Release Notes for Cisco Unified Personal Communicator, Release 1.2

Revised September 24, 2008; Part Number: OL-11718-02

These release notes describe the new features and caveats for Cisco Unified Personal Communicator Releases 1.2(1), 1.2(2), 1.2(3) and 1.2 (4).

To view the release notes for previous versions of Cisco Unified Personal Communicator, go to 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 21.

Contents

Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Introduction

These release notes describe requirements, restrictions, and caveats for Cisco Unified Personal Communicator. These release notes are updated for every maintenance release and every major release but not for patches or hot fixes.

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 24.

System Requirements

Network Requirements

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

Voice over IP

You must configure voice over IP (VoIP) on your Cisco routers and gateways.

Ethernet P rts and the Non-Autonegotiate Setting

Make sure you configure all interfaces carrying media-type data (voice, video, web conferencing) between two endpoints to non-autonegotiate speed and duplex (for example, set all ports to 100 MB full duplex). You must also configure Ethernet interfaces on routers and switches in the cloud in this way.

If the autonegotiate setting is retained, negotiation can occur at any time, and if it occurs during a UDP transmission, that data is lost. Because voice data is UDP, users can experience significant voice quality problems. Similarly if any logical data is transmitted over UDP, serious system impairment might occur.

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 Communications Manager 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. It 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

Table 1 lists the network ports for inbound traffic that Cisco Unified Personal Communicator monitors.

Table 1   Network Ports for Inbound Traffic

Protocol	Ports	Description
RTP	16384 to 16424	For audio and video.
SIP	50000 to 50063	Permits TCP or UDP traffic directed at the client computer. If you configure Cisco Unified Personal Communicator to use TCP or UDP when making SIMPLE connections to Cisco Unified Presence, the server responds by using the same protocol. You configure these settings in Cisco Unified Presence Administration (choose **Application > Unified Personal Communicator > Proxy Profile**).
TFTP	16384 to 16424	--

Network Ports for Outbound Traffic

Table 2 lists the network ports for outbound traffic to which Cisco Unified Personal Communicator connects.

Table 2   Network Ports for Outbound Traffic

Protocol	Ports	Description
HTTP	80	Connecting to Cisco Unified MeetingPlace Express or Cisco Unified MeetingPlace servers
IMAP[1] (TCP or TLS)	143, 993, and 7993	Connecting with Cisco Unity Connection or Cisco Unity (with Microsoft Exchange) servers
RTP	16384 to 16424	For audio and video

Table 2 **Network Ports for Outbound Traffic (continued)**

Protocol	Ports	Description
SIP	5060	• Softphone registration to Cisco Unified Communications Manager • Presence information from Cisco Unified Presence using SIMPLE
TCP	389 2748	• Connecting to the LDAP[2] server • Connecting to the CTI gateway (which is the CTIManager component of Cisco Unified Communications Manager)
SOAP[3] over HTTPS	443	• Configuration download from the Cisco Unified Presence server • Connecting with Cisco Unified MeetingPlace Express servers • Connecting with Cisco Unified MeetingPlace servers using HTTPS
TFTP	69 16384 to 16424	--

1. IMAP = Internet Mail Access Protocol
2. LDAP = Lightweight Directory Access Protocol
3. SOAP = Simple Object Access Protocol

Configurations that Use Network Ports

You can use this network port information for these configurations:

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

- To unblock traffic destined to Cisco Unified Personal Communicator through a firewall. For details, see the "Configuring Network Ports on Client Computers" section on page 5.

    To avoid blocking reachability status information, verify that firewalls on the client computer 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 6 and the "Quality of Service" section on page 7.

Configuring Network Ports on Client Computers

Windows

When Cisco Unified Personal Communicator on Windows is run for the first time after installation, the firewall asks whether you want to block it or not, and the user must select **Unblock**.

Mac OS X 10.4.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 Choose the **Apple** menu > **System Preferences** to open a port range.

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 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**.

  f. Click **Advanced**, and verify that **Block UDP Traffic** is unchecked, and click **OK**.

Mac OS X 10.5.x

Follow this procedure to passively or actively add Cisco Unified Personal Communicator to the allowed access list and permit communication through the firewall.

Procedure

Step 1 Choose the **Apple** menu > **System Preferences > Security**.

Step 2 Click the **Firewall** tab on the Security window.

Step 3 Select one of these choices:

  • **Allow All Incoming Connections**

   In this situation, the firewall is essentially disabled.

  • **Set Access For Specific Services And Applications**

Step 4   If you select Set Access For Specific Services And Applications, add Cisco Unified
Personal Communicator by one of these methods:

- Passively

  The first time you run Cisco Unified Personal Communicator with the firewall in the Set Access For
  Specific Services And Applications state and incoming traffic tries to connect with Cisco Unified
  Personal Communicator, the system prompts you to allow or deny this connection. If you allow the
  connection, Cisco Unified Personal Communicator is automatically added to the list.

- Actively

  Add Cisco Unified Personal Communicator by clicking **+**. Select Cisco Unified
  Personal Communicator, add it to the list, and make sure it says A*llow Incoming Connections* next
  to the listing.

These settings take effect immediately.

Troubleshooting Tips

If users experience problems with presence, preferred contact, phone mode switching, or instant
messages, the firewall might be denying connections despite the previous allowed setting. Restart
Cisco Unified Personal Communicator. If this does not resolve the issue, return to the Firewall settings,
remove Cisco Unified Personal Communicator, and add it again to the list of applications that allow
incoming connections.

Routing Access Control Lists

You must configure switching and routing ACLs so that Cisco Unified Personal Communicator can
communicate with servers and endpoints 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. Table 3 is an example of traffic guidelines for Cisco.

Table 3   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
Video conferencing	4	AF41	34	4
Call signaling	3	CS3	24	3

Note Microsoft Vista uses a new method for setting QoS parameters that is not compatible with Windows XP. Vista computers do not flag packets correctly with this version but instead set them to zero (0). (CSCsl50789).

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, page 8
- Recommended Servers, page 8
- Unsupported Server Configurations, page 9

Required Servers

These servers are required for Cisco Unified Personal Communicator operation:

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

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

- Cisco Unified Presence is installed and is operational. It provides the Cisco Unified Personal Communicator client configuration and presence information. For Cisco Unified Presence 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 14.

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 (for mid-market customers with up to 1500 users)

    http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html
  - Cisco Unity (for enterprise and mid-market customers with Microsoft Exchange environments)

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

- Conference servers (for video and web collaboration):

  Video Conferencing:
  - Cisco Unified MeetingPlace 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. Cisco Unified MeetingPlace provides a richer web conferencing experience than with Cisco Unified MeetingPlace Express VT.

    For Cisco Unified MeetingPlace details, see this URL:

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

- 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 Video conferencing provides audio and video support for merged conference calls (three or more parties) placed through Cisco Unified Personal Communicator. For details about the MCUs, see this URL:

    http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html

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

For supported software versions, see the "Compatibility Matrix and Supported Upgrades" section on page 14.

Unsupported Server Configurations

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

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

Client Computer Requirements

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

- Platform Requirements, page 10
- Supported Phones, page 13
- Supported Audio and Video Codecs, page 14
- Software Interoperability, page 14

Platform Requirements

Table 4 and Table 5 list the platform requirements for Cisco Unified Personal Communicator.

Table 4   *Windows Platform Requirements for Cisco Unified Personal Communicator*

Item	Description
Internal Hardware	**Microsoft Windows XP:** • 1.8 GHz or faster Pentium 4 or compatible processor (2.4 GHz or faster recommended for video calling capabilities) **Note** Only 32-bit (x86) processors are supported. • Memory: 512 MB RAM (1 GB RAM recommended for video calling capabilities) • Video requirements: DirectX 9.0c-compatible graphics card with at least 64 MB free video RAM (128 MB for dual-headed configurations) • Disk space: 200 MB free disk space for (includes 20 MB free disk space for the Windows camera drivers) • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10/100 Mbps Ethernet network interface card

	Microsoft Windows Vista:
	
	• Microsoft Vista Premium Ready PC. For details about the minimum hardware requirements for Windows Vista (in addition to the requirements in this table), search for *Premium Ready PC* on the Microsoft website or see this URL: http://support.microsoft.com/kb/919183
	
	   – Only 32-bit (x86) processors are supported.
	
	   – Hardware in computers running Vista and Cisco Unified Personal Communicator using video must have a base score of 3 or higher. Run the performance tool by choosing **Start > Control Panel**, and clicking **Performance and Rating**. [1]
	
	     The subscores for Memory (RAM), Graphics, and Gaming Graphics must be 3 or higher.
	
	     The Overall Base Score must be 3 or higher.
	
