



Release Notes for Cisco Unified Personal Communicator Release 7.1

Revised: 9/26/12

These release notes describe the new features and caveats for Cisco Unified Personal Communicator Releases 7.1(1) and 7.1(2).

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 [Installation Notes](#), page 19.

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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 hotfixes.

Before you install Cisco Unified Personal Communicator, review this document for issues that might affect your system. For a list of the open caveats, see [Open Caveats, page 24](#).

System Requirements

- [Network Requirements, page 2](#)
- [Server Requirements, page 7](#)
- [Client Computer Requirements, page 9](#)
- [Compatibility Matrix, page 16](#)

Network Requirements

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

- [Voice over IP, page 2](#)
- [Network Ports Used by Cisco Unified Personal Communicator, page 2](#)
- [Routing Access Control Lists, page 6](#)
- [Quality of Service, page 6](#)
- [Network Address Translation, page 7](#)

Voice over IP

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

Network Ports Used by Cisco Unified Personal Communicator

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

Cisco Unified Personal Communicator allows the operating system to choose a port for the origination of all types of traffic, except for Real-Time Transport Protocol (RTP). Cisco Unified Personal Communicator selects a port to send and receive RTP traffic. The application uses port 16384 as the base port for the initial stream and uses higher port numbers for additional RTP and RTCP streams. For a particular stream, Cisco Unified Personal Communicator always uses the same port in the range to send and receive.

For details, see [Network Ports for Inbound Traffic, page 3](#) and [Network Ports for Outbound Traffic, 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	Receives RTP media streams for audio and video.
SIP	50000 to 50063	Permits TCP or UDP traffic directed at the client computer. Provides SIP presence information.
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	Connects to Cisco Unified MeetingPlace Express or Cisco Unified MeetingPlace servers.
HTTP/HTTPS	80	Connects to Cisco WebEx servers. Note, if your configured Cisco WebEx server is located outside of your network, web access is required. If a proxy is required to access the web, you will not be able to use the Cisco WebEx feature without action from your IT department.
HTTP/HTTPS	80/443	Connects to Cisco Unity SOAP Service to decrypt the session keys for secure voicemails.
IMAP (SSL, TCP, TLS)	143, 993, and 7993	Connects with the Cisco Unity Connection mailstore for voicemail retrieval.
IMAP (SSL, TCP, TLS)	143, 993	Connects with the Cisco Unity mailstore (with Microsoft Exchange) for voicemail retrieval.
RTP	16384 to 16424	Sends RTP media streams for audio and video.
SIP	5060	<ul style="list-style-type: none"> Registers the softphone with Cisco Unified Communications Manager, and is used for call signaling. Registers with the Cisco Unified Presence SIP proxy for SIMPLE presence, publishes and subscribes to Cisco Unified Presence.

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

Protocol	Ports	Description
SOAP ¹ over HTTPS	443	<ul style="list-style-type: none"> Downloads configuration data from the Cisco Unified Presence server, manages contact lists and privacy, searches for user IDs, sets persistent presence states, and so on. Connects with Cisco Unified MeetingPlace Express servers. Connects to Cisco Unity for secure message services.
TCP	389 2748	<ul style="list-style-type: none"> Connects to the LDAP server for the Cisco Unified Personal Communicator contact searches. Connects to the CTI gateway, which is the CTIManager component of Cisco Unified Communications Manager.
TFTP	69 16384 to 16424	--
XMPP	5269	Opened by Cisco Unified Presence version 8.0 for federation.

1. SOAP = Simple Object Access Protocol

Configurations that Use Network Ports

You can use the network port information for these configurations:

- To unblock traffic destined for Cisco Unified Personal Communicator through a firewall. For details, see [Configuring Network Ports on Client Computers, page 4](#).
To avoid blocking availability status information, verify that firewalls on the client computer or on the network are configured to allow Cisco Unified Personal Communicator traffic.
- To apply quality of service (QoS) policies or routing access control lists (ACLs) to prioritize Cisco Unified Personal Communicator traffic. For details, see [Routing Access Control Lists, page 6](#) and [Quality of Service, page 6](#).

Configuring Network Ports on Client Computers

Windows

When you run Cisco Unified Personal Communicator on Windows for the first time after installation, the firewall asks whether you want to block the application or not. Select **Unblock**.

Mac OS X

The ports used by the application must be manually configured on each system so that the application can function with the system firewall running.

