Release Notes for Cisco Unified Messaging with IBM Lotus Sametime Release 7.1(1)

Published June 5, 2009

These release notes contain requirements, instructions for downloading, installing, and configuring software, and information on new and changed requirements and support, new and changed functionality, limitations and restrictions, and open and resolved caveats for Cisco Unified Messaging with IBM Lotus Sametime Release 7.1(1).

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Introduction

Cisco Unified Messaging with IBM Lotus Sametime allows users to view and play Cisco Unity or Cisco Unity Connection voice messages directly from their Sametime client application.

In addition, IBM Lotus Notes version 8.0.1 and later integrates Sametime features to achieve the following:

- Sametime shows up in a pane within the Notes client.
- The native capabilities of Sametime—as well as Cisco Unified Messaging with IBM Lotus Sametime features—can be accessed from within Notes.

System Requirements

Before installing Cisco Unified Messaging with IBM Lotus Sametime, user workstations must meet the following minimum requirements:

- A supported operating system—see "Client Platforms" in the following section, "Compatibility Information."
- 512 MB of RAM.
- 20 MB of free disk space.
- One of the following applications:
  - IBM Lotus Notes version 8.5 or later (including integrated Sametime features)
  - IBM Lotus Notes version 8.0.1 or later (including integrated Sametime features)
  - IBM Lotus Sametime version 8.0 or later
  - IBM Lotus Sametime version 7.5.1 CF1 or later

Compatibility Information

Cisco Unified Messaging with IBM Lotus Sametime is supported for use with the following:

Cisco Unified Messaging Systems

- Cisco Unity
  - Version 7.0 with IBM Lotus Domino
  - Version 7.0 with Microsoft Exchange 2007
  - Version 7.0 with Microsoft Exchange 2003
  - Version 5.0 with IBM Lotus Domino
  - Version 5.0 with Microsoft Exchange 2007
  - Version 5.0 with Microsoft Exchange 2003
  - Version 4.2 with IBM Lotus Domino
  - Version 4.2 with Microsoft Exchange 2003
- Cisco Unity Connection
  - Version 7.x

  - Version 2.x

Client Platforms

- Apple
  - Mac OS X 10.5.x (IBM Lotus Sametime version 8.0.1 only)
  - Mac OS X 10.4.x (IBM Lotus Sametime version 7.5.1 CF1 and later)
- Microsoft
  - Windows Vista Business (MSDN version is not supported.)
  - Windows XP (Service Pack 2 or Service Pack 3)
- Novell
  - SUSE Linux Enterprise Desktop version 10
  - Linux Desktop version 9
- Red Hat Enterprise Linux version 4

IBM Lotus Clients

  - IBM Lotus Notes version 8.5 or later (including integrated Sametime features)
  - IBM Lotus Notes version 8.0.1 or later (including integrated Sametime features)
  - IBM Lotus Sametime version 8.0 or later
  - IBM Lotus Sametime version 7.5.1 CF1 or later

Determining the Software Version

To Determine the Cisco Unified Messaging with IBM Lotus Sametime Version in Use

Step 1 From the File menu, select **Preferences**.

Step 2 In the left pane, expand the **Cisco** tab.

Step 3 Under Cisco, select **Voicemail**.

The Cisco Unified Messaging with IBM Lotus Sametime version is displayed underneath the "Voicemail" label at the top of the page.

Related Documentation

The *User Guide for Cisco Unified Messaging with IBM Lotus Sametime Release 7.x* is available at http://www.cisco.com/en/US/products/ps9830/products_user_guide_list.html.

New and Changed Requirements and Support—Release 7.1(1)

This section contains information about new and changed requirements and support in the Cisco Unified Messaging with IBM Lotus Sametime Release 7.1(1) time frame only. Refer to the release notes of the applicable version for information on new and changed support with earlier versions of the plug-in. Release notes for all versions of the plug-in are available at http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html.

Versioning of Cisco Unified Messaging with IBM Lotus Sametime Release 7.1(1) Explained

Because other Cisco Unified Communications with IBM Lotus products are versioned 7.1(1), the release version of Cisco Unified Messaging with IBM Lotus Sametime has been numbered 7.1(1) for consistency. The previous version was 1.2(3).

Documentation

Translated Versions of *User Guide*

The *User Guide for Cisco Unified Messaging with IBM Lotus Sametime Release 7.x* has been translated into French-France (FRA), German (DEU), Italian (ITA), Japanese (JPN), Spanish-Spain (ESP), and Swedish (SVE).

The translated guides are available at http://www.cisco.com/en/US/products/ps9830/tsd_products_support_translated_end_user_guides_list.html.

New and Changed Functionality—Release 7.1(1)

This section contains information about new and changed functionality for Cisco Unified Messaging with IBM Lotus Sametime Release 7.1(1) only. Refer to the release notes of the applicable version for information on new and changed functionality in earlier versions of the plug-in. Release notes for all versions of the plug-in are available at http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html.

Displaying Additional Voicemail Attributes

Cisco Unified Messaging with IBM Lotus Sametime displays additional attributes for voicemail such as important and private.

Configuration Tool

The Configuration Tool provides and improved interface for administrators to configure Cisco Unified Messaging with IBM Lotus Sametime.

Configuring to Use the Sametime Credentials for End Users

Cisco Unified Messaging with IBM Lotus Sametime can be configured to use the IBM Lotus Sametime credentials for end users.

Forwarding Voicemail as Email

Cisco Unified Messaging with IBM Lotus Sametime allows users to forward a voicemail as an email.

IMAP IDLE Connections for Access to Voice Messages

Cisco Unified Messaging with IBM Lotus Sametime supports IMAP IDLE connections for accessing voice messages in the following mail stores:

- For Cisco Unity, a mail store that supports the IMAP v4 IDLE command, RFC 2177.
- For Cisco Unity Connection, any supported version.

Localizations

The graphical user interface (GUI) of Cisco Unified Messaging with IBM Lotus Sametime is translated into the following languages:

- French
- German
- Italian
- Japanese
- Spanish
- Swedish

Secure Messaging

Cisco Unified Messaging with IBM Lotus Sametime supports the secure messaging feature with Cisco Unity 7.0(2) and later, and Cisco Unity Connection 7.0(1) and later. The secure messaging feature provides security for voice messages by using public and private key encryption.

Note that IBM Lotus Sametime version 7.5.1 does not support secure messaging.

Note also that you must extract and apply the IBM hotfix files to support secure messaging. The "Downloading Cisco Unified Messaging with IBM Lotus Sametime 7.1(1) Software" section on page 6 instructs you at the applicable time. Because IBM hotfixes are not available for IBM Lotus Notes, secure messaging is not supported for this client at the time of this product. A future version of IBM Lotus Notes may enable this capability. The IBM hotfixes do not support secure messaging for combinations of Linux and IBM Lotus Sametime.

For information on how to set up secure messaging, see the applicable documentation:

- For Cisco Unity, see the "Secure Messaging" section in the "Securing Subscriber Messages" chapter of the applicable *Security Guide for Cisco Unity* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.

- For Cisco Unity Connection, see the "Secure Messages" section in the "Setting Up Features and Functionality That Are Controlled by Class of Service" chapter of the applicable *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user_mac/guide/7xcucmacx.html.

Installation and Upgrade Information

- Downloading Cisco Unified Messaging with IBM Lotus Sametime 7.1(1) Software, page 6
- Upgrading to Cisco Unified Messaging with IBM Lotus Sametime 7.1(1), page 8
- Installing Cisco Unified Messaging with IBM Lotus Sametime 7.1(1), page 8
- Configuring Cisco Unified Messaging with IBM Lotus Sametime 7.1(1), page 9

Downloading Cisco Unified Messaging with IBM Lotus Sametime 7.1(1) Software

To Download Cisco Unified Messaging with IBM Lotus Sametime 7.1(1)

Step 1 On the web server that is going to host the update site, create a directory to hold the Cisco Unified Messaging with IBM Lotus Sametime files.

Step 2 On a computer with a high-speed Internet connection, go to the Cisco Unified Communications with IBM Lotus software download page at http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=282224966.

Note To access the software download page, you must be logged on to Cisco.com as a registered user.

Step 3 On the Select a Release page, expand **Latest Releases**, then select **7.1(1)**. The download links appear on the right side of the page.

Step 4 Confirm that the computer you are using has sufficient hard disk space for the downloaded files. (The download file sizes appear below the download links.)

Step 5 Download the file **Cisco_Plugins_7.1.1.zip** file to the directory you created in Step 1.

Step 6 Follow the on-screen prompts to complete the download.

Step 7 Open the directory you created in Step 1.

Step 8 From the Cisco_Plugins_7.1.1.zip file, extract the **CiscoUMWithLotusST_7.1.1.930.zip** file by using the application appropriate for your operating system.

Step 9 Open the **CiscoUMWithLotusST_7.1.1.930\UpdateSite** directory, that was created from the extracted file.

When extracted, the directory structure for Cisco Unified Messaging with IBM Lotus Sametime looks like this:

```
- features
- plugins
- web
index.html
```

```
site.xml
```

To Extract the Cisco Unified Messaging with IBM Lotus Sametime Configuration Tool

Step 1 Go to the directory where you downloaded the Cisco_Plugins_7.1.1.zip file in the "To Download Cisco Unified Messaging with IBM Lotus Sametime 7.1(1)" procedure on page 6.

Step 2 From the Cisco_Plugins_7.1.1.zip file, extract the **CiscoCfg-7.1.1.102.zip** file by using the application appropriate for your operating system.

When extracted, the directory structure for the Cisco Unified Messaging with IBM Lotus Sametime Configuration Tool looks like this:

```
- ciscocfg
- templates
```

You must do the following procedure only if secure messaging is configured.

To Apply the IBM Hotfixes (Secure Messaging Only)

Step 1 On the user workstation, navigate to the **CiscoUMWithLotusST_7.1.1.930\UpdateSite\IBM-Hotfixes** directory that was created in the "To Download Cisco Unified Messaging with IBM Lotus Sametime 7.1(1)" procedure on page 6.

Step 2 Extract the applicable file to this directory by using the application appropriate for your operating system.

When extracted, the directory structure for the IBM hotfixes looks like this:

```
- features
- plugins
site.xml
```

Step 3 Copy the files in the IBM-Hotfixes\features directory to the UpdateSite\features directory.

If the client platforms at the site do not all use the same operating system, we recommend that you create a separate UpdateSite directory for each operating system and copy the IBM hotfixes for each operating system into the applicable UpdateSite directory.

Step 4 Copy the files in the IBM-Hotfixes\plugins directory to the UpdateSite\plugins directory.

Step 5 Replace the site.xml file in the UpdateSite directory with the site.xml file in the IBM-Hotfixes directory.

Caution You must replace the site.xml file before configuring Cisco Unified Messaging with IBM Lotus Sametime by using the Configuration Tool. Otherwise, the IBM hotfixes for secure messaging will not be available for installation.

Upgrading to Cisco Unified Messaging with IBM Lotus Sametime 7.1(1)

There is no separate upgrade process—you install the new version of the plug-in in the same way you installed the previous version. See the next section, "Installing Cisco Unified Messaging with IBM Lotus Sametime 7.1(1)."

You do not need to uninstall a previous version. The update manager in Sametime handles it.

Installing Cisco Unified Messaging with IBM Lotus Sametime 7.1(1)

There are two ways in which to install the plug-in on user workstations:

- **Automatic push update**—See the IBM Lotus Sametime documentation for information on setting up an automatic push update. We recommend using this method.
- **Manual installation**—Do the "To Manually Install the Cisco Unified Messaging with IBM Lotus Sametime Plug-in on a User Workstation" procedure on page 8.

Note After the plug-in is installed, users may be required to enter their Cisco Unity or Cisco Unity Connection account information in their IBM Lotus Sametime client application. Instructions are provided in the *User Guide for Cisco Unified Messaging with IBM Lotus Sametime Release 7.x*, available on Cisco.com at http://www.cisco.com/en/US/products/ps9830/products_user_guide_list.html.

To Manually Install the Cisco Unified Messaging with IBM Lotus Sametime Plug-in on a User Workstation

Step 1 Start the IBM Lotus Sametime client application.

Step 2 From the Tools menu, select **Plug-ins > Install Plug-ins**.

Step 3 In the Install/Update wizard, on the Feature Updates page, select **Search for New Features to Install** and select **Next**.

Step 4 On the Update Sites to Visit page, select the applicable option to add an update site:

IBM Lotus Sametime 8.x	Select **Add Remote Location**.
IBM Lotus Sametime version 7.5.1 CF1	Select **New Remote Site**.

Step 5 In the New Update Site dialog box, in the Name field, enter **Cisco Voicemail**.

Step 6 In the URL field, enter the URL of the update site that hosts the Cisco Unified Messaging with IBM Lotus Sametime plug-in and select **OK**.

Step 7 On the Update Sites to Visit page, select **Finish**.

The Updates window opens with Cisco Voicemail listed as a feature to install.

Step 8 Select **Cisco Voicemail**.

Step 9 If there is an IBM hotfix available, select the IBM hotfix.

Step 10 Select **Next**.

Step 11 Select **I Accept the Terms of the License Agreement** and select **Next**.

Step 12 If a feature verification warning appears, select **Install All**.

Step 13 Select **Yes** to restart the IBM Lotus Sametime client application.

Configuring Cisco Unified Messaging with IBM Lotus Sametime 7.1(1)

In this section, you configure the Cisco Unified Messaging with IBM Lotus Sametime plug-in for all users who will use it.

You can use the Cisco Unified Messaging with IBM Lotus Sametime Configuration Tool for updating user configuration information after the plug-in has been installed.

For configuration changes to take effect, either set up IBM Lotus Sametime to update users automatically by using a push update, or instruct users to update the plug-in from their IBM Lotus Sametime client.

This section contains two procedures:

- To Configure Cisco Unified Messaging with IBM Lotus Sametime by Using the Configuration Tool
- To Manually Configure Cisco Unified Messaging with IBM Lotus Sametime on a User Workstation

To Configure Cisco Unified Messaging with IBM Lotus Sametime by Using the Configuration Tool

Step 1 Go to directory that was created in the "To Download Cisco Unified Messaging with IBM Lotus Sametime 7.1(1)" procedure on page 6.

Step 2 Go to the **ciscocfg** directory.

Step 3 Double-click **ciscocfg.exe**.

Step 4 In the Choose an Update dialog box, in the Directory field, enter the path of the UpdateSite directory that was created in the "To Download Cisco Unified Messaging with IBM Lotus Sametime 7.1(1)" procedure on page 6.

Step 5 Select **OK**.

Step 6 In the Cisco Unified Communications with IBM Lotus Sametime Configuration Tool window, click the **LDAP** tab and enter values in the applicable fields. The fields are described in Table 1.

It is not mandatory to enter the settings in these fields.

Table 1 Fields on the LDAP Tab

Name	Description
Directory Server Settings	
Server	Enter the name or IP address of the LDAP server.
Port	Enter the number of the port used to communicate with the LDAP server.
Search Base	Enter the base (or root) of the directory service in which to search for names. The value must match the one configured on Sametime server. If LDAP is used for the directory service, you can derive the setting directly from there. If Domino is used instead, find the equivalent search base on its LDAP interface.
Display Name Attribute	Enter the LDAP attribute that is used as the display name for the caller.

