Release Notes for Cisco UC Integration for Microsoft Lync Release 8.5

March 27, 2012

These release notes describe features and caveats for all versions of Cisco UC Integration for Microsoft Lync Release 8.5(6). The Cisco UC Integration for Microsoft Lync works with the following applications:

- Microsoft Lync
- Microsoft Office Communicator

Cisco UC Integration for Microsoft Lync uses Cisco Unified Client Services Framework. Cisco Unified Client Services Framework provides Cisco telephony services and next-generation media services for Cisco UC Integration for Microsoft Lync.

To access the latest software upgrades for all versions of Cisco UC Integration for Microsoft Lync, navigate to the Download Software page from the following URL:

http://www.cisco.com/en/US/products/ps11390/tsd_products_support_series_home.html

Contents

- Introduction, page 2
- System Requirements, page 2
- Finding Documentation, page 13
- New and Changed Information, page 14
- Installation Notes, page 16
- Limitations and Restrictions, page 16
- Important Notes, page 17
- Caveats, page 38
- Troubleshooting, page 43
- Obtaining Documentation and Submitting a Service Request, page 44

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Introduction

These release notes describe requirements, restrictions, and caveats for Cisco UC Integration for Microsoft Lync Release 8.5. These release notes are updated for every maintenance release but not for patches or hot fixes.

Before you install Cisco UC Integration for Microsoft Lync, review this document for information about issues that might affect your system. For a list of the open caveats, see Open Caveats, page 39.

System Requirements

- Network Requirements, page 2
- Server Requirements, page 4
- Client Computer Requirements, page 7
- Cisco Unified IP Phone Requirements, page 11

Network Requirements

Table 1 Ports Used for Inbound Traffic by Cisco Unified Client Services Framework

Port	Protocol	Description
16384-32766	UDP	Receives Real-Time Transport Protocol (RTP) media streams for audio and video. These ports are configured in Cisco Unified Communications Manager. For more information about device configuration files, see the *Cisco Unified Communications Manager System Guide*: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Table 2 Ports Used for Outbound Traffic by Cisco Unified Client Services Framework

Port	Protocol	Description
69	UDP	Connects to the Trivial File Transfer Protocol (TFTP) server to download the TFTP file.
80	TCP HTTP	Connects to services such as Cisco Unified MeetingPlace for meetings, Cisco Unity or Cisco Unity Connection for voicemail features.
143	IMAP (TCP/TLS)	Connects to Cisco Unity or Cisco Unity Connection to retrieve and manage the list of voice messages for the user, and the voice messages themselves.
389	TCP	Connects to the LDAP server for contact searches.
443	TCP HTTPS	Connects to services such as Cisco Unified MeetingPlace for meetings, Cisco Unity or Cisco Unity Connection for voicemail features.

Table 2 Ports Used for Outbound Traffic by Cisco Unified Client Services Framework

Port	Protocol	Description
636	LDAPS	Connects to the secure LDAP server for contact searches.
993	IMAP (SSL)	Connects to Cisco Unity or Cisco Unity Connection to retrieve and manage the list of voice messages for the user, and the voice messages themselves.
2748	TCP	Connects to the CTI gateway, which is the CTIManager component of Cisco Unified Communications Manager.
4224	TCP (CAST)	Connects to the IP Phone via CAST for enabling video while in desktop phone mode.
5060	UDP/TCP	Provides Session Initiation Protocol (SIP) call signaling.
5061	TCP	Provides secure SIP call signaling.
7993	IMAP (TLS)	Connects to Cisco Unity Connection to retrieve and manage the list of secure voice messages for the user, and the secure voice messages themselves.
8191	TCP	Connects to the local port to provide Simple Object Access Protocol (SOAP) web services.
8443	TCP, HTTPS	Connects to the Cisco Unified Communications Manager IP Phone (CCMCIP) server to get a list of currently assigned devices. In a single sign on (SSO) deployment, this connects to the Cisco Unified Communications Manager User Data Service (UDS) instead of CCMCIP. In an SSO deployment, an outbound HTTPS connection is made to the OpenAM server. Typically, port 8443 is configured on the OpenAM server for this connection. However, the administrator of the OpenAM server might configure the server to use a different port for HTTPS traffic, for example, 443.
16384-32766	UDP	Sends RTP media streams for audio and video.

Table 3 Ports Used By Cisco UC Integration for Microsoft Lync

Port	Protocol	Description	Key Value Name
44442	HTTP	The Cisco UC Integration for Microsoft Lync process, cucimoc.exe, listens for events from Cisco Unified Client Services Framework on this port.	CUCIMOCCSFPort

Server Requirements

Table 4 Cisco UC Integration for Microsoft Lync Server Requirements

Item	Release
Cisco Unified Communications Manager	8.6(*x*) releases **Note** Please refer to Open Caveats, page 39 for information on caveats that affect support for this release. 8.5(1) or later 8.5(*x*) releases[1] 8.0(1) or later 8.0(*x*) releases 7.1(5) or later 7.1(*x*) releases 6.1(4) or later 6.1(*x*) releases 6.1(3) with Cisco Options Package (COP) file to create the Cisco Unified Client Services Framework device type **Note** Cisco UC Integration for Microsoft Lync does not support multiple Cisco Unified Client Services Framework devices. **Note** Computer Telephony Integration (CTI) servitude is supported. This enables another application to control Cisco UC Integration for Microsoft Lync.
Communications server	Microsoft Lync Server 2010 Microsoft Office Communications Server 2007 R2
Cisco Unity	8.0 with Microsoft Exchange 2007 on another server, or in a failover configuration 8.0 with Microsoft Exchange 2003 on the same server, on another server, or in a failover configuration 7.0(2) with Engineering Special (ES) 19 or later, with Microsoft Exchange 2007 on another server, or in a failover configuration 7.0(2) with Engineering Special (ES) 19 or later, with Microsoft Exchange 2003 on the same server, on another server, or in a failover configuration
Cisco Unity Connection	8.6(x) 8.5(1) or later 8.0(1) or later 7.1(4) or later Cisco UC Integration for Microsoft Lync supports all of these releases in systems where publisher and subscriber Cisco Unity Connection servers are integrated in an active-active configuration, regardless of whether or not failover is configured.

Table 4 Cisco UC Integration for Microsoft Lync Server Requirements

Item	Release
Cisco Unified MeetingPlace	For conference calls with video: • 8.0 or later • 7.0 or later • Cisco Unified MeetingPlace Express VT 2.0 For meetings: • 8.0 or later • 7.0 or later **Note** Cisco WebEx Meeting Center is only supported when integrated with Cisco Unified MeetingPlace using MeetingPlace scheduling. This is formerly known as type 1 integration. WebEx scheduling, that is, type 2 integration, is *not* supported.
Cisco Unified Videoconferencing Multipoint Control Unit (MCU)	7.1 7.0 5.7 5.6
Cisco Unified Survivable Remote Site Telephony	8.5 with IOS 15.1(1)T with Cisco Unified Communications Manager Release 8.5 8.0 with IOS 15.1(1)T with Cisco Unified Communications Manager Release 8.0 7.1 with IOS 12.4(24)T with Cisco Unified Communications Manager Release 7.1(2) 7.0 with IOS 12.4(20)T with Cisco Unified Communications Manager Release 7.0(1) 4.2 with IOS 12.4(11)XW5 with Cisco Unified Communications Manager 6.1(3)
LDAP with Single Sign On (SSO)	Microsoft Active Directory 2008 Microsoft Active Directory 2003
LDAP without SSO	Microsoft Active Directory 2008 Microsoft Active Directory 2003 OpenLDAP 2.4
Access management software	OpenAM server Release 9
Cisco Unified Communications Manager, Business Edition 3000	8.6.3 or later 8.6(x) releases **Note** The Business Edition 3000 server is not as feature rich as the full Cisco Unified Communications Manager. Several features are not implemented. This reduces the functionality available to Cisco UC Integration for Microsoft Lync. Refer to Cisco Unified Communications Manager, Business Edition 3000, page 18 for additional information.

1. Required for SSO features.

Note You can configure Cisco UC Integration for Microsoft Lync in a large number of contexts, and you can include or exclude particular features. The application is tested in the most common configuration contexts, but due to production constraints, not all configurations are tested.

User-Based Licensing Requirements for Cisco Unified Communications Manager Release 8.0 and Later

DLUs do not apply to Cisco Unified Communications Manager Release 8.0 or later. Instead the following license requirements apply:

Description	License Required
User has a Cisco Unified IP Phone	Adjunct user license
User has no other phone connected to Cisco Unified Communications Manager	Enhanced license

DLUs Required for Cisco Unified Communications Manager 6.1(4) and 6.1(3)

Release	Device License Units (DLUs) Required
7.1(*x*), 6.1(4)	Three DLUs are required if you use Cisco UC Integration for Microsoft Lync as a primary phone. If you use Cisco UC Integration for Microsoft Lync in *adjunct mode*, only one license is required. When you use a phone in adjunct mode, you associate a secondary device with the primary device and consume only one device license for each device.
6.1(3)	Three DLUs are always required, whether you use Cisco UC Integration for Microsoft Lync as a primary phone, or in adjunct mode.

Note If you use Cisco Unified Workspace Licensing (CUWL), typically lots of DLUs are available. If you start to use Cisco UC Integration for Microsoft Lync with Cisco Unified Communications Manager 6.1(3), then move to 6.1(4) the extra DLUs become available again after you upgrade.

Client Computer Requirements

Hardware Requirements

Table 5 Hardware Requirements for Desktop and Laptop Computers for Audio and Video in Various Modes

Item	Audio Only	QCIF	CIF	VGA	720HD
Memory	1 GB	1 GB	1 GB	1 GB	2 GB
Available disk space before the application is started	350 MB	350 MB	350 MB	350 MB	500 MB
Available disk space	1 GB	1 GB	1 GB	1 GB	1 GB
Minimum Windows Experience Index (WEI) processor score[1]	2.0	4.0	4.0	4.8	5.9 and a system with at least four CPU cores.
Video card					
A DirectX 9-compatible graphics card with this video RAM:					
Windows XP	Not applicable	128 MB	128 MB	128 MB	256 MB
Windows Vista	Not applicable	256 MB	256 MB	256 MB	256 MB
Windows 7	Not applicable	256 MB	256 MB	256 MB	256 MB
I/O ports	When you use USB audio and video, USB 2.0 is required.				HD-capable USB 2.0 web camera, HDMI capture card, and HD camera.