Procedure

-
- Step 1** To open a port range, choose the **Apple** menu > **System Preferences**.
- Step 2** Click **Sharing**, and then click the **Firewall** tab.
- Step 3** Click **New**.
- a. For Port Name, choose **Other**.
 - b. For TCP Port Number, enter **50000-50063** to select this range.
 - c. To allow UDP traffic, leave the UDP port number field blank.
If you have blocked UDP traffic and want to allow Cisco Unified Personal Communicator to use UDP, you must 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

When Cisco Unified Personal Communicator is launched with the system firewall enabled, you are prompted to specifically allow the connection. You must select “Allow” each time the prompt is displayed to ensure that Cisco Unified Personal Communicator functionality is fully enabled.

Procedure

-
- Step 1** Choose the **Apple** menu > **System Preferences** > **Security**.
- Step 2** On the Security window, click the **Firewall** tab.
- 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 that 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 *Allow Incoming Connections* next to the listing.

These settings take effect immediately.

Troubleshooting Tips

If users experience problems with presence, 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 voice VLAN is the VLAN that carries voice traffic.

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.

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

When Cisco Unified Personal Communicator is in softphone mode, this configuration enables Cisco Unified Personal Communicator to send RTP media to, and 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
Videoconferencing	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, but instead set the packets to zero (0) ([CSCsl50789](#)). To work around this issue, log in as the administrator. From the Run prompt, enter **gpedit.msc** to open the Group Policy editor. Under User Configuration, expand Windows Settings. Right-click **Policy-Based QoS**, and choose **Create New Policy** to create a user-based policy. Set custom DSCP values that follow the Cisco recommended policy.

**Note**

Regarding the Apple Macintosh operating system, a wireless plus VPN configuration, may cause Cisco Unified Personal Communicator to experience one-way audio on some systems. A preference is available to reduce QoS precedence to zero (0) to address this issue.

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

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/7x/netstruc.html#wpxref46645

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). Cisco Unified Personal Communicator cannot use 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 7](#)
- [Recommended Servers, page 8](#)
- [Unsupported Server Configurations, page 9](#)

Required Servers

The following servers are required for Cisco Unified Personal Communicator operation:

- Cisco Unified Communications Manager is installed in your network and configured to handle call processing and point to point video. It provides Cisco Unified IP Phone control through the Cisco Unified Communications Manager computer telephony interface (CTI). For Cisco Unified Communications Manager details, see the following 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. This server provides the Cisco Unified Personal Communicator client configuration and presence information. For Cisco Unified Presence details, see the following URL:

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

- LDAP server version 3

For a list of software versions with which Cisco Unified Personal Communicator is compatible, see [Compatibility Matrix, page 16](#).

Recommended Servers

To use the full functionality of Cisco Unified Personal Communicator, you must have the following products installed and operational:

- Voicemail servers, to retrieve and play voicemail messages. You can use the following products:
 - Cisco Unity Connection. For more information about this product, see the following URL:
http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html
 - Cisco Unity. For more information about this product, see the following URL:
http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html

- Conference servers, to use video and web collaboration.

You can configure Cisco Unified Personal Communicator to launch an unscheduled web conference from the audio or video conversation window with one of the following products:

- Cisco Unified MeetingPlace
- Cisco Unified MeetingPlace Express
- Cisco Unified MeetingPlace Express VT
- Cisco WebEx

Cisco Unified MeetingPlace enables users who are in Cisco Unified Personal Communicator conversations to initiate unscheduled web conferences through Cisco Unified Personal Communicator. Cisco Unified MeetingPlace provides a richer web conferencing experience than Cisco Unified MeetingPlace Express VT.

For more information about Cisco Unified MeetingPlace, see the following URL:

<http://www.cisco.com/en/US/products/sw/ps5664/ps5669/index.html>

Cisco Unified MeetingPlace Express VT enables users who are in Cisco Unified Personal Communicator conversations to start unscheduled voice, video, and web conferences through Cisco Unified Personal Communicator.

For more information about Cisco Unified MeetingPlace Express, see the following URL:

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

For more information about Cisco Unified MeetingPlace Express VT, see the following URL:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps5664/ps6533/ps7260/product_data_sheet0900aecd8061fae7.html

For details about how to integrate Cisco Unified MeetingPlace Express VT and Cisco Unified Personal Communicator, see the following URL:

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

Cisco Unified Personal Communicator can be configured to launch unscheduled Cisco Webex meetings.

For more information about Cisco WebEx meetings, see the following URL:

<http://www.webex.com/smb/web-meeting-center.html>

For details about how to integrate Cisco WebEx and Cisco Unified Personal Communicator, see the Deployment Guide for Cisco Unified Presence at the following URL:

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

Cisco Unified Videoconferencing provides audio and video functionality for merged conference calls of three or more parties, placed through Cisco Unified Personal Communicator. For details about the MCUs:

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

Unsupported Server Configurations

The following 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 must meet the requirements described in these sections:

- [Microsoft Windows Requirements, page 9](#)
- [Apple Macintosh Requirements, page 12](#)
- [Supported Phones, page 14](#)
- [Audio and Video Codecs for Use with Cisco Unified Personal Communicator, page 15](#)
- [Compatibility Matrix, page 16](#)

For more information about client PC requirements and audio quality impact refer to [About Audio and Video Quality, page 18](#).

