Release Notes for Cisco Unified Personal Communicator, Release 1.1

Revised: August 2, 2007; Part Number: OL-9189-03

These release notes describe the system requirements and caveats for Cisco Unified Personal Communicator Release 1.1 through 1.1(3).

Note You can view the release notes for Cisco Unified Personal Communicator at this URL:
http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html

For details about downloading the software, see the "Installation Notes" section on page 15.

Contents

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Introduction

These release notes describe requirements, notes, restrictions, and caveats for Cisco Unified Personal Communicator. These release notes are updated for every maintenance release and major release.

Before you install Cisco Unified Personal Communicator, we recommend that you review this document for issues that might affect your system. For a list of the open caveats, see the "Open Caveats" section on page 19.

System Requirements

- Network Requirements, page 2
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Network Requirements

For Cisco Unified Personal Communicator to successfully operate as an endpoint in your network, your network must meet the requirements in these sections:

- Voice over IP, page 2
- Network Ports Used by Cisco Unified Personal Communicator, page 2
- Routing Access Control Lists, page 4
- Quality of Service, page 4
- Network Address Translation, page 5

Voice over IP

Voice over IP (VoIP) must be configured on your Cisco routers and gateways.

Network Ports Used by Cisco Unified Personal Communicator

Cisco Unified Personal Communicator expects inbound and outbound traffic to occur on certain ports through certain protocols.

Cisco Unified Personal Communicator lets the operating system pick a random port for the origination for every type of traffic except for these cases:

- For Session Initiation Protocol (SIP), SIP Instant Messaging and Presence Leveraging Extensions (SIMPLE), the OS uses a port in the range of 50000 to 50063. The client originates traffic from these ports and also connects to the Cisco Unified CallManager server and the Cisco Unified Presence Server on these ports.

- For Real-Time Transport Protocol (RTP), Cisco Unified Personal Communicator selects its own port for sending and receiving. Cisco Unified Personal Communicator uses port 16384 as the base port for the initial stream and uses higher port numbers for additional RTP and RTCP streams. For a given stream, the same port in the range is always used for transmission and reception.

For details, see the "Network Ports for Inbound Traffic" section on page 3 and the "Network Ports for Outbound Traffic" section on page 3.

Network Ports for Inbound Traffic

The application monitors these network ports for inbound traffic:

- 50000 to 50063 for SIP

  50000 through 50063 to permit TCP or UDP traffic directed at the client PC

  If you configure Cisco Unified Personal Communicator to use TCP or UDP when making SIMPLE connections to Cisco Unified Presence Server, the server responds by using the same protocol. You configure these settings in Cisco Unified Presence Server administration (choose **Application > Unified Personal Communicator > Proxy Profile**).

- 16384 to 16424 for RTP audio and video

Network Ports for Outbound Traffic

The application connects to these network ports for outbound traffic:

- 69 for TFTP

- 80 for HTTP connections with the Cisco Unified MeetingPlace Express server

- 143 for Internet Mail Access Protocol (IMAP) connections with the Cisco Unity Connection server

- 389 for TCP connections with Lightweight Directory Access Protocol (LDAP)

- 443 for Simple Object Access Protocol (SOAP) over HTTPS for configuration download from Cisco Unified Presence Server and for HTTPS connections with Cisco Unified MeetingPlace Express servers

- 2748 for TCP connection to the CTI gateway (which is the CTIManager component of Cisco Unified CallManager)

- 5060 for SIP soft phone registration to Cisco Unified CallManager and SIMPLE to Cisco Unified Presence Server for presence information

- 16384 to 16424 for RTP audio and video

Configurations that Use Network Ports

You can use this network port information for these configurations:

- For integration with Cisco Security Agent for Unified CallManager or other applications that limit the types of activities that untrusted applications are allowed to perform on client PCs.

- To unblock traffic destined to Cisco Unified Personal Communicator through a firewall. For details, see the "Configuring Network Ports on Client PCs" section on page 4.

  To avoid blocking reachability status information, verify that firewalls on the client PC or on the network are configured to pass Cisco Unified Personal Communicator traffic.

- To help prioritize Cisco Unified Personal Communicator traffic by applying quality of service (QoS) policies or routing access control lists (ACLs). For details, see the "Routing Access Control Lists" section on page 4 and the "Quality of Service" section on page 4.

Configuring Network Ports on Client PCs

For Cisco Unified Personal Communicator on Windows, the application automatically adds the appropriate port numbers to the Windows Firewall exception list during the installation.

For Cisco Unified Personal Communicator on Mac OS X, the ports used by the application must be manually configured on each system so that the application can function with the system firewall running.

Procedure

Step 1   To open a port range, choose the **Apple** menu > **System Preferences**.

Step 2   Click **Sharing**, and then click the **Firewall** tab.

Step 3   Click **New**.

    a. For Port Name, choose **Other**.

    b. For TCP Port Number, enter **50000-50063** to select this range.

    c. To allow UDP traffic, leave the UDP port number field blank.

       If you have blocked UDP traffic and you want to allow Cisco Unified Personal Communicator to use UDP, enter **50000-50063**, **16384-16424**.

    d. For Description, enter a name; for example, **Cisco Unified Personal Communicator**.

    e. Click **OK**.

Routing Access Control Lists

You must configure switching and routing ACLs so that Cisco Unified Personal Communicator can communicate with servers and end points that might be connected to the voice VLAN (the VLAN over which voice traffic is carried).

By using ACLs, you can permit Cisco Unified Personal Communicator to connect to each server through the appropriate protocol through which the application communicates with that server. For example, you should allow UDP traffic in the port range that Cisco Unified Personal Communicator uses for RTP and and then label it with the appropriate QoS actions.

When Cisco Unified Personal Communicator is in soft-phone mode, this configuration enables Cisco Unified Personal Communicator to send RTP media to and to receive RTP messages from other audio and video endpoints across the IP network.

For details about ACLs, how to configure the voice VLAN, and how to configure QoS actions, see the switching and routing documentation for your network products.

Quality of Service

Cisco Unified Personal Communicator uses Differentiated Services Code Point (DSCP) to mark Layer 3 IP packets. The Cisco Unified Personal Communicator client sets the DSCP classification to 46 for all RTP traffic. Table 1 is an example of traffic guidelines for Cisco.

Table 1   Traffic Classification Guidelines for Network Traffic

Application	Layer 3 Classification			Layer 2 Classification
	IP Precedence	Per-Hop Behavior	DSCP	Class of Service
Voice RTP	5	EF	46	5

For a complete list of the guidelines, see this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guide_chapter09186a008063744e.html#wp1043799

Typically, networks are configured to strip DSCP markings from computer traffic. Therefore, if you want Cisco Unified Personal Communicator traffic to be marked, you must configure switches and routers to apply DSCP markings to computer traffic based on the port ranges that the application uses. You also must configure destination addresses with which Cisco Unified Personal Communicator communicates.

For details about QoS and DSCP markings, see the switching and routing documentation for your network products.

Network Address Translation

The Cisco Unified Personal Communicator is not compatible with Network Address Translation (NAT). It does not support Simple Traversal of UDP through Network Address Translation (STUN), Traversal using NAT (TURN), or any other NAT-traversal scheme.

To traverse NAT, Cisco Unified Personal Communicator must be behind a virtual private network (VPN) connection.

Server Requirements

Required Servers

These servers are required for Cisco Unified Personal Communicator operation:

- Cisco Unified CallManager is installed in your network and is configured to handle call processing. It provides Cisco Unified IP Phone control through the Cisco Unified CallManager computer telephony interface (CTI). For Cisco Unified CallManager details, see this URL:

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

- Cisco Unified Presence Server is installed and is operational. It provides the Cisco Unified Personal Communicator client configuration and presence information. For Cisco Unified Presence Server details, see this URL:

  http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html

- LDAP server version 3

For supported software versions, see the "Compatibility Matrix and Supported Upgrades" section on page 12.

Recommended Servers

For full functionality of Cisco Unified Personal Communicator, you need these products installed and operational:

- Voice-mail servers (for voice-mail retrieval and play back):

  Cisco Unity Connection

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

- Conference servers (for video conferencing and for web collaboration):

  Web Collaboration:

  – Cisco Unified MeetingPlace Express enables users who are in Cisco Unified Personal Communicator conversations to quickly share desktop screens and documents through a private, reservationless, web-only voice meeting.

     Some Cisco Unified MeetingPlace Express features are not available or are not supported with meetings initiated through Cisco Unified Personal Communicator. For details, see the Cisco Unified Personal Communicator user guide at this URL:

     http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html

     For details about integrating Cisco Unified MeetingPlace Express and Cisco Unified Personal Communicator, see this URL:

     http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html

Video Conferencing:

– Cisco Unified MeetingPlace Express VT enables users who are in Cisco Unified Personal Communicator conversations to initiate impromptu (ad hoc) voice, video, and web conferences through Cisco Unified Personal Communicator.

For details about integrating Cisco Unified MeetingPlace Express VT and Cisco Unified Personal Communicator, see this URL:

http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html

– Cisco Unified Videoconferencing

> **Note**   Full support for multi-party video conferencing using Cisco Unified Videoconferencing will be available in an upcoming release of Cisco Unified Personal Communicator. Compatibility and versioning information for use with Cisco Unified Videoconferencing and Cisco Unified CallManager will be available at that time. Until then, orders that include multi-party video conferencing will be placed on New Product Hold (NPH) and will be evaluated on a case-by-case basis.

For supported software versions, see the "Compatibility Matrix and Supported Upgrades" section on page 12.

Unsupported Servers

These servers are not supported for use with Cisco Unified Personal Communicator:

- Cisco Unified Survivable Remote Site Telephony (SRST)
- Cisco Unity Express
- Cisco Unified CallManager Express

Client PC Requirements

Before you install Cisco Unified Personal Communicator on any PC, the PCs should meet the requirements described in these sections:

- Platform Requirements, page 8
- Software Requirements, page 9
- Software Interoperability, page 9
- Supported Phones, page 10
- Supported Headsets, page 10
- Supported Video Telephony Cameras, page 11
- Supported Audio and Video Codecs, page 12

Platform Requirements

Table 2 lists the client PC platform requirements for Cisco Unified Personal Communicator.

Table 2   ***Platform Requirements for Cisco Unified Personal Communicator***

Operating System	CPU Speed and Processor Type	RAM
Windows XP Professional with Service Pack 2 or later (with DirectX as described in the "Software Requirements" section on page 9)	1.8 GHz or faster Pentium 4 or compatible processor 2.4 GHz or faster recommended for video calling capabilities	256 MB 512 MB recommended for video calling capabilities
Mac OS X (10.4.7 or later)	1.4 GHz or faster PowerPC G4 or compatible processor Any Macintosh with PowerPC G5 or Intel processor recommended for video calling capabilities	512 MB

The client PC should also meet these requirements:

- A minimum of 200 MB free disk space for Windows OS and for Mac OS X
- A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device
- A 10/100 Mbps Ethernet network interface card
- A video-capable graphics card:
  - Windows: 1024x768x16 bits or higher (also see the "Software Requirements" section on page 9 for other requirements)

> ✎
> **Note**   Video quality might be affected if your PC graphics card does not meet minimum specifications. Symptoms include high CPU usage and video drop-out problems. For details, see the "Software Requirements" section on page 9 and review the information for Microsoft DirectX.

  - Mac: Any video card that ships with the computer
- High-speed connection required for soft phone calls (128 kbps for audio calls and 300 kbps for calls with video)
- Video telephony camera for video calling (see the "Supported Video Telephony Cameras" section on page 11)
- Headsets for audio soft-phone mode and voice-mail playback (see the "Supported Headsets" section on page 10)

Software Requirements

These are the client PC software requirements:

Local address book support:

- Apple Address Book 4.0.4 (485.1) or later (available in Mac OS X 10.4.7)

Browser support

For integration with Cisco Unified MeetingPlace Express, obtain the list of supported browsers for Windows and Mac OS X client PCs in the *Release Notes for Cisco Unified MeetingPlace Express* at this URL:

http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html

Microsoft DirectX

You must install Microsoft DirectX 9.0c on the client PCs. It is a technology that drives high-speed multimedia and provides security and performance updates. For details, see this URL:

http://www.microsoft.com/windows/directx/default.mspx

The client PC must comply with these requirements:

- Windows desktop PC requirements: DirectX 9.0c-compatible graphics card with at least 32 MB free video RAM (64 MB for dual-headed cards)
- Windows laptop PC requirements: DirectX 9.0c-compatible graphics card with at least 32 MB free video RAM

USB Audio Device Hotfixes

Make sure that Cisco Unified Personal Communicator users install Microsoft Windows USB audio device hotfixes:

- For Windows XP: KB 914642 and KB 884868

To obtain the hotfixes, go to the Microsoft Support URL:

http://support.microsoft.com/contactus/?ws=support

or call Microsoft (1-800-MICROSOFT (1-800-642-7676)

Software Interoperability

Cisco Unified Personal Communicator, Cisco Unified Video Advantage, and Cisco IP Communicator can co-exist on the same client PC. However, we recommend that you do not simultaneously run these products.

Cisco Unified Personal Communicator users can make calls to Cisco Unified Video Advantage endpoints as long as they are in the same Cisco Unified CallManager cluster. However, Cisco Unified Personal Communicator users cannot use Cisco Unified Video Advantage to call another user.

Supported Phones

Table 3 lists the phones supported for use with Cisco Unified Personal Communicator when they are enabled for Cisco Computer Telephony Interface (CTI) mode in Cisco Unified CallManager.

Table 3   Supported Phones

Phone	SCCP[1]	SIP[2]
Cisco Unified IP Phone 7902G	Yes	No
Cisco Unified IP Phone 7905G	Yes	No
Cisco Unified IP Phone 7910G	Yes	No
Cisco Unified IP Phone 7911G	Yes	Yes
Cisco Unified IP Phone 7912G	Yes	No
Cisco Unified Wireless IP Phone 7920	Yes	No
Cisco Unified IP Phone 7940G	Yes	No
Cisco Unified IP Phone 7941G	Yes	Yes
Cisco Unified IP Phone 7960G	Yes	No
Cisco Unified IP Phone 7961G	Yes	Yes
Cisco Unified IP Phone 7970G	Yes	Yes
Cisco Unified IP Phone 7971G	Yes	Yes
Cisco Unified IP Video Phone 7985G	Yes	No

1. SCCP = Skinny Call Control Protocol
2. SIP = Session Initiation Protocol

Some older phones that support CTI when configured as a SCCP phone cannot support CTI as a SIP phone:

- Any older model of Cisco Unified IP Phone (for example, a 7940 or a 7960 that has less memory than the newer Cisco Unified IP Phones and is not Java based) does *not* support CTI if configured as a SIP phone

- Any new Java-based Cisco Unified IP Phone (for example, 7940G, 7960G, or 7970 models with more memory than older Cisco Unified IP Phones) *do* support CTI if configured as a SIP phone.

These phones are not supported for use with Cisco Unified Personal Communicator:

- Cisco Unified IP Conference Stations 7935 and 7936
- Analog Telephone Adapter (ATA) 186 and 188
- Cisco IP Communicator
- Models not enabled for CTI
- Any untested model

Supported Headsets

For audio soft-phone mode and voice-mail playback, Cisco Unified Personal Communicator requires a Windows- or Mac OS X-compatible sound device (headset, speakers, and microphone).

Table 4 and Table 5 list the supported USB headsets.

Table 4   Supported USB Headsets for Windows OS

Make	Model
Plantronics	DA-60, DSP-300, DSP-400, DSP-500
GN Netcom	GN 8110 USBxp

Table 5   Supported USB Headsets for Mac OS X

Make	Model
Plantronics	Audio 85, DSP-400, DSP-500
Logitech	250

Note   The headsets were tested for audio sending and receiving only. Cisco Unified Personal Communicator does not support function buttons that might be available with a specific headset.

While Cisco does perform basic testing of third-party headsets and handsets for use with Cisco Unified Personal Communicator, it is ultimately the responsibility of the customer to test this equipment in their own environment to determine suitable performance. Due to the many inherent environmental and hardware inconsistencies in the locations where Cisco Unified Personal Communicator is deployed, there is not a single *best* solution that is optimal for all environments.

Supported Video Telephony Cameras

The Cisco Unified Personal Communicator supports these cameras in video soft-phone mode:

Windows OS:

- Cisco VT Camera
- Cisco VT Camera II
- Logitech QuickCam Fusion
- Logitech QuickCam for Notebooks Pro

These cameras are connected to a USB 2.0 port.

Mac OS X:

- Apple iSight camera (external or built-in)

For an external connection, use the Firewire 400 port external video camera connection.

Note   Using video with Cisco Unified Personal Communicator over a corporate wireless LAN might result in poor audio and video quality and is not supported. Video calls can be placed or received on a remote wireless LAN connection with a minimum broadband link of 300kbps/300kbps. For best results, we recommend that you use video over a wired Ethernet connection whenever possible.

Supported Audio and Video Codecs

A codec is a coder or decoder (or both) algorithm or a compression or decompression (or both) algorithm. Codecs are used to encode or decode (or both) or compress or decompress (or both) various types of data (such as sound and video files) that would otherwise use up large amounts of disk space. Cisco Unified Personal Communicator supports these codecs:

- Audio codecs: G.711a, G.711u, G.729a
- Video codecs: H.263, H.263 Basic, H.264
  - Common Intermediate format (CIF): 352x288 up to 30 frames per second (depends on the client PC capabilities)
  - Quarter CIF (QCIF): 176x144 at 30 frames per second (depends on the client PC capabilities)

Compatibility Matrix and Supported Upgrades

Table 6 lists the supported release combinations of Cisco Unified Personal Communicator and supported servers.

Table 6   Supported Release Combinations

CUPC[1]	CUCM[2] and CUPS[3]	LDAP	Voice-Messaging Servers	Web Collaboration and Video Conferencing Servers
1.1(3)	5.1(2) and 1.0(3) 5.1(1) and 1.0(3)	• Microsoft Active Directory (AD 2003) • Sun One Directory Server 5.2	Cisco Unity Connection: • 1.2	Web collaboration: • MeetingPlace Express: 1.1.3 • MeetingPlaceExpress VT: 1.2 Video conferencing: • MeetingPlaceExpress VT: 1.2
1.1(2)	5.0(4) and 1.0(2) 5.0(4) and 1.0(3)	• Microsoft Active Directory (AD 2000 and AD 2003) available with Microsoft Windows 2000 and 2003 • Sun One Directory Server 5.2	Cisco Unity Connection: • 1.1(1)	Web collaboration: • MeetingPlace Express: 1.1.2
1.1(1)	5.0(4) and 1.0(1)	• Microsoft Active Directory (AD 2000 and AD 2003) available with Microsoft Windows 2000 and 2003 • Sun One Directory Server 5.2	Cisco Unity Connection: • 1.1(1)	Web collaboration: • MeetingPlace Express: 1.1.2

1. CUPC = Cisco Unified Personal Communicator
2. CUCM = Cisco Unified CallManager
3. CUPS = Cisco Unified Presence Server

For details about performing upgrades, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Related Documentation

For complete documentation for Cisco Unified Personal Communicator, go to this URL:

http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html

You can find related product information at these URLs:

- *Cisco VT Camera Quick Start Guide*

   http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_installation_guides_list.html

- Cisco Unified CallManager documentation:

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

- Cisco Unified Presence Server documentation:

   http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html

- Cisco Unity Connection documentation:

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

- Cisco Unified MeetingPlace Express documentation:

   http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html

New and Changed Information

New and Changed Information for Release 1.1(3)

Cisco Unified Personal Communicator Release 1.1(3) consists of a Windows localization release and a Windows and Mac maintenance release.

For localization, these languages are now supported on Windows OS:

- Chinese (traditional and simplified) (CHT and CHS)
- Danish (DAN)
- Dutch (NLD)
- French (FRA)
- German (DEU)
- Italian (ITA)
- Japanese (JPN)

- Korean (KOR)

- Portuguese (Brazilian) (PTB)

- Russian (RUS)

- Spanish (ESP)

- Swedish (SVE)

For details about installer package name changes, see the "Cisco Unified Personal Communicator Localization Release and New Installer Package Names" section on page 52.

The maintenance release offers bug fixes and these new features:

- Support for Cisco Unified MeetingPlace Express VT for web-only and video conferencing sessions.

  For details about supported servers, see the "Compatibility Matrix and Supported Upgrades" section on page 12 and the "Configuring Cisco Unified MeetingPlace Express VT" section on page 48.

- Call statistic information for softphone calls (audio-only) and for video streams during an active call.

  For details, see the "Capturing Call Statistics for Audio and Video Problems" section on page 52.

- Connection status of servers with which Cisco Unified Personal Communicator integrates

  For details, see the "Capturing Server Connection Status Information" section on page 55.

- Automatic collection of log files on the Mac client by using the Cisco Unified Problem Reporting Assistant.

  For details, see the "Capturing Logs Automatically on the Mac Platform" procedure on page 56.

New and Changed Information for Release 1.1(2)

Cisco Unified Personal Communicator Release 1.1(2) supports Mac OS X. This release provides the same features and functionality as that provided in Cisco Unified Personal Communicator Release 1.1(2) for Windows OS:

- View real-time availability of other people who use Cisco Unified Personal Communicator.

- Click-to-call from the contact list within Cisco Unified Personal Communicator instead of dialing telephone numbers

- Use either the integrated soft phone or an associated Cisco Unified IP Phone.

- Exchange ideas face-to-face by using a video display on your computer screen.

- Add communication methods during a session; for example, you can add video to an existing audio session or add web conferencing to an existing video session.

- Create conference calls by merging conversation sessions.

- View, play back, sort, and delete voice-mail messages, all from the same client application.

Cisco Unified Personal Communicator for Mac OS X also has these features:

- Select the text of a phone number in almost any application and use the OS X Services menu (or key combination to that menu) to cause Cisco Unified Personal Communicator to dial the selected number.

- From within the Apple Address Book application, dial phone numbers through Cisco Unified Personal Communicator. This capability is provided by the included Address Book plug-in.

For details about features and benefits, see the data sheet for Cisco Unified Personal Communicator at this URL:

http://cisco.com/en/US/products/ps6844/products_data_sheets_list.html

A Cisco Unified Personal Communicator maintenance release occurred for the Windows OS at the same time as the release for Mac OS X support.

The maintenance release provides fixes for some open caveats from the previous release. For details, see the "Resolved Caveats" section on page 24).

The maintenance release also provides a new detailed logging feature that can be used on a client PC to try to resolve problems with the application. For details, see the Cisco Unified Personal Communicator online help, user guide, and troubleshooting guide at this URL:

http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html

New and Changed Information for Release 1.1(1)

Cisco Unified Personal Communicator Release 1.1(1) was the first Windows-only release of the product. It provided these features:

- View real-time availability of other people who use Cisco Unified Personal Communicator.
- Click-to-call from the contact list within Cisco Unified Personal Communicator instead of dialing telephone numbers
- Use either the integrated soft phone or an associated Cisco Unified IP Phone.
- Exchange ideas face-to-face by using a video display on your computer screen.
- Add communication methods during a session; for example, you can add video to an existing audio session or add web conferencing to an existing video session.
- Create conference calls by merging conversation sessions.
- View, play back, sort, and delete voice-mail messages, all from the same client application.

Installation Notes

You must order the Cisco Unified Personal Communicator system software and licenses by contacting your Cisco sales representative or by going to http://www.cisco.com/en/US/ordering/index.shtml.

After placing the order, you will receive information on where to find documentation for Cisco Unified Personal Communicator along with the Product Authorization Key (PAK). The PAK provides the software activation key and the license file. For details about obtaining the license file, see the Cisco Unified Personal Communicator installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

You download Cisco Unified Personal Communicator software from the Software Center (http://www.cisco.com/public/sw-center/sw-voice.shtml). You must have an account on Cisco.com to access this site.

Note   While Cisco Unified Personal Communicator is on New Product Hold, requests to download the software must be made by completing the online form at this URL:
https://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl?pid=741&fid=1641

Important Notes

These are important Cisco Unified Presence Server configuration changes that ensure the proper operation of Cisco Unified Personal Communicator:

- For changes to the configuration of the LDAP attribute map in Cisco Unified Presence Server, see the "Updates to the Installation Guide for Cisco Unified Personal Communicator" section on page 47.

- If you upgrade Cisco Unified Presence Server from Release 1.0(2) to Release 1.0(3), the LDAP search function in Cisco Unified Personal Communicator might not work. To resolve this problem, log in to Cisco Unified Presence Server Administration and choose **Application > Unified Personal Communicator > LDAP Profile**. Delete the existing LDAP profile and then recreate it. (CSCsh13218)

- If you configure Cisco Unified Personal Communicator to use UDP signaling with the Cisco Unified Presence Server SIP proxy server, reachability information for contacts in the contact list might not be available for large contact lists or when connected through a moderately lossy networks such as VPN over the Internet.

  To avoid this problem, make sure you select TCP as the Proxy Listener for the SIP proxy server in Cisco Unified Presence Server Administration (**Application > Unified Personal Communicator > Proxy Profile**). Do not use the UDP setting for the Proxy Listener. For details, see the installation guide at this URL:

  http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

These open caveats describe this issue:

  – CSCsf26033 (for Cisco Unified Personal Communicator)
  – CSCsf31211 (for Cisco Unified Presence Server)

For details about these caveats, see the "Open Caveats" section on page 19.

Caveats

You can find the latest resolved caveat information for Cisco Unified Personal Communicator by using the Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release. To access the Bug Toolkit, log on to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Topics in this section include:

- Using the Bug Toolkit, page 17
- Saving Bug Toolkit Queries, page 18
- Open Caveats, page 19
- Resolved Caveats, page 24

Using the Bug Toolkit

To access the Bug Toolkit, you need these items:

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

Procedure

Step 1   To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Log on with your Cisco.com user ID and password.

Step 2   Click the **Launch Bug Toolkit** hyperlink.

Step 3   If you are looking for information about a specific caveat, enter the ID number in the "Enter known bug ID" field.

To view all caveats for Cisco Unified Personal Communicator, go to the "Search for bugs in other Cisco software and hardware products" section, and enter **Cisco Unified Personal Communicator** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco Unified Personal Communicator**.

Step 4   Click **Next**. The search window appears.

Step 5   Choose the filters to query for caveats. You can choose any or all of the available options:

    a. Choose the Cisco Unified Personal Communicator version:

- Choose the major version for the major releases (such as, 1.0, 1.1).

  A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.

- Choose the revision for more specific information; for example, choosing major version 1.0 and revision version 3 queries for release 1.1(3) caveats.

  A revision (maintenance) release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.

    b. Choose the Features or Components to query; make your selection from the "Available" list and click Add to place your selection in the "Limit search to" list.

- To query for all Cisco Unified Personal Communicator caveats for a specified release, choose "All Features" in the left window pane.

Note   The default value specifies "All Features" and includes all of the items in the left window pane.

- To query only for Cisco Unified Personal Communicator-related caveats, choose "ciscocm" and then click **Add**.

- To query only for phone caveats, choose "ciscocm-phone" and then click **Add.**

- To query only for gateway caveats, choose "voice-gateway" and then click **Add**.

    c. Enter keywords to search for a caveat title and description, if desired.

> ✎
>
> **Note** To make queries less specific, use the *All* wildcard for the major version/revision, features/components, and keyword options.

    d. Choose the Set Advanced Options, including these items:

- Bug Severity level—The default specifies 1-3.
- Bug Status Group—Check the **Fixed** check box for resolved caveats.
- Release Note Enclosure—The default specifies Valid Release Note Enclosure.

    e. Click **Next**.

The Bug Toolkit returns the list of caveats based of your query.

- You can modify your results by submitting another query and by using different criteria.
- You can save your query for future use. See the "Saving Bug Toolkit Queries" section on page 18.

> ✎
>
> **Note** For detailed online help with the Bug Toolkit, click **Help** on any Bug Toolkit window.

Saving Bug Toolkit Queries

The Bug Toolkit allows you to create and then save your queries to monitor a specific defect or network situation. You can edit a saved search at any time to change the alert conditions, the defects being watched, or the network profile.

Procedure

Step 1 Perform your search for caveats, as described in the "Using the Bug Toolkit" section on page 17.

Step 2 In the search result window, click the **This Search Criteria** button that displays at the bottom of the window.

A new window appears.

Step 3 In the Name of saved search field, enter a name for the saved search.

Step 4 Under My Bug Groups, use one of these options to save your defects in a bug group:

- Click the **Existing group** radio button, and choose an existing group name from the drop-down list.
- Click the **Create new group named** radio button, and enter a group name to create a new group for this saved search.

> ✎
>
> **Note** This bug group will contain the bugs that are identified by using the search criteria that you have saved. Each time that a new bug meets the search criteria, the system adds it to the group that you chose.

The Bug Toolkit saves your bugs and searches, and makes them available through the My Stuff window. (The My Stuff window allows you to view, create, and/or modify existing bug groups or saved searches. Choose the My Stuff link to see a list of all your bug groups.)

Step 5 Under Email Update Options, you can choose to set optional e-mail notification preferences if you want to receive automatic updates of a bug status change. The Bug Toolkit provides these options:

- **Do NOT send me any email updates**—If you choose this default setting, the Bug Toolkit does not send e-mail notifications.

- **Send my updates to:**—Click the radio button to choose this option to send e-mail notifications to the user ID that you enter in this field. Additional notification options include:

  - **Updates as they occur**—TheBug Toolkit provides updates that are based on status change.

  - **Weekly summaries**—The Bug Toolkit provides weekly summary updates.

- **Apply these email update options to all of my saved searches**—Check this check box to use these e-mail update options for all of your saved searches.

Step 6 To save your changes, click **Save**.

Step 7 A window displays the bug groups that you have saved. From this window, you can click a bug group name to see the bugs and the saved searches; you can also edit the search criteria.

✎
Note For complete Cisco Unified IP Phone firmware release note information, refer to the applicable firmware release notes for your specific phone model at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/.

Open Caveats

Table 7 describes possible unexpected behaviors by Cisco Unified Personal Communicator on Windows and Mac OS. Only severity 1, severity 2, and select severity 3 open caveats are provided in this document (highest severity listed first). Unless otherwise noted, these caveats apply to all Cisco Unified Personal Communicator releases. For details about an individual defect, click or go to the URL in these tables to access the online record for that defect, including workaround.

Because defect status continually changes, be aware that the tables reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. Bug Toolkit requires that you have an account with Cisco.com (Cisco Connection Online). For details, see the "Using the Bug Toolkit" section on page 17.

For details about the Bug Toolkit, see these sections:

- Using the Bug Toolkit, page 17
- Saving Bug Toolkit Queries, page 18

✎
Note Some caveats described in the Cisco Unified Presence Server release notes and in the Cisco Unified CallManager release notes might appear to be Cisco Unified Personal Communicator caveats. You can access these release notes at these URLs:

http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html
http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Table 7   *Open Caveats for Cisco Unified Personal Communicator*

Identifier	Severity	Component	Headline
CSCse59392	2	ucpresence	Presence works intermittently with McAfee Virus Scan. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse59392
CSCse60544	2	softphone	Merging or being merged with video yields frozen or no video. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse60544
CSCse77954	2	audio	No Audio on CUPC Soft Phone Mode when you change the display settings. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse77954
CSCsf26033	2	ucpresence	Presence not working w UDP over some VPN. For more information, see the "Important Notes" section on page 16. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf26033
CSCsg17732	2	directorysearch	Mapping of LDAP attributes to multiple CUPC fields breaks Add Contact. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg17732
CSCsg31394	2	softphone	CUPC doesn't attempt to register with CCM on Busy Here response. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg31394
CSCsh22653	2	video	No video to from CUPC to CUVA when CUVA launched midcall. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh22653
CSCsh46132	2	ucpresence	Incorrect phone type can break presence. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh46132
CSCsh50032	2	softphone	Session roster doesn't update for all participants in 4 party conference. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh50032
CSCsh72244	2	video	CUPC: De-escalation/Escalation sequence does not work. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh72244
CSCse77564	3	softphone	Unable to resume call once shared line has picked up call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse77564

Table 7   Open Caveats for Cisco Unified Personal Communicator (continued)

Identifier	Severity	Component	Headline
CSCse77831	3	userinterface	Preferred contact method for user in conf roster is CHAT should be VIDEO. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse77831
CSCse85487	3	installer	CUPC Installer needs to require XP SP2. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse85487
CSCsf04287	3	voicemail	Permanent deletion of a voice mail from Hard phone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf04287
CSCsf04558	3	other	CUPC status shows Connected with Ethernet cable unplugged. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf04558
CSCsf07880	3	video	CUPC Hang after launch if logitech camera is plugged in. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf07880
CSCsf10533	3	phonecontrol	Mode switch is not possible when hardphone is down during outgoing call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf10533
CSCsf12322	3	voicemail	Unable to download 500 voice mails. The user becomes unusable. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf12322
CSCsf12964	3	userinterface	Context menu item Add Contact is disabled right after search completes. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf12964
CSCsf19770	3	login	Bad Login IP during login sometimes does not report a problem. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf19770
CSCsg04247	3	video	Remote video is black on Tandberg if Tandberg calls CUPC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg04247
CSCsg07934	3	userinterface	Unable to cancel call when callee exits before connect the call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg07934
CSCsg16308	3	installer	Incorrect message while uninstall during CUPC opens. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg16308

Table 7   Open Caveats for Cisco Unified Personal Communicator (continued)

Identifier	Severity	Component	Headline
CSCsg17037	3	phonecontrol	CUPC shows conversation window for calls originated from Non-Contr phone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg17037
CSCsg17121	3	softphone	Failure to re-register after undocking in deskphone with active call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg17121
CSCsg17427	3	other	Unable to Unhold when call is made with Polycomm and CUPC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg17427
CSCsg50775	3	video	CUPC MAC dies when CCM sends 408. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg50775
CSCsg68228	3	video	Poor video quality or no video over lossy network connections. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg68228.
CSCsh16212	3	video	Answer with video prevents later escalation prompting. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh16212
CSCsh26653	3	other	System Diagnostics for LDAP Server always show 'Anonymous Bind' as yes. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh26653
CSCsh38118	3	other	LDAP server status not correct. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh38118
CSCsh39527	3	userinterface	Stop button doesn't stop the on-going LDAP search. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh39527
CSCsh47184	3	ucpresence	DNs of Participants don't show properly in roster in ICT conf call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh47184
CSCsh47274	3	ucpresence	DNs of Participants don't show properly in roster for SIP trunk conf call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh47274
CSCsh54452	3	video	CUPC to CUPC video calls over H323 fails to establish. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh54452

Table 7 **Open Caveats for Cisco Unified Personal Communicator (continued)**

Identifier	Severity	Component	Headline
CSCsh58735	3	userinterface	After bad password attempt, server status window shows incorrect status. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh58635
CSCsh58748	3	other	System diagnostics shows incorrect protocol for various server types. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh58748
CSCsh59490	3	softphone	Can't send to VM when CUPC shares line with IP Phone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh59490
CSCsh60853	3	directorysearch	LDAP System Diag always shows anonymous bind. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh60853
CSCsh75092	3	video	Video rendered too early on video escalation over H.323 ICT. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh75092
CSCsh78824	3	userinterface	Logging off PC and log on w/ CUPC in deskphone mode w/ call shows problem. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh78824
CSCsh82782	3	softphone	When the user minimizes conversation or main window, the audio interrupts. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh82782
CSCsh86098	3	softphone	Call between a cupc client and a phone does not show statistics. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh86098
CSCsh91397	3	softphone	Calling ID is displayed even if the translation pattern is configured. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh91397
CSCsh91884	3	documentation	[CUPC] XSS vulnerability via search facility in online help http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh91884

Resolved Caveats

Tables in this section list caveats that are resolved in Cisco Unified Personal Communicator but that might be open in previous releases:

- Resolved in Release 1.1(3)
- Resolved in Release 1.1(2)

Only severity 1 through severity 3 and all resolved customer-found caveats are provided in this document (highest severity listed first). For details about an individual defect, click or go to the URL in the table to access the online record for that defect.

Because defect status continually changes, be aware that the table reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. The Bug Toolkit requires that you have an account with Cisco.com (Cisco Connection Online).

For details about the Bug Toolkit, see these sections:

- Using the Bug Toolkit, page 17
- Saving Bug Toolkit Queries, page 18

Table 8   Resolved in Release 1.1(3)

Identifier	Severity	Component	Headline
CSCsh33547	1	userinterface	CUPC crashes after clicking on Help/Show Call Statistics. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh33547
CSCsd74434	2	video	When calling or being called by any H.323 device, video escalation fails. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd74434
CSCse73818	2	softphone	Crash while changing modes immediately before receiving an incoming call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse73818
CSCse87888	2	userinterface	UPC crashes when Alt (+ one more key) is pressed on some dialogs. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse87888
CSCsf07325	2	video	Pausing video while on remote hold does not work. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf07325
CSCsf14204	2	softphone	Session roster is not always accurate or complete. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf14204
CSCsf20182	2	userinterface	Another crash on exit. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf20182

Table 8   *Resolved in Release 1.1(3) (continued)*

Identifier	Severity	Component	Headline
CSCsf96357	2	userinterface	CUPC crashes when put into sleep mode while in connected call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf96357
CSCsg00511	2	video	CUPC crash if calling or called from a 7985 SCCP. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg00511
CSCsg00809	2	voicemail	CUPC crashes while trying to read VM after deleting its local copy. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg00809
CSCsg03816	2	other	CUPC crashes on accepting incoming call after initiating mode switch. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg03816
CSCsg04330	2	other	CUPC hangs when Network cable disconnected fro client. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg04330
CSCsg07114	2	softphone	CUPC is crashing if network is disconnected during a connected call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg07114
CSCsg13491	2	softphone	UC crashes when Softphone only user changes to deskphone mode and quits. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg13491
CSCsg17244	2	voicemail	CUPC crashed when using hotkeys to adjust Volume of VoiceMails. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg17244
CSCsg18712	2	phonecontrol	First call with polycom disconnects when cupc init a new call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg18712
CSCsg19153	2	softphone	Crash after hanging up a call after sending DTMF. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg19153
CSCsd37414	3	userinterface	Mac: No logout menu item in the application task bar. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd37414
CSCsd74564	3	video	Closing video preview during a call halts outgoing video stream. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd74564

Table 8   Resolved in Release 1.1(3) (continued)

Identifier	Severity	Component	Headline
CSCsd79087	3	userinterface	Softphone volume does not visibly update when Windows volume adjusted. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd79087
CSCse06126	3	userinterface	Only the name of a contact in the contact list is double-clickable. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse06126
CSCse46574	3	voicemail	Rewinding a voicemail that is almost done freezes the UI. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse46574
CSCse49411	3	other	LDAP name resolution does not automatically update the roster. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse49411
CSCse75015	3	video	MAC:Cannot have more than 3 participants in a video conferencing. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse75015
CSCse78805	3	softphone	Video at UC pauses all when conf button is used for conferencing. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse78805
CSCse90494	3	softphone	Simultaneous escalation to video call by both the connected users. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse90494
CSCse99349	3	video	Session escalated to video after merge. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse99349
CSCsf00839	3	ucpresence	Preferred phone number not updated. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf00839
CSCsf01716	3	other	CUPC Crash on exit. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf01716
CSCsf03376	3	video	After hold/resume, user gets video prompt on audio only call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf03376
CSCsf04804	3	userinterface	Assert error on disconnect. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf04804
CSCsf05272	3	userinterface	Phone number is formatted to NANP style in outdialing. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf05272

Table 8   Resolved in Release 1.1(3) (continued)

Identifier	Severity	Component	Headline
CSCsf05710	3	softphone	Cannot act as transfer target for video call from MeetingPlaceExpress. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf05710
CSCsf06254	3	video	Video not restarted after hold/resume in Receive Only mode. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf06254
CSCsf06514	3	softphone	Remote video holds if we close one of simultaneous video call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf06514
CSCsf06730	3	userinterface	Editing status msg still shows previous msg in tooltip on mouse hover. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf06730
CSCsf06961	3	userinterface	No ring tone for a CUPC if one of simultaneous call disconnected. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf06961
CSCsf11336	3	video	CUPC to 7985 over H323 No remote video for CUPC after hold/resume. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf11336
CSCsf19680	3	video	Local video appears in place of remote video if call is held. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf19680
CSCsf21899	3	softphone	Cross video from the user on hold, while the audio is from. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf21899
CSCsf23275	3	userinterface	Softphone ringback continues after disconnecting the call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf23275
CSCsf24551	3	userinterface	Softphone Ring tone incorrect when disconnected call window is open. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf24551
CSCsf31066	3	video	H323 ICT: 5 sec delay resuming video after caller holds/resumes. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf31066
CSCsf98570	3	video	No Video when call is initiated from CUPC to Tandberg H323. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf95870

Table 8 Resolved in Release 1.1(3) (continued)

Identifier	Severity	Component	Headline
CSCsf98448	3	softphone	The initiator of a conf is the only participant able to add participants. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf98448
CSCsg03134	3	video	Video does not work properly when 3 CUPCs are merged in adhoc conference. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg031134
CSCsg03327	3	video	No video when Tandberg was in a merge with 2UCs. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg03327
CSCsg06929	3	softphone	Phone mode switch is disabled after reconnecting the network cable. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg06929
CSCsg10460	3	other	Crash while trying to exit cupc. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg10460
CSCsg12232	3	video	Video is paused when CUPC is added to an ADHOC conference. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg12232
CSCsg14323	3	softphone	Remote video frozen, when the Video call is put on Hold and Unhold. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg14323
CSCsg15125	3	video	The 2nd user that cupc called does not have remote video active. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg15125
CSCsg15140	3	video	Merger shows both BLACK screen on remote and local video. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg15140
CSCsg15580	3	softphone	Remote Video paused, when another call directed to Remote users VM. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg15580
CSCsg16038	3	softphone	Ringback tone delayed up to three seconds. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg16038
CSCsg17459	3	userinterface	UI becomes frozen occasionally, comes back after switching applications. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg17459

Table 8   ***Resolved in Release 1.1(3) (continued)***

Identifier	Severity	Component	Headline
CSCsg17518	3	video	No RemoteCSCsh22653 Video when call is made between Polycomm and CUPC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg17518
CSCsg23600	3	video	CUPC does not transmit at lower bitrates when TIAS is lowered http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg23600
CSCsg26607	3	userinterface	Cannot dial same digit twice quickly on numeric keypad. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg26607
CSCsg39360	3	other	no ability to get simple call stats on the UI w/o sniffer. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg39360
CSCsg45315	3	softphone	The volume slider does not change when the menu items are invoked. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg45315
CSCsg45451	2	phonecontrol	Video escalation by local user crashes CUPC after remote user force quit. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg45451
CSCsg45475	3	webcollaboration	Inconsistent behavior-selecting collab icon via diff ways on participant. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg45475
CSCsg45486	3	userinterface	Toast for incoming call disappears when CUPC is minimized. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg45486
CSCsg49814	3	video	No remote video on CUPC (w/o camera) after resume a call to CUVA. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg49814
CSCsg50775	3	video	CUPC MAC dies when CCM sends 408. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg50775
CSCsg51225	3	video	Video Channel not established from CUVA to CUPC under mutual hold. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg51225

Table 8   *Resolved in Release 1.1(3) (continued)*

Identifier	Severity	Component	Headline
CSCsg52799	3	softphone	Video in the conf freezes when UC de-escalate the video. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg52799
CSCsg58723	3	userinterface	Default volume setting in preferences is not honored. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg58723
CSCsg59313	3	video	cupc not transmitting video to CUVA on transfer from another cluster. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg59313
CSCsg69079	2	softphone	CUPC crashes after disconnecting network cable during a 3-party conf. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg69079
CSCsg69101	3	voicemail	CUPC is crashing if network is disconnected during a connected call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg69101
CSCsg71755	3	userinterface	Profile clipped on Edit Preferences dialog. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg71755
CSCsg72081	3	userinterface	Initial Hub width (from uclocal) can be narrower than the menu bar. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg72081
CSCsg78036	3	userinterface	Video invitation options open when a call is resumed. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg78036
CSCsg78747	3	softphone	Video invitation buttons should be centered and arranged properly. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg78747
CSCsg80047	2	softphone	CUPC crashes on exit when there is an active deskphone call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg80047
CSCsg86148	3	userinterface	CUPC shows local video when video is not available for the call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg86148
CSCsg87925	3	video	No remote video on CUPC when call CUVA over H323ICT. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg87925

Table 8 **Resolved in Release 1.1(3) (continued)**

Identifier	Severity	Component	Headline
CSCsg95310	3	softphone	CUPC intermittently rejects KPML subscription from CCM. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg95310
CSCsg95696	3	video	CUPC to 7985 over H323 over VPN - no audio or video after hold/resume. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg95696
CSCsh01915	3	userinterface	Search Pane's Disclosure button not updated properly. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh01915
CSCsh07072	3	video	Local video moves to first held call, if a second active call is held. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh07072
CSCsh07079	3	video	On a CUPC video call over H323 ICT, participants list pops up briefly. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh07079
CSCsh12461	3	video	Video camera stays on after de-escalate. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh12461
CSCsh15707	3	video	Camera light comes on and stays on after failed video escalate. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh15707
CSCsh16363	3	userinterface	Splash screen is cut off in Windows Large Fonts mode. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh16363
CSCsh16878	3	userinterface	Default window size too wide. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh16878
CSCsh19195	3	video	Only conference originator can escalate to video from audio conference. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh19195
CSCsh27691	3	video	No remote video on CUPC: CUPC-SIPICT-CUVA. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh27691
CSCsh30421	3	softphone	CUPC crash on exit when no valid LDAP servers found. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh30421

Table 8   Resolved in Release 1.1(3) (continued)

Identifier	Severity	Component	Headline
CSCsh32302	3	userinterface	CUPC Mac leaking call objects. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh32302
CSCsh33139	3	other	Unity status doesn't change when switching right/wrong credentials. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh33139
CSCsh37452	3	video	CUPC does not send RTP using PT it agreed on with CCM. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh37452
CSCsh39527	3	userinterface	Stop button doesn't stop the on-going LDAP search. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh39527
CSCsh41409	3	userinterface	Presence bubble on hub changes to green from blue on button click. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh41409
CSCsh41512	3	other	Remote video frozen for remote user after local user hangs up 2nd call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh41512
CSCsh41604	3	userinterface	Stopping on-going LDAP search gives odd results. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh41604
CSCsh45291	3	softphone	CUPC sends wrong IP Address to CM after VPN IP change. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh45291
CSCsh45575	3	userinterface	Choose Desk Phone Window does not resize properly. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh45575
CSCsh48537	2	video	Escalating H323 ICT audio call to video w/7985/CUVA crashes CUPC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh48537
CSCsh53427	3	video	Video remains paused after de-escalation then re-escalation. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh53427
CSCsh59366	3	other	Sometimes wrong email used when preferred email not set. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh59366

Table 8 **Resolved in Release 1.1(3) (continued)**

Identifier	Severity	Component	Headline
CSCsh59557	3	video	No video on CUPC after consult transfer to CUPC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh59557
CSCsh63143	2	ucpresence	Presence control fails after one hour connected (re-subscribe timeout). http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh63143
CSCsh66341	3	other	Problem report contains only logs from previous session. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh66341
CSCsh72930	3	ucpresence	Need source when presence is automatic. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh72930
CSCsh72982	2	softphone	No video when dialing to MCUs using CUPC in MAC systems, Windows OK. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh72982
CSCsh78033	3	video	CUPC does not send video when CUVA is started mid-call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh78033
CSCsh79857	3	installer	Installer is packaging and displaying the EULA files during installation. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh79857

Table 9 **Resolved in Release 1.1(2)**

Identifier	Severity	Component	Headline
CSCsd82665	1	softphone	CUPC DTMF not recognized by MeetingPlace. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd82665
CSCse39712	1	softphone	Windows may encounter a blue screen error when hanging up softphone call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse39712
CSCse62604	1	softphone	CUPC Soft Phone Call Dropped. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse62604

Table 9 Resolved in Release 1.1(2) (continued)

Identifier	Severity	Component	Headline
CSCse74797	1	softphone	Soft Phone One Way Audio. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse74797
CSCse76755	1	other	If overlap dialing, crash if call hung up too soon after connecting. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse76755
CSCse80803	1	userinterface	CUPC crash due to race condition in voicemail code. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse80803
CSCse80818	1	userinterface	CUPC crash by out dialing searched user. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse80818
CSCsf24816	1	installer	Unable to launch CUPC after upgrading to newer version. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf24816
CSCsf25546	1	installer	Installer prompts for restart on upgrade, app says a file is missing. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf25546
CSCsd93119	2	installer	Can't install new UPC load on some of the PC/Laptops. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd93119
CSCse15895	2	softphone	Escalating to web conf in softphone mode doesn't work for merged calls. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse15895
CSCse19041	2	softphone	Application does not reconnect after sleep mode - need to restart. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse19041
CSCse20263	2	softphone	Softphone leaves other party connected when disconnecting a held call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse20263
CSCse26424	2	userinterface	Sometimes, the application crashes while exiting. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse26424
CSCse28586	2	phonecontrol	One-way audio (app cannot hear) when merging incoming gateway calls. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse28586

Table 9   Resolved in Release 1.1(2) (continued)

Identifier	Severity	Component	Headline
CSCse31430	2	softphone	One way audio after multiple resumes. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse31430
CSCse33062	2	phonecontrol	Holding an incoming call from a SIP trunk may crash the application. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse33062
CSCse36864	2	ucpresence	CUPC reject the incoming NOTIFY by responding with Status 481. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse36864
CSCse50790	2	userinterface	Relaunching after quitting sometimes reports another instance is running. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse50790
CSCse51760	2	phonecontrol	Switching phone or mode while CUPS is offline crashes the application. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse51760
CSCse55250	2	other	During a call, laptop is prevented from suspending if the lid is closed. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse55250
CSCse57940	2	other	Blue screen while closing a conversation window. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse57940
CSCse59909	2	softphone	Softphone functionality may not work after resume from hibernate/sleep. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse59909
CSCse59926	2	softphone	Softphone mode- Have MP call out to CUPC no DTMF recognition. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse59926
CSCse60582	2	softphone	No video for CUPC to anything else calling across an intercluster trunk. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse60582
CSCse63036	2	ucpresence	No presence shown when logging in on a slow network connection. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse63036

Table 9   Resolved in Release 1.1(2) (continued)

Identifier	Severity	Component	Headline
CSCse66820	2	voicemail	Application crashed while shutting down. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse66820
CSCse67185	2	login	UC crashes when login window is closed from task bar. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse67185
CSCse67777	2	userinterface	Exception when closing CUPC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse67777
CSCse71360	2	userinterface	Application asserts in afxwin2.inl line 44. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse71360
CSCse74867	2	audio	Robotic audio artifacts heard by gateway party. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse74867
CSCse74892	2	audio	Audio: Double Ring Back Echo Effect. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse74892
CSCse74985	2	installer	Installer sometimes fails to prompt for reboot on camera driver upgrade. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse74985
CSCse79188	2	userinterface	Phone Chooser does not display avail phones after ethernet disconnected. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse79188
CSCse87752	2	userinterface	Japanese characters are corrupted in some area in case of Windows 2000. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse87752
CSCse87774	2	userinterface	Reachability does not become busy when talking. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse87774
CSCse93751	2	other	UPC crash adding contact to group. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse93751
CSCse99203	2	ucpresence	No presence when connected to previous versions of CUPS. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse99203

Table 9 **Resolved in Release 1.1(2) (continued)**

Identifier	Severity	Component	Headline
CSCsf04821	2	phonecontrol	CUPC Call Drop/crash with Version 1.1. 6369. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf04821
CSCsf05103	2	phonecontrol	CUPC crashes if multiple calls are placed to a user simultaneously. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf05103
CSCsf07274	2	userinterface	Audio appears to be muted when it's not. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf07274
CSCsf10579	2	phonecontrol	CUPC crashes when phone mode is switched after hard phone goes down. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf10579
CSCsf11102	2	softphone	Calls getting dropped frequently during the audio/video calls. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf11102
CSCsf14614	2	webcollaboration	Web collaboration doesn't work. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf14614
CSCsf19489	2	directorysearch	Crash on exit. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf19489
CSCsf21920	2	softphone	CUPC Crash while two parties on hold then un-hold. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf21920
CSCsf32523	2	ucpresence	Application crashed while exiting. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf32523
CSCsg06451	2	softphone	CUPC call gets dropped Intermittently, when logged into Meeting Place mtg. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg06451
CSCsg06814	2	voicemail	Purged voice mail re-appears with the new voice mail entry. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg06814
CSCsg06855	2	voicemail	Purged voicemail reappears and on drag play/volume control CUPC crashes. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg06855

Table 9   Resolved in Release 1.1(2) (continued)

Identifier	Severity	Component	Headline
CSCsg15261	2	userinterface	Crash in Voicemail code while shutting down. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg15261
CSCsd28879	3	voicemail	Voicemail message status temporarily incorrect when modified remotely. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd28879
CSCsd51631	3	softphone	Conversation roster not always accurate in Softphone mode. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd51631
CSCsd62320	3	webcollaboration	Web conf cannot be restarted by other parties in a conversation. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd62320
CSCsd64927	3	softphone	SIP/H.323 trunk calls show incorrect parties if no caller ID available. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd64927
CSCsd94921	3	voicemail	Excessive errors logged when the voicemail server becomes unreachable. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd94921
CSCsd96072	3	video	Video streaming not consistently retained during merge operation. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd96072
CSCsd96543	3	softphone	Conversation name incorrect after conference call reverts to two parties. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd96543
CSCsd96732	3	installer	Windows camera installation messages appear during application upgrades. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd96732
CSCsd96833	3	documentation	DirectX9.0 or greater required during install of 1.8 or greater of UPC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd96833
CSCsd96976	3	video	Request to accept video appears in the wrong conversation window. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd96976

Table 9   ***Resolved in Release 1.1(2) (continued)***

Identifier	Severity	Component	Headline
CSCse04944	3	softphone	Poor audio quality when connected via Software VPN. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse04944
CSCse05900	3	softphone	Connection to CCM not reestablished after wireless network switch/change. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse05900
CSCse14696	3	webcollaboration	Launching web conf can take up to sixty seconds. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse14696
CSCse16878	3	softphone	No video when calling to/from Tandberg. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse16878
CSCse18965	3	softphone	Ability to add attendees disabled for other than initial caller. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse18965
CSCse20774	3	softphone	CUPC video quality is very bad during normal call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse20774
CSCse24891	3	phonecontrol	Attempting more simultaneous calls than allowed causes memory leak. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse24891
CSCse24911	3	other	Mem and Virtual mem usage increases even during IDLE. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse24911
CSCse28951	3	video	One way video call goes to 2 way video after hold/resume. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse28951
CSCse29207	3	userinterface	Camera light comes on after call hold/resume. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse29207
CSCse29225	3	userinterface	Camera light stays on after far end disconnect on video call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse29225
CSCse31577	3	directorysearch	Failure to connect to an LDAP server isn't displayed unambiguously. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse31577

Table 9   Resolved in Release 1.1(2) (continued)

Identifier	Severity	Component	Headline
CSCse32625	3	voicemail	MWI lamp is not lit on the hard phone when new voicemail entry is there. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse32625
CSCse35898	3	softphone	Audio stays muted after mute/hold/resume. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse35898
CSCse37715	3	softphone	CUPC SIP/UDP port not compatible with Cisco AutoQoS scheme. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse37715
CSCse40732	3	softphone	2nd icon on desktop created after installation. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse40732
CSCse47076	3	video	Upgrade problem with 4k camera. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse47076
CSCse47502	3	directorysearch	Adding a contact while CUPS is disconnected/unreachable shutdown the app. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse47502
CSCse48594	3	softphone	Cannot send incoming calls to voicemail in softphone mode. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse48594
CSCse49399	3	voicemail	Divert to voicemail not working on Alpha. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse49399
CSCse49460	3	webcollaboration	The web conf feature may interact with CUPC to slow down the PC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse49460
CSCse49944	3	softphone	Merge fails to join 3 parties. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse49944
CSCse53219	3	softphone	Merge fails with 2 video calls. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse53219
CSCse54770	3	video	Escalate to video, the call got disconnected. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse54770

Table 9 ***Resolved in Release 1.1(2) (continued)***

Identifier	Severity	Component	Headline
CSCse55249	3	userinterface	Initiating via Preferred Contact type doesn't work without self as buddy. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse55249
CSCse56179	3	directorysearch	Quitting quickly after cancelling a search crashes the application. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse56179
CSCse56366	3	video	Video call to VTA w/ hardphone causes BSOD. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse56366
CSCse59292	3	other	My call got dropped from an active conference after hold/unhold. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse59292
CSCse60697	3	softphone	Users with extended characters in usernames cannot register. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse60697
CSCse61418	3	video	Plugging in camera during softphone call disrupts softphone service. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse61418
CSCse62513	3	userinterface	Restoring app after minimizing on Win2K yields incorrect window contents. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse62513
CSCse66462	3	softphone	Short burst of sound heard every 20 seconds after muting audio. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse66462
CSCse66969	3	userinterface	Recent calls lists voicemail access number instead of called party. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse66969
CSCse71071	3	documentation	Video no longer works on CUPC (works as a VTA camera and with MOC). http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse71071
CSCse71541	3	userinterface	Phone Chooser dialog not disabled in softphone mode. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse71541

Table 9 Resolved in Release 1.1(2) (continued)

Identifier	Severity	Component	Headline
CSCse71575	3	userinterface	Phone Mode menu in preferences does not invoke phone chooser dialog. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse71575
CSCse71583	3	userinterface	Switching to desk phone mode silently fails when CUPS is offline. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse71583
CSCse77607	3	other	Problem Reports do not contain the resiplog.txt file. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse77607
CSCse78114	3	softphone	Hidden audio session continues after disconnecting outgoing call rapidly. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse78114
CSCse79054	3	softphone	Session Window can be dismissed without dismissing call in softphone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse79054
CSCse79233	3	softphone	CUPC crash while in large conference call clicking hold/unhold. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse79233
CSCse87764	3	userinterface	Conversation/Session Roster info is not updated correctly when merged. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse87764
CSCse87781	3	userinterface	Video call does not resume when Resume Call button is pressed. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse87781
CSCse89979	3	softphone	CUPC crashes on exit when recovering from an ethernet disconnect. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse89979
CSCse96090	3	phonecontrol	keypad available but not functional during call in desk mode. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse96090
CSCse98913	3	userinterface	Mute button icon state gets out of sync with actual mute state. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse98913

Table 9 **Resolved in Release 1.1(2) (continued)**

Identifier	Severity	Component	Headline
CSCse98955	3	softphone	Second call gets one-way audio after a hold/resume. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse98955
CSCse99541	3	login	Disabling the network needs to force the application to go offline. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse99541
CSCsf00193	3	voicemail	Client must be restarted after VM credentials are entered. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf00193
CSCsf00549	3	documentation	Internal Error 2932 during upgrade. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf00549
CSCsf00593	3	ucpresence	Setting explicit state being ignored when "busy" on phone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf00593
CSCsf01321	3	softphone	Softphone leaves call dialog hanging after standby & resume. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf01321
CSCsf01345	3	softphone	Softphone: Undocking with active call breaks subsequent call dialogs. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf01345
CSCsf03028	3	video	No remote video for CUPC user after video pause and resume. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf03028
CSCsf03765	3	userinterface	Video intermittently remains paused after hold/resume. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf03765
CSCsf04227	3	voicemail	CUPC crashes on exit. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf04227
CSCsf04265	3	webcollaboration	Collab pane buttons enabled after clicking on End Conference button. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf04265
CSCsf05127	3	installer	Video features not disabling in Program Maintenance page. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf05127

Table 9 **Resolved in Release 1.1(2) (continued)**

Identifier	Severity	Component	Headline
CSCsf06075	3	video	CUPC still sends outgoing video while call is on hold in one scenario. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf06075
CSCsf06281	3	video	Video not restarted after pause, unpause, hold, resume. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf06281
CSCsf06935	3	userinterface	Crash when closing idle application via close button. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf06935
CSCsf06973	3	voicemail	CUPC softphone mode: New msg arrived in Recent but no MWI light on phone. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf06973
CSCsf11287	3	softphone	Calls are getting connected with 4 digit extension. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf11287
CSCsf11313	3	video	Jerky/delayed remote video for far end (start of the call and on resume). http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf11313
CSCsf11324	3	video	No local video for CUPC user after hold/resume and after another call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf11324
CSCsf11383	3	video	Hold/resume does not work for CUPC to CUPC/7985/CUVA. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf11383
CSCsf12939	3	installer	Installer prompts to close various other apps that are allegedly in use. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf12939
CSCsf13492	3	documentation	Video call escalation is not intimated to remote users in 3-party conf. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf13492
CSCsf13599	3	userinterface	Cannot add a contact to contact list when the contact list is empty. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf13599

Table 9   Resolved in Release 1.1(2) (continued)

Identifier	Severity	Component	Headline
CSCsf13688	3	userinterface	Pressing Alt+F4 change focus on wrong window. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf13688
CSCsf13901	3	userinterface	Application does not respond to Windows Shutdown events. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf13901
CSCsf15066	3	softphone	Denial of video escalation is not minimizing video area. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf15066
CSCsf15207	3	voicemail	Endless loop when getting voice mail headers. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf15207
CSCsf15251	3	installer	Install complains about CDETs being open - must close app. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf15251
CSCsf15354	3	userinterface	Unable to switch to Softphone Mode when Deskphone is on a call. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf15354
CSCsf15629	3	video	CUPC Unable to resume video after video pause. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf15629
CSCsf19707	3	video	CUPC exits when a 2nd video call from 7985 is held and resumed. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf19707
CSCsf19914	3	login	Login intermittent silent failure with bad host address. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf19914
CSCsf20152	3	softphone	CUPC crashes when docking during a softphone call with local preview wnd. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf20152
CSCsf21306	3	softphone	Crash when docking with softphone active call & preview on. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf21306
CSCsf23069	3	userinterface	Clicking Help Menu after a CTI failure causes CUPC to crash. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf23069

Table 9 **Resolved in Release 1.1(2) (continued)**

Identifier	Severity	Component	Headline
CSCsf30189	3	installer	Installer says IP Communicator is in use even when it is not running. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf30189
CSCsf98490	3	webcollaboration	Web collaboration not received by Win user intermittently. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf98490
CSCsg03358	3	installer	Uninstall complains that CUPC is running when it's not. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg03358
CSCsg06380	3	softphone	Unable to see video, when a user in Video call de escalates to audio. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg06380
CSCsg06727	3	userinterface	Roster icon enabled on a disconnected conversation window. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg06727
CSCsg07516	3	softphone	Video icon is grayed out in the session window when dialed into a conf. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg07516
CSCsg09093	3	video	Merger de-esc and re-esc video now sees grayed remote video. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg09093
CSCsg15552	3	video	Conference window and Hub become frozen after a video de-esc. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg15552
CSCsg16026	3	userinterface	Application frequently ignores double-clicks in contact list. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg16026

Troubleshooting

These Cisco Unified Personal Communicator documents provide troubleshooting information:

- *User Guide for Cisco Unified Personal Communicator* (separate documentation for Windows OS and for Mac OS)
- *Troubleshooting Guide for Cisco Unified Personal Communicator*

You can access this information at this URL:

http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html

For Cisco Unified Presence Server troubleshooting information, see the serviceability administration guide at this URL:

http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html

Documentation Updates

This section provides Cisco Unified Personal Communicator documentation updates that were unavailable when the product was released.

To obtain Cisco Unified Personal Communicator documentation, go to this URL:

http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html

Updates to the Installation Guide for Cisco Unified Personal Communicator

These sections describe the changes that came after the publication date of the installation guide:

Cisco Unified Videoconferencing Support

While the installation guide provides conceptual and task-based information for integration with Cisco Unified Videoconferencing, videoconferencing with this product is not supported. Full support for this feature will be available in an upcoming release of Cisco Unified Personal Communicator.

Configuring Cisco Unified MeetingPlace Express VT

Cisco Unified MeetingPlace Express VT is now supported for use with Cisco Unified Personal Communicator. Cisco Unified MeetingPlace Express VT extends Cisco Unified CallManager video telephony capabilities. Users can add video to existing voice communication, move from point-to-point to multiparty voice and video calls, and can add web conferencing to their voice and video communications.

Procedure

Complete these tasks to enable web-only meetings to be initiated from Cisco Unified Personal Communicator:

Step 1 Install a supported release of the web conference server (Cisco Unified MeetingPlace Express or Cisco Unified MeetingPlace Express VT).

For details about supported releases, see the release notes at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html

Step 2 Integrate the web conference server to work with Cisco Unified Personal Communicator.

For Cisco Unified MeetingPlace Express VT ad hoc conferencing functionality:

a. Through the Cisco Unified MeetingPlace Express Administration Center, install the adhocsystemsoftware, webconf, and maxadhoc licenses that provide enough web ports for Cisco Unified Personal Communicator users (required to support more than six voice, six video, and six web ports).

b. Configure Cisco Unified MeetingPlace Express VT for ad hoc conferencing.

For details, follow the instructions in the configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/products_installation_and_configuration_guides_list.html

c. For Cisco Unified MeetingPlace Express reservationless functionality, install the systemsoftware, webconf, and maxweb licenses that provide enough web ports for both the full web meetings that are initiated from Cisco Unified MeetingPlace Express and the web-only meetings that are initiated from Cisco Unified Personal Communicator. For detailed Cisco Unified MeetingPlace Express-specific information about integrating with Cisco Unified Personal Communicator, managing certificates, creating user profiles, and configuring call-control, see the configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html

Step 3 If not already enabled, enable the Secure Sockets Layer (SSL) encryption technology on the web conference server by obtaining and uploading the required certificates from a trusted certificate authority (CA).

The certificate is required for secure communications between Cisco Unified Personal Communicator and the web conference server.

Step 4 Set up a user profile on the web conference server for each Cisco Unified Personal Communicator user who might initiate web-only meetings from a Cisco Unified Personal Communicator conversation.

You do not need to create a user profile for Cisco Unified Personal Communicator users who attend web meetings. They join the web meeting as guests, and a password is not needed.

Make sure to set the **Method of Attending** to **I'll Call In** for users who might initiate web-only meetings; otherwise, the web conference system will try to contact the user who clicked the **Escalate to Web Conference** button in Cisco Unified Personal Communicator. Make sure to tell users not to change this setting.

⚲

Tip As an alternative, you can configure the Administrative XML Layer Simple Object Access Protocol (AXL SOAP) authentication on Cisco Unified CallManager to simplify the web conference user profile administration. With this configuration, the Cisco Unified Personal Communicator meeting initiator needs a Cisco Unified CallManager profile instead of a web conference user profile. With AXL authentication, when the initiator requests a meeting for the first time through Cisco Unified Personal Communicator, a web conference profile is automatically created for the initiator.

Step 5 Change the network configuration so that inbound calls from the public switched telephone network (PSTN) to Cisco Unified Personal Communicator support RFC2833.

- For inbound calls, Cisco Unified Personal Communicator requires RFC2833 support if these calls require dual tone multifrequency (DTMF) digit collection. Inbound calls to the client will not be answered with key press markup language (KPML) support.

  A typical inbound call scenario is when the web conference server calls the user as a conference is being set up. In this situation, if the inbound call from the PSTN supports RFC2833, the Cisco Unified Personal Communicator user can join the meeting by using the session dial pad.

- For outbound calls, Cisco Unified Personal Communicator supports both KPML and RFC2833 digit collection.

Step 6 Perform the Cisco Unified MeetingPlace Express server-specific configuration (server names, addresses, port, protocol, and server profile) on the Cisco Unified Presence Server by following the instructions in the published installation guide at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html

Configuring Microsoft Active Directory for Anonymous Queries

The installation guide describes how to configure Microsoft Active Directory 2000 and 2003 for anonymous queries. This information is incorrect and should not be followed.

✎

Note Anonymous access might be possible with your directory server, but it is not recommended. Instead, create a user with read-only privileges on the same container where the users to be searched are located, and specify the directory number and password in Cisco Unified Presence for Cisco Unified Personal Communicator to use.

LDAP Attribute Paired to Only One Client Attribute

When you configure the LDAP attribute map through the Cisco Unified Presence Server (**Application > Unified Personal Communicator > Settings**), ensure that an LDAP attribute is paired to only one Cisco Unified Personal Communicator attribute. This is a change from what was previously documented in the installation guide for Cisco Unified Personal Communicator.

Cisco Unified Presence Server Administration Menu Changes

In Cisco Unified Presence Server Release 1.0(3), some Cisco Unified Personal Communicator configuration menu and window names changed; therefore, the GUI references do not match the names in the *Installation Guide of Cisco Unified Personal Communicator*. See Table 10.

Table 10   Menu and Window Name Changes in Cisco Unified Presence Server Administration

Cisco Unified Presence Server Release 1.0(3)	Previous Cisco Unified Presence Server Releases
Unity Server	Unity Connection Server
Unity Profile	Unity Connection Server
MeetingPlace Server	MeetingPlaceExpress Server
MeetingPlace Profile	MeetingPlaceExpress Profile

Licensing Options for Cisco Unified Personal Communicator

Cisco Unified CallManager Administration tracks the number of Cisco Unified Personal Communicator devices that are connected to it and compares it with the number of device licenses that have been purchased.

You can configure Cisco Unified Personal Communicator in these ways:

- Base functionality—This configuration provides a user with a presence-enabled contact list, directory searching, and the ability to control a Cisco Unified IP Phone for click-to-dial and incoming call notification through desk-phone mode in Cisco Unified Personal Communicator. A user can also use web conferencing and voice-mail features if they are licensed for these products. For a list of supported servers, see the "Compatibility Matrix and Supported Upgrades" section on page 12.

  These licenses are required:

  – One Cisco Unified Personal Communicator software license.

  – One Cisco Unified Presence Server user license. (This license is also known as a Cisco Unified CallManager phone device license.)

- Base functionality and soft phone—In addition to the base capabilities, you can configure Cisco Unified Personal Communicator as a video-enabled soft phone to allow the user to use Cisco Unified Personal Communicator in soft-phone mode.

  These licenses are required:

  – One Cisco Unified Personal Communicator software license.

  – One Cisco Unified Presence Server user license. (This license is also known as a Cisco Unified CallManager phone device license.)

  – Three Cisco Unified CallManager phone device licenses to register as a Cisco Unified CallManager soft phone.

Cisco Unified CallManager Bulk Administration of License Capabilities

You can use bulk administration in Cisco Unified CallManager Administration to perform bulk provisioning of license capabilities.

Procedure

Step 1   From **Bulk Administration > CUPS > Export CUPS/CUPC Users**, obtain current license information by finding all Cisco Unified Presence Server and Cisco Unified Personal Communicator users.

Step 2   Click **Next**.

Step 3   In the Export CUPS/CUPC Users Configuration window, specify the filename to be exported.

Step 4   From **Bulk Administration > Upload/Download Files**, download the csv file, enable or disable licenses according to the instructions in the sample file, and then upload the file.

Step 5   From **Bulk Administration > CUPS > Update CUPS/CUPC Users**, select the updated csv file and submit it to update license capabilities in bulk.

Cisco Unified Presence Server Bulk Administration of Application Profiles

With Cisco Unified Presence Server Release 1.0(3), you can use bulk administration in Cisco Unified Presence Server Administration to assign application profiles (LDAP, Cisco Unified MeetingPlace, Cisco Unity, CTI gateway, SIP proxy, preferred CTI device) to Cisco Unified Personal Communicator users.

Procedure

Step 1   Through **Bulk Administration > UPS > Export UPS Users**, obtain current profile information by finding all users.

Step 2   Click **Next**.

Step 3   In the Export CUPS Users Configuration window, specify the filename to be exported.

Step 4   From **Bulk Administration > Upload/Download Files**, download the csv file, add or remove profile names according to the instructions in the sample file, and upload the file.

Step 5   From **Bulk Administration > UPS > UPS User Update**, select the updated csv file and submit it to update profile information in bulk.

Cisco Unified Presence Server System-Level Information

With Cisco Unified Presence Server Release 1.0(3), you can use Cisco Unified Presence Server Administration to obtain system-level information (**System > Status**). In the System Status window, you can see the number of licensed Cisco Unified Presence Server and Cisco Unified Personal Communicator users synchronized from the Cisco Unified CallManager database. You can display user IDs and the primary extension, number of devices, and the number of contacts associated with users. You can also see which users are licensed to use Cisco Unified Personal Communicator.

Cisco Unified Personal Communicator Localization Release and New Installer Package Names

Because Release 1.1(3) is a localization release for the Windows OS, these are the new installer package names:

- CiscoUnifiedPersonalCommunicatorSetupK9_*XXX*.exe

- CiscoUnifiedPersonalCommunicatorSetupK9_*XXX*.msi

  where *XXX* is the three-letter language locale. For example, ENU is US English, and JPN is Japanese.

For details about the language codes, see the "New and Changed Information for Release 1.1(3)" section on page 13.

You should use these installer package names when you deploy the application to a shared location, install it on the client PC, or when you use a software deployment tool.

With the Windows non-ENU installer package, the localized language plus the US English language are installed. In this way, English is always available (in case the configured language for the user is not available). Some log file information is in English, and Cisco TAC and other technicians can switch to English, if necessary, for troubleshooting.

Updates to the Troubleshooting Guide for Cisco Unified Personal Communicator

Cisco Unified Personal Communicator Release 1.1(3) provides these new serviceability features:

- Capturing Call Statistics for Audio and Video Problems, page 52
- Capturing Server Connection Status Information, page 55
- Capturing Logs Automatically on the Mac Platform, page 56

These sections provide additional troubleshooting information:

- Expired Passwords and Locked Accounts for Voice Mail and Web Conferencing, page 56
- LDAP Searches Fail After a Cisco Unified Presence Server Upgrade to Release 1.0(3), page 57
- Reachability Status Does Not Change from Available to Busy, page 57

Capturing Call Statistics for Audio and Video Problems

Cisco Unified Personal Communicator provides call statistics information for soft-phone calls (audio-only) and for video streams during an active (connected or held) call to help you diagnose and resolve audio and video quality issues.

Procedure

Step 1 Tell users to follow the troubleshooting instructions in the user guide:

- Collect call statistics information from the session window (**Help > Show Call Statistics > Save to Log**).
- Send the log through the Problem Reporting Tool.

At the end of each call, call statistics information is also saved to the log file.

Step 2   Provide this information to the Cisco Technical Assistance Center (TAC) representative, if requested.

Related Topics

Events That Cause Call Statistics Collection

Call statistics are collected when these significant events occur:

- When a call is suspended or held, video paused, or audio muted
- When a call is over (hung up or otherwise terminated)
- Shortly after a call is established (5 to 10 seconds)
- Shortly after any media renegotiation (when video is added or when a call is held and resumed)

Call Statistics Refresh Rate and Log Format

Call statistics are saved to the log under these conditions:

- Call statistics are saved to the log in full format whenever one of the significant call events occur, including the end of a call. Therefore, each call has at least one full dump in table format of the calls statistics in the log.
- Call statistics are saved to the log in abbreviated format for each Audio RTP Control Protocol (RTCP) Receiver Report that is sent or received (about every 5 to 10 seconds).
- If the user has the Call Statistics window open, statistics are refreshed once a second. These statistics are shown in the window and are also saved to the log in abbreviated format (short, comma-delimited form).

Note   Because the statistics that come from RTCP reports occur every 5 to 10 seconds, the statistics in the Call Statistics window might not *change* once a second even though the check for new statistics occurs every second. Other statistics, such as some of those for video, change each second.

Statistics for Calls Involving IP Phones

Many IP phones, including Cisco Unified IP Phones, do not support sending RTCP reports. Therefore, for calls involving these phones, RTCP-derived statistics are not available and display as 0 in the call statistics. See Table 11 on page 54 and Table 12 on page 54).

See also CSCsh86098:

http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh86098

Audio Call Statistics Field Information

Table 11 describes the fields on the **Help > Show Call Statistics > Audio Statistics** tab (on Windows) and on the **Help > Show Call Statistics > Audio** tab (on Mac).

The Audio Transmit column shows statistics on outgoing data and local information.

The Audio Receive column shows statistics on incoming data and remote information.

Table 11   Audio Call Statistics (Transmitted and Received)

Field	Description
Codec	Current audio codec
Bitrate	Current audio bit rate in kbps
Total Packets	Number of audio packets
Packets Lost	Number of packets lost
Average Jitter	Interarrival jitter in milliseconds
Maximum Jitter	Maximum observed jitter in milliseconds
Total Bytes	Number of bytes sent and received

These RTCP-derived statistics display as 0 when RTCP reports are not available:

- Received Total Packets
- Received Packets Lost
- Received Total Bytes
- Transmitted Average Jitter
- Transmitted Maximum Jitter

If you make Cisco Unified Personal Communicator-to-Cisco Unified Personal Communicator calls, RTCP reports are available in both directions and all fields are populated.

Video Call Statistics Field Information

Table 12 describes the fields on the **Help > Show Call Statistics > Video Statistics** tab (on Windows) and on the **Help > Show Call Statistics > Video** tab (on Mac). For audio-only calls, the fields display zero or *n/a*. If Cisco Unified Personal Communicator is only sending or only receiving video, half the values are zero or *n/a*.

The Video Transmit column shows statistics on outgoing data and local information.

The Video Receive column shows statistics on incoming data and remote information.

Table 12   Video Call Statistics (Transmitted and Received)

Field	Description
Codec	Current video codec
Bitrate	Current video bit rate in kbps
Resolution	Reported resolution (CIF, QVGA, and so forth)
Total Packets	Number of video packets
Packets Lost	Number of packets lost

Table 12   Video Call Statistics (Transmitted and Received) (continued)

Field	Description
Average Jitter	Interarrival jitter in milliseconds
Maximum Jitter	Maximum observed jitter in milliseconds
Frame Rate	Current frame rate in frames per second (fps)
Total Frames	Total frames sent and received
Total Partial Frames	Number of partial frames
Partial Frame Lost	Number of partial frames lost
Total i-Frame Requests	Number of i-Frames requested
Total Frame Errors	Number of frame errors
Total Bytes	Number of bytes sent and received

These RTCP-derived statistics display as 0 when RTCP reports are not available:

- Received Total Packets
- Received Packets Lost
- Transmitted Average Jitter
- Transmitted Maximum Jitter

If you make Cisco Unified Personal Communicator-to-Cisco Unified Personal Communicator calls, RTCP reports are available in both directions and all fields are populated.

Capturing Server Connection Status Information

Cisco Unified Personal Communicator provides a System Diagnostics window that provides this information:

- Client configuration information such as server addresses, protocols used to connect to servers, user IDs, and other server-specific configuration information
- Status information
    - For the Logon server and the Cisco Unity server, the status is a snapshot of the connectivity states (connected or disconnected) of these servers when Cisco Unified Personal Communicator was launched. The status is not updated in real time.
    - For the other servers listed in the window, the status field displays internal application states.

Procedure

Step 1   Tell users to follow the troubleshooting instructions in the user guide to access the diagnostics window (**Help > Show System Diagnostics**) and to provide the information to you.

Step 2   Provide the information to the Cisco Technical Assistance Center (TAC) representative, if requested.

Capturing Logs Automatically on the Mac Platform

If Cisco Unified Personal Communicator unexpectedly crashes, you can now use the Problem Reporting Assistant on the Mac client. The tool automatically collects installation, application, and client PC system information to automate the trace and crash-dump collection process on the client PC. It also creates a dump file.

Procedure

Step 1   Tell users to follow the troubleshooting instructions in the user guide:

- Locate the automatically generated Zip file on their desktop.
- Send the Zip file from their desktop to you through e-mail.

Step 2   Provide the Zip file to the Cisco Technical Assistance Center (TAC) representative, if requested.

Expired Passwords and Locked Accounts for Voice Mail and Web Conferencing

Problem   The user reports that voice mail does not appear in the Recent pane.

Solution   The password has expired or multiple failed login attempts have caused the account to lock.

To unlock a Cisco Unity Connection account password:

1. From Cisco Unity Connection Administration, navigate to the individual user configuration page. From the navigation pane on the left, choose **Users > Users**, search for the user, and click the user name.

2. From the menu, choose **Edit > Password Settings**.

3. On the Edit Passwords Settings (Voicemail) window, for the Choose Password option, choose **Web Application**.

   You should see the message: "Password is locked due to too many failed logon attempts."

4. Click **Unlock Password**.

You can periodically run a User Lockout report on Cisco Unity Connection to see which accounts are locked. For details about generating user-specific reports, see the Cisco Unity Connection User Moves, Adds, and Changes Guide at this URL:

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

To reset a Cisco Unity Connection account password:

1. From Cisco Unity Connection Administration, navigate to the individual user configuration page. From the navigation pane on the left, choose **Users > Users**, search for the user, and click the user name.

2. From the menu, choose **Edit > Change Password**.

3. On the Change Password (Voicemail) window, for the Choose Password option, choose **Web Application**.

4. Enter a new password in the Password and Confirm Password fields.

5. Communicate this new password to the user, provide the URL (Cisco Unity Connection address or hostname) to the user to log in, and instruct the user to change this default password to their own.

6. Tell the user to enter the personalized password in Cisco Unified Personal Communicator **Account > Preferences > Unity** window.

Problem The user receives the message "Your login ID or password for the web conferencing server is invalid, or your password has expired. Please verify your Cisco Unified MeetingPlace Express credentials as configured in Account Preferences, or log in to Cisco Unified MeetingPlace Express and change your password."

Solution To check for an invalid password, have the user check their web conferencing credentials in Cisco Unified Personal Communicator (**Preferences > Accounts**) as described in the Cisco Unified Personal Communicator user guide. Verify the web conferencing user login credentials by having the user log in to the server directly.

To solve an expired password and/or locked account, log in to Cisco Unified MeetingPlace Express, and unlock the account. Then, reset the password to the default for your company. For details about unlocking a user profile and modifying user profiles (resetting the password), see the Cisco Unified MeetingPlace Express configuration and maintenance guide at this URL:

http://www.cisco.com/en/US/products/ps6533/products_installation_and_configuration_guides_list.html

Provide this default Cisco Unified MeetingPlace Express password to the user, ask them to log in to Cisco Unified MeetingPlace Express, access their profile, and personalize their password by following the instructions in the Cisco Unified MeetingPlace Express user guide at this URL:

http://www.cisco.com/en/US/products/ps6533/products_user_guide_list.html

The user must then enter this personalized password as their web conferencing credentials in Cisco Unified Personal Communicator (**Preferences > Accounts**).

LDAP Searches Fail After a Cisco Unified Presence Server Upgrade to Release 1.0(3)

Problem An LDAP search within Cisco Unified Personal Communicator fails after the upgrade of Cisco Unified Presence Server from Release 1.0(2) to Release 1.0(3).

Solution From Cisco Unified Presence Server Administration, choose **Application > Unified Personal Communicator > LDAP Profile**, delete the existing profile, and then recreate it. Users should exit Cisco Unified Personal Communicator and log in to Cisco Unified Presence Server.

Reachability Status Does Not Change from Available to Busy

Problem The user reports that while in a call with another Cisco Unified Personal Communicator user, the reachability status does not change from available to busy for either one of them.

Solution Try these solutions:

- Make sure the users have Cisco Unified Personal Communicator set to Automatic mode on the Windows client or the Automatically Change Status for Activity on the Mac client. Follow the instructions in the user guide at this URL:

  http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html

- In Cisco Unified Presence Server Administration, choose **Cisco Unified Presence Server > Presence Engine > User-Agent Configuration**. Make sure there is an entry called. *Cisco-UCModel01/x.x.*x, where *x.x.x* corresponds to the Cisco Unified Personal Communicator release number. Click this link, and view the User-Agent Configuration information. Verify that the Reachability Version is set to **draft-ieft-simple-rpid-07**.

- In Cisco Unified Presence Server Administration, choose **Cisco Unified Presence Server > Presence Engine > Presence Gateways**. Make sure that the Cisco Unified Presence Server gateway is set to the IP address of the correct Cisco Unified CallManager server.

- In Cisco Unified CallManager Administration, choose **System > Security Profile > SIP Trunk Security Profile**. Find the trunk security profile for your system, and make sure **Accept Presence Subscription** is checked.

Updates to the User Guide for Cisco Unified Personal Communicator

In this section, "you" refers to the end-user.

Documentation for end users is generally the same in the online help in the product and the PDF file posted at this URL:
http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html. However, there are some differences. This section describes the new and changed information in each.

Updates to the Online Help Only

The PDF file is more current than the online help. Each section of the PDF referenced in the table supersedes the corresponding topic in the online help.

Table 13   *Updates for the User Guide*

Issue	Chapter of the PDF	Section in the PDF Topic in the Online Help
Buzzing sound during conversations	Troubleshooting	Problems During Conversations
Video conferencing (conversations with more than two participants with cameras) is not supported	Using Video	About Video Conversations
Only the first person to merge multiple calls into a conference can merge subsequent calls into that conference	Hosting Conference Calls	Merging Calls
Additional video camera troubleshooting	Troubleshooting	Problems with Video
Using Extension Mobility	About Your Preferences and Status	Choosing the Associated Desk Phone
Deleting voice mail	Working with Recent Communications	Working With the Recent Communications List and Its Entries

Updates to the PDF File Only

In the installation instructions for Mac in Chapter 1, the file name of the disk image and application includes a three-letter code that indicates the language.

Updates to the Online Help and the PDF File

The following updates are additions to both forms of the end-user documentation.

Platform	Chapter in PDF	Topic or Section	New or Changed Information
Windows and Mac	Troubleshooting	Capturing Information About Problems	If you are having problems during a call, your system administrator may ask you to check the call statistics and report information that you see. To do so: Windows: From the menu bar of the active conversation window, choose **Help > Show Call Statistics**. Mac: Choose **Help > Show Call Statistics**. To clear existing statistics before attempting a new call: Click **Clear**.
Windows and Mac	Troubleshooting	Capturing Information About Problems	If you are having problems with any aspect of the application, your system administrator may ask you to check the server status and report information that you see. To do so: Windows: From the menu bar at the top of the console, choose **Help > Show System Diagnostics.** Mac: Choose **Help > Show System Diagnostics**.
Windows and Mac	Troubleshooting	Problems with Video	Problem: Poor video quality. Solution: • If your computer is running on battery power, plug in the power adaptor. • Exit or Quit applications that you are not using. • Make sure there is no check mark beside **Help > Enable Detailed Logging**. On Windows, this option is located in the menu bar at the top of the console.
Windows and Mac	Using Video	Before You Use Video	Add to the existing items in the list: • For best video quality, use a wired connection, not a wireless connection. • Make sure no other application, for example iChat on Mac, is using the camera.
Windows and Mac	Hosting Conference Calls	About Merging Calls	Only the person who first merges calls into a conference call can merge additional participants into the call. Therefore, if that person exits the conversation for any reason, that person cannot re-enter the conference call.
Mac	Introducing Cisco Unified Personal Communicator	Setting Up Your Headset, Setting Up Your Camera	To set the default output volume or change audio device settings: Choose **CiscoUPC > Preferences**, then click **Audio**.
Mac	Working With Recent Communications	Working With the Recent Communications List and Its Entries	Double-clicking any entry other than voice mail now calls the conversation partner.

Platform	Chapter in PDF	Topic or Section	New or Changed Information
Mac	About Your Preferences and Status	Choosing the Active Phone	To select the highlighted phone, click **Control Selected Device**.
Mac	Troubleshooting	Problems with Video	Problem: The computer does not properly recognize the camera, or I cannot see my own video image. Solution: • Plug the camera into a different port. • See also the "Before You Use Video" topic in the "Using Video" chapter.
Mac	Troubleshooting	Capturing Information About Problems	Use the following procedure instead of the procedure in the User Guide: Step 1: Choose **Help > Launch Problem Reporting Assistant**. Step 2: Follow the instructions you see, accepting the defaults. Step 3: Send the generated file to your Administrator.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: http://www.cisco.com/wwl/export/crypto/tool/stqrg.html. If you require further assistance please contact us by sending e-mail to export@cisco.com.