1. Windows XP does not provide a WEI processor score.

Tested Video Devices

The video cameras tested with Cisco UC Integration for Microsoft Lync are as follows:

- Cisco VT Camera II
- Tandberg PrecisionHD

The following computers with built-in video cameras were tested with Cisco UC Integration for Microsoft Lync are:

- Acer TravelMate 5730

Tested Audio Devices

The audio devices tested with Cisco UC Integration for Microsoft Lync are as follows:

- Jabra BIZ 620 USB
- Jabra BIZ 2400 USB
- Jabra GO6470
- Jabra GN9350e
- Jabra GN5390
- Jabra GN9350
- Jabra Pro9470
- Polycom CX100 Speakerphone USB

Note If you are using your computer for phone calls, and are using the Jabra GN9350 headset, when you receive a call, the headset alerts you. If you press the answer button on the headset, the phone call is ended.

The following Plantronics audio devices have also been tested and work with Cisco UC Integration for Microsoft Lync:

- Blackwire USB wired headset family.
- Calisto USB handset/speakerphone family.
- CS50 and CS60 USB wireless headset system family.
- DA45 USB adapter family for use with Plantronics H-series headsets, also known as H-top headsets.
- Savi Office wireless headset system family, DECT.
- Voyager PRO UC Bluetooth headset system family.

Note The -M models of the Blackwire and Voyager headset families have not been tested with Cisco UC Integration for Microsoft Lync.

Software Requirements

Table 6 Software Requirements for Cisco UC Integration for Microsoft Lync

Item	Description
Operating system	Windows 7 Professional, Enterprise, or Ultimate, 32-bit or 64-bit Windows Vista SP2 Business, Enterprise, or Ultimate, with DirectX 10, 32-bit or 64-bit Windows XP SP3 with DirectX 9.0c, 32-bit only **Note** Ensure that the latest display drivers are installed on your computer so that your display functions correctly with DirectX.
Microsoft Visual C++ 2005 Redistributable Package	Version 8.0.59193 **Note** The redistributable package must be installed before you install Cisco UC Integration for Microsoft Lync, if you are using MSI to install.
Microsoft Lync or Microsoft Office Communicator	Microsoft Lync 2010 Microsoft Office Communicator 2007 R2
Applications that can use click-to-call features	Microsoft Outlook 2010[1] Microsoft Outlook 2007 SP1[1] Microsoft Outlook 2003[1] Microsoft Word 2010[1] Microsoft Word 2007[1] Microsoft Word 2003[1] Microsoft Excel 2010[1] Microsoft Excel 2007[1] Microsoft Excel 2003[1] Microsoft PowerPoint 2010[1] Microsoft PowerPoint 2007[1] Microsoft PowerPoint 2003[1] Microsoft SharePoint 2010[1] [2] Microsoft SharePoint 2007[1] [2] Microsoft SharePoint 2003[1] [2] Microsoft Internet Explorer 7.0 or later[1] Mozilla Firefox 3.6 - 9.0 (32 bit)
Software framework	Microsoft .NET 3.5 SP1

1. 32-bit edition only.
2. You cannot use click to call with Microsoft SharePoint if you are using Microsoft Office 2010.

Note If you are using McAfee anti-virus software, due to a memory issue with Presentationhost.exe, you must use McAfee 8.0 Patch 16 or later, or McAfee 8.5 Patch 5 or later.

Software Interoperability with Cisco Unified Client Services Framework

Before you deploy Cisco UC Integration for Microsoft Lync to the computers of your users, ensure that there are no other applications installed on the computers of your users that use Cisco Unified Client Services Framework. The following applications use Cisco Unified Client Services Framework:

- Cisco Unified Personal Communicator Release 8.0 or later
- Cisco Unified Communications Integration for Cisco WebEx Connect

Software Interoperability with Click to Call

If you plan to install click-to-call features with Cisco UC Integration for Microsoft Lync, ensure that your client computers do not have the standalone version of Cisco Click to Call installed. These two products are not interoperable.

Software Interoperability with Cisco Jabber

Cisco Jabber and Cisco UC Integration for Microsoft Lync cannot be installed and run on the same client computer. Installation of Cisco Jabber may prevent Cisco UC Integration for Microsoft Lync from being able to successfully sign in. Refer to caveat **CSCty89028** in Open Caveats, page 39 for additional information.

Codecs for Use with Cisco UC Integration for Microsoft Lync

A codec is an implementation of an algorithm capable of performing encoding and decoding on a digital data stream. Codecs are used to encode and decode data, such as sound and video streams, that would otherwise use large amounts of network bandwidth when transmitted or disk space when stored.

Video Codecs

You can use the following video codecs with Cisco UC Integration for Microsoft Lync:

- H.264/AVC

Audio Codecs

You can use the following audio codecs with Cisco UC Integration for Microsoft Lync:

- G.711a, µ-law
- G.722 (wide band)
- G.729a, G.729ab
- Internet Low Bit Rate Codec (iLBC)
- Internet Speech Audio Codec (iSAC). iSAC is only available on Cisco Unified Communications systems that include Cisco Unified Communications Manager Release 8.0 or later.

Correct Hardware Specification Not Detected on Windows XP SP2

Table 6 states that the minimum service pack requirement for Cisco UC Integration for Microsoft Lync on Windows XP is SP3. We recommend that you do not install Cisco UC Integration for Microsoft Lync on Windows XP with SP2. If you do install Cisco UC Integration for Microsoft Lync on Windows XP with SP2, you must install the latest patches for the operating system.

Cisco UC Integration for Microsoft Lync on Windows XP with SP2 cannot detect the correct hardware specification of the computer. This causes the application to attempt to render video at a resolution that the computer is not capable of. This in turn causes high CPU usage which significantly impairs the responsiveness of the computer.

Tested VPN Clients

The virtual private network (VPN) clients tested with Cisco UC Integration for Microsoft Lync are as follows:

- Cisco VPN Client 5.0
- Cisco Anyconnect VPN Client 2.2, 2.3, and 2.4

Cisco Unified IP Phone Requirements

Table 7 lists the Cisco Unified IP Phone models that are supported for Cisco UC Integration for Microsoft Lync, and whether Skinny Call Control Protocol (SCCP) and Session Initiation Protocol (SIP) are supported:

Table 7 Phones Supported by Cisco UC Integration for Microsoft Lync

Phone	SCCP	SIP	Supports Video with CAST
Cisco IP Communicator	Yes	Yes	Not applicable
9971	Not applicable	Yes	Yes[1]
9951	Not applicable	Yes	Yes[1]
8961	Not applicable	Yes	Yes[1]
8945	Yes	Yes	No[2]
8941	Yes	Yes	No[2]
7985G	Yes	Not applicable	No
7975G	Yes	Yes	Yes[3]
7971G[4]	Yes	Yes	Yes[3]
7970G[4]	Yes	Yes	Yes[3]
7965G	Yes	Yes	Yes[3]
7962G	Yes	Yes	Yes[3]
7961G-GE[4]	Yes	Yes	Yes[3]
7961G[4]	Yes	Yes	Yes[3]
7960G	Yes	Not applicable	Yes
7945G	Yes	Yes	Yes[3]

Table 7 Phones Supported by Cisco UC Integration for Microsoft Lync (continued)

Phone	SCCP	SIP	Supports Video with CAST
7942G	Yes	Yes	Yes[3]
7941G-GE[4]	Yes	Yes	Yes[3]
7941G[4]	Yes	Yes	Yes[3]
7940G	Yes	Not applicable	Yes
7931G	Yes	Not applicable	Yes
7925G	Yes	Not applicable	No
7921G	Yes	Not applicable	No
7920G[4]	Yes	Not applicable	No
7912G[4]	Yes	Not applicable	No
7911G	Yes	Yes	Yes[3]
7910G[4]	Yes	Not applicable	No
7906G	Yes	Yes	No
7905G[4]	Yes	Not applicable	No
7902G[4]	Yes	Not applicable	No
6961	Yes	Not applicable	Yes
6945	Yes	Yes	Yes
6941	Yes	Not applicable	Yes
6921	Yes	Not applicable	Yes
6911	Yes	Not applicable	Yes
6901[5]	Yes	Not applicable	No

1. CAST operation is not enabled if a Cisco Unified Video Camera is attached to the phone. The video is displayed on the phone.
2. This phone does not have a detachable camera. CAST cannot be enabled. Video can only be displayed on the phone, not the desktop
3. An SCCP firmware load is required to support video.
4. This phone is at the end of software maintenance.
5. This phone does not support speakerphones or headsets.

When you have Cisco UC Integration for Microsoft Lync set to use your desk phone for phone calls, video is only supported on SCCP phones. The PC Port and Video Capabilities fields must be enabled for the phone in Cisco Unified Communications Manager. The phone must be connected to the controlling computer by Ethernet cable. For more information, see Users Might See Lower Video Quality When Computer Is Connected to Some Models of Cisco Unified IP Phone, page 34.

Note For 7931G phones to function correctly with Cisco UC Integration for Microsoft Lync, you must set the value of the Outbound Call Rollover to field to **No Rollover** in Cisco Unified Communications Manager.

Note Refer to Open Caveats, page 39 for information on a caveat pretaining to the 9971 model phone.

About Audio and Video Quality

This application is designed to provide premium voice quality under a variety of conditions; however, in some instances users may notice interruptions of audio transmission or temporary audio distortions (“Artifacts”) which are considered a normal part of the operation of the application.

These artifacts should be infrequent and temporary when using the application:

- On a workstation meeting the recommended configuration requirements.
- On a network that meets the recommended quality criteria in the Cisco Unified Communication Solution Reference Design Document.