Microsoft Windows Requirements

The following tables list the Windows requirements for Cisco Unified Personal Communicator.



Note

Cisco Unified Personal Communicator is not supported in VMWare, Citrix, Terminal Services, Remote Desktop or other thin client environments.

Table 5 lists the hardware requirements for Cisco Unified Personal Communicator on Windows:

Table 4 *Hardware Requirements for Cisco Unified Personal Communicator on Windows*

Item	Description
Internal Hardware	<p>Microsoft Windows XP:</p> <p>Desktop PC:</p> <ul style="list-style-type: none"> At least 2.4 GHz Intel Pentium 4, 2.0 GHz AMD Athlon (approximate speed) or faster processing (At least 2.8GHz Intel Pentium 4, 2.13 GHz AMD Athlon (approximate speed) or faster recommended for video calling capabilities) is required. In addition, 512MB of RAM for audio calls and 1GB RAM are required for video calls. Video Requirements: DirectX 9.0c-compatible graphics card with at least 64-MB free video RAM (128 MB for dual-headed configurations) 1024 x 768 x 16 bits or better. <p>Laptop PC:</p> <ul style="list-style-type: none"> 1.5 Ghz Intel Pentium M Centrino 1.8 GHz AMD Athlon 2200 (Approximate speed) or compatible processing (1.7 GHz Pentium M (Centrino) 2.0 GHz AMD Athlon XP 2400+ (Approximate speed) or faster recommended for video calling capabilities. DirectX 9.0c-compatible graphics card with at least 64-MB free video RAM 1024 x 768 x 16 bits or better. <p>Note: Only 32-bit (x86) processors are supported.</p> <ul style="list-style-type: none"> A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device with USB headset is recommended when using a softphone. A 10-/100/-1000BASE-T Mbps Ethernet network interface card is required. A Cisco VT Camera III or third-party USB camera attached to a USB 2.0 port is required for video calls.
	<p>Microsoft Windows Vista:</p> <ul style="list-style-type: none"> A Microsoft Vista Premium Ready PC with a Windows Experience Index (WEI) of 3 or higher is required. Only 32-bit (x86) processors are supported. In addition, 256MB of dedicated video memory is also needed. 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 selecting Performance and Rating. The subscores for memory (RAM), graphics, and gaming graphics must be 3 or higher. Disk space: 200 MB of free disk space (includes 20 MB free space for the Windows camera drivers) is required. A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device with USB headset is recommended when using a softphone. A 10-/100/-1000BASE-T Mbps Ethernet network interface card is required. A Cisco VT Camera III or third-party USB camera attached to a USB 2.0 port is required for video calls.

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

Item	Description
USB Headsets	<p>Tested by Cisco in audio softphone mode and for voicemail playback:</p> <ul style="list-style-type: none"> • Plantronics: DSP-400, DSP-510, DSP-550 • Sony DA260 USB • Logitech USB 250 <p>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</p>
Video	<ul style="list-style-type: none"> • Cisco VT Camera III: This is a USB Video Class (UVC) compliant camera which requires no installation drivers, but relies on the Windows support of UVC cameras. • Cisco VT Camera II • Logitech QuickCam Fusion • Logitech QuickCam for Notebooks Pro • Logitech QuickCam Pro 9000 • Microsoft LifeCam VX-6000 • Microsoft Lifecam HD • Tandberg PrecisionHD <p>Note: Not all cameras are available for all supported operating systems. See your specific camera documentation for supported operating systems.</p>

[Table 5](#) lists the software requirements for Cisco Unified Personal Communicator on Windows:

Table 5 **Software Requirements for Cisco Unified Personal Communicator on Windows**


Item	Description
Operating system	<p>One of the following is required:</p> <ul style="list-style-type: none"> • Microsoft Windows XP Professional (Service Pack 3). • Microsoft Windows Vista Business Edition, Enterprise Edition or Ultimate with Vista (Service Pack 1). <p> Note Microsoft Windows 7 is not supported.</p>
Web conferencing	<ul style="list-style-type: none"> • For Windows XP, Adobe Flash Player version 6.0.79 or higher. • For Windows Vista, Adobe Flash Player ActiveX or Adobe Flash Player 9 version 9.0.28 or higher. <p>You need Flash Player for web conferencing with Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace. Do not use any version of Flash Player higher than 9.0.47.</p> <p>For more information about versions of Flash Player, and browsers that you can use with Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace, see the Cisco Unified MeetingPlace Express release notes at the following URL: http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html</p>