Table 1 Fields on the LDAP Tab (continued)

Name	Description
Attribute for Lookup in Sametime	Enter the LDAP attribute that is used to search for the caller in Sametime.
Authentication Required	Check this option if authentication is required by the server.
Authentication Credentials	
Distinguished Name	*(When authentication is enabled)* Enter the distinguished name that is used to authenticate with the directory service.
Password	*(When authentication is enabled)* Enter the password that is used to authenticate with the directory service.
Directory Usage	
Non-default Community Access	Enable non-default communities to use directory services to extend the functions to pilot communities, for example: • Retrieve phone numbers to populate their contacts • Show phone status for their contacts Only one set of users data can be used. You can have two communities, but of the same global set of users. If the Sametime server for the non-default communities uses the same LDAP server as the default community, then identical functionality can be extended to contacts in those communities. Select the applicable setting: • **Disable**—Select this option so that non-default communities are unable to use the directory service. • **Enable for All Communities**—Select this option so that all non-default communities are allowed to use the directory service. • **Enable for Configured Communities**—Select this option so that only communities listed in the Community List field are allowed to use the directory service.
Community List	*(When Enable for Configured Communities is selected above)* Enter the list of communities (Sametime host name or IP address), separated by commas, that you want to allow access to the directory service.
Directory Type for Sametime Server	
Directory Type	Enter the applicable settings: **LDAP**—Select this option if the IBM Lotus Sametime server uses an LDAP server for directory service. If IBM Lotus Sametime uses an LDAP attribute for the internal user ID, check the **Use Attribute as Internal ID of Sametime User** option and enter the name of the LDAP attribute. **Domino**—Select this option if the IBM Lotus Sametime server uses IBM Lotus Domino for the directory service. Refer to IBM Lotus Sametime documentation for additional information.

Table 1 Fields on the LDAP Tab (continued)

Name	Description
Dialing Rules Files	
Application Dial Rules	If you will use Application Dial Rules, enter the location of the dial rules file. You can obtain Application Dial Rules from the Cisco Unified Communications Manager administrator web page by navigating to the Call Routing area. Application Dial Rules automatically strip numbers from or add numbers to telephone numbers that Sametime Connect dials. For example, the dialing rules automatically add the digit 9 in front of a 7-digit telephone number to provide access to an outside line. **Note** A file template is available in the templates directory where you extracted the Cisco Unified Messaging with Lotus Sametime Configuration Tool. This field applies only when Cisco Phone Control and Presence is configured with Cisco Unified Messaging with IBM Lotus Sametime.
Directory Lookup Dial Rules	If you will use Directory Lookup Dial Rules, enter the location of the dial rules file. You can obtain Directory Lookup Dial Rules from the Cisco Unified Communications Manager administrator web page. Navigate to the Call Routing area. Directory Lookup Dial Rule transform caller identification numbers into numbers that can be looked up in the directory. For example, the dialing rules can automatically add +140852 to 5-digit numbers beginning with 5, so that the number 56666 becomes +14085256666. **Note** A file template is available in the templates directory where you extracted the Cisco Unified Messaging with Lotus Sametime Configuration Tool.

Step 7 On the File menu in the Configuration Tool window, select **Save**.

Step 8 In the Cisco Unified Communications with IBM Lotus Sametime Configuration Tool window, select the **Voicemail** tab and enter values in the applicable fields. The fields are described in Table 2.

Fields that remain empty do not overwrite the Cisco Unified Messaging with IBM Lotus Sametime configuration on the client, but fields with values will overwrite the Cisco Unified Messaging with IBM Lotus Sametime configuration when an updated feature is installed on the client workstation.