We take reasonable measures to interface with the operating system in ways that decrease the likelihood that other applications running on the system will interfere with the software phone audio and video quality. However, the shared nature of system environments in which these products run is very different than a closed environment like Cisco Unified IP Phones and we cannot guarantee equivalent performance.

The following are some conditions that may cause artifacts:

- Spike in usage of the CPU of the personal computer - where CPU utilization is between 75 to 100% - due to launching applications, system processes or processing happening within other applications running.
- The system is running low on available physical memory.
- Other applications using large amounts of bandwidth to or from the workstation to the network.
- Other network bandwidth impairments.
- Dynamic reduction in CPU clock speed due to power management policy (for example, laptops running on battery power) or thermal protection causing the CPU to run in a more highly-loaded condition.
- Any other condition that causes the application to lose timely access to the network or audio system, for example, interference from third-party software.

Avoiding or recovering from the conditions previously listed will help minimize audio distortion artifacts.

Finding Documentation

Provide the following URL to your users:

http://www.cisco.com/en/US/products/ps11390/products_user_guide_list.html

For a complete list of documents, see the *Documentation Guide for Cisco UC Integration for Microsoft Lync* at http://www.cisco.com/en/US/products/ps11390/products_documentation_roadmaps_list.html.

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco Unity Documentation

Refer to the Cisco Unity Documentation Guide and other publications specific to your Cisco Unity release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html

Cisco Unity Connection Documentation

Refer to the Cisco Unity Connection Documentation Guide and other publications specific to your Cisco Unity Connection release. Navigate from the following URL:

http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/cisco/web/psa/maintain.html?mode=prod&level0=278875240

Cisco Unified MeetingPlace Documentation

Refer to the Cisco Unified MeetingPlace Documentation Guide and other publications specific to your Cisco Unified MeetingPlace release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/ps5664/ps5669/tsd_products_support_series_home.html

Tips for Searching Cisco Documentation

We recommend using the external Google Search (http://www.google.com) to find information.

Use the following formula in the search field:

<*product name*> <*release number*> <*topic keywords*> **site:cisco.com**

Examples of Google Search entries:

- meetingplace 7.0 recording disk space site:cisco.com
- mobility advantage 7.0 compatibility matrix site:cisco.com
- presence 7.0 disaster recovery site:cisco.com

New and Changed Information

Release 8.5(6)

This release unifies the client experience between the standalone Cisco UC Integration for Microsoft Lync application and the version running on virtualized clients. For information on the virtualized clients, refer to the following documentation locations:

- http://www.cisco.com/en/US/products/ps11976/prod_release_notes_list.html
- http://www.cisco.com/en/US/docs/voice_ip_comm/vxc/english/vxc_6215_1-0/rn_fw_8.6/6215_uc_fw_rn.html

Release 8.5(5)

This release provides the following new functionality and enhancements:

- DSCP Packet Marking
- Preferred Audio and Video Device Selection
- Administrators can now control what Active Directory fields are queried during a user search when Enhanced Directory Integration is enabled.
- When an incoming call is received, or an outgoing call is made, to a number not in the users contact list or communication history, an LDAP query is performed to find that number within the directory. If a match is found, the client can then display contact information about this number. This lookup can now be disabled by setting the **LDAP_DisableNumberLookups** registry setting to **false**. This will disable all phone number lookups. The client will not be able to display contact information for any incoming or outgoing numbers if this value is set to **false**.

Release 8.5(3)

This release provides the following new functionality and enhancements:

- A busy tone is now provided instead of a reorder tone in Japanese installations.
- A browser pop-up screen has been added that contains transfer, internal number, and external number identification information for accepted inbound calls.
- Forced Authorization Codes (FAC) are now supported. Refer to Forced Authorization Codes, page 20 for information on this feature.
- Client Matter Codes (CMC) are now supported. Refer to Client Matter Codes, page 20 for information on this feature.
- Registry keys are now provided to suppress specific error codes. Refer to Suppressing Error Codes, page 20 for information on this feature.
- The application now supports an account lockup prevention mechanism. Refer to Account Lockout Prevention, page 21 for information on this feature.
- The registry setting **DeskphoneStartupMode** is now available for use with Active Directory configuration through Basic or Enhanced Directory Integration.
- Support for ringtone customization.
- Many defects have been fixed. See Resolved Caveats, page 40 for the list of defects fixed in this release.

Release 8.5(2)

This release provides the following new functionality and enhancements:

- Added support for Enhanced Directory Integration (EDI). EDI uses native Windows APIs. If you select to use EDI, you might not need to do any further configuration, depending on how your clients can access the directory.
- Added support for using video when you have Cisco UC Integration for Microsoft Lync set to use your desk phone for phone calls on 64-bit editions of Windows 7.
- Added registry setting to enable administrators to enable or disable video calls for individual users.

- Added support for configuration of Cisco UC Integration for Microsoft Lync to display caller information in Internet Explorer when a user answers a call.
- Added registry setting to enable administrators to configure Cisco Unified Client Services Framework to use Cisco Unified Communications Manager group information to determine which CTIManager servers to use. This enables you to balance the load of CTI traffic from Cisco UC Integration for Microsoft Lync to Cisco Unified Communications Manager servers.
- Added option to enable users to select whether to call the default number for a contact automatically, or to show a dialog box from which the user can select the number to call.
- Many defect fixes. See Resolved Caveats, page 40 for the list of defects fixed in this release.

Release 8.5(1)

This release provides the following new functionality and enhancements:

- Added support for Microsoft Lync and Microsoft Lync Server.
- Added support for click-to-call features in Microsoft Office 2010 applications.
- The single sign on (SSO) feature allows users to sign in to a Windows domain, then use Cisco UC Integration for Microsoft Lync without signing in again.
- Many user interface enhancements.

Installation Notes

For step-by-step installation and upgrade instructions, see the *Installation Guide for Cisco UC Integration for Microsoft Lync*:

http://www.cisco.com/en/US/products/ps11390/prod_installation_guides_list.html

Limitations and Restrictions

Review Table 8 before you work with Cisco UC Integration for Microsoft Lync. Table 8 lists KNOWN limitations that will not be fixed, and there is not always a workaround. The table is sorted by severity, then by identifier in alphanumeric order.

Some features might not work as documented, and some features could be affected by recent changes to the product. Make sure to read the Important Notes, page 17.

For information about open and resolved caveats, see Open Caveats, page 39, and Resolved Caveats, page 40.

Table 8 Closed Caveats for Cisco UC Integration for Microsoft Lync

Identifier	Severity	Component	Headline
CSCtf64972	3	video-windows	Video separates from conv. window when dragging window, worse on low-end

Table 8 Closed Caveats for Cisco UC Integration for Microsoft Lync (continued)

Identifier	Severity	Component	Headline
CSCth90767	3	accessibility	CUCIMOC Login fail when WindowsUpdate KB979909 & KB976769v2 installed
CSCtq39848	3	signin	CuciLync MR: Potential password exposure

Important Notes

Warning **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.**

- Cisco Unified Communications Manager, Business Edition 3000, page 18
- DSCP Packet Marking, page 18
- Preferred Audio and Video Device Selection, page 20
- Forced Authorization Codes, page 20
- Client Matter Codes, page 20
- Suppressing Error Codes, page 20
- Account Lockout Prevention, page 21
- Cisco Unified Communications Manager 6.1(3) and Conference Participant Lists, page 21
- Upgrading from Microsoft Windows XP SP2 to SP3, page 21
- Searching for Contacts That Do Not Have Unique Information, page 21
- Other Party Hears Cuts or Clips in Audio on a Call, page 22
- Users Hear Echo on Calls, page 22
- Voice Messages Show a Duration of Zero, page 22
- Adding an Audio Call to a Video Call Results in an Audio Call, page 22
- Users of Cisco Unified IP Phone 8900 and 9900 Series Models Cannot Control Desk Phone, page 23
- JTAPI Error When a Call Is Placed, page 23
- Opening and Closing Conversation History Window Repeatedly Causes Large Memory Usage, page 23
- Limitation with Shared Lines When Deploying with Cisco Unified SRST, page 23
- Application Might Not Start in Some Circumstances Due to Office Communicator Automation API Error, page 24
- Specifying Audio Value Names, page 24
- How Cisco UC Integration for Microsoft Lync Determines the Audio Codec to Use on a Call, page 24
- Updating the Voicemail Server Value Name, page 25

- Changing the Version of JRE That Cisco UC Integration for Microsoft Lync Uses, page 25
- Conversation History Cleared When You Upgrade, page 26
- Configuring Users to Sign In Automatically in a Non-SSO Deployment, page 26
- Buttons on Cisco UC Pane Rendered Incorrectly, page 27
- Incoming Call Sounds Not Muted, page 28
- Click to Call Menu Items Might Appear Twice in Internet Explorer, page 28
- "On the Phone" Availability Status Not Available, page 28
- Shortcut for Click to Call Not Added to Taskbar, page 29
- User Is Asked to Allow Cisco UC Integration for Microsoft Lync to Open Web Content, page 29
- Notes on Video, page 29
- Video Troubleshooting Tips, page 33
- Notes on Cameras, page 35
- Camera Troubleshooting Tips, page 36
- Usage of English-Language and Translated User Documentation, page 37
- Corrections to User Documentation, page 37
- Caveats, page 38

Cisco Unified Communications Manager, Business Edition 3000

Release 8.5(6) introduces support for Cisco Unified Communications Manager, Business Edition 3000 Release 8.6(3) and later. Versions prior to this are not supported.

Business Edition 3000 is not as feature rich as the full version of Cisco Unified Communications Manager. The following features are not supported:

- Visual voicemail
- Desktop phone video
- Conference bridge integration
- Call Park

The following link provides additional information about Business Edition 3000:

http://www.cisco.com/en/US/products/ps11370/prod_literature.html

DSCP Packet Marking

Differentiated Services Code Point (DSCP) is an IP field responsible for classification of IP packets. It allows for Quality of Service on IP networks where packet priority is dependent on the DSCP value. Packets with higher DSCP values are given a higher priority as they traverse the network.

Applications running on Windows XP have the ability to set DSCP values without interference from the operating system. Windows Vista and 7 take away this ability. These operating systems reset all DSCP values to zero that have been set by the application if the user is not an administrator and the UAC user account control setting is turned on. This was the behavior on Cisco UC Integration for Microsoft Lync

releases prior to 8.5(5). In summary, whereas the DSCP packet markings are application driven on Windows XP, they are operating system driven for Windows Vista and 7 in the non-Administrative user / UAC case.

Cisco UC Integration for Microsoft Lync 8.5(5) includes changes to ensure that audio and video streams are always set up within separate, specific port ranges. This is necessary because the Windows Vista and 7 operating systems need to mark DSCP values for audio and video packets differently and thus need a way to discover how to separately identify audio and video streams. Since the Cisco UC Integration for Microsoft Lync 8.5(5) changes guarantee that audio will always be set up within one port range and video in another, an OS Group Policy can be configured to distinguish one from the other and mark the media packets appropriately.

Perform the following procedure to create audio and video group policies:

Procedure

Step 1 Go to the Cisco Unified Communications Manager administration page.

Step 2 Select **Device > Device Settings > SIP Profile** from the menu and select the applicable SIP profile.

Step 3 Note the values in the **Start Media Port** and **Stop Media Port** fields.

The port range between these two numbers is the port range all media streams use. From that port range you need two port ranges; an audio port range and a video port range. Calculate these ranges by allocating the bottom half of the range to audio and the top half to video.

Step 4 Use the instructions found at the following link to create the new DSCP group policies: http://technet.microsoft.com/en-us/library/cc771283.aspx.

Step 5 Using the instructions from Step 4, create a new audio policy with the following attributes:

- **Policy name:** CUPC_Audio (Wizard Page 1)
- **Specify DSCP value:** 46 (Wizard Page 1)
- **Only applications with this executable name:** cucsf.exe (Wizard Page 2)
- **Select the protocol this QoS policy applies to:** UDP (Wizard Page 4)
- **From this source port number or range as:** The audio port range calculated in Step 3 (Wizard Page 4)

Step 6 Using the instructions from Step 4, create a new video policy with the following attributes:

- **Policy name:** CUPC_Video (Wizard Page 1)
- **Specify DSCP value:** 34 (Wizard Page 1)
- **Only applications with this executable name:** cucsf.exe (Wizard Page 2)
- **Select the protocol this QoS policy applies to:** UDP (Wizard Page 4)
- **From this source port number or range as:** The video port range calculated in Step 3 (Wizard Page 4)

Step 7 Using the instructions from Step 4, create a new video policy with the following attributes:

- **Policy name:** CUPC__Deskphone_Video (Wizard Page 1)
- **Specify DSCP value:** 34 (Wizard Page 1)
- **Only applications with this executable name:** cucsf.exe (Wizard Page 2)
- **Select the protocol this QoS policy applies to:** UDP (Wizard Page 4)
- **From this source port number or range as:** 5445

Preferred Audio and Video Device Selection

Note This feature only applies to Microsoft Lync. Audio and video device selection for the Microsoft Office Communicator Release 2 integration, while still supported, is wholly controlled by the Microsoft Office Communicator client and is unaffected by these changes.

Cisco UC Integration for Microsoft Lync Release 8.5(5) adds capabilities for the selection of preferred audio and video devices.

When Cisco UC Integration for Microsoft Lync is first installed, the devices selected as defaults by the operating system become the currently selected devices. If the user has a preferred audio or video device they wish to use when it is available, they will select it on the **Audio** or **Video** tab of the **Options** window and click **Apply** after selection is complete. Once applied, the chosen devices will override any other plugged in devices.

If the preferred device is removed from the workstation, Cisco UC Integration for Microsoft Lync will revert to using the operating system default devices. If the preferred device is removed from the workstation and a new device of the same type (audio or video) is introduced, this new device will become the currently selected device. If an additional device is introduced to the workstation while the preferred device is still present, it must be explicitly selected to become the new preferred device.

Forced Authorization Codes

Forced Authorization Codes (FAC) allow for the limiting of phone usage to certain numbers by requiring users to enter authorization codes. When the user calls a number associated with an FAC route pattern, they will be prompted to enter the associated code. If the code is correct the call is allowed to proceed.

Client Matter Codes

Client matter codes (CMC) allow you to manage call access and accounting. CMC assists with call accounting and billing for billable clients by forcing the user to enter a code to specify that the call relates to a specific client matter. You can assign client matter codes to customers, students, or other populations for call accounting and billing purposes.

Suppressing Error Codes

Cisco UC Integration for Microsoft Lync has the ability to suppress error codes. These error codes may be displayed erroneously due to installation or configuration particulars that do not represent actual error conditions.

This suppression is accomplished by creating the following registry keys in *HKEY_CURRENT_USER\Software\Policies\Cisco Systems, Inc.\Unified Communications\CUCIMOC*:

- **SuppressedErrorCodes** - The error codes to be suppressed. Error codes are acquired by inspecting server logs.
- **SuppressedServerTypes** - The server producing the error code to be suppressed. Server codes are as follows:
  - CtiManager - 1

- CUCM - 2
- LDAP - 3
- Visual Voicemal MailStore - 4
- Visual Voicemail System - 5
- CAST - 6
- SRST - 7
- CUP - 8
- NotSet - 9
- MeetingPlace - 10

Account Lockout Prevention

Cisco UC Integration for Microsoft Lync has measures to prevent user account lockup when passwords have been changed during a user session. These measures are triggered when the registry setting **EnableActiveDirectoryLockoutPolicy** contains the value **1**. This value is located in the registry at *HKEY_CURRENT_USER\Software\Policies\Cisco Systems, Inc.\Unified Communications\CUCIMOC*. It is a String value.

When this registry value is set and a password change occurs during a user session, a popup window is displayed to the user the next time credentials are required. The popup informs the user their current credentials are invalid and prompts them for a valid user name and password. Invalid credentials are deleted from the application and cannot be retrieved.

Cisco Unified Communications Manager 6.1(3) and Conference Participant Lists

If you use Cisco Unified Communications Manager 6.1(3), in conference calls the names of the participants are incorrect in the participant list.

Upgrading from Microsoft Windows XP SP2 to SP3

If you have Cisco UC Integration for Microsoft Lync installed on Microsoft Windows XP with SP2, and you plan to upgrade to SP3, you must first uninstall the following applications from the system:

- Cisco UC Integration for Microsoft Lync
- Microsoft Lync or Microsoft Office Communicator

After you upgrade the computer to Microsoft Windows XP with SP3, reinstall both applications.

Searching for Contacts That Do Not Have Unique Information

If you have Microsoft Outlook installed and you use the Microsoft Lync or Microsoft Office Communicator window to search for contacts, Microsoft Lync or Microsoft Office Communicator searches your Microsoft Outlook contacts.

If you try to place a call to a matched contact, and the contact does not have a unique email address, SIP address, or name, a dialog box displays all of the contacts in your corporate directory that match the criteria you searched for. Select the contact you require, then select **Call**.

Other Party Hears Cuts or Clips in Audio on a Call

When you are on a call with audio, or with audio and video, the other party might hear cuts or clips in your audio. The following table shows a possible solution to this problem. This solution relates only to particular audio devices, so you might not see the microphone boost setting referred to in the solution.

Operating System	Suggested Solution
Windows Vista, Windows 7	1. Open the microphone properties in your Control Panel. 2. Adjust the volume and the microphone boost levels to suit your requirements.
Windows XP	1. Open the advanced properties for recording audio in your Control Panel. 2. Modify the volume settings so that the microphone boost setting is not enabled.

Users Hear Echo on Calls

When you are on a call with audio, or with audio and video, you might hear an echo. Camera microphones often have issues with echo. If you have selected your camera microphone as your microphone device, consider using a non-camera microphone as your microphone device.

For information about how to select another microphone device, see the online help, or the *Frequently Asked Questions: Cisco UC Integration for Microsoft Lync*:

http://www.cisco.com/en/US/products/ps11390/products_user_guide_list.html

Voice Messages Show a Duration of Zero

When you view your voice messages, the duration of some messages might appear as zero. This problem occurs in releases of Cisco Unity and Cisco Unity Connection that are not supported by Cisco UC Integration for Microsoft Lync. To resolve this issue, upgrade your release of Cisco Unity or Cisco Unity Connection to a release that is supported by Cisco UC Integration for Microsoft Lync. For information on supported releases of Cisco Unity and Cisco Unity Connection, see Server Requirements, page 4.

Adding an Audio Call to a Video Call Results in an Audio Call

When you add an audio call to a video call, the party on the audio call does not receive a request to add video to their call. When the calls are merged, the call becomes an audio call.

Users of Cisco Unified IP Phone 8900 and 9900 Series Models Cannot Control Desk Phone

If users who have a Cisco Unified IP Phone 8900 or 9900 series model cannot use their desk phone from Cisco UC Integration for Microsoft Lync, you must add the users to the Standard CTI Allow Control of Phones supporting Connected Xfer and conf user group. For more information about how to do this, see the *Installation Guide for Cisco UC Integration for Microsoft Lync*:

http://www.cisco.com/en/US/products/ps11390/prod_installation_guides_list.html

JTAPI Error When a Call Is Placed

Users might see a JTAPI error about 15 seconds after they place a call, when Cisco UC Integration for Microsoft Lync is set to use the desk phone for phone calls.

To resolve this issue, ensure that your dial plan is set up correctly on Cisco Unified Communications Manager. In particular, ensure that Cisco Unified Communications Manager does not need to wait for more digits to be dialed.

For detailed information on setting up your dial plan, see the Cisco Unified Communications Manager Administration online help, or the *Cisco Unified Communications Manager Administration Guide* and the *Cisco Unified Communications Manager System Guide*:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Opening and Closing Conversation History Window Repeatedly Causes Large Memory Usage

On some computers, if you open and close the conversation history window repeatedly, the cucimoc.exe process might use a large amount of memory. To resolve this issue, you must install the following hotfix:

http://code.msdn.microsoft.com/KB981107/

Limitation with Shared Lines When Deploying with Cisco Unified SRST

If you have Cisco Unified Survivable Remote Site Telephony (SRST) set up in your Cisco Unified Communication system, you can continue to place and receive calls during a system failure. In these circumstances, the Cisco UC Integration for Microsoft Lync uses shared lines to enable you to continue to place and receive calls.

Cisco Unified SRST does not support shared lines with SIP phones. Cisco UC Integration for Microsoft Lync receives only alternate calls if both of the following conditions occur:

- Cisco UC Integration for Microsoft Lync is set to use your computer for phone calls.
- Cisco UC Integration for Microsoft Lync has the same directory number as a SIP desk phone.

However, the desk phone receives all calls.

Application Might Not Start in Some Circumstances Due to Office Communicator Automation API Error

After you install Cisco UC Integration for Microsoft Lync, then start Microsoft Lync or Microsoft Office Communicator, your Windows operating system might display a message that says "Cisco.Uc.Clients.Moc.UCClient has stopped working." Cisco UC Integration for Microsoft Lync does not start.

This issue can occur when Cisco UC Integration for Microsoft Lync cannot connect to the Office Communicator Automation API. For example, this issue can occur in the following circumstances:

- On Windows XP, if you have Microsoft Lync, Microsoft Office Communicator, or Windows Live Messenger installed, and you upgrade from SP2 to SP3.
- If you have Microsoft Lync, Microsoft Office Communicator, or Windows Live Messenger installed, and you uninstall Windows Live Messenger.

To fix this issue, perform a repair of Microsoft Lync or Microsoft Office Communicator, as shown in the following steps. Alternatively, reinstall Microsoft Lync or Microsoft Office Communicator.

Procedure

Step 1 Open the add or remove programs tool in the Control Panel.

Step 2 Select Microsoft Lync or Microsoft Office Communicator in the tool.

Step 3 Select **Click here for support information**.

Step 4 Select **Repair**.

Specifying Audio Value Names

Before you install Cisco UC Integration for Microsoft Lync, you must perform some configuration on the computers of your users. You can specify the Cisco Unified Client Services Framework client settings, including an Audio_ISAC_Advertised setting. This specifies whether to enable the advertising of the availability of the iSAC audio codec. Enter one of the following values for this setting:

- 0: Disables advertising.
- 1: Enables advertising.

The iSAC audio codec is only supported in Cisco Unified Communications Manager Release 8.0 and later.

For more information about how to configure this setting, see the *Installation Guide for Cisco UC Integration for Microsoft Lync*:

http://www.cisco.com/en/US/products/ps11390/prod_installation_guides_list.html

How Cisco UC Integration for Microsoft Lync Determines the Audio Codec to Use on a Call

Cisco UC Integration for Microsoft Lync uses Cisco Unified Communications Manager devices for your Cisco UC Integration for Microsoft Lync software, and for your desk phone.

The audio bit rate capability of these devices is one of several factors that determine the audio capability of Cisco UC Integration for Microsoft Lync for the user. You specify this bit rate capability in Cisco Unified Communications Manager.

To configure the bit rate capability of these devices, use the region settings of the device pool that the devices are in. The following settings affect the audio bit rate capability of the devices:

Release of Cisco Unified Communications Manager	Settings
8.0 or later	Max Audio Bit Rate
Earlier than 8.0	Audio Codec

For more information about region and device pool configuration in Cisco Unified Communications Manager, see the Cisco Unified Communications Manager Administration online help, or the *Cisco Unified Communications Manager Administration Guide*:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

When you place a call in Cisco UC Integration for Microsoft Lync, both endpoints advertise their audio codec capability to the Cisco Unified Communications Manager. The Cisco Unified Communications Manager selects the highest possible common codec between them. The default audio codec is G.711.

Updating the Voicemail Server Value Name

If you migrate from one voicemail system to another, or if the IP address or hostname of your voicemail server changes, you must also update the value of the voicemail server registry key value names.

If you do not update the value of the voicemail server registry key value names, users might still be able to access voice messages from the old voicemail system from the visual voicemail interface in Cisco UC Integration for Microsoft Lync.

For more information about voicemail server registry key value names, see the *Installation Guide for Cisco UC Integration for Microsoft Lync*:

http://www.cisco.com/en/US/products/ps11390/prod_installation_guides_list.html

Changing the Version of JRE That Cisco UC Integration for Microsoft Lync Uses

Cisco UC Integration for Microsoft Lync is installed with a particular version of Java Runtime Environment (JRE), with which the application has been tested and certified. You can change the version of JRE that the Cisco UC Integration for Microsoft Lync uses. However, the Cisco UC Integration for Microsoft Lync might not work correctly with a different version of JRE than the one that is installed with the Cisco UC Integration for Microsoft Lync.

To change the version of JRE that the Cisco UC Integration for Microsoft Lync uses, you change the values of the subkey names listed in Table 9.

Table 9 Registry Subkeys for JRE Version

Subkey Names	Description	Data Type
DisablePrivateJRE	If you do not want to install JRE with the Cisco UC Integration for Microsoft Lync, you must set the value of DisablePrivateJRE to 1. If you set this value to 1, the Cisco UC Integration for Microsoft Lync installation application does not install JRE. The Cisco UC Integration for Microsoft Lync uses the version of JRE that is on the client computer. DisablePrivateJRE is in the following registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Cisco Systems, Inc.\Unified Communications\CUCSF	REG_SZ
PrivateJREInstalled	If you already have the Cisco UC Integration for Microsoft Lync installed on your client computers, and you want the Cisco UC Integration for Microsoft Lync to *not* use the version of JRE that was installed with the Cisco UC Integration for Microsoft Lync, set the value of PrivateJREInstalled to 0. The Cisco UC Integration for Microsoft Lync stops using the version of JRE that is installed with the Cisco UC Integration for Microsoft Lync, and starts to use the version of JRE that is on the client computer. PrivateJREInstalled is in the following registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Unified Communications\CUCSF	REG_SZ

Conversation History Cleared When You Upgrade

Your conversation history is cleared if you upgrade Cisco UC Integration for Microsoft Lync in any of the following ways:

- Upgrade from Release 7.1 to Release 8.0(1)
- Upgrade from Release 8.0(1) to Release 8.0(2) or later

Configuring Users to Sign In Automatically in a Non-SSO Deployment

If you want to deploy Cisco UC Integration for Microsoft Lync in a non-SSO environment, you can use registry subkeys to configure your users so that they can be signed in automatically to Cisco UC Integration for Microsoft Lync. Group Policy administrative templates are provided with Cisco UC Integration for Microsoft Lync. You can use these templates to deploy these subkeys to your users.

You can get the administrative templates from the Administration Toolkit for Cisco UC Integration for Microsoft Lync. To access the Administration Toolkit, navigate to the Download Software page for Cisco UC Integration for Microsoft Lync from the following URL:

http://www.cisco.com/en/US/products/ps11390/tsd_products_support_series_home.html

Table 10 lists the subkeys that you can use to configure automatic sign in.

Table 10 Registry Subkeys for Automatic Sign In

Subkey Names	Description	Data Type
RememberMe	Set this value to 1 to enable Cisco UC Integration for Microsoft Lync to remember the details of the user when the user signs in.	DWORD
AutoLogin	Set this value to 1 to enable Cisco UC Integration for Microsoft Lync to automatically sign the user in when the user signs in to Microsoft Lync or Microsoft Office Communicator.	DWORD

The subkey entries in Table 10 are in the following registry key:

HKEY_CURRENT_USER\Software\Policies\Cisco Systems, Inc.\Unified Communications\CUCIMOC\

If Cisco UC Integration for Microsoft Lync does not find a policy setting for these entries, the same registry subkeys are created in the following location:

HKEY_CURRENT_USER\Software\Cisco Systems, Inc.\Unified Communications\CUCIMOC\

If you set the values of both of these subkey entries to 1, the following happens:

- When Cisco UC Integration for Microsoft Lync starts for the first time, the user can enter their user ID and password, then select **Sign In** to sign in.
- After the first time that the user signs in, Cisco UC Integration for Microsoft Lync signs the user in automatically every time the user starts Microsoft Lync or Microsoft Office Communicator.
- The **Automatically sign me in when I sign in to Microsoft Lync or Microsoft Office Communicator** option is not available in the Cisco UC Options dialog box.

If you do not set values for these subkey entries, the following happens:

- When Cisco UC Integration for Microsoft Lync starts for the first time, the user can enter their user ID and password, then select **Sign In** to sign in. The user can also select a **Remember Me** check box.
- The **Automatically sign me in when I sign in to Microsoft Lync or Microsoft Office Communicator** option is available in the Cisco UC Options dialog box.

Note If you upgrade your users from any previous release of Cisco UC Integration for Microsoft Lync to Release 8.5(3), users who previously selected the **Automatically sign me in when I sign in to Microsoft Lync or Microsoft Office Communicator** option, must sign in to Cisco UC Integration for Microsoft Lync again, then select the option again. The users do not need to sign in again after that.

Buttons on Cisco UC Pane Rendered Incorrectly

Problem The buttons on the Cisco UC pane might be rendered incorrectly in the following circumstances:

- You are running Cisco UC Integration for Microsoft Lync on Windows XP.
- Cisco UC Integration for Microsoft Lync is displayed on an external display.

- The external display is disconnected, and Cisco UC Integration for Microsoft Lync is displayed on the primary monitor.

Solution Perform the following steps:

1. Execute this command: **dxdiag**

   The DirectX Diagnostic Tool starts.
2. Select the **Display** tab.
3. Select **Disable** beside Direct3D Acceleration.

Incoming Call Sounds Not Muted

You can select the speakers that Microsoft Office Communicator uses. To do this, select  in the Microsoft Office Communicator title bar, then select **Tools > Setup Audio and Video**. If you select the speaker on your computer as the device to play program sounds, and your system sound is muted, your incoming call alerts are not muted.

This is a known issue with Microsoft Office Communicator and Windows.

Click to Call Menu Items Might Appear Twice in Internet Explorer

Problem When you open the menu that contains the click to call menu items, the Call and Call with Edit menu items might appear twice.

Solution Perform the following steps:

1. Access the following registry subkey:

   HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\MenuExt
2. Delete the Call and Call with Edit entries that are not related to your current Cisco UC Integration for Microsoft Lync installation.

"On the Phone" Availability Status Not Available

Problem Cisco UC Integration for Microsoft Lync includes custom availability statuses such as "On the Phone." These statuses are stored in the custom availability status file cisco-presence-states-config.xml. Microsoft Lync and Microsoft Office Communicator allow only 16 entries in the custom availability statuses file. Cisco UC Integration for Microsoft Lync supports more than 16 languages.

If a user is using a language that is not in cisco-presence-states-config.xml, they cannot see the custom availability status "On the Phone" when they select the presence button in Microsoft Lync or Microsoft Office Communicator . Other users see the availability status of this user as "Busy."

Solution Perform the following steps:

Step 1 Locate the cisco-presence-states-config-all-languages.xml file in the Administration Toolkit.

The cisco-presence-states-config-all-languages.xml file contains the custom availability status entries for all supported languages.

To access the Administration Toolkit, navigate to the Download Software page for Cisco UC Integration for Microsoft Lync from the following URL:

http://www.cisco.com/en/US/products/ps11390/tsd_products_support_series_home.html

Step 2 Save a copy of the cisco-presence-states-config-all-languages.xml file to your computer.

Step 3 Edit the cisco-presence-states-config-all-languages.xml file to suit your language requirements.

Ensure that you have no more than 16 entries in the file.

Step 4 Save the cisco-presence-states-config-all-languages.xml file with the filename cisco-presence-states-config.xml.

Step 5 Deploy cisco-presence-states-config.xml as normal.

For more information about custom availability statuses, see the *Installation Guide for Cisco UC Integration for Microsoft Lync*:

http://www.cisco.com/en/US/products/ps11390/prod_installation_guides_list.html

Shortcut for Click to Call Not Added to Taskbar

Problem Cisco UC Integration for Microsoft Lync does not add a shortcut to the quick launch area of your taskbar.

Solution This is expected behavior. Earlier releases of this product added a shortcut to the taskbar, but this does not occur in the current release. You can use the workarounds described in the following table:

Operating System	Workaround
Windows 7	Pin the Click to Call menu item from the Start menu to your taskbar.
Windows Vista	Add the Click to Call menu item from the Start menu to the quick launch area of your taskbar.
Windows XP	Create a shortcut from the Click to Call menu item in the Start menu, then drag the shortcut to the quick launch area of your taskbar.

User Is Asked to Allow Cisco UC Integration for Microsoft Lync to Open Web Content

Problem In some circumstances, when you use the click to call feature in Internet Explorer to place a call, a message is displayed that asks you to allow Cisco UC Integration for Microsoft Lync to open web content. This occurs if all of the following are true:

- Your operating system is Windows Vista or Windows 7.
- Your browser is Internet Explorer 8 or later.
- Protected mode is enabled on your browser.

Solution Select **Allow** on the message. If you do not want to see this message again, check **Do not show me the warning for this program again**.

Notes on Video

- Factors That Affect the Video Capability of Users, page 30

- Determining the Bit Rate Required for a Particular Video Capability, page 30
- Configuring the Bit Rate Capability for Cisco UC Integration for Microsoft Lync, page 31
- How Cisco Unified Client Services Framework Determines the Video Capability of Your Computer, page 32
- Limiting of Usage of Bandwidth by Users, page 32
- About Tuning Computers for Maximum Video Performance, page 33

Factors That Affect the Video Capability of Users

Factors that affect the frame format and frame rate that can be achieved on a video call are:

- Cisco Unified Communications Manager configuration of device bit rate limits.
- User settings, such as the options that are available to the user through the Cisco UC Options dialog box in Cisco UC Integration for Microsoft Lync.
- Selected camera.
- CPU speed and usage.
- Cisco Unified MeetingPlace configuration of videoconferencing parameters.
- Video capability of the other endpoints on a call.
- The parameters of the network between the two endpoints, such as, the physical network bandwidth and the router configuration in the network path of the call.

Determining the Bit Rate Required for a Particular Video Capability

Use Table 11 to determine the minimum bit rate that your Cisco UC Integration for Microsoft Lync requires to attain a particular frame format and frame rate.

Table 11 Minimum Bit Rates to Use for Particular Frame Formats and Frame Rates

Combined Bit Rate for Audio and Video (kb/s)	Audio Codec Allowance (kb/s)	Minimum Video Call Bit Rate (kb/s)	Frame Format	Frames per Second
78	14	64	QCIF	15
142	14	128	QCIF	30
206	14	192	CIF	15
320	64	256	CIF	30
448	64	384	VGA	15
576	64	512	VGA	30
832	64	768	VGA	30
1064	64	1000	720p	15
2064	64	2000	720p	30

Example

To configure Cisco UC Integration for Microsoft Lync for a user to be capable of video with VGA frame size, at 30 frames per second, Cisco UC Integration for Microsoft Lync requires a combined audio and video bit rate of at least 768 kb/s. Allow 64 kb/s for the audio codec to use with VGA frame format.

Configuring the Bit Rate Capability for Cisco UC Integration for Microsoft Lync

Cisco UC Integration for Microsoft Lync uses Cisco Unified Communications Manager devices for your Cisco UC Integration for Microsoft Lync software.

The bit rate, or bandwidth, capability of these devices is one of several factors that determine the video capability of Cisco UC Integration for Microsoft Lync for the user. You specify this bit rate capability in Cisco Unified Communications Manager.

To configure the bit rate capability of the devices, use the region settings of the device pool that the devices are in. The following settings affect the bit rate capability of the devices:

Release of Cisco Unified Communications Manager	Settings
8.0 or later	• Max Audio Bit Rate • Max Video Call Bit Rate
Earlier than 8.0	• Audio Codec • Video Call Bandwidth

For more information about region and device pool configuration in Cisco Unified Communications Manager, see the Cisco Unified Communications Manager Administration online help, or the *Cisco Unified Communications Manager Administration Guide*:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Example

If you want your devices to be capable of 720p HD video calls at 30 frames per second (fps), configure the Region Settings to allocate a bit rate that can handle the 720p HD video at 30 fps, as well as the audio for the call.

If Cisco UC Integration for Microsoft Lync requires a minimum bit rate of 2000 kb/s to make a HD video call, and the audio bit rate for the region is set to 64 kb/s (G.722, G.711), then you must put the devices in a device pool that is in a region that is configured to have a video call bit rate as shown in the following table:

Release of Cisco Unified Communications Manager	Video Call Bit Rate
8.0 or later	Greater than or equal to 2064 kb/s.
Earlier than 8.0	Greater than or equal to 2000 kb/s. Releases of Cisco Unified Communications Manager earlier than 8.0 automatically add the audio bandwidth to the configured video bandwidth to allocate bandwidth for the call.

How Cisco Unified Client Services Framework Determines the Video Capability of Your Computer

Cisco Unified Client Services Framework derives the hardware profile of the machine as a WEI score. Cisco Unified Client Services Framework uses the WEI processor subscore to determine the send and receive video profile that is appropriate for your computer.

Table 12 lists the H.264/AVC levels that are supported, the bit rate and frame format for each level, and the minimum WEI processor subscore that is required to support each level

Table 12 Video Capabilities Supported for WEI Processor Subscores

H.264/AVC Level	Maximum Bit Rate (kb/s)	Maximum Frame Format	Minimum WEI Processor Subscore Required to Send and Receive Video at This Level
1.0	64	QCIF	4.0
1b	128	QCIF	4.0
1.1	192	CIF	4.0
1.2	384	CIF	4.0
1.3	768	CIF	4.0
2	768	CIF	4.0
2.1	768	CIF	4.0
2.2	1350	VGA	4.8
3	1350	VGA	4.8
3.1	4000	HD	5.9 and a system with at least four CPU cores.

Limiting of Usage of Bandwidth by Users

The Video category in the Cisco UC Options dialog box contains a slider that enables you to limit the bandwidth that Cisco UC Integration for Microsoft Lync uses for video calls. Table 13 lists the bandwidth settings that are available on the slider, from highest to lowest, and the video implications for each level.

Table 13 Bandwidth Settings Available to Users

Bandwidth Settings Available	H.264/ AVC Level	Maximum Decoder Bit Rate	Maximum Encoder Bit Rate	Description
Highest video quality (Level 6)	3.1	4 Mb/s	4 Mb/s	Allows the maximum video capabilities supported by Cisco Unified Client Services Framework, currently 720p HD.
Level 5	2.2	4 Mb/s	768 kb/s	Supports VGA in both directions.
Level 4	2.2	4 Mb/s	384 kb/s	Supports scenarios where downstream bandwidth is less than upstream. Supports incoming VGA.

Table 13 Bandwidth Settings Available to Users

Bandwidth Settings Available	H.264/ AVC Level	Maximum Decoder Bit Rate	Maximum Encoder Bit Rate	Description
Level 3	1.3	768 kb/s	384 kb/s	Limits incoming video to CIF at 30 frames per second (fps).
Level 2	1.2	384 kb/s	128 kb/s	Limits incoming video to CIF at 15 fps.
Lowest bandwidth usage (Level 1)	1.1	192 kb/s	64 kb/s	Limits incoming video to QCIF at 30 fps, or potentially CIF at 7.5 fps. **Note** This setting can render QCIF video at 6 fps, which may result in poor image rendering with some cameras.

About Tuning Computers for Maximum Video Performance

For more information about how to tune computers for maximum video performance, see the *Installation Guide for Cisco UC Integration for Microsoft Lync*:

http://www.cisco.com/en/US/products/ps11390/prod_installation_guides_list.html

Video Troubleshooting Tips

- Users See Video Impairments, page 33
- Video Conversations with Multiple Displays, page 34
- Users Might See Lower Video Quality When Computer Is Connected to Some Models of Cisco Unified IP Phone, page 34
- No Video When Using the Desk Phone and a Wireless Network Interface Card Is Enabled, page 35

Users See Video Impairments

Problem Under certain rare conditions, users may see some video impairment in the following situations:

- At the start of a video call or during a video call when the Hold or Resume functions are used.
- During a call when the user adjusts the video quality using the slider in the Video section of the Cisco UC Options dialog box.

This problem occurs when:

- The client computer is capable of handling high-resolution video but the network or switch has insufficient bandwidth to support the video resolution.
- There is packet loss on the network.
- There is packet loss along the network due to video packet fragmentation, if the Maximum Transmission Unit (MTU) of the network interface card at either endpoint is set lower than the Cisco UC Integration for Microsoft Lync MTU of 1270.

- There are packets dropped at routers along the call path.
- The Cisco Unified Client Services Framework device that is associated with the installation of Cisco UC Integration for Microsoft Lync is set up in Cisco Unified Communications Manager for a bandwidth that the physical network that the device is located on does not support. For example, if you are on a physical network that has a 128 kb/s bandwidth and you configure the Cisco Unified Client Services Framework device for a bandwidth setting of 4 Mb/s, then the call starts at a higher video codec level than the underlying physical network actually supports.

Try one or more of the following suggested solutions.

Solution Put the Cisco Unified Client Services Framework device in a device pool that is in a region that is configured to have a maximum video bit rate that is less than the bandwidth of your physical network. For more information, see Determining the Bit Rate Required for a Particular Video Capability, page 30.

Solution Perform the following steps:

1. Select  in the Cisco UC Integration for Microsoft Lync pane.
2. Select **Video**.
3. Use the slider to set the balance between bandwidth usage and video quality.
4. Ensure that the **Optimize video quality for your computer** option is selected.

Video Conversations with Multiple Displays

If your computer displays on more than one device, use the primary display for video conversations. Video hardware acceleration is generally not supported on non-primary displays, so CPU usage on non-primary displays becomes very high.

Users Might See Lower Video Quality When Computer Is Connected to Some Models of Cisco Unified IP Phone

Problem Users might see lower video quality in Cisco UC Integration for Microsoft Lync when their computer is connected to some Cisco Unified IP Phone models, such as 7945G, 7965G, and 7975G.

This problem occurs if the link speeds and duplex configuration on either end of the connection are not the same. For example, if the link speed of the port at the PC port is 1000 Mb/s and the switch port is connected at 100 Mb/s. Alternatively, if the link on one end of the connection is half duplex, and the link on the end is full duplex.

Contact your Cisco Support representative to get the latest update on this issue.

Solution To address this issue, perform the following steps:

1. Go to the Network Configuration settings for your phone.
2. Set the **SW Port Configuration** setting to **100 Full**.
3. Set the **PC Port Configuration** setting to **100 Full**.

For information about how to set network configuration settings on your Cisco Unified IP Phone, see the documentation for your phone. Refer to publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. You can navigate to the documentation for your phone from the following URL:

http://www.cisco.com/cisco/web/psa/maintain.html?mode=prod&level0=278875240

No Video When Using the Desk Phone and a Wireless Network Interface Card Is Enabled

Problem When using the desk phone to receive an incoming call, the "Answer with audio and video" button is sometimes disabled.

Solution Desk phone video is only supported when the PC is directly connected to the desk phone with an Ethernet cable. Desk phone video is not supported in 64-bit versions of Windows. To resolve this issue, check the following:

1. Ensure that the PC is directly connected to the desk phone that is being controlled.
2. Disable any wireless network interface cards on the PC.
3. Ensure that the desk phone is enabled for video in Cisco Unified Communications Manager.
4. Check the Desk Phone (CAST) connection status in the Server Status and Notifications window.
5. Ensure that the desk phone is an SCCP-based endpoint.

Related Topics

Users of Cisco Unified IP Phone 8900 and 9900 Series Models Cannot Control Desk Phone, page 23

Notes on Cameras

- Installing a New Camera, page 35

Installing a New Camera

Procedure

Step 1 If Cisco UC Integration for Microsoft Lync is running, do one of the following:

Microsoft Lync: Select the menu arrow in  in the Microsoft Lync window.

Microsoft Office Communicator: Select  in the title bar.

Step 2 Select **Tools > Stop Cisco UC**.

Note It can take approximately 2 minutes for the cucsf.exe process to stop. Use the Task Manager to check if the process has stopped before proceeding to Step 3.

Step 3 Install the new camera.

Step 4 Do one of the following:

Microsoft Lync: Select the menu arrow in  in the Microsoft Lync window.

Microsoft Office Communicator: Select  in the title bar.

Step 5 Select **Tools > Start Cisco UC**.

Cisco UC Integration for Microsoft Lync and the cucsf.exe process are automatically restarted.

Camera Troubleshooting Tips

- Some Web Cameras Start When Users Sign In, page 36
- Poor Sound Quality on the Tandberg PrecisionHD USB Camera on Windows 7, page 36
- Built-In Camera on Lenovo ThinkPad W500 Crops Image, page 36

Some Web Cameras Start When Users Sign In

The correct behavior of web cameras is that web cameras start when users start a video call, or a video conference call. In particular circumstances, some web cameras start when users sign in to Cisco UC Integration for Microsoft Lync. This occurs on particular hardware configurations, with particular web camera driver software.

In these circumstances, Cisco UC Integration for Microsoft Lync controls the web camera. This means that you cannot see a preview of your video in the Set Up Audio and Video dialog box in Microsoft Office Communicator. However, you can still use the web camera for video calls, video conference calls, and so on.

To resolve this problem, install the latest drivers from the manufacturer of your web camera. If your computer is a Lenovo ThinkPad W500, install the drivers at the following URL:

http://www-307.ibm.com/pc/support/site.wss/MIGR-70600.html

Poor Sound Quality on the Tandberg PrecisionHD USB Camera on Windows 7

Problem When using the Tandberg PrecisionHD USB Camera Version 1.0 or 1.1 with Windows 7, a very high input gain is set for your microphone, which can cause the sound to be distorted or extremely low.

Solution To fix this problem in the short-term, lower the recording volume for your microphone in the Windows settings.

To resolve this issue completely, install the software upgrade version 1.2 for the PrecisionHD USB Camera, as follows:

1. Download the upgrade from the following location:

   http://www.tandberg.com/support/video-conferencing-software-download.jsp?t=2&p=94
2. Connect your PrecisionHD USB camera to your computer.
3. Make sure the LED is green before you start the upgrade.
4. Install the software upgrade.

Built-In Camera on Lenovo ThinkPad W500 Crops Image

For video calls in CIF format, the video image from a built-in camera on a Lenovo ThinkPad W500 is cropped to a portion in the center of the image. This is expected behavior. The video image is cropped because the camera does not support CIF format directly.

Usage of English-Language and Translated User Documentation

The English-language and Japanese-language versions of the online help and the *Frequently Asked Questions: Cisco UC Integration for Microsoft Lync* have been updated for Cisco UC Integration for Microsoft Lync Release 8.5. For most languages, the translated versions of the online help and FAQ document have not been updated for this release. The following languages use the online help from Release 8.0: Arabic, French, German, Spanish, Dutch, Danish, Korean, Chinese (China), Chinese (Taiwan), Russian, Swedish, Brazilian Portuguese, Italian, Polish, and Turkish.

For languages that Cisco UC Integration for Microsoft Lync supports for the first time in Release 8.5, the English-language version of the online help is available. The following languages use the English-language online help: Czech, European Portuguese, Hebrew, Greek, Norwegian, and Finnish.

Corrections to User Documentation

Topic	Text	Correct Text
Basics	The When I select the voicemail button option is set to Call my voice message service.	The When I select the voicemail button option is set to Call my voicemail service.
Calls	Select General, then check Warn me before closing the active conversations window.	Select General, then uncheck Warn me before closing the conversations window.

Topic	Text	Correct Text
Calls	Not present.	Q. How do I specify whether to call the default number for a contact, or to allow me to select the number to call? A. 1. Select  in the Cisco UC pane. 2. Select **Calls**. 3. Select one of the following options: – Call the default number – Allow me to select the number to call
Troubleshooting	Omitted	Q. What do "Desk Phone (CAST)" and "Desk Phone (CTI)" mean? A. Cisco Audio Session Tunnel (CAST) is the protocol that the Cisco UC Integration for Microsoft Lync uses to communicate with your desk phone to enable video if your computer is connected to the desk phone. The Server Status and Notifications dialog box shows whether your desk phone is directly connected to your computer and the desk phone is video enabled. Computer Telephony Integration (CTI) enables the Cisco UC Integration for Microsoft Lync to interact with your desk phone. The Server Status and Notifications dialog box shows whether the Cisco UC Integration for Microsoft Lync can interact with your desk phone.

Caveats

- Using Bug Toolkit, page 38
- Open Caveats, page 39
- Resolved Caveats, page 40

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs.
- Significant severity level 3, 4, or 5 bugs.

- All customer-found bugs except severity level 6 enhancement requests.

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

Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

Step 1 To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs

Step 2 Log in with your Cisco.com user ID and password.

Step 3 To look for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field, then click **Go**.

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Open Caveats

Table 14 describes possible unexpected behavior that might occur in Cisco UC Integration for Microsoft Lync. Only severity 1, 2, 3, and select severity 4 and 5 open caveats, as well as all customer-found defects, are provided in this document. The table is sorted by severity, then by identifier in alphanumeric order.

Unless otherwise noted, these caveats apply to all Cisco UC Integration for Microsoft Lync releases. For details about an individual defect, click the identifier to access the online record for that defect in the Bug Toolkit.

Because defect status continually changes, be aware that the table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access the Bug Toolkit. For details, see Using Bug Toolkit, page 38.

Table 14 Open Caveats for Cisco UC Integration for Microsoft Lync

Identifier	Severity	Component	Headline
CSCto99253	3	audio-svc	Threading issues caused crash in getAudioInputDevices()
CSCtr59834	3	comm-history	Conversation window sometime shows "Work" and sometimes number
CSCtr63664	3	video-svc	Phone can't display vedio when interact with CUPC
CSCtr78562	3	api-general	CUCIMOC 8.0(3) freezes the laptop when the user disconnects the call
CSCtt96607	3	install-standalone	CUCILYNC Installer Does Not Update Firewall Restrictions
CSCtu09917	4	audio-svc	Racing condition in port switching causes CSF to resend SIP INVITE

Table 14 Open Caveats for Cisco UC Integration for Microsoft Lync

Identifier	Severity	Component	Headline
CSCty88864	3	video-svc	DP video does not work when controlling 9971 with latest firmware 9-3-27
CSCty89028	3	signin	Jabber causes CUCILYNC to crash on sign-in, if installed on same machine

Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the "Using Bug Toolkit" section on page 38).

The following sections list caveats that are resolved in Cisco UC Integration for Microsoft Lync Release 8.5(6) but that may have been open in previous releases:

- Release 8.5(6), page 40
- Release 8.5(5), page 40
- Release 8.5(3), page 41
- Release 8.5(2), page 42
- Release 8.5(1), page 43

Release 8.5(6)

Table 15 lists some of the caveats that were resolved in Release 8.5(6). Only severity 1, 2, 3, and select severity 4, 5, and 6 resolved defects, as well as all customer-found defects, are provided in this document.

Table 15 Resolved Caveats for Cisco UC Integration for Microsoft Lync

Identifier	Severity	Component	Description
CSCtu14320	3	audio-svc	CUPC Media negotiation should include G711u & G711a codec
CSCtx32844	3	install-and-deploy	Error 1721 when non-admin user tries to repair via Add Remove Programs
CSCto80320	4	localization	Loc : Swed/Norw/Hebrew build shows $NAMN ($NUMMER) instead of users name
CSCts64340	4	system-svc	CSF sends continuous TFTP Requests for CTL file
CSCtw89332	4	audio-svc	Video drops after high CPU load due to video re-negotiating.

Release 8.5(5)

Table 16 lists some of the caveats that were resolved in Release 8.5(5). Only severity 1, 2, 3, and select severity 4, 5, and 6 resolved defects, as well as all customer-found defects, are provided in this document.

Table 16 Resolved Caveats for Cisco UC Integration for Microsoft Lync

Identifier	Severity	Component	Description
CSCtr04123	2	phone-svc	CSF NOTIFY message body missing trailing CRLF
CSCtr10054	2	install-standalone	CUCILYNC: ADMX file does not expose full EDI configuration options
CSCtr74946	2	cdp	CUPC terminates just after startup due to CDP installer issue (Error1721
CSCtq54829	3	ui-presence	MOC get stuck on "On the Phone"
CSCtr05737	3	voicemail-svc	VM store in a perpetual connection state if large number of emails
CSCtr14961	3	ui-tab	CUCIMOC tab becomes detached when system font size is set to 150
CSCtr32958	3	phone-audio	Intermittent 10-15s delay when placing softphone calls in SRST mode
CSCtr33093	3	ui-uc-client	CUCIMOC ringtone volume is set to 0 after network disconnect
CSCte57547	3	session-windows	Intermittently 1st call from remote User, no incoming call alert,MS Case
CSCtr91854	3	phone-softphone	CSF does not fallback from SRST mode when primary CUCM becomes available
CSCts16751	3	config-svc	IP Phone SSH credentials in clear text
CSCts21092	3	accessibility	CUCILync : Contact phone change event should not trigger an AD lookup by
CSCts50435	3	device-svc	Preferred audio device not being used after secondary headset connected
CSCts82398	3	api-general	CUPC 8.5 crash - java heap OutOfMemory error - large number of emails
CSCtu14320	3	audio-svc	CUPC media negotiation should include both G711U and G711A

Release 8.5(3)

Table 17 lists some of the caveats that were resolved in Release 8.5(3). Only severity 1, 2, 3, and select severity 4, 5, and 6 resolved defects, as well as all customer-found defects, are provided in this document.

Table 17 Resolved Caveats for Cisco UC Integration for Microsoft Lync

Identifier	Severity	Component	Headline
CSCto53394	2	device-svc	cucsf.exe process is holding on to the USB ports in 'disabled' status
CSCtq48538	2	sw-phone-cnu	Phone does not send CallStateMessage through CAST connection to PC
CSCtn62483	3	error-notification	CAST Error shown as Warning Triangle for non video enabled clients.
CSCtq77591	3	phone-deskphone	CSF crashes when adding video on remote side - CUCM 8.6
CSCto64478	3	install-and-deploy	CUPC 8.5 installer prompts for PC restart
CSCtl75556	3	cdp	Vista/64bit: CDP requires reboot during instalation causing rollback
CSCto68745	3	install-admin	CUCI-Lync Error 1722
CSCto11893	3	localization	Localization ~: Chinese characters will not Drag and drop to make a call
CSCto39594	3	contact-svc	JVM exception in EDI Display Name search
CSCto35556	3	audio-svc	One way audio with CUCIMOC
CSCtq21048	3	ui-c2c	C2C causes slowness on Outlook and other Office components

Table 17 Resolved Caveats for Cisco UC Integration for Microsoft Lync (continued)

Identifier	Severity	Component	Headline
CSCtq63793	3	config-svc	CUCILYNC Unable to register to CUCM if TFTP config fails
CSCtq92098	3	ui-c2c	C2C - Outlook crashes when creating and and saveing an empty Appointment
CSCtq32129	3	error-notification	MuteVideoOnAudioMuteFailed error when Video is disabled
CSCtq09811	3	video-svc	CSF in semi shutdown state after hang when destroying video provider
CSCto42596	3	webconf-svc	Video is not enabled in some WebEx meeting
CSCtq60097	3	config-svc	capf enrollment failing when switching from deskphone to softphone mode
CSCto60406	3	cdp	CUPC doesn't detect video after PC is resumed from hibernation
CSCto99253	3	audio-svc	Threading issues caused crash in getAudioInputDevices()
CSCtq81222	3	click2call-powerp	PPT 2003 - "Call" option disabled when a valid number selected
CSCte57547	3	session-window	Intermittently 1st call from remote User, no incoming call alert,MS Case
CSCtn92470	4	video-svc	CUCIMOC - only one way to video to 99xx RT phone
CSCth55794	4	call-stats	DSCP TOS value stays zero regardless of received DSCP
CSCto64478	4	install-and-deploy	CUPC 8.5 installer prompts for PC restart
CSCtq17559	4	outlook	Outlook System.NullReferenceException thrown in CUICMOC
CSCtk33240	6	presence-svc	LDAP/AD Password change while CSF running cause account lockout
CSCto47087	6	phone-svc	Support localisation of reorder and busy tones.

Release 8.5(2)

Table 18 lists some of the caveats that were resolved in Release 8.5(2). Only severity 1, 2, 3, and select severity 4, 5, and 6 resolved defects, as well as all customer-found defects, are provided in this document.

Table 18 Resolved Caveats for Cisco UC Integration for Microsoft Lync

Identifier	Severity	Component	Headline
CSCtg92477	3	voice-svc	Some Lenovo Integrated Laptop cameras stay on sometimes after call ends
CSCth03532	3	video-svc	Occasionally get inconsistent video resolution on changing slider
CSCti85801	3	video-svc	DP user in Ad-hoc Video conference, intermittently doesn't render video
CSCtj86413	3	phone-svc	CAPF authorisation code enrollment timeout
CSCtk08168	3	video-svc	CSF Unable to read Japanese localized version of the VT Camera III drive
CSCtk13550	3	device-svc	Plantronics does not unregister leaving CSF running after CUPC exit
CSCtk18842	3	voicemail-svc	Voicemail does not work when accessed second time.
CSCth67619	6	contact-svc	Drag and Drop a CUCiMOC contact would only show phones from AD

Release 8.5(1)

Table 19 lists some of the caveats that were resolved in Release 8.5(1). Only severity 1, severity 2, and select severity 3, 4, 5, and 6 resolved defects, as well as all customer-found defects, are provided in this document.

Table 19 Resolved Caveats for Cisco UC Integration for Microsoft Lync

Identifier	Severity	Component	Headline
CSCti83289	2	video-svc	CSF hang and Client can't login or keep loading after multiple hibernate
CSCti85662	2	phone-svc	Two conference merge cause CSF client crash
CSCtf29722	3	api-general	Directory Lookup Rules used for outbound calls
CSCtg64696	3	device-svc	After SRST failover can't switch to deskphone
CSCth31366	3	video-svc	CSF Client video call connected as audio only in deskphone mode
CSCth53286	3	video-svc	Video stream black if screen saver invoked during a video call
CSCth61039	3	video-svc	Cannot make or receive a call after sys up > 1 wk
CSCth82195	3	system-svc	Got PRT if repeatedly receiving 2 incoming toasts w/o answering any
CSCti05167	3	phone-deskphone	CSF becomes unresponsive when joining a party(external DN) to a conf
CSCti35915	3	video-svc	Large delay in video received when adhoc conference becomes pt-pt call
CSCti40304	3	video-svc	DP: Calling one-way video endpoints does not display muted camera image
CSCti52797	3	ldap	CSF ContactSvr makes back to back wildcard LDAP queries when making call
CSCti59872	3	cdp	Video Grayed out in Deskphone Mode
CSCti73791	3	commhistory-svc	CommunicationHistory.xml written under default dir when from standby
CSCti81107	3	performance	memory footprint higher in MR2 than in MR1
CSCti88061	3	conversation-svc	CSF: paged/non-paged Pool memory leak
CSCtj86413	3	phone-svc	CAPF authorisation code enrollment timeout

Troubleshooting

The following Cisco UC Integration for Microsoft Lync documents provide troubleshooting information:

- *Installation Guide for Cisco UC Integration for Microsoft Lync*
- *Frequently Asked Questions: Cisco UC Integration for Microsoft Lync*

Use this link to access this documentation:

http://www.cisco.com/en/US/products/ps11390/tsd_products_support_series_home.html

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

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