	• Disk space: 200 MB free disk space for (includes 20 MB free disk space for the Windows camera drivers)
	• A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device
	• A 10/100 Mbps Ethernet network interface card

Table 4 **Windows Platform Requirements for Cisco Unified Personal Communicator (continued)**

Item	Description
Software	• Microsoft Windows XP Professional (Service Pack 2) • Microsoft Windows Vista Business Edition or Enterprise Edition • (For Windows XP) Macromedia Flash Player 6.0.79 or higher required for web conferencing (For Windows Vista) Adobe Flash Player ActiveX or Adobe Flash Player 9 (version 9.0.28 or higher) Obtain the list of supported browsers 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 9.0c • Microsoft Outlook 2003 or 2007 required for click-to-dial toolbar support • USB audio device hotfixes[2] (for Windows XP): KB 914642 and KB 884868 • Cisco VPN Client software, Release 4.0.5 or later
USB Headsets	Tested by Cisco in audio soft-phone mode and for voice-mail playback: • Plantronics: DSP-400, DSP-510, DSP-550 • Sony DA260 USB • Logitech USB 250 For details about USB headsets, see the installation guide at this URL: http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html
Video Cameras[3]	Required for video calls. Cameras tested by Cisco: • Cisco VT Camera • Cisco VT Camera II (see the "Important Notes" section on page 22) • Logitech QuickCam Fusion • Logitech QuickCam for Notebooks Pro • Microsoft LifeCam VX-6000 (68C-00001) • Creative Web Cam Live! Pro USB 2.0 Web Cam
Connectivity	High-speed connection required for softphone calls (128 kbps for audio calls and 300 kbps for calls with video)

1. If users experience memory leaks while using video and the amount of memory dedicated to video is zero or very small, disable Vista visual effects by going to **Control Panel > Classic View > Performance Information and Tools > Adjust visual effects > Adjust for best performance**.

2. 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).

3. Not all cameras are available for all supported operating systems. See your camera documentation for the supported operating systems.

Table 5   ***Apple Macintosh Platform Requirements for Cisco Unified Personal Communicator***

Item	Description
Internal Hardware	• 1.4 GHz or faster PowerPC G4 or compatible processor (any Macintosh with PowerPC G5 or Intel processor recommended for video calling capabilities) – A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device – A 10/100 Mbps Ethernet network interface card • Disk space: 200 MB free hard disk space • Memory: 512 MB RAM (1 GB RAM recommended for video calling capabilities)
USB Headsets	Tested by Cisco in audio soft-phone mode and for voice-mail playback: • Plantronics: DSP-400, DSP-510, DSP-550 • Sony DA260 USB • Logitech USB 250 For details about USB headsets, see the installation guide at this URL: http://www.cisco.com/en/US/products/ps6844/prod_installation_guides_list.html
Video Cameras	Required for video calls: • Apple iSight camera required for video calls (Firewire 400 port required when using an external iSight camera)
Software	• Mac OS X 10.4.7 (Tiger) • Mac OS X 10.5.1 (Leopard) • Macromedia Flash Player 6.0.79 or higher required for web conferencing Obtain the list of supported browsers 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 • Apple Address Book 4.0.4 (485.1) or later (available in Mac OS X) for local address book support • Cisco VPN Client software, Release 4.0.5 or later
Connectivity	High-speed connection required for softphone calls (128 kbps for audio calls and 300 kbps for calls with video)

Note Using video with Cisco Unified Personal Communicator over a corporate wireless LAN may 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.

> **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.

A list of vendors that have verified their devices for use with Cisco Unified Personal Communicator through the Cisco Technology Developer Program is available at http://www.cisco.com/pcgi-bin/ecoa/Search?&KeywordSearch=1&isAffil=. From the Solutions drop-down list, select **IP Communications > Voice Endpoints–Soft Phones**.

These devices passed lab testing and met interoperability criteria, ensuring that Cisco product specifications are reached.

Supported Phones

Table 6 lists the phones tested with Cisco Unified Personal Communicator. These phones are enabled for Cisco Computer Telephony Interface (CTI) mode in Cisco Unified Communications Manager.

Table 6   Phones Tested with Cisco Unified Personal Communicator

Phone	SCCP[1]	SIP[2]
Cisco Unified IP Phone 7911G	Yes	Yes
Cisco Unified IP Phone 7912G	Yes	No
Cisco Unified IP Phone 7941G-GE	Yes	Yes
Cisco Unified IP Phone 7960G	Yes	No
Cisco Unified IP Phone 7961G-GE	Yes	Yes
Cisco Unified IP Phone 7970G	Yes	Yes
Cisco Unified IP Phone 7971G-GE	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 Audio and Video Codecs

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

Cisco Unified Personal Communicator supports these codecs:

- Audio codecs: G.711a, G.711u, G.729a, Internet Low Bit Rate Codec (iLBC)
- Video codecs: H.263, H.264
    - Common Intermediate format (CIF): 352x288 up to 30 frames per second (depends on client computer capabilities)
    - Quarter CIF (QCIF): 176x144 at 30 frames per second (depends on client computer capabilities)
    - Quarter VGA (QVGA): 320x240 at 30 frames per second (depends on client computer capabilities)
    - Quarter Quarter VGA(QQVGA): 160x120at 30 frames per second (depends on client computer capabilities)

Software Interoperability

Cisco Unified Personal Communicator, Cisco Unified Video Advantage, and Cisco IP Communicator can co-exist on the same client computer. 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 Communications Manager cluster. However, Cisco Unified Personal Communicator users cannot use Cisco Unified Video Advantage to call another user.

Compatibility Matrix and Supported Upgrades

Table 7 lists the supported release combinations of Cisco Unified Personal Communicator and other servers.

Table 7 **Supported Release Combinations**

CUPC[1]	CUCM[2] and CUP[3]	LDAP	Voice-Messaging Servers	Web Collaboration and Video Conferencing Servers
1.2(4) 1.2(3) 1.2(2)	5.1(2) and 6.0(2) 6.0(1) and 6.0(2) 6.1(1) and 6.0(2)	• Microsoft Active Directory (AD 2003) • Sun One Directory Server 5.2	Cisco Unity Connection: • 2.0 (standalone and co-resident with CUCM) • 1.2 Cisco Unity: • 4.2 (Exchange 2003) • 5.0 (Exchange 2003 and 2007)	Web collaboration: • MeetingPlace Express:1.2 • MeetingPlace Express VT:1.2, 2.0 • MeetingPlace: 6.0 Video conferencing: • CUVC[4]:Release 5.x software with 3515 MCU or 3545 System • MeetingPlace: 5.4 (requires CUVC 5.x), 6.0 • MeetingPlace Express VT: 1.2, 2.0
1.2(1)	5.1(1) and 6.0(1) 5.1(2) and 6.0(1) 6.0(1) and 6.0(1)	• Microsoft Active Directory (AD 2003) • Sun One Directory Server 5.2	Cisco Unity Connection: • 2.0 (standalone and co-resident with CUCM) • 1.2 Cisco Unity: • 4.2 (Exchange 2003) • 5.0 (Exchange 2003 and 2007)	Web collaboration: • MeetingPlace Express:1.2 • MeetingPlace Express VT:1.2, 2.0 • MeetingPlace: 6.0 Video conferencing: • CUVC: Release 5.x software with 3515 MCU or 3545 System • MeetingPlace: 5.4 (requires CUVC 5.x), 6.0 • MeetingPlace Express VT: 1.2, 2.0

1. CUPC = Cisco Unified Personal Communicator
2. CUCM = Cisco Unified Communications Manager
3. CUPS = Cisco Unified Presence
4. CUVC = Cisco Unified Videoconferencing

For compatibility and upgrade information for Release 1.1, see the release notes for that release:

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

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, see the documentation guide at this URL:

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

You can find related product information at these URLs:

- Cisco Unified Communications Manager documentation:

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

- Cisco Unified Presence 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 Unity documentation:

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

- Cisco Unified MeetingPlace documentation:

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

New and Changed Information

Release 1.2(4)

Cisco Unified Personal Communicator Release 1.2(4) is a maintenance release for fixing defects. For details, see the "Resolved Caveats" section on page 28.

Release 1.2(3)

Cisco Unified Personal Communicator Release 1.2(3) is a maintenance release for fixing defects. For details, see the "Resolved Caveats" section on page 28.

Release 1.2(2)

Cisco Unified Personal Communicator Release 1.2(2) is a localization release and maintenance release.

For localization, these languages are supported on Windows and Mac OS X:

- Chinese (traditional and simplified) (CHT and CHS)
- Danish (DAN)
- Dutch (NLD)
- French (FRA)
- English (EN)
- German (DEU)
- Italian (ITA)
- Japanese (JPN)
- Korean (KOR)
- Portuguese (Brazilian) (PTB)
- Russian (RUS)
- Spanish (ESP)
- Swedish (SVE)

Note Arabic is not supported.

The maintenance release offers bug fixes. For details, see the "Resolved Caveats" section on page 28. The maintenance release also offers user interface enhancements.

Windows OS:

- Modal versus modeless windows—the user is now restricted from opening certain windows when other windows are open. Windows with the modal behavior are:
  - Preferences
  - Edit Status
  - Choose Phone to Control
  - Create/Rename Group
  - Edit Nickname
  - Format Columns
  - About Cisco Unified Personal Communicator

  Secondary windows are now modal: **Edit Status > Add/Edit Annotation** and **Choose Phone to Control > Rename Device**.

  Windows with modeless behavior are the IM, Session, Call History, Voicemail, Dialer, Invite Participants, and the Contact Card windows.
- Start Cisco Unified Personal Communicator when Windows starts (**Preferences > Profile**).
- Change the width of a column by applying the best-fit option or by manually entering a column width.
- Sort items in a lists in ascending order (A to Z).

- Add contacts to the contact list by dragging and dropping from the search results list, the recent communications list, or from the roster.

- Re-organize contacts by dragging and dropping from one group to another or by copying the contact.

- Use matching navigation to search for names in the Recent or the Search list.

- Resize the session window during a video call, and resize the video.

- Display the local video in a picture-in-picture (PIP) format. Ability to move and resize the PIP window within the video area.

- Configure Cisco Unified Presence and Cisco Unified Personal Communicator to retrieve contact pictures from a web server (instead of from the LDAP server).

- Accessibility features:

    – Ability to use Cisco Unified Personal Communicator through the keyboard instead of a mouse.

    – Tab to any control (across the console, through collapsible sections, and so forth)

    – Navigate to any window

    – Keyboard shortcuts

    – Operate the context menu from the keyboard

Mac OS X:

- Support for Mac OS X 10.5.x (Leopard)

- Add contacts to the contact list by dragging and dropping from the search results list, recent communications list, and from the roster.

- Re-organize contacts by dragging and dropping from one group to another or by copying the contact.

- Sort items in a list in ascending (A to Z) and descending (Z to A) order by first name.

- Drag and drop contacts (in the contact list, search results, recent communication, search results) from Cisco Unified Personal Communicator to other applications on Mac OS X. For example, contacts can be added to the Address Book.app, or into the recipient list in Mail.app, or onto the Finder (to create a VCard file) with drag and drop.

- Set or change availability status from a **File > Status** menu option instead of using a pop-up menu.

- Resize the session window during a video call, and resize the video when the remote video window is displayed.

- Improved universal access and accessibility: improved keyboard navigation and control, improved keyboard focus indication, and improved voice-over support and integration.

- Support for scripting using AppleScript.

- Adjust device volume through the Audio/Video Preferences window instead of using the System Preferences application. Set the output for all alerts and the incoming call ringer from the Ringer & Alerts device selection. The Audio Call Output device selection is only for Audio Call output.

- Ability to quickly find contacts in the contact list, recent communications list, or in the search results with type-ahead selection.

- Anchor the local video picture-in-picture in the center of the video display in addition to the four corners of the video display area (for example, for when in a video conference call that shows the conference participants in each quadrant of the video).

- Configure Cisco Unified Presence and Cisco Unified Personal Communicator to retrieve contact pictures from a web server (instead of from the LDAP server).

For details, see the "Documentation Updates" section on page 34.

Release 1.2(1)

Cisco Unified Personal Communicator Release 1.2(1) supports these features:

- Integration with Cisco Unity through an Internet Mail Access Protocol (IMAP) connection with the voice-mail repository on the Exchange server

    - Ability to download, play, sort, delete, and purge voicemail (no additional licensing costs are incurred)

    - Support for G.729-encoded playback in Cisco Unified Personal Communicator of voice-mail messages received from Cisco Unity servers

    - Encrypt user credentials to the voice-mail server and encrypt downloaded voice-mail messages

    - Support for both the Cisco Unity unified messaging and the Cisco Unity voice messaging configurations. With unified messaging, the Exchange server e-mail account supports both voicemail and e-mail. With voice messaging, the Exchange server e-mail account contains only voice-mail messages.

    - Message waiting notification—Cisco Unified Personal Communicator notifies the user when new messages arrive

- Integration with Cisco Unified MeetingPlace through HTTP and HTTPS requests

    - Cisco Unified Personal Communicator automatically detects the server type (whether it is connected to Cisco Unified MeetingPlace, Cisco Unified MeetingPlace Express, or to Cisco Unified MeetingPlace Express VT)

    - Configuration of Cisco Unified MeetingPlace in Cisco Unified Presence Administration is the same as it is for Cisco Unified MeetingPlace Express

    - Cisco Unified Personal Communicator users specify only one set of credentials in the Account Preferences window for the Cisco Unified MeetingPlace profile to which they are assigned

    - Ad-hoc Cisco Unified Personal Communicator meetings are hidden from Cisco Unified MeetingPlace meetings (just as they are with Cisco Unified MeetingPlace Express)

    - Cisco Unified Personal Communicator users have the ability to escalate to a web collaboration session from within Cisco Unified Personal Communicator session

- Failover from a primary to a back-up server:

    - Cisco Unified Communications Manager (for soft-phone mode)

    - CTI gateway (for desk-phone mode)

    - LDAP server

- Person-to-person instant messaging (IM)—ability to communicate by using IM with a Cisco Unified Personal Communicator user or with a Cisco Unified IP Phone Messenger (IPPM) user registered to the same Cisco Unified Presence server:

    - Automatic response IM messages include the customized reachability information of the remote user

    - Clickable web URLs in the message body that open a browser or e-mail client

    - Clickable mail to and e-mail address patterns in the message body that open a browser or e-mail client

    - Clickable North American (US, Canada, Mexico) phone number patterns in the message body that open a new conversation window

- – Timestamp incoming and outgoing IM messages

- – Color code incoming and outgoing IM messages for each participant

- – Escalate to an audio, or an audio and a video, conversation from within the IM conversation window

- – Initiate an e-mail from within the IM conversation window

- – Specify the font size, family, and color for sending and receiving IM messages

- – Support for text selection in the IM conversation window, copy in previous conversation window and pending-text pane, cut and paste in the pending-text pane, *remote user is typing* indicator, and remote user name and reachability state

- – Ability to save an IM conversation to a file

- Improve reachability

  - – Persistent away—users can select Out of Office and an associated message when they are logged off of Cisco Unified Personal Communicator (for example, "On vacation; back in two weeks")

  - – Show own presence—visual indicator of the current reachability state for the user

  - – Ignore phone busy—users can choose to not appear busy when they are on the phone

  - – Busy from Outlook Exchange—users can use their Outlook free and busy status as a component of their reachability status in Cisco Unified Personal Communicator

  - – Presence for line appearance—reachability based on line appearances rather than being limited to presence for a whole line

- Improve usability

  - – Counter in Recent Communications pane to show the number of new or unread voicemails the user has in their Cisco Unity or their Cisco Unity Connection mail box

  - – Visual indicator on Cisco Unified Personal Communicator that simultaneously lights when the message waiting indicator lights on the physical phone

- Improve accessibility

  - – Each menu item has a mnemonic (Windows only) or access key (for example Q for Quit)

  - – Menu items have the letter of the mnemonic keystroke underlined (Windows only)

  - – All toolbar actions have menus

- Improve serviceability

  - – Call statistics enhancements—provide additional triggers for call statistics collection

  - – System health enhancements—provide information about the health of connections to back-end servers

  - – Input device status—Cisco Unified Personal Communicator recognizes whether an input device (such as an external or built-in microphone, USB headset, video camera, and so forth) is properly registered and displays information in the Input Device Status window. If a device become unavailable, Cisco Unified Personal Communicator prompts the user to re-enter their device choices

  - – Detailed trace settings—allow users to enable detailed debug tracing to aid in troubleshooting

- Outlook integration
  - From within the Outlook Address Book application, dial phone numbers (click-to-dial) through Cisco Unified Personal Communicator by means of the Outlook toolbar
  - Cisco Unified Presence makes available the free and busy information from the Exchange server to Cisco Unified Personal Communicator for use when computing the reachability status of a user
- Contact list—Add a contact found in the LDAP directory as a contact in Cisco Unified Personal Communicator
- TFTP download of the Cisco Unified Communications Manager configuration files needed for Cisco Unified Personal Communicator soft-phone operation
- Support for adjunct licensing in Cisco Unified Communications Manager Release 6.0—Associates a secondary soft-phone device with a primary device and consumes only one device license per device.
- Support for Microsoft Windows Vista—Cisco Unified Personal Communicator now runs on this operating system.

For information about all available features and benefits, see the Cisco Unified Personal Communicator datasheet at http://cisco.com/en/US/products/ps6844/products_data_sheets_list.html.

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.

For step-by-step installation instructions, see the *Installation Guide for Cisco Unified Personal Communicator*.

Limitations and Restrictions

You should review Table 8 before you begin working with Cisco Unified Personal Communicator. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the product. Make sure to read the "Important Notes" section on page 22.

For information about open and resolved caveats, see Table 9 on page 25 and Table 13 on page 31.

Table 8   *Closed Caveats for Cisco Unified Personal Communicator*

Identifier	Severity	Component	Headline
CSCse77954	2	audio	No Audio on CUPC Soft Phone Mode when you change the display settings.
CSCsf26033	2	ucpresence	Presence not working w UDP over some VPN.
CSCsh41194	2	other	CUPC is not failing back to primary CTI server automatically.
CSCsj63680	2	softphone	SIP registration fails when presence user name is the same as the DN.
CSCsk92468	2	voicemail	Closing CUPC while a voicemail is being played crashes the app.
CSCsl04679	2	softphone	One way audio.
CSCsl88235	2	user interface	CUPC crash at startup if Citibank Virtual Account Number also installed
CSCsm71619	2	softphone	Crash with Cisco WebEx, CUPC, and NeroVideo codec coinstalled
CSCsg17037	3	phonecontrol	CUPC shows conversation window for calls originated from Non-Contr phone.
CSCsh16212	3	video	Answer with video prevents later escalation prompting
CSCsh46900	3	esp	Proxy attempts to send NOTIFY to CUPC on dead TCP connection.
CSCsh82782	3	softphone	When the user minimizes conversation or main window, the audio interrupts.
CSCsj41525	3	softphone	Calls that end due to temp fail are not noted as such
CSCsk72737	3	documentation	File does not begin with '%PDF-'. error when launching PDF help.
CSCsm17852	3	other	Crash when run on computer where "Embassy Security Suite" installed
CSCsm17852	3	other	CUPC crashes with "Embassy Security Suite" installed
CSCso88574	3	user interface	Crash when accessing any menu option after login

Important Notes

- IMPORTANT NOTICE - PLEASE READ: During an emergency, softphone technology may not provide the most timely or accurate location data if used for a 911 emergency call. Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. USE A SOFTPHONE ONLY AT YOUR OWN RISK DURING AN EMERGENCY. Cisco will not be liable for resulting errors or delays.

- The Cisco VT Camera II operates most effectively with USB version 2.0. While the Cisco VT Camera II will operate with USB version 1.1, we do not recommend this configuration.

  Cisco Unified Personal Communicator might hang if the Cisco VT Camera and headset are plugged into a hub that does not have an external power adapter. We recommend that you plug the camera and headset directly into the USB ports on the computer. If there are not enough USB ports on the computer, you can use a hub that is equipped with a external power adapter to provide enough power for multiple USB devices. (CSCsk86697)

- Ensure that all reachability-related messages between Cisco Unified Personal Communicator and Cisco Unified Presence use TCP. In Cisco Unified Presence Administration, choose **System > Service Parameters**. For the Cisco UP Presence Engine service, specify the Enterprise Presence Server Contact Name by using this format: *ipaddress*:*port*;**transport=tcp**.

  For the Cisco UP SIP Proxy service, set Use Transport in Record-Route Header to **On**.

- Embassy Security Suite software—is shipped with some newer Dell laptops as an optional application and causes Cisco Unified Personal Communicator to crash. Cisco Unified Personal Communicator memory becomes corrupted by an embassy Security Suite DLL (wxvault.dll) at run time. Uninstall the Embassy Security Suite application, and restart Cisco Unified Personal Communicator. (CSCsm17852)

- Tandberg video phones—users might not be able to add video to an audio call in Cisco Unified Personal Communicator if the recipient is using a Tandberg video phone.

  Tandberg phones do not have the ability when receiving an audio call to escalate it to video. (CSCsi77912)

- Cyber Acoustics AC850 headset—users will experience low audio volume as compared to Plantronics or Sony USB headsets (CSCsi85963).

  Users should use a headset that is supported for use with Cisco Unified Personal Communicator as described in Table 4 on page 10 and Table 5 on page 12.

- (In Cisco Unified Personal Communicator Release 1.2(1) and earlier) Microsoft IntelliPoint Mouse software issue—Cisco Unified Personal Communicator freezes when users try to log in.

  This problem can result from a known issue with Microsoft IntelliPoint Mouse software, Releases 6.0 and 6.1. You can uninstall the IntelliPoint software or try downgrading to Release 5.x of the IntelliPoint software and then restart your computer before relaunching Cisco Unified Personal Communicator. As a short-term solution, users can try setting Cisco Unified Personal Communicator to automatically log in. (CSCsi73977).

  This problem is resolved with Cisco Unified Personal Communicator Release 1.2(2).

- (In Cisco Unified Personal Communicator Release 1.2(1) and earlier) Applications that change or enhance the behavior of the operating system cause Cisco Unified Personal Communicator to be unresponsive or behave strangely.

  Applications, such as PowerToys for Windows XP, Hydravision by ATI, or TopDesk by Otaku Software should be uninstalled. (CSCsh96842)

  This problem is resolved with Cisco Unified Personal Communicator Release 1.2(2).

Caveats

Using the Bug Toolkit

You can search for problems by using the Cisco Software Bug Toolkit. Known problems (bugs) are graded according to severity level. These release notes contain descriptions of these types of bugs:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

Before You Begin

To access Bug Toolkit, you need these items:

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

Procedure

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

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

Step 3   Enter the bug ID number in the **Search for Bug ID** field, then click **Go** to find information about a specific problem.

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

Open Caveats

Table 9 describes possible unexpected behavior by Cisco Unified Personal Communicator on Windows and Mac OS. Only severity 1, severity 2, and select severity 3 open caveats, as well as all customer-found defects, are provided in this document (highest severity listed first and then in alphanumeric order by identifier).

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

Because defect status continually changes, be aware that the 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 the Bug Toolkit. For details, see the "Using the Bug Toolkit" section on page 24.

Note   Some caveats described in the Cisco Unified Presence release notes and in the Cisco Unified Communications Manager 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 9   Open Caveats for Cisco Unified Personal Communicator

Identifier	Severity	Component	Headline
CSCsj10401	2	voicemail	When playing forwarded messages, only introduction is played
CSCsm14484	2	ucpreference	CUPC crashes when file>preferences is opened during login process
CSCsm76282	2	softphone	No DTMF when muted on call to MP 7.0
CSCso00806	2	voicemail	Unity:Unable to connect to VoiceMail server from previous CUPC versions
CSCse59392	3	other	Presence works intermittently with McAfee Virus Scan.
CSCse59408	3	other	Hub dialpad doesn't use # character to terminate digit analysis.
CSCse66412	3	other	Phone mode doesn't switch to Disabled after Extension Mobility logout.
CSCsf10533	3	other	Mode switch is not possible when desk phone is down during outgoing call.
CSCsg03327	3	video	No video when Tandberg was in a merge with 2 UCs.
CSCsg21311	3	video	SIP video: issue with consult xfer call over SIPICT and H323ICT.
CSCsh38011	3	softphone	CUPC displays online (no phone) after TFTP failover.
CSCsh70644	3	video	Transfer to/from CUPC fails
CSCsh91397	3	softphone	Calling ID is displayed even if the translation pattern is configured.
CSCsh98248	3	other	Not able to unhold and merge from the video or audio conf window.
CSCsi12417	3	video	cupc-mtp-cuva call crashes cupc with stop/strat vta & hold/res on cuva.
CSCsi30376	3	audio	Voice Quality is lower with iLBC than G711.
CSCsi31441	3	audio	Low Voice Quality from 7911 to CUPC.
CSCsi31601	3	audio	Audio Conf would not bridge to MPE when CUPC contact method is Audio.
CSCsi33079	3	login	Mac CUPC does not use local CNF file.
CSCsi35803	3	video	Video call invitation after user disconnects from conference.
CSCsi52464	3	video	No Remote Video from Tandberg on CUPC client and Polycom Endpoint.
CSCsi54522	3	softphone	Getting MOH for all the other users in conf when RTP users hold the call.
CSCsi65782	3	ucchat	CUPC: when CUP disables IM globally, existing IM session can send IMs.
CSCsi67858	3	other	The Last Attempt and Last Update times on Server Health don't update.
CSCsi68414	3	voicemail	Voice mails disappear from Recent comm after accessing them via IP Ph.
CSCsi72955	3	voicemail	VM from Cisco personal Communication Assistant is not read by CUPC.
CSCsi84640	3	login	CUPC ignores hosts file on local PC and requires DNS.
CSCsi88630	3	other	After transfer of video call caller still sees the picture of transferee.
CSCsi89869	3	softphone	CUPC does not receive calls for 2 mins when logged in multiple machines.
CSCsi94400	3	installer	Vista - Unable to re-install camera driver if camera is connected.
CSCsi94461	3	other	Roster displays blank if calling party's caller ID is blocked.

Table 9 **Open Caveats for Cisco Unified Personal Communicator (continued)**

Identifier	Severity	Component	Headline
CSCsi94476	3	installer	VT Camera works even after uninstalling camera driver.
CSCsi97864	3	database	Away and Available custom messages are deleted after relaunch.
CSCsi99847	3	softphone	CUPC call to MeetingPlace conference gets disconnected after two hours.
CSCsj12933	3	video	Blank Video during Video Conference after hold and resume.
CSCsj13768	3	user interface	Phone controls don't work for a while after docking with desk phone call.
CSCsj14735	3	video	Answer with Video doesn't.
CSCsj33059	3	other	Cannot switch to Deskphone from Softphone if TFTP not configured.
CSCsj36511	3	voicemail	CUPC is crashing after sending invalid VoiceMessage to the user.
CSCsj41525	3	softphone	Calls that end due to temp fail are not noted as such.
CSCsj42059	3	voicemail	Vista - Unable to connect to Unity Connection using SSL/TLS port.
CSCsj45609	3	other	CUPC cannot enter deskphone mode when primary CUCM is down.
CSCsj46489	3	user interface	Ringing and ringback play on the wrong device after changing dflt device.
CSCsj48031	3	phone control	Cannot switch from desk phone to softphone after sleep with soft VPN.
CSCsj64598	3	other	CUPC does not timeout when logging in with bad password in auto login mode.
CSCsj83701	3	voicemail	CUPC displays incorrect phone number for forwarded voicemail.
CSCsk09189	3	audio	CUPC Poor Audio Quality in Softphone Mode.
CSCsk29353	3	video	No remote video on cupc2 when call is escalated.
CSCsk33327	3	softphone	Device Mobility is not working for CUPC/CIPC end points.
CSCsk34451	3	video	No Remote or Local video displayed, after display settings are changed.
CSCsk42344	3	video	Streaming video transferred to held call session window on video re-size.
CSCsk42861	3	other	On the phone = Never - status is on the phone when user is in a meet.
CSCsk48403	3	softphone	International calling behavior different with Softphone & Deskphone mode.
CSCsk65859	3	ucpresence	Removing contact from buddy list removes presence in IM window.
CSCsk76123	3	softphone	Vista Enterprise: CUPC crashes at startup when Logitech QuickCam used.
CSCsk86690	3	video	Conf initiator need to hold/resume to join if call held by remote user.
CSCsk88040	3	softphone	Unable to resume the Video after De Escalating/Escalating to conference.
CSCsk93175	3	video	CUPC video shows local video when call is audio.
CSCsk97550	3	softphone	Very loud static on MeetingPlace when CUPC puts MeetingPlace on hold.
CSCsl04169	3	other	Warning msg indicating that outlook is open is not shown while upgrading.

Table 9   Open Caveats for Cisco Unified Personal Communicator (continued)

Identifier	Severity	Component	Headline
CSCsl06734	3	softphone	Softphone Conference call remains a conf after 3rd party drops.
CSCsl11012	3	video	Users in RTP cluster are unable to merge the users into Video conference.
CSCsl11256	3	video	CUPC preserving the last presence status, when windows shutdown.
CSCsl12713	3	video	CUPC does not pop up video window until escalated.
CSCsl13488	3	softphone	CUPC allocates additional memory after returning from Standby.
CSCsl31146	3	video	CUPC shows video when call is transferred to audio phone.
CSCsl32123	3	other	Focus cant be moved using Shift+F6 key.
CSCsl37176	3	login	Crash when dialpad open and same user logged in remotely.
CSCsl50789	3	softphone	DSCP settings cant be set in Vista OS the way they are in XP.
CSCsl53816	3	ucchat	User not able to send IM after recovery from n/w outage.
CSCsl57027	3	softphone	Crash on answering incoming call just after network outage.
CSCsl62714	3	directory search	Not able to add or delete any contact if the Ethernet cable is unplugged.
CSCsl63141	3	other	Call statistics win doesn't reopen once it is closed by pressing Enter.
CSCsl72193	3	video	Session window cant be zoomed in by clicking on the + icon.
CSCsl72307	3	phone control	Unable to place call after CCM failover in deskphone mode.
CSCsl74992	3	other	Roster update issue: Invite for escalation to web not sent to all users.
CSCsl88235	3	user interface	CUPC crashes immediately upon execution.
CSCsl88876	3	installer	CUPC installer did not prompt warning message for Open Outlook windows.
CSCsm20660	3	video	Local video shows black window after re-docking the laptop.
CSCsm32960	3	softphone	CUPC behavior when receiving an Service Control Notify
CSCsm33461	3	softphone	Calling name (CNAM) not displayed in softphone mode
CSCsm33470	3	phone control	Calling name (CNAM) displayed inconsistently in phone control mode
CSCsm48529	3	other	CUPC throws exceptions during login to SM server
CSCsm48748	3	login	CUPC crashes after logging on to another machine under the same account
CSCso15174	3	directory search	Application becomes unresponsive if LDAP server type is misconfigured
CSCso31826	3	voicemail	Incoming voicemail reply shows self as sender
CSCso88574	3	user interface	Crash when accessing any menu option after login
CSCsq17201	3	phone control	Calling name (CNAM) displayed inconsistently in phone control mode
CSCsq71409	3	integrations	CUPC Outlook plugin (admin install) not available for other user
CSCsl32096	5	user interface	Enable conversation toolbar on IM window causes incorrect painting.
CSCsr13767	5	ucchat	IM window improperly painted
CSCsj50319	6	user interface	CUPC Desktop client footprint large.
CSCsj50339	6	user interface	Date / Time format cannot be customized.
CSCsk18197	6	ucpresence	Cups 1.03 to 6.01 Upgrade Guide.

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 1.2(4)
- Resolved in Release 1.2(3)
- Resolved in Release 1.2(2)
- Resolved in Release 1.2(1)

Only severity 1, severity 2, and select severity 3 resolved caveats, as well as all resolved customer-found defects, are provided in this document (highest severity listed first and then in alphanumeric order by identifier). For details about an individual defect, click the identifier to access the online record for that defect in the Bug Toolkit.

Because defect status continually changes, be aware that the table reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit. For details, see the "Using the Bug Toolkit" procedure on page 24.

Table 10   *Resolved in Release 1.2(4)*

Identifier	Severity	Component	Headline
CSCsr75216	2	phone control	CUPC not able to get Desk Phone when UPC was not configured
CSCsr65890	3	softphone	CUPC softphone doesn't work if delay between CUPC and CUPS/CUCM is high
CSCsr77607	3	user interface	CUPC 1.2(3) German version crash when navigating to Help > About

Table 11   *Resolved in Release 1.2(3)*

Identifier	Severity	Component	Headline
CSCsm47670	2	integrations	Outlook crashes on use with CUPC toolbar
CSCsm48212	2	integrations	CUPC Outlook toolbar fails to load for certain contacts
CSCsm71552	2	ucchat	First IM is often dropped
CSCsq43983	2	other	Voicemail and MeetingPlace passwords appear in log when set/changed
CSCsq60603	2	other	Unable to save password of Meeting place/Voicemail servers for new users
CSCsq90534	2	webcollaboration	Web conference and help do not work when default browser is Firefox 3.0
CSCsf14204	3	softphone	Session roster is not always accurate or complete
CSCsg17732	3	directory search	Mapping of LDAP attributes to multiple CUPC fields breaks Add Contact
CSCsj33077	3	user interface	Voicemails always played on the Windows default sound playback device
CSCsj94838	3	softphone	Dual Ringback heard on PSTN Calls with H323 Gateway
CSCsl44308	3	user interface	Attempting to delete contact group twice leads to a crash
CSCsl63971	3	acupressure	case-sensitivity on proxy domain causes CUPC problems
CSCsl73438	3	ucpresence	Presence status stuck in Available status, when changed the networks.
CSCsl91214	3	softphone	When unplugged the network cable, the Presence is not updated to others
CSCsm01320	3	user interface	CUPC Client and Unity Connection Web Password must allow same length
CSCsm10658	3	user interface	Deselecting the formatting toolbar distorts IM window painting
CSCsm11394	3	softphone	Contact list disappeared in CUPC, when network change occurred
CSCsm29278	3	ucpresence	CUPC uses 'Away' to reflect off-hook event
CSCsm59574	3	other	Roster displays IP address of CUCM along with conf participants list
CSCsm59662	3	other	CUPC conv window displays CUCM IP if remote user drops off from conf
CSCsm70916	3	softphone	Dual Ringback heard on PSTN Calls with H323 Gateway
CSCsm92577	3	integrations	CUPC Outlook toolbar prevents Windows OS shutdown or restart
CSCsm97308	3	integrations	CUPC Outlook toolbar gets disabled when closing Outlook

Table 11 Resolved in Release 1.2(3) (continued)

Identifier	Severity	Component	Headline
CSCsm97462	3	other	Crash if certificate Issued by/to "Not Available" installed on host PC
CSCso10338	3	softphone	Crash if video capture device reports null capabilities
CSCso27433	3	integrations	Direct dial option is not working intermittently with Outlook 2003
CSCso31241	3	softphone	No error displayed when merging calls fails
CSCso31341	3	wlc-rf	NM: w56 supported power levels incorrect
CSCso38800	3	softphone	CUPC polls too frequently for conference roster
CSCso41896	3	other	Passwords stored in clear text in CUP database (ucendusercfg table)
CSCso67189	3	softphone	Philips SpeechMic does not work with other apps while CUPC is running
CSCso73168	3	softphone	Phone selection menu is not accessible if softphone fails
CSCso85803	3	directory search	Configuring non-recursive search in LDAP profile has no effect
CSCsq61189	3	voicemail	CUPC Cannot Connect to Voicemail Server
CSCsq71409	3	integrations	CUPC Outlook plugin (admin install) not available for other user
CSCsj10952	4	other	Incoming calls with unknown calling party display IP address of CUCM
CSCsl58132	4	user interface	Matching Navigation skips names
CSCsm13502	4	user interface	Contact list sorting order changed by Recent Comms sorting change
CSCsm51059	4	user interface	Can't call outlook contacts with just a Company Name
CSCsm71940	4	other	Modal and modeless dialogs placed on wrong screen
CSCsm73314	4	integrations	Selecting number in 'Direct Dial' text box and clicking out places call
CSCsm20664	6	webcollaboration	CUPC web conf login username field is max of 20 characters
CSCsm79461	6	user interface	CIA-1489: Add 911 disclaimer to Help About
CSCsq89804	6	directory search	Improve search response times by using "starts with" pattern matching

Table 12 Resolved in Release 1.2(2)

Identifier	Severity	Component	Headline
CSCsi93788	2	directory search	Adding more than 100 contacts at once causes app to be non-responsive.
CSCsi97895	2	login	Crash if status menu is open during forced logout.
CSCsi97925	2	login	Mac: crash if status menu is open during forced logout.
CSCsj27318	2	other	Outlook toolbar doesn't allow to dial if the contact has no email id.
CSCsj28714	2	user interface	Crash when purging a recent comm while its detail window is open.
CSCsj44693	2	phone control	Vista: can't switch phone modes after suspend and resume sometimes.
CSCsj89092	2	ucchat	Unable to receive IM from non-contact that is in Recents.
CSCsk41411	2	user interface	CUPC Crash on resume from standby with a bad pointer.
CSCsk47046	2	ucchat	CUPC - Long URL in IM crashes sending client.
CSCsk66169	2	softphone	CUPC crashed while CUPC is idle.
CSCsl06541	2	other	CUPC crash when closing the window while listening to voicemail.

Table 12   Resolved in Release 1.2(2) (continued)

Identifier	Severity	Component	Headline
CSCsl15374	2	softphone	CUPC crashed after coming out of standby mode.
CSCsh59490	3	softphone	Can't send to VM when CUPC shares line with IP Phone.
CSCsi08767	3	voicemail	*X username* appears in voicemail from / missed calls when unknown calls.
CSCsi27441	3	user interface	Alt+Tab between CUPC and other windows disables CUPC main hub.
CSCsi64275	3	voicemail	Forwarded voicemails show up in recent com with wrong name.
CSCsi94466	3	phone control	Mac: Roster displays blank if calling party's caller ID is blocked.
CSCsi96967	3	user interface	Incoming call when computer is locked: Answer options dialog is black.
CSCsi97882	3	softphone	Volume slider position does not change when the menu items are invoked.
CSCsj00783	3	other	CUPC stop responding after a while and can't be maximized.
CSCsj10472	3	ucchat	IM goes to a different CUPC user after n/w disconnect and reconnect.
CSCsj23783	3	ucpresence	Application crashes without any error message after logging in.
CSCsj27820	3	user interface	Presence drop down is dimmed after sleep.
CSCsj33747	3	other	CUPC Crashed while on an active call with several users.
CSCsj34999	3	user interface	Ctrl-Shift-V shortcuts in other apps do not work when CUPC is running.
CSCsj38709	3	ucpresence	Presence shows as Offline after undock/redock.
CSCsj44885	3	other	Alt. Phone Device Wnd incorrectly opens when switching to desk phone.
CSCsj47262	3	other	In a Meeting preference dependent on On the Phone Preferences.
CSCsj47898	3	softphone	Unable to see the local messages in chat session, CUPC crashed when close.
CSCsj48471	3	ucpresence	Presence does not work when wireless (WLAN) is added later to winXP.
CSCsl37167	3	user interface	Pressing tab key enables IMs Conversation tool bar icons.
CSCse85487	4	installer	CUPC Installer needs to require XP SP2.
CSCsh39527	4	user interface	Stop button doesn't stop the on-going LDAP search.
CSCsj36503	4	other	Timestamps in IM window do not reflect changes to system time zone.
CSCsk19903	6	login	CUPC needs to allow @ in userid.

Table 13   Resolved in Release 1.2(1)

Identifier	Severity	Component	Headline
CSCsf19489	2	directory search	Crash on exit.
CSCsg15261	2	userinterface	Crash in voicemail code while shutting down.
CSCsg31394	2	softphone	CUPC doesn't attempt to register with CCM on Busy Here response.
CSCsh22653	2	video	No video to from CUPC to CUVA when CUVA launched midcall.
CSCsh93015	2	ucpresence	Unicode characters in reachability status message cause a crash.

Table 13   Resolved in Release 1.2(1) (continued)

Identifier	Severity	Component	Headline
CSCsi22240	2	video	CUPC sends incorrect PT for video in certain hold/resume scenarios.
CSCsi31998	2	softphone	Pound(#) key not worked as access code at CUPC.
CSCsi40186	2	phonecontrol	Cannot make phone call when switching to control other device.
CSCsi42830	2	video	Mac system froze during negative testing.
CSCsi45808	2	other	Address book plug-in doesn't work.
CSCsi52163	2	directory search	Directory search fails when any attribute used is not defined in CUP.
CSCsi54082	2	other	resiplog.txt file fills up hard drive.
CSCsi59870	2	other	Crash while searching-incorrect credentials on CUPS page.
CSCsi64846	2	other	When deleting a contact, the resulting error dialog causes an Assert.
CSCsi67419	2	softphone	CUPC does not register in softphone mode if username is > 12 characters.
CSCsi90292	2	softphone	Receiving audio on XP delayed after resuming from sleep.
CSCsi95159	2	login	Failure to start correctly if LDAP bind fails due to invalid credentials.
CSCsj39390	2	ucpreference	Local user's presence status is not correct after waking from sleep.
CSCse77831	3	userinterface	Preferred contact method for user in conf roster is CHAT should be VIDEO.
CSCsf04558	3	other	CUPC status shows Connected with Ethernet cable unplugged.
CSCsf12322	3	voicemail	Unable to download 500 voicemail. The user becomes unusable.
CSCsf12964	3	userinterface	Context menu item Add Contact is disabled right after search completes.
CSCsg04247	3	video	Remote video is black on Tandberg if Tandberg calls CUPC.
CSCsg07934	3	userinterface	Unable to cancel call when callee exits before connect the call.
CSCsg17427	3	other	Unable to Unhold when call is made with Polycomm and CUPC.
CSCsg68228	3	video	Poor video quality or no video over lossy network connections.
CSCsh26653	3	other	System Diagnostics for LDAP Server always show 'Anonymous Bind' as yes.
CSCsh54452	3	video	CUPC to CUPC video calls over H323 fails to establish.
CSCsh58735	3	userinterface	After bad password attempt, server status window shows incorrect status.
CSCsh58748	3	other	System diagnostics shows incorrect protocol for various server types.
CSCsh60853	3	directory search	LDAP system diag always shows anonymous bind.
CSCsh75092	3	video	Video rendered too early on video escalation over H.323 ICT.
CSCsh80488	3	userinterface	System Diagnostics window shows incorrect status for TFTP & LDAP.

Table 13   Resolved in Release 1.2(1) (continued)

Identifier	Severity	Component	Headline
CSCsh91884	3	documentation	XSS vulnerability via search facility in online help.
CSCsi00093	3	other	No text / url in web collab. e-mail invitation message.
CSCsi65261	3	ucpresence	Disabling CUPS capabilities doesn't change presence to Offline.
CSCsj26097	3	ucpreference	Presence is in Available status when the users laptop is put into standby.
CSCsj33659	3	audio	Vista: audio lost after escalating to video.

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 these documents at this URL:

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

For Cisco Unified Presence troubleshooting information, see the troubleshooting guide and 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 for documents available at:

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

- Updates for the Installation Guide for Cisco Unified Personal Communicator for Release 1.2(2), page 34
- Updates for the Troubleshooting Guide for Cisco Unified Personal Communicator for Release 1.2(2), page 37
- Updates to the User Guide and Online Help for Windows, page 37
- Updates to the Accessibility Document for Release 1.2(2) for Windows, page 41
- Updates to the User Guide and Online Help for Mac OS, page 44
- Updates to the Accessibility Document for Macintosh, page 47

Updates for the Installation Guide for Cisco Unified Personal Communicator for Release 1.2(2)

- Enabling Cisco Unified Personal Communicator to Retrieve the jpegPhoto Attribute, page 34
- Mac Installer Package Names, page 35
- Deploying the Cisco VT Camera Drivers by Using the MSI Package, page 35
- Fetching Contact Pictures from a Web Server, page 36
- Adding Cisco Unified IP Phones to the Cisco Unified Communications Manager Database, page 37

Enabling Cisco Unified Personal Communicator to Retrieve the jpegPhoto Attribute

The jpegPhoto attribute is not available in Microsoft Active Directory Global Catalog server, and it is not indexed (http://msdn2.microsoft.com/en-us/library/ms676813.aspx). If your LDAP configuration uses Global Catalog port 3268, the jpegPhoto is not retrievable.

Procedure

Step 1   Change the configuration in Cisco Unified Presence Administration (**Application > Cisco Unified Personal Communicator > LDAP Server**) to TCP and port 389.

The photo is retrieved when you log in to Cisco Unified Personal Communicator again.

Step 2   Ensure that a picture is displayed when placing a call to a contact and that the picture is also displayed in the contact details. Make sure you create proper Directory Lookup Dial Rules in Cisco Unified Communications Manager if an application dial rule is configured.

When adding a contact in Cisco Unified Personal Communicator, the directory lookup returns a 10-digit number (for example, 1234567890). If the user places the call by dialing only four digits (for example, 7890), the picture is not displayed because of 7890 does not match for 1234567890. You should:

- Create an outbound rule to remove the area code. The picture is shown in contact details.

- Create an inbound rule for directory lookup to prefix the area code (translate the 4-digit extension number into the 10-digit DID number stored in AD). The picture is shown when placing a call.

Mac Installer Package Names

These are the installer package names for Mac OS:

- CiscoUnifiedPersonalCommunicator-K9_ENU.dmg (US English only)

- CiscoUnifiedPersonalCommunicator-K9_ALL.dmg (US English and localized languages)

For both the US English-only version and the internationalized version for the Mac, Cisco Unified Personal Communicator uses the operating system settings and rules to determine the correct language to present to the user at runtime. You must download and install the international version of Cisco Unified Personal Communicator to have both US English and localized languages. If you download and install the US-only version, only US English is available.

Deploying the Cisco VT Camera Drivers by Using the MSI Package

For languages other than English, if you deploy the Cisco VT Camera driver through the MSI package, you must install a language locale by associating the locale .mst file to the TRANSFORMS parameter. For example, to install the French locale:

```
msiexec /i CiscoVTCameraDriverSetup.msi /qb+ TRANSFORMS="1036.mst"
```

Table 14 lists the supported .mst filenames.

Table 14   Cisco VT Camera Driver .mst Filenames

Filename	Language
1028.mst	Chinese (traditional)
1030.mst	Danish
1031.mst	German
1034.mst	Spanish
1036.mst	French
1040.mst	Italian
1041.mst	Japanese
1042.mst	Korean
1043.mst	Dutch
1046.mst	Portuguese
1049.mst	Russian
1053.mst	Swedish
2052.mst	Chinese (simplified)

Release Notes for Cisco Unified Personal Communicator, Release 1.2

Fetching Contact Pictures from a Web Server

You can configure a parameterized URL in the Photo field in the LDAP attribute map in Cisco Unified Presence Administration so that Cisco Unified Personal Communicator can fetch pictures from a web server instead of from the LDAP server.

Before You Begin

• Use *%%uid%%* as the substitution string.

  You can use any LDAP attribute whose query value contains a piece of data that uniquely identifies the photo of the user. For example:

  – http://wwwin.cisco.com/photo/std/%%uid%%.jpg

  – http://wwwin.cisco.com/photo/std/%%sAMAccountName%%.jpg (for ActiveDirectory)

• The double percent symbols are required, and they must enclose the name of the LDAP attribute to substitute.

Restrictions

• The URL length is limited to 50 characters in Cisco Unified Presence Administration.

• This substitution technique works only if Cisco Unified Personal Communicator can use the results of the query and can insert it into the template specified above to construct a working URL that fetches a JPG photo. If the web server where photos are hosted in a company requires a POST (for example, the name of the user is not in the URL) or uses some other cookie name for the photo (for example, http://www..../1234.jpg) instead of the username, this technique will not work. Cisco Unified Personal Communicator does not support authentication for this query; the photo must be retrievable from the web server without credentials.

Procedure

Step 1 In Cisco Unified Presence Administration, choose **Application > Unified Personal Communicator > Settings** to display the Cisco Unified Personal Communicator Settings window.

Step 2 In the LDAP attribute map, configure a parameterized URL in the Photo field. Use *%%uid%%* as the substitution string.

Step 3 Click **Save**.

Cisco Unified Personal Communicator removes the percent symbols and replaces the parameter inside with the results of an LDAP query for the user whose photo is to be resolved.

For example, if a query result contains the attribute "uid" with a value of "johndoe," then a template such as http://mycompany.com/photos/%%uid%%.jpg yields the URL http://mycompany.com/photos/johndoe.jpg. Cisco Unified Personal Communicator attempts to fetch the photo.

✎

Note Because of this new feature to retrieve photos from a web server, the installation guide contains information in the section "Photo Setting Attribute and Format for Windows Active Directory" that is no longer true and should be ignored.

Adding Cisco Unified IP Phones to the Cisco Unified Communications Manager Database

When you add a Cisco Unified IP Phone to the Cisco Unified Communications Manager database, you assign a directory number in the Directory Number Configuration window. However, in the Line Settings for All Devices section, the Hold Reversion Ring Duration and the Hold Reversion Notification Interval settings are assignable, but they are not functional for Cisco Unified Personal Communicator.

Updates for the Troubleshooting Guide for Cisco Unified Personal Communicator for Release 1.2(2)

Problem   The user can send instant messages to others, but they cannot send instant messages back to this user.

Solution   In Cisco Unified Personal Communicator, instant messages and presence information do not work correctly if the local proxy domain is configured in uppercase letters (user@DOMAIN.COM). Cisco Unified Personal Communicator interprets that the incoming instant message or presence notification is for a different contact because the domain in the IM is in lowercase (user@domain.com). The mismatch causes Cisco Unified Personal Communicator to regard the instant message as coming from a different entity for which it sees no presence and presumes to be IM incapable.

The workaround is to change the proxy domain setting in Cisco Unified Presence to lowercase. In Cisco Unified Presence Administration, select **System > Service Parameters**. Select the server and the SIP Proxy service. Verify that the entry for Proxy Domain is in lowercase letters. If it is in uppercase, make it lowercase, and click **OK**.

Updates to the User Guide and Online Help for Windows

The following changes apply to the online help in release 1.2(2) and to the user guide at http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html, which applies to both Releases 1.2(2) and 1.2(1).

Applies To Release	Chapter in PDF	Topic or Section in Online Help	New or Changed Information
1.2(2)	Preparing to Use Cisco Unified Personal Communicator	(New feature)	To automatically start Cisco Unified Personal Communicator when you start your computer: 1. Choose **File > Preferences**. 2. Click **Profile**. 3. Check **Start this application when I start up my computer**. By default, this option is not checked.
1.2(2)	Having Conversations Using Cisco Unified Personal Communicator	Responding to Incoming Calls	When you click **Send to Voicemail**, your desk phone no longer continues to ring.

Applies To Release	Chapter in PDF	Topic or Section in Online Help	New or Changed Information
1.2(2) 1.2(1)	Using Video with Cisco Unified Personal Communicator	Viewing Video	To use video in a standard Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting (as distinct from web conferencing that you add via the conversation window in Cisco Unified Personal Communicator), see the Online Help for your conferencing product. The general procedure is this: 1. Dial out from the meeting. 2. Specify that you are dialing out to a video endpoint. 3. When Cisco Unified Personal Communicator rings, click **Answer with Video**.
1.2(2)	Using Video with Cisco Unified Personal Communicator	Working with Video Conversations In Progress	To resize the incoming video image: Drag an edge or corner of the conversation window. To resize the image of yourself: Choose **View > Local Video Size** from the menu in the conversation window. If you resize an image using a menu, the size you see depends on the resolution of your display. To move the image of yourself: Drag it to another corner. To hide or show the image of yourself: Right click in the image window and choose **Show Local Video**.
1.2(2) 1.2(1)	Hosting Conference Calls with Cisco Unified Personal Communicator	About Merging Calls	The maximum number of conference call participants depends on the system at your organization.
1.2(2)	Managing Contacts	About the Contact List	Your contact list is now automatically alphabetized by first name within each group. **Tip** To float a name to the top of a group, right-click the name and edit the contact a nickname so that it begins with an underscore. Example: _Joe Smith.
1.2(2)	Managing Contacts	Adding Contacts to Your List	To add a contact, drag a named contact to your contact list from one of the following lists: the Recent Communications list, the search results list, or a conversation roster. To move a contact from one group to another within your contact list, drag it. To copy a contact from one group to another within your contact list, control-drag it. **Note** Drag the name onto a group name or another name in the group, not into the empty space at the bottom of the list.
1.2(2)	Managing Contacts	Searching for Contacts	The start search button has changed to a magnifying-glass icon. The button to stop a search has been removed. To stop a search in progress, press **Esc**.

Applies To Release	Chapter in PDF	Topic or Section in Online Help	New or Changed Information
1.2(2)	• Managing Contacts • Working with Recent Communications	• Working with Search Results • Working with the Recent Communications List and Its Items	To instantly resize a column to display the complete text of the longest item in the column: 1. Right click an item in the column to resize. 2. Choose **Best Fit**. If more information is added, you may need to perform this action again.
1.2(2)	• Managing Contacts • Working with Recent Communications	• Working with Search Results • Working with the Recent Communications List and Its Items	To jump to a name on a list: 1. Click any name in the list. 2. Type the first letter of the name to jump to, or quickly type the first few letters.
1.2(2)	Troubleshooting	Application Is Unresponsive Or Behaves Strangely	This section does not apply to Release 1.2(2).
1.2(2) 1.2(1)	Troubleshooting	Problems Starting Calls	**Problem** When I click numbers in the dial pad, sometimes they are not dialed. **Solution** When you click the same digit more than once, pause briefly between clicks.
1.2(2) 1.2(1)	Troubleshooting	Problems During Calls	**Problem** When I click numbers in the keypad in the conversation window, sometimes they are not dialed. **Solution** When you click the same digit more than once, pause briefly between clicks.

Applies To Release	Chapter in PDF	Topic or Section in Online Help	New or Changed Information
1.2(2) 1.2(1)	Troubleshooting	Problems with Your Camera or Video	**Problem** My video preview does not work and I cannot initiate or receive calls. The application appears to hang. **Problem** Plug your camera directly into the USB port on your computer, or try a USB 2.0 hub. Your camera may not be compatible with USB version 1.1 hubs or hubs without power adaptors.
1.2(2) 1.2(1)	Troubleshooting	Problems Accessing Online Help	**Problem** In the online help, when I click View PDF, the PDF does not open. **Solution** • Make sure the latest Adobe Reader is installed. • If you are using Internet Explorer: Enable **Display PDF in browser** in Adobe Reader Preferences.

Updates to the Accessibility Document for Release 1.2(2) for Windows

The following changes for Release 1.2(2) apply to *Accessibility Features In Cisco Unified Personal Communicator for Windows, Release 1.2: Keyboard Navigation*:

> ✎ **Note**   The following caveat has been removed for this release: If a keyboard shortcut does not seem to work, move your mouse away from any buttons and try again.

Moving the Input Focus

Operation	Keyboard Shortcut
Move the input focus within the panes of the console, between the buddy list, recent list, and search list. The pane must be open.	F6
Move the input focus between windows in Cisco Unified Personal Communicator.	Ctrl+F6
Move the input focus between windows in the opposite direction.	Ctrl+Shift+F6

Expanding and Collapsing Panes

Procedure

To expand or collapse a pane, for example in the main console or in a Contact Details window:

Step 1   Move the focus to the pane to expand or collapse.

Step 2   Press the space bar.

Resizing the Panes in the Main Console

Note
- The console must be larger than its minimum size.
- If you make a pane larger, the pane below it becomes proportionately smaller.
- A pane that will become smaller cannot already be at its minimum size.

Procedure

Step 1 Expand the pane you want to resize, if it is not already open.

Step 2 Select the pane divider to move:

Select The Divider	Keyboard Shortcut
Between the Contacts pane and the Recent Communications pane.	Ctrl+Shift+1
Between the Recent Communications pane and the Search Results pane.	Ctrl+Shift+2
Below the Search pane.	Ctrl+Shift+3

Step 3 Move the pane divider up or down:

Move the Selected Divider	Keyboard Shortcut
Up or down by about a pixel	Up arrow
	Down arrow
Up or down by about 3 pixels	PgUp
	PgDn
Up as far as possible	Home
Down as far as possible	End

Resizing Columns

You can resize a column in the Recent Communications or search results panes to display the complete text of the longest item in the column.

Procedure

Step 1 Tab to the list that has the column you want to resize.

Step 2 Use the arrow keys to select any item in the list.

You must press an arrow key at least once.

Step 3 Press **Shift+F10**.

Step 4   Choose **Best Fit**.

Sorting List Items

Sort search results and items in the Recent Communications list using the methods in the table:

Procedure

Step 1   Use the arrow keys to select any item in the list.

You must press an arrow key at least once.

Step 2   Press Shift+F10.

Step 3   Choose **Arrange By**.

Step 4   Do one of the following:

To	Do This
Sort by different criteria	Choose an option.
Reverse the sort order (ascending or descending)	Choose the same option that is already selected.

Working with Video: Moving the Image of Yourself

When you view video, the image of yourself appears by default in a corner of the larger incoming image. You can move it to a different corner of the larger image.

To Move the Image	Do This
Up	Ctrl+Shift+Up Arrow
Down	Ctrl+Shift+Down Arrow
Right	Ctrl+Shift+Right Arrow
Left	Ctrl+Shift+Left Arrow

Getting More Information About Accessibility and This Product

For more information about accessibility and this product (for example, to request a United States government Section 508 VPAT (Voluntary Product Accessibility Template), contact Accessibility@Cisco.com.

Updates to the User Guide and Online Help for Mac OS

The following changes apply to the online help in Release 1.2(2) and to the user guide at http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html, which applies to both Releases 1.2(2) and 1.2(1).

Applies To Release	Chapter in PDF	Topic or Section in Online Help	New or Changed Information
1.2(2)	Preparing to Use Cisco Unified Personal Communicator	(New section)	AppleScript is now supported. For information: 1. Launch Script Editor.app. 2. Choose **File > Open Dictionary**. 3. Choose the Cisco Unified Personal Communicator application.
1.2(2)	Having Conversations Using Cisco Unified Personal Communicator	Responding to Incoming Calls	When you click **Send to Voicemail**, your desk phone no longer continues to ring.
1.2(2) 1.2(1)	Using Video with Cisco Unified Personal Communicator	Viewing Video	To use video in a standard Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting (as distinct from web conferencing that you add via the conversation window in Cisco Unified Personal Communicator), see the Online Help for your conferencing product. The general procedure is this: 1. Dial out from the meeting. 2. Specify that you are dialing out to a video endpoint. 3. When Cisco Unified Personal Communicator rings, click **Answer with Video**.
1.2(2)	Using Video with Cisco Unified Personal Communicator	Working with Video Conversations In Progress	To resize the video window of the incoming image: Drag the bottom right corner of the conversation window. You cannot make the window smaller than its minimum size. You can drag the small image of yourself to the center of the large incoming video image.
1.2(2) 1.2(1)	Hosting Conference Calls Using Cisco Unified Personal Communicator	About Merging Calls	The maximum number of conference call participants depends on the system at your organization.
1.2(2)	Sending Messages with Cisco Unified Personal Communicator	Sending Instant Messages	To close a tab in an instant messaging window: Click the reachability status indicator in the tab.

Applies To Release	Chapter in PDF	Topic or Section in Online Help	New or Changed Information
1.2(2)	Managing Contacts	Adding Contacts to Your List	To add a contact, drag a named contact or selected contacts to your contact list from one of the following lists: the Recent Communications list, the search results list, or a conversation roster. To move contacts from one group to another within your contact list, drag them. To copy a contact from one group to another within your contact list, Option-drag it.
1.2(2)	Managing Contacts	About the Contact List	Your contact list is now automatically alphabetized by first name within each group. In Release 1.2(1), the names were sorted by last name. **Tip** To float a name to the top of a group, right-click the name and edit the contact a nickname so that it begins with an underscore. Example: _Joe Smith.
All	Managing Contacts	(New section)	To reverse the sort order of the names in all groups in your contact list: Click the **Name** bar at the top of the list.
1.2(2)	Managing Contacts	(New section)	You can copy contact information from Cisco Unified Personal Communicator to other applications. Drag a named item from the console to one of the following locations: • Your Address Book • A text area of another application • A folder or your desktop (this action creates a VCard)
1.2(2)	• Managing Contacts	• Working with Search Results	To jump to a name on the list, do one of the following: • Type the first letter of the name to jump to. • Quickly type the first few letters of the name.

Applies To Release	Chapter in PDF	Topic or Section in Online Help	New or Changed Information
1.2(2)	Troubleshooting	• I Hear No Sound or the Volume is Too Low	To adjust the volume you hear, you no longer need to adjust the Sound settings in System Preferences. To adjust volume settings: 1. Choose **CiscoUPC > Preferences**. 2. Click **Audio/Video**. To change the volume of alerts and the ringer: 1. Choose a device for **Ringer & Alerts**. 2. Adjust the **Device Volume**. 3. If you need to modify the volume further, adjust the **Ringer & Alerts Volume**. 4. Verify that you can still hear conversations during a call. To change the volume of conversation and other sounds you hear during a call, such as dial tones or busy signal: 1. Choose a device for **Audio Call Output**. 2. Adjust the **Device Volume**. 3. If you need to modify the volume further, adjust the **Default Call Volume**. 4. Verify that you can still hear the ringer and alerts. **Note** • The two **Device Volume** sliders in the Cisco Unified Personal Communicator preferences and the **Output Volume** slider in the Sound settings in the System Preferences all control a single volume setting. A change you make to any of these sliders affects all of them, and may affect other applications that play sounds. • The **Default Call Volume** and the **Ringer & Alerts Volume** are a percentage of the **Device Volume** that you set. • The **Default Call Volume** and the **Ringer & Alerts Volume** settings do not affect the Sound settings in System Preferences.

Applies To Release	Chapter in PDF	Topic or Section in Online Help	New or Changed Information
1.2(2) 1.2(1)	Troubleshooting	Problems with Your Camera or Video	**Problem** My video preview does not work and I cannot initiate or receive calls. The application appears to hang. **Solution** Plug your camera directly into the USB port on your computer, or try a USB 2.0 hub. Your camera may not be compatible with USB version 1.1 hubs or hubs without power adaptors. **Problem** The video image is fuzzy. **Solution** Use a wired connection instead of a wireless connection.

Updates to the Accessibility Document for Macintosh

The following change for Release 1.2(2) applies to *Accessibility Features In Cisco Unified Personal Communicator for Macintosh, Release 1.2: Keyboard Navigation:*

Getting More Information About Accessibility and This Product

For more information about accessibility and this product (for example, to request a United States government Section 508 VPAT (Voluntary Product Accessibility Template), contact Accessibility@Cisco.com.

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

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