Table 2 Fields on the Voicemail Tab

Name	Description
Mail Store Connection Settings	
Server	Enter the applicable setting: • For Cisco Unity, enter the name or IP address of the Exchange or IBM Lotus Domino server. • For Cisco Unity Connection, enter the name or IP address of the Connection server.
Port	Enter the number of the port used to communicate with the mail store. **Note** Cisco Unity Connection provides a port that enables license-free IMAP connections. To use this port, enter **7993**, and check the **Use Encrypted Connection** check box.
Use Encrypted Connection	Check this check box to use an encrypted connection to communicate with the mail store.
Use Sametime Credentials	Check this check box if the credentials for logging in users to IBM Lotus Sametime are the same as the credentials for connecting to the voicemail system.
Read Only	Check this check box to prevent the user from changing these settings.
Poll Interval	If the server supports IMAP IDLE, the setting in this field is ignored. If the server does not support IMAP IDLE, enter the time, in seconds, that each client waits before checking for new voice messages.
Mail Store Folder Settings	
Inbox Folder	Enter the name of the voicemail folder in the IMAP store.
Move Deleted Voicemail to a Separate Folder	Check this check box if the mail store has a folder for deleted messages that is separate from the Inbox folder.
Trash Folder	If the mail store has a separate folder for deleted messages, enter the name of the folder for deleted messages.
System Settings	
Enable Connection to Voicemail Web Service Server	If secure messaging is configured on Cisco Unity, check this check box to enable the Voicemail Web Service server. If secure messaging is configured on Cisco Unity Connection, do not check this check box.
Use Mail Store Server as Voicemail Web Service Server	*(When the Voicemail Web Service server is enabled)* Check this check box if the Voicemail Web Service server is on the mail store server that is entered in the Servers field under Mail Store Connection Settings.

Table 2 Fields on the Voicemail Tab (continued)

Name	Description
Server	*(When the Voicemail Web Service server is enabled)* If the Use Mail Store Server as Voicemail Web Service Server check box is not checked, enter the name or IP address of the Voicemail Web Service server.
Protocol	*(When the Voicemail Web Service server is enabled)* Select the applicable setting: • **HTTP**—Select this option if message security is not used. • **HTTPS**—Select this option if message security is used.
Port	*(When the Voicemail Web Service server is enabled)* Enter the number of the port used to communicate with the Cisco Unity server.
LDAP Attributes	
User ID	Enter the LDAP user attribute that contains the user ID in voice messages so that a directory search can find and display the user name.
Phone Numbers	Enter the LDAP phone attributes that contain the caller ID in voice messages so that a directory search can replace the phone number with the caller name on voicemail.
Voicemail Player Settings	
Rewind Interval	Enter the time, in seconds, that a message will rewind when the Rewind button on the Voicemail player is pressed.
Skip Forward Interval	Enter the time, in seconds, that a message will skip forward when the Skip Ahead button on the Voicemail player is pressed.
Logging	
Enable Detailed Logging	Check this check box to enable detailed logging. **Caution** Enable detailed logging only for troubleshooting. Otherwise, the logging will impact the system performance.

Step 9 On the File menu in the Configuration Tool window, select **Save All**.

Step 10 On the File menu in the Configuration Tool window, select **Exit**.

Caution Confirm that you have saved your changes in the Cisco Unified Communications with IBM Lotus Sametime Configuration Tool window. Otherwise, all unsaved changes will be lost when you close the window.

Step 11 For configuration changes to take effect, either set up IBM Lotus Sametime to automatically update users by using a push update, or instruct users to update the plug-in from their IBM Lotus Sametime client.

Note If your users want IBM Lotus Sametime to display the date in a format for English other than U.S. English, do the following procedure. Otherwise, skip to the "To Manually Configure Cisco Unified Messaging with IBM Lotus Sametime on a User Workstation" procedure on page 15.

The following procedure applies only to IBM Lotus Sametime installed on the Windows Vista, Windows XP, or Mac operating systems. This workaround does not apply to IBM Lotus Sametime installed on a Linux operating system, or to IBM Lotus Notes.

To Configure IBM Lotus Sametime to Display the Date in a Non-U.S. English Format

Step 1 On the user workstation, go to the applicable directory and open the applicable file.

Table 3 Location of the File for Displaying the Date in a Non-U.S. English Format

IBM Lotus Sametime Version	Operating System	Path and File
7.5.1	Windows Vista Windows XP	**<IBM Lotus Sametime Installation directory>\IBM\Sametime Connect\sametime.ini**
	Mac	**Applications/sametime/Sametime.ini**
8.0 or later	Windows Vista Windows XP	**<disk>\Documents and Settings\<user>\Application Data\Lotus\Sametime\.config\rcpinstall.properties**
	Mac	**Users/<user>/Lotus/Sametime/.config/rcpinstall.properties**

Step 2 In the file that you opened in Step 1, make the following change.

Table 4 Change to the File for Displaying the Date in a Non-U.S. English Format

IBM Lotus Sametime Version	Operating System	Change in the File
7.5.1	Windows Vista Windows XP	Change the line `-Dosgi.nl=en` to one of the following: • For Canada, enter **-Dosgi.nl=en_CA**. • For Ireland, enter **-Dosgi.nl=en_IE**. • For United Kingdom, enter **-Dosgi.nl=en_GB**.
	Mac	At the end of the file, add the applicable line. • For Canada, enter **-Dosgi.nl=en_CA**. • For Ireland, enter **-Dosgi.nl=en_IE**. • For United Kingdom, enter **-Dosgi.nl=en_GB**.

Table 4 Change to the File for Displaying the Date in a Non-U.S. English Format (continued)

IBM Lotus Sametime Version	Operating System	Change in the File
8.0 or later	Windows Vista Windows XP	Change the line `com.ibm.rcp.core.locale=en` to one of the following: • For Canada, enter **com.ibm.rcp.core.locale=en_CA**. • For Ireland, enter **com.ibm.rcp.core.locale=en_IE**. • For United Kingdom, enter **com.ibm.rcp.core.locale=en_GB**.
	Mac	At the end of the file, add the applicable line: • For Canada, enter **com.ibm.rcp.core.locale=en_CA**. • For Ireland, enter **com.ibm.rcp.core.locale=en_IE**. • For United Kingdom, enter **com.ibm.rcp.core.locale=en_GB**.

Step 3 Save and close the file.

The following procedure requires administrator-provided information.

To Manually Configure Cisco Unified Messaging with IBM Lotus Sametime on a User Workstation

Step 1 In IBM Lotus Sametime Connect, on the File menu, click **Preferences**.

Step 2 In the Preferences window, in the left pane, expand **Cisco** and select **Voicemail**.

Step 3 Under Account, if the following fields are blank, enter the applicable settings as your administrator instructs. Otherwise, continue to Step 4.

a. In the User ID field, enter your user ID.

b. In the Password field, enter your password.

c. In the Server field, enter the server name or the IP address of the mail store.

d. In the Port field, enter the port number used to communicate with the mail store.

e. Check or uncheck the **Use Secure Connection** check box.

Step 4 If you want Sametime to display an icon indicating unheard voice messages, check the **Show Global Message Waiting Indicator** check box.

Step 5 If you want Sametime to maintain a log to assist in troubleshooting issues, check the **Enable Detailed Logging** check box.

Step 6 Select **OK** to accept the settings and to close the Preferences window.

Limitations and Restrictions

IBM Lotus Notes Displays Dates In U.S. English Format

IBM Lotus Notes displays dates only in the U.S. English format when any English language is selected.

G.729a Encoded Voice Messages Cannot Be Played

Cisco Unified Messaging with IBM Lotus Sametime plays only voice messages encoded with G.711.

MWI on Phone Does Not Change to Reflect Message State

For environments with Cisco Unity and IBM Lotus Domino as the message server, IBM Lotus Sametime does not communicate changed message states so that Cisco Unity can change the message waiting indicator (MWI) on the phone. For example, the new-message light on the phone will not turn off after the message is played from IBM Lotus Sametime.

Deleted Message Folder Is Not Supported If the Mail Store Does Not Support UIDPLUS

If the mail store does not support UIDPLUS, Cisco Unified Messaging with IBM Lotus Sametime does not support a folder for deleted messages that is separate from the Inbox folder. Voicemail in a folder for deleted messages on this message store has the following limitations:

- Moving voice mail to a folder for deleted messages does not turn off MWIs.
- IBM Lotus Sametime Connect shows the deleted voicemail by using the Deleted filter, but the telephone user interface (TUI) lists the deleted voicemail as saved messages.
- Voicemail in the folder for deleted messages cannot be deleted or purged.

Update Sites

IBM Lotus Sametime does not support simultaneous updates from multiple update sites. Selecting more than one update site and trying to install a feature will cause a NullPointerException.

Caveats

This section lists any Severity 1, 2, or 3 caveats for this release.

You can find the latest caveat information for Cisco Unified Messaging with IBM Lotus Sametime—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at http://www.cisco.com/go/bugs.

Note To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

This section contains caveat information for Cisco Unified Messaging with IBM Lotus Sametime Release 7.1(1) only. Refer to the release notes of the applicable version for caveat information in earlier versions. Release notes for all versions of Cisco Unified Messaging with IBM Lotus Sametime are available at http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html and are listed as the product "Cisco Unified Communications - Enterprise."

Open Caveats—Release 7.1(1)

Select the link in the Caveat Number column to view the latest information on a caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 5 Cisco Unified Messaging with IBM Lotus Sametime Release 7.1(1) Open Caveats

Caveat Number	Severity	Component	Description
CSCsi80650	3	voicemail	[UNITY/DOMINO] Deskphone MWI not in sync with changes made from plug-in
CSCsj51224	3	voicemail	Connection 2.0 CO-RES plug-in deleted msg not purged when hardphone was
CSCsk45445	3	voicemail	[MAC/ST 7.5.1]Autopush doesn't work when permission not set
CSCsk47107	3	voicemail	Plug-in won't play private message in Connection 2.0
CSCsk64062	3	voicemail	[MAC/ST 751] Sametime crashes changing preferences and clicking Apply/OK
CSCsk86913	3	voicemail	ST 7.5.1] Manual install via Tools > Plug-ins... does not work on Vista
CSCsl24273	3	voicemail	[VISTA] Manual install/uninstall fails when Vista user password set

Resolved Caveat—Release 7.1(1)

Select the link in the Caveat Number column to view the latest information on a caveat in Bug Toolkit.

Table 6 Cisco Unified Messaging with IBM Lotus Sametime Release 7.1(1) Resolved Caveat

Caveat Number	Severity	Component	Description
CSCsy34016	3	voicemail	Incorrect MWI Status on forwarded message when logged into Sametime

Troubleshooting Information

- Status Bar in Cisco Voicemail Application Panel, page 18
- Creating a Problem Report, page 18
- User Unable to Play Voice Messages Because of Port Conflicts, page 18

Status Bar in Cisco Voicemail Application Panel

The status bar at the bottom of the Cisco Voicemail application panel indicates when the user is successfully connected to Cisco Unity or to Cisco Unity Connection. Any error messages appear as hypertext links, which users can select to show information about the errors and how to resolve them.

Creating a Problem Report

If any unexpected or unresolvable issues occur, detailed logging information is available that can assist in troubleshooting.

To Create a Problem Report

Step 1 Locate your IBM Lotus Sametime logs files:

a. From the File menu, select **Preferences**.

b. Open the Cisco tab on the left.

c. Under Cisco, select the **Voicemail** tab.

The Logs field shows the location of the IBM Lotus Sametime logs.

Step 2 On the preference page, check the **Enable Detailed Logging** check box.

Step 3 Reproduce the problem, then select **Create Problem Report** to collect the log files.

Step 4 When prompted, enter the directory in which you want the problem report saved.

At this location, the problem report will be saved with a filename in the following format:

ProblemReport_Voicemail_<version>_<user ID>_<timestamp>.zip

User Unable to Play Voice Messages Because of Port Conflicts

If a user is unable to play a voice message and receives an “Error attempting to play voicemail” or “Unable to instantiate Audio Player” message, check the applicable log file:

- For IBM Lotus Notes, go to the trace-log-0.xml file.
- For IBM Lotus Sametime version 8.0 or later, go to the trace-log-0.xml file.
- For IBM Lotus Sametime version 7.5.1, go to the Sametime.log.0 file.

If the log file shows a bind exception, then the Voicemail Port may be in use by another plug-in.

To resolve this problem, change the Voice Chat Port number from the Sametime Administration Console on the Sametime server. For steps on how to change this port, refer to the Sametime Administrator Guide.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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