Table 5 **Software Requirements for Cisco Unified Personal Communicator on Windows (continued)**

Item	Description
Connectivity	High-speed connection required for softphone calls; 128 kbps for audio calls and 384kbps minimum for calls with video (512kbps recommended)
Multimedia	Microsoft DirectX 9.0c
Click-to-dial	Microsoft Outlook 2003 or 2007 required to use the click-to-dial toolbar
Audio device hotfix	USB audio device hotfix ¹ (for Windows XP): KB 884868
VPN	Cisco VPN Client software, Release 5.0 or later
Federation	Cisco ASA 5500 Series Adaptive Security Appliance Software Release 8.0.4

1. To obtain a hotfix, go to the Microsoft Support URL: <http://support.microsoft.com/contactus/?ws=support> or call Microsoft (1-800-MICROSOFT or 1-800-642-7676)

Apple Macintosh Requirements

Table 6 lists the hardware requirements for Cisco Unified Personal Communicator on Apple Macintosh:

Table 6 **Hardware Requirements for Cisco Unified Personal Communicator on Apple Macintosh**

Item	Description
Processor	<ul style="list-style-type: none"> 1.4 GHz or faster PowerPC G4, Power PC G5, or Intel processor Video calling requirements: PowerPC G5 or Intel processor
Sound device	A non-ISA full-duplex sound card that is integrated or PCI-based, or a USB sound device with a USB headset.
Network card	A 10/100 or 1000- Mbps Ethernet network capability, or Airport wireless capability.
Disk space	200 MB free hard disk space
Memory	<ul style="list-style-type: none"> 512 MB RAM Video calling requirements: 1 GB RAM
USB headsets	<p>Tested by Cisco in audio softphone mode and for voicemail playback:</p> <ul style="list-style-type: none"> GN Netcom GN 8110 Plantronics: DSP-400, DSP-510, DSP-550 Sony DA260 USB Logitech USB 250 <p>For details about USB headsets, see the Deployment Guide for Cisco Unified Presence: http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html</p>
Video cameras	<ul style="list-style-type: none"> Ecamm iMage USB Apple iSight camera. The firewire 400 port is required when you use an external iSight camera.
Connectivity	High-speed connection required for softphone calls; 128 kbps for audio calls and 384 kbps minimum for calls with video (512kbps recommended)

Table 7 lists the software requirements for Cisco Unified Personal Communicator on Apple Macintosh:

Table 7 *Software Requirements for Cisco Unified Personal Communicator on Apple Macintosh*

Item	Description
Operating system	<ul style="list-style-type: none"> Mac OS 10.6.2 (Snow Leopard) Mac OS X 10.5.8
Web conferencing	<p>Adobe Flash Player 6.0.79 or higher</p> <p>You need Flash Player for web conferencing with Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace. Do not use any version of Flash Player higher than 9.0.47.</p> <p>For more information about versions of Flash Player, and browsers that you can use with Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace, see the Cisco Unified MeetingPlace Express release notes at the following URL:</p> <p>http://www.cisco.com/en/US/products/ps6533/tsd_products_support_series_home.html</p>
Address book	Apple Address Book if you want to use a local address book.
VPN	Cisco VPN Client software, Release 5.0 or later

General Platform Requirement Notes

- Using video with Cisco Unified Personal Communicator over a corporate wireless LAN might result in poor audio and video quality. You can place or receive video calls on a remote wireless LAN connection with a minimum broadband link of 384 kbps/384 kbps (512kbps recommended). For best results, use video over a cabled Ethernet connection.

- The headsets were tested for audio sending and receiving only. Function buttons on particular headsets might not function correctly with Cisco Unified Personal Communicator.

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/cgi-bin/ctdp/Search.pl>.

These devices passed lab testing and met interoperability criteria, ensuring that Cisco product specifications have been reached. Items that are interoperable with Cisco Unified Personal Communicator have been tested with Cisco Unified Personal Communicator, but are not fully supported.

- Power management software on some laptop computers might reduce the speed of your processor temporarily to conserve power. When this occurs, Cisco Unified Personal Communicator cannot run calls that require higher processor speed, for example, video calls.

Additional Documentation

To access hardening guides from vendors of operating systems, see the following URL:

<http://www.microsoft.com/technet/security/prodtech/windows2000/win2khg/default.msp>

To access security configuration guides, see the National Security Agency (NSA) website at the following URL:

<http://www.nsa.gov/snac/>

Software Interoperability

Do not run the following applications simultaneously on the same client computