



Release Notes for Cisco Unified Messaging Release 8.5(1) with IBM Lotus Sametime

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These release notes contain requirements, instructions for downloading, installing, and configuring software, and information on new and changed support, and limitations and restrictions for Cisco Unified Messaging Release 8.5(1) with IBM Lotus Sametime.

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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 versions 8.0.1 and later integrate Sametime features to achieve the following features:

- Sametime shows up in a pane within the Notes client.



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- The native capabilities of Sametime—as well as Cisco Unified Messaging with 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 8.0.1 or later (including integrated Sametime features)
 - IBM Lotus Sametime version 8.0.1 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 8.0 with Microsoft Exchange
 - Version 7.0 with IBM Lotus Domino
 - Version 7.0 with Microsoft Exchange
 - Version 5.0 with IBM Lotus Domino
 - Version 5.0 with Microsoft Exchange
- Cisco Unity Connection
 - Version 8.5
 - Version 8.0
 - Version 7.x
 - Version 2.1

Client Platforms

- Apple
 - Mac OS X 10.6.x
 - Mac OS X 10.5.x
 - Mac OS X 10.4.x

- Microsoft
 - Windows 7 Enterprise, Professional, and Ultimate editions
 - Windows Vista Business and Enterprise editions (MSDN version is not supported.)
 - Windows XP (Service Pack 2 and later)
- Novell
 - SUSE Linux Enterprise Desktop version 10
 - SUSE Linux Enterprise Desktop version 11
 - Linux Desktop version 9
- Red Hat Enterprise Linux version 4
- Red Hat Enterprise Linux version 5

**Note**

Use of the voicemail plugin on Red Hat Enterprise Linux is only supported with the IBM Lotus Sametime 8.0(2) standalone client.

IBM Lotus Clients

- IBM Lotus Notes version 8.0.1 and later (including integrated Sametime features)
- IBM Lotus Sametime version 8.0.1 and later

**Note**

If you are using secure messaging, Lotus Sametime versions 8.0.1, 8.0.2, and 8.5 require hotfixes; version 8.5.1 does not. (See also the “[Applying IBM Hotfixes for Lotus Sametime 8.0.1 and 8.5 \(Secure Messaging Only\)](#)” section on page 6.)

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 Lotus Sametime version is displayed underneath the “Voicemail” label at the top of the page.

Related Documentation

The *User Guide for Cisco Unified Messaging Release 8.x with IBM Lotus Sametime* is available at http://www.cisco.com/en/US/products/ps9830/products_user_guide_list.html.

New and Changed Requirements and Support—Release 8.5(1)

This section contains information about new and changed requirements and support in the 8.5(1) time frame only.

(For information on new and changed requirements and support in earlier versions of Cisco Unified Messaging with IBM Lotus Sametime, see the applicable release notes at http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html.)

Cisco Unified Messaging Systems

With this release, the following Cisco unified messaging systems have been added to the list of supported systems for use with Cisco Unified Messaging with Lotus Sametime:

- Cisco Unity Connection version 8.5

IBM Lotus Client Applications

With this release, the following IBM Lotus client applications have been added to the list of supported applications for use with Cisco Unified Messaging with Lotus Sametime:

- IBM Lotus Notes version 8.5.2

New and Changed Functionality—Release 8.5(1)

A notification window is automatically displayed when voicemail credentials are incorrect. This notification window will inform the user of the incorrect credentials. A link to the Preferences page is provided where the incorrect credentials can be updated.

(For information on new and changed functionality in earlier versions of Cisco Unified Messaging with IBM Lotus Sametime, see the applicable release notes at http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html.)


Installation and Upgrade Information

- [Downloading Cisco Unified Messaging 8.5\(1\) with IBM Lotus Sametime Software, page 5](#)
- [Applying IBM Hotfixes for Lotus Sametime 8.0.1 and 8.5 \(Secure Messaging Only\), page 6](#)
- [Applying IBM Hotfixes for Lotus Sametime 8.0.2 \(Secure Messaging Only\), page 6](#)
- [Upgrading to Cisco Unified Messaging 8.5\(1\) with IBM Lotus Sametime, page 7](#)
- [Installing Cisco Unified Messaging 8.5\(1\) with IBM Lotus Sametime, page 7](#)
- [Configuring Cisco Unified Messaging 8.5\(1\) with IBM Lotus Sametime, page 8](#)

Downloading Cisco Unified Messaging 8.5(1) with IBM Lotus Sametime Software

Do the following two procedures in the order listed.

To Download Cisco Unified Messaging 8.5(1) with IBM Lotus Sametime

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- Step 1** On the web server that is going to host the update site, create a folder 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 Unified Communications Plug-ins for IBM Lotus Sametime Software 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 signed in to Cisco.com as a registered user.
-
- Step 3** On the Select a Release page, expand **Latest Releases**, then select **8.5(1)**. The download button appears on the right side of the page.
- Step 4** Confirm that the computer you are using has sufficient hard-disk space for the downloaded file. (The download file size appears in the download description.)
- Step 5** Download the file **Cisco_Plugins_8.5.1.zip** to the folder you created in [Step 1](#).
- Step 6** Follow the on-screen prompts to complete the download.
- Step 7** Open the folder you created in [Step 1](#).
- Step 8** From the Cisco_Plugins_8.5.1.zip file, extract the **CiscoUMWithLotusST_8.5.1.1025.zip** file by using the application appropriate for the operating system.
- Step 9** Open the **CiscoUMWithLotusST_8.5.1.1025.zip\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 Communications with IBM Lotus Sametime Configuration Tool

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- Step 1** Go to the directory where you downloaded the Cisco_Plugins_8.5.1.zip file in the [“To Download Cisco Unified Messaging 8.5\(1\) with IBM Lotus Sametime” procedure on page 5](#).
- Step 2** From the Cisco_Plugins_8.5.1.zip file, extract the **CiscoCfg-8.5.1.119.zip** file by using the application appropriate for the operating system.

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

- ciscocfg
- templates

Applying IBM Hotfixes for Lotus Sametime 8.0.1 and 8.5 (Secure Messaging Only)



Note

The IBM hotfixes apply only to Lotus Sametime 8.0.1 or 8.5 depending on version in use.

Do the procedure in this section only when secure messaging is configured.

To Apply IBM Hotfixes for Lotus Sametime 8.0.1 or 8.5 (Secure Messaging Only)

- Step 1** Go to the IBM website: <http://www.ibm.com/support/docview.wss?rs=899&uid=swg21414050>.
- Step 2** Open a service request with IBM Support to obtain the hotfix as noted on the site. Include the version and platform information in the request.



Note

Secure Messaging is supported without fixes in IBM Lotus Sametime 8.5.1.

Applying IBM Hotfixes for Lotus Sametime 8.0.2 (Secure Messaging Only)



Note

The IBM hotfixes apply only to Lotus Sametime 8.0.2.

Do the procedure in this section only when secure messaging is configured.

To Apply IBM Hotfixes for Lotus Sametime 8.0.2 (Secure Messaging Only)

- Step 1** Go to the IBM website and obtain the required cumulative fix pack:
<https://www.ibm.com/support/docview.wss?uid=swg21425033>.
- Step 2** Open a service request with IBM Support to obtain the fix pack as noted on the site. Include the version and platform information in the request.

Upgrading to Cisco Unified Messaging 8.5(1) with IBM Lotus Sametime

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 8.5\(1\) with IBM Lotus Sametime](#).”

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

Installing Cisco Unified Messaging 8.5(1) with IBM Lotus Sametime

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.

(After the push update has been set up, continue with the “[Configuring Cisco Unified Messaging 8.5\(1\) with IBM Lotus Sametime](#)” section on page 8.)



Note

IBM Lotus Notes does not support an automatic push update, but you can configure your installation to use a Notes widget to create similar behavior. You must first run the Cisco Unified Communications with IBM Lotus Sametime Configuration Tool and then follow the instructions at http://publib.boulder.ibm.com/infocenter/domhelp/v8r0/topic/com.ibm.help.domino.admin85.doc/H_CLIENT_MGMNT_OVER.html.

- **Manual installation**—Do the “[To Manually Install the Cisco Unified Messaging with IBM Lotus Sametime Plug-in on a User Workstation](#)” procedure in this section.

(After the software has been installed, continue with the “[Configuring Cisco Unified Messaging 8.5\(1\) with IBM Lotus Sametime](#)” section 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 8.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 **Add Remote Location**.
- 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 8.5(1) with IBM Lotus Sametime

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 Communications 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 Sametime to update users automatically by using a push update, or instruct users to update the plug-in from their 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 8.5\(1\) with IBM Lotus Sametime” procedure on page 5](#).
- 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 8.5\(1\) with IBM Lotus Sametime” procedure on page 5](#).
- Step 5** Select **OK**.
- Step 6** In the Cisco Unified Communications with IBM Lotus Sametime Configuration Tool window, select the **LDAP** tab and enter values in the applicable fields. The fields are described in [Table 1](#).



Note Configuration of LDAP is optional. However, choosing not to use LDAP may result in some diminished unified messaging functionality. For example, Cisco Unified Messaging with Lotus Sametime uses LDAP to map phone numbers from voice messages to Sametime contacts. Without LDAP properly configured, phone numbers or names may display in the Name column rather than Sametime contacts.

**Note**

The default LDAP settings provided are representative of common configurations. Administrators should determine if these settings are appropriate for their specific configurations and change as necessary.

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.
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	<i>(When authentication is enabled)</i> Enter the distinguished name that is used to authenticate with the directory service.
Password	<i>(When authentication is enabled)</i> Enter the password that is used to authenticate with the directory service.

Table 1 **Fields on the LDAP Tab (continued)**

Name	Description
Directory Usage	
Non-default Community Access	<p>Enable non-default communities to use directory services to extend the functions to pilot communities, for example:</p> <ul style="list-style-type: none"> • Retrieve phone numbers to populate their contacts • Show phone status for their contacts <p>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.</p> <p>Select the applicable setting:</p> <ul style="list-style-type: none"> • 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	<p><i>(When Enable for Configured Communities is selected above)</i></p> <p>Enter the list of communities (Sametime host name or IP address), separated by commas, that you want to allow access to the directory service.</p>
Directory Type for Sametime Server	
Directory Type	<p>Enter the applicable settings:</p> <p>LDAP—Select this option if the IBM Lotus Sametime server uses an LDAP server for directory service.</p> <p>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.</p> <p>Domino—Select this option if the IBM Lotus Sametime server uses IBM Lotus Domino for the directory service.</p> <p>Refer to IBM Lotus Sametime documentation for additional information.</p>

Table 1 *Fields on the LDAP Tab (continued)*

Name	Description
Dialing Rules Files	
Application Dial Rules	<p>If you will use Application Dial Rules, enter the location of the dial rules file. You can obtain Application Dial Rules from Cisco Unified Communications Manager Administration by navigating to the Call Routing area.</p> <p>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.</p> <p>Note A file template is available in the templates directory where you extracted the Cisco Unified Communications with IBM Lotus Sametime Configuration Tool.</p> <p>This field applies only when Cisco Phone Control and Presence is configured with Cisco Unified Messaging with Lotus Sametime.</p>
Directory Lookup Dial Rules	<p>If you will use Directory Lookup Dial Rules, enter the location of the dial rules file. You can obtain Directory Lookup Dial Rules from Cisco Unified Communications Manager Administration. Navigate to the Call Routing area.</p> <p>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.</p> <p>Note A file template is available in the templates directory where you extracted the Cisco Unified Communications with IBM Lotus Sametime Configuration Tool.</p>

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


Step 8 In the 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 Lotus Sametime configuration on the client, but fields with values will overwrite the Cisco Unified Messaging with 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: <ul style="list-style-type: none"> 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	<i>(When the Voicemail Web Service server is enabled)</i> 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: <ul style="list-style-type: none"> • 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.
	 <p>Caution Enable detailed logging only for troubleshooting. Otherwise, the logging will impact the system performance.</p>

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.

The following procedure requires administrator-provided information.

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

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- Step 1** In IBM Lotus Sametime Connect, from the File menu, select **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, skip 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

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.

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.

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

If users want IBM Lotus Sametime to display the date in a format for English other than U.S. English, do the procedure in this section.

The procedure applies only to IBM Lotus Sametime installed on the Windows and 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—depending on the operating system—and open the file:

Windows	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 applicable change:

Windows	Change the line com.ibm.rcp.core.locale=en to one of the following: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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.

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 Messages 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. Voice messages in a folder for deleted messages on this message store has the following limitations:

- Moving voice messages to a folder for deleted messages does not turn off MWIs.

- IBM Lotus Sametime Connect shows the deleted voice messages by using the Deleted filter, but the phone user interface (TUI) lists the deleted voice messages as saved messages.
- Voice messages in the folder for deleted messages cannot be deleted or purged.

Update Sites

Older versions of IBM Lotus Sametime did not support simultaneous updates from multiple update sites. Selecting more than one update site and trying to install a feature caused a `NullPointerException`. This may have been fixed in newer versions.

Caveats

There were no Severity 1, 2, or 3 resolved caveats in Cisco Unified Messaging with Lotus Sametime version 8.5(1).

The following caveats have been resolved in Cisco Unified Messaging with Lotus Sametime version 8.5(1).

Table 3 *Closed Caveats for Cisco Unified Messaging with Lotus Sametime*

Identifier	Severity	Component	Headline
CSCti49542	3	voice	Sametime contact name changes after receiving VM from that person
CSCtb72626	4	voicemail	Voicemails remain in local cache after abnormal Sametime exit

You can find the latest caveat information for Cisco Unified Messaging with Lotus Sametime version 8.5(1) by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

Bug Toolkit is available at www.cisco.com/go/bugs. Fill in your query parameters by using the custom settings in the Advanced Settings option.



Note

To access Bug Toolkit, you must be signed in to Cisco.com as a registered user.

Release notes for all versions of Cisco Unified Messaging with Lotus Sametime are available at http://www.cisco.com/en/US/products/ps9830/prod_release_notes_list.html.

Troubleshooting Information

- [Status Bar in Cisco Voicemail Application Panel, page 17](#)
- [Creating a Problem Report, page 17](#)
- [User Unable to Play Voice Messages Because of Port Conflicts, page 17](#)

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

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- Step 1** Locate your IBM Lotus Sametime logs files:
- From the File menu, select **Preferences**.
 - Open the Cisco tab on the left.
 - 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 trace-log-0.xml file log 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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