PCAP password will not be populated and the user cannot manually enter the password. This limitation exists in Sametime and cannot be fixed through the Phone Control and Presence plug-in.

Shared Lines with Cisco Unified Communications Manager 6.x / 7.x

Users may encounter a situation when using Cisco Unified Communications Manager 6.x or 7.x and shared lines. In this situation two users have a shared line on different devices. If the first user is on an active call on the shared line, a second user can switch to another non-shared line and make a call. The second user cannot switch back and forth between the unshared and shared line. The switch is only allowed once. The second user must wait for the first user to finish their call on the shared line before they are allowed to switch back and forth between lines once more.

There is no workaround. This limitation is documented in caveat CSCtx05042.

Presence and a Physically Disconnected Client

Users may encounter an unexpected behavior when their client becomes physically disconnected from the network due to removal of the network cable or docking and undocking of a laptop. When the network connection is restored, presence information may only be displayed for the logged in user. Presence information for all contacts is restored after one of the following happens:

- Initiate a call.
- Lift the receiver of an attached physical phone.
- A call is received and answered.
- The user logs out and then logs in.

This behavior affects clients using Cisco Unified Presence 8.x for presence information. The full details of this limitation are covered in caveat CSCtw98803.

Enabling Live Text

Cisco UC Integration with IBM Lotus Sametime 8.6(1) introduces support for Click to Call from Live Text. Live Text must be enabled using a policy to make it available to users. Perform the following procedure to enable Live Text:

Procedure

-
- Step 1** Open the IBM Domino Administrator application.
 - Step 2** Add a new policy.
 - Step 3** Select the **Basics** tab.
 - Step 4** Enter a name for the policy in the **Policy name** field.
 - Step 5** Select Organizational in the **Policy type** field.

- Step 6** Enter a description in the **Description** field.
- Step 7** Select the **New** button associated with the **Desktop** settings area.
- Step 8** Select **Enable** in the **Enable Live Text** field.
- Step 9** Select **Save & Close**.
- Step 10** Save the new policy.
- Step 11** Apply the new policy.

Secure LDAP Implementation

Secure LDAP connections are implemented using the LDAPv3 StartTLS approach. This is standard LDAPv3 mechanism for enabling SSL / TLS data confidentiality protection. This method uses an LDAPv3 extended operation to establish an encrypted SSL / TLS connection within an LDAP connection that has already been established.

Secure LDAP Certificate Acceptance

Users must accept a certificate from the secure LDAP server to establish a connection. An acceptance dialog will be shown on computers that have not previously accepted a certificate from the server. Once the certificate has been accepted, the dialog will not be shown again.

Secure LDAP and Domino Directory

Secure LDAP connections are implemented using the LDAPv3 StartTLS approach. IBM Lotus Domino Directory does not support this approach. Secure LDAP connections to IBM Lotus Domino Directory are not currently supported.

Synchronization of Plug-in Credentials

Cisco UC Integration with IBM Lotus Sametime 8.6(1) provides plug-in credential synchronization across Cisco Unified Communications services such as Cisco Unified Communications Manager, Cisco Unified Presence, and Cisco Unity Connection. Plug-in credential synchronization ensures that when credentials for one service are changed, those same credentials will be automatically synchronized to other configured services. This service is configured using the updated Configuration Tool with the updated Phone Control and Presence and Unified Messaging plug-ins.

Perform the following procedure to configure synchronization for the Phone Control and Presence plug-in.

Procedure

-
- Step 1** Start the Configuration Tool.
 - Step 2** Select the **Phone Control and Presence** tab.
 - Step 3** Locate the area labeled **Cisco Unified Communications Manager**.
 - Step 4** Select the **Synchronize Credentials** checkbox.

- Step 5** Select the **Synchronize User Credentials Across Plug-ins** option button.
- Step 6** Locate the area labeled **Phone Status Settings**.
- Step 7** Select the **Synchronize Credentials** checkbox.
- Step 8** Select the **Synchronize User Credentials Across Plug-ins** option button.
- Step 9** Save the new configuration.

**Note**

For information on configuring the Unified Messaging plug-in, refer to *Release Notes for Cisco Unified Messaging Release 8.6(1) with IBM Lotus Sametime*.

**Note**

Synchronization will occur only for the credentials where the **Synchronize user credentials across plug-ins** option is selected

Enhanced LDAP Phone Search Options

Leaving the **Incoming** or **Outgoing** fields blank in the **LDAP Phone Attributes** area on the **Phone Control and Presence** tab of the **Configuration Utility** have a specific effect on LDAP phone searches. These effects are as follows:

- If the **Incoming** field is left blank, no LDAP search is performed on incoming calls to resolve the phone to a Sametime contact.
- If the **Outgoing** field is left blank, no LDAP search is performed to pre-load values or in real time when the context menu is used.

LDAP Phone Preloading

LDAP phone preloading is now configurable on the **Phone Control and Presence** tab of the Configuration Utility. It is configured using the **Enable Preloading Phones from LDAP** check box in the **Preloading** area. This check box is selected by default.

Deselecting this check box will disable preloading phones from LDAP. This may cause a minor delay in LDAP search response when the user requests a listing of available phones.

Hotfix for Sametime Telephony Issues

Both IBM Lotus Sametime Connect and Cisco Phone Control and Presence display a phone icon in the user interface toolbar. This can cause confusion for users.

When the Cisco Phone Control and Presence plug-in is installed, you can disable the IBM Lotus Sametime phone icon by deactivating telephony on the Sametime server. On the Sametime server, in the “Allow telephony” field, choose the option “No” to disable the icon.

When the Cisco Phone Control and Presence plug-in and the MeetingPlace with Sametime Web Conferencing plug-in are installed you must select a different option on the Sametime server. In this scenario, on the “Allow telephony” field, choose the option “Instant meetings only”.

With both plug-ins installed and this option set, the IBM Lotus Sametime phone icon is disabled while still allowing the MeetingPlace plug-in the access it needs to telephony.

In addition to the “Allow telephony” settings, you must also do the following:

- Verify the “Allow client-to-client video call” checkbox is deselected.
- Verify the “Allow client-to-client voice call” checkbox is deselected.

Please refer to the technical note from IBM. It explains the details of the hotfix.

Lotus Software Knowledge Base Document

The Sametime Connect 8.0.2 client has the ability to read this new “Instant meetings only” setting, but Sametime Connect 8.0.1 does not. If users are using Sametime 8.0.1, they need the appropriate hotfix.

This hotfix is available from IBM. See the following technical note for further details:

<http://www-01.ibm.com/support/docview.wss?uid=swg21367535>

- With Sametime 8.0.1 and the hotfix, the IBM phone icon is removed.
- With Sametime 8.0.2, the IBM phone icon is disabled.
- Please note, you must have a Sametime 8.0.2 server to set the “Instant meetings only” setting.
- If you have a Sametime server that is prior to version 8.0.2, you must export these settings and import them into your Sametime server. There details for that process in the technical note.
- This hotfix is not available for IBM Lotus Notes.



Note

This hotfix cannot be directly downloaded from IBM. The site mentioned in this section provides information on the hotfix but provides no mechanism for downloading it. Contact IBM directly to receive the hotfix.

Configuring License Capabilities Assignments for the Phone Status Feature

To enable the Phone Status feature, you must purchase one Cisco Unified Presence End User License Agreement (EULA) for each user who requires the Phone Status feature. To enable the license, you must:

- Load the license in Cisco Unified Communications Manager.
- Enable the presence service for each user in Cisco Unified Communications Manager.

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** Select **Administer the Server**.
- Step 3** Log in to Lotus Sametime Server.
- Step 4** Select **Policies**.
- Step 5** Select **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** Select **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.
 - Select **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.

Cisco Unified Presence Support

Cisco Unified Presence Version 8.0.1 is not supported.

Cisco Unified Presence Version 8.0.2 is supported, but does not support failover.

Using the Cisco Unified IP Phone Model 6900, 8900 or 9900 Series

- [Call Control on Cisco Unified IP Phone 6900, 8900, and 9900 Model Series, page 14](#)

- [Configuring Users of Cisco Unified IP Phone Model 6900, 8900 and 9900 Series to Control Desk Phone, page 14](#)

Call Control on Cisco Unified IP Phone 6900, 8900, and 9900 Model Series

Cisco Phone Control and Presence with IBM Lotus Sametime monitors only one call session button on the desk phone that is associated with it. The Cisco Unified IP Phone 6900, 8900, and 9900 model series allow simultaneous calls on multiple call session buttons. Any call operations that happen on buttons other than the one that Cisco Phone Control and Presence with IBM Lotus Sametime monitors are not reflected in the Cisco Phone Control and Presence with IBM Lotus Sametime user interface.

If you place or answer a call on a call session button that is not the one that Cisco Phone Control and Presence with IBM Lotus Sametime monitors, the call does not appear in a conversation window. You cannot use Cisco Phone Control and Presence with IBM Lotus Sametime to control calls on the buttons that Cisco Phone Control and Presence with IBM Lotus Sametime does not monitor.

The impact of Join Across Line (JAL) and Direct Transfer Across Line (DTAL) operations on a call that Cisco Phone Control and Presence with IBM Lotus Sametime controls depends on whether the operation moves a call to a monitored call session button.

If a JAL operation moves a call to a monitored call session button, the call transitions to a conference call. If a JAL operation moves a call to an unmonitored button, the call disappears from the Cisco Phone Control and Presence with IBM Lotus Sametime user interface. Cisco Phone Control and Presence with IBM Lotus Sametime cannot control the call.

Similarly, a DTAL operation moves a call to a monitored call session button, Cisco Phone Control and Presence with IBM Lotus Sametime can control the call, but if the call moves to an unmonitored button, Cisco Phone Control and Presence with IBM Lotus Sametime cannot control the call.

Configuring Users of Cisco Unified IP Phone Model 6900, 8900 and 9900 Series to Control Desk Phone

To configure users who have a Cisco Unified IP Phone 6900, 8900 or 9900 series model to control their desk phone from Sametime Connect, you must add the users to the appropriate user group in Cisco Unified Communications Manager, as described in the following procedure.

Procedure

-
- Step 1** Select **User Management > End User** in Cisco Unified Communications Manager Administration.
 - Step 2** Select the user that you want to add.
 - Step 3** Select **Add to User Group** in the Permissions Information group in the End User Configuration window.
 - Step 4** Search for “Standard CTI” in the Find and List User Groups window.
 - Step 5** Select the **Standard CTI Enabled** user group.
 - Step 6** If the phone of the user is a Cisco Unified IP Phone 9900 or 8900 series model, select the **Standard CTI Allow Control of Phones supporting Connected Xfer and conf group**.
 - Step 7** If the phone of the user is a Cisco Unified IP Phone 6900 series model, select the **Standard CTI Allow Control of Phones supporting Rollover Mode** group.
 - Step 8** Select **Add Selected**.
 - Step 9** Select **Save** in the End User Configuration window.
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Caveats

- [Using Bug Toolkit, page 15](#)
- [Open Caveats, page 15](#)

Using Bug Toolkit

Known caveats 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.

Before You Begin

You can search for problems by using the Cisco Software Bug Toolkit. 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**.
-

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 1](#) describe possible unexpected behavior in the latest Cisco Phone Control and Presence release. These caveats may also be open in previous releases. Caveats are listed in order by severity, then in alphanumeric order by identifier.

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

Identifier	Severity	Component	Headline
CSCtu24978	3	presence	PCAP replaces newr ver com.ibm.collaboration.realtime.status.ext.feature
CSCsz81954	4	presence	[NOTES] Phone presence intermittently missing when e-mail size over 100
CSCte84441	4	admin-conf ig-util	Plug-in config util doesn't create ldap plugin when ADR template changed

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 15.

Release 8.6(1)

[Table 4](#) lists the caveats resolved in Release 8.6(1).

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

Identifier	Severity	Component	Headline
CSCtw48780	2	deskphone	Security: CUCM/CUP/VM passwords shown in plaintext in Notes documents
CSCtw48824	2	deskphone	ST adding duplicate contacts to CUP because of bad string comparison
CSCtr34081	3	deskphone	PCAP does not allow control of IP Phone when it is on call
CSCtr83531	3	admin-config-util	Uninstall Plugin,Reinstall Plugin,needs 2 restarts of ST before install
CSCts40676	3	deskphone	Prefs open, user controlling PL, add extra line, control switched
CSCts46633	3	deskphone	Switching back/forth on a shared lined causes error
CSCts58070	3	admin-config-util	Voicemail Pref's not updating with 2 or 3 synchs turned on
CSCto59143	6	admin-config-util	Expose the LDAP pre-load flag to customers
CSCto59246	6	deskphone	Treat empty Outgoing Telephone Number as a sign not to search LDAP
CSCtq29711	6	deskphone	Cisco Phone Control-Presence Plug-in selecting first line on device
CSCtq57701	6	deskphone	Sync up plug-in credentials
CSCtq75577	6	presence	Sametime PCAP plugin adds entire sametime contact list every log in.
CSCtu16318	6	deskphone	Allow user to disable "Forward voicemail as email attachment" option

Release 8.5(1)

[Table 4](#) lists the caveats resolved in Release 8.5(1).

Table 4 *Cisco Phone Control and Presence Plug-in with IBM Lotus Sametime Resolved Caveats*

Identifier	Severity	Component	Headline
CSCth33898	3	deskphone	Cannot control second line if it has same DN on 9900 Series phone.
CSCsz89466	4	deskphone	Invalid state for final callee when caller attempts 4 person conference
CSCtl02046	4	deskphone	Can't get the phone number on context menu when '/' in the user name

Table 4 *Cisco Phone Control and Presence Plug-in with IBM Lotus Sametime Resolved Caveats*

Identifier	Severity	Component	Headline
CSCtl50470	3	deskphone	Phones not shown in prefs if one of them is not CTI- enabled for shared dev.
CSCtj95087	4	admin-config-util	Fixed Lotus Notes Widget-Based installation loop.

Release 8.0(1)

[Table 6](#) lists the caveats resolved in Release 8.0(1).

Table 5 *Cisco Phone Control and Presence Plug-in with IBM Lotus Sametime Resolved Caveats*

Identifier	Severity	Component	Headline
CSCtc77667	2	deskphone	Lotus Notes Integrated Sametime Crash when LDAP Fields Empty
CSCth13867	3	presence	Presence Login fails if User password contains special characters
CSCtd04194	3	presence	Phone presence disappeared sometime
CSCtd90169	3	deskphone	Not regaining phone control after reset/restart of phone where logged in
CSCte72630	3	presence	Plug-in should be case insensitive for presence userids
CSCtg60805	4	presence	Incoming call TOAST is not clear in Font. Once it is Cached.
CSCso78515	4	deskphone	Preferences code not resetting line when EM phone is logged back in
CSCtb68693	4	presence	Phone icons disappear and re-appear on Sametime
CSCtd33513	4	deskphone	Cannot generate problem report because of illegal characters
CSCte35822	6	presence	Serviceability: Logs should indicate SOAP timeout when timer fires

Release 7.1(2)

[Table 6](#) lists the caveats resolved in Release 7.1 (2)

Table 6 *Cisco Phone Control and Presence Plug-in with IBM Lotus Sametime Resolved Caveats*

Identifier	Severity	Component	Headline
CSCtc77667	2	deskphone	Lotus Notes Integrated Sametime Crash when LDAP Fields Empty
CSCtd04194	3	presence	Phone presence disappeared sometime
CSCtd33513	4	deskphone	Cannot generate problem report because of illegal characters
CSCtb68693	4	presence	Phone icons disappear and re-appear on Sametime

Release 7.1

[Table 7](#) lists the caveat resolved in Release 7.1.

Table 7 *Cisco Phone Control and Presence Plug-in with IBM Lotus Sametime Resolved Caveats*

Identifier	Severity	Component	Headline
CSCsw91726	3	presence	Sametime Plug-in user credentials need to be re-entered intermittently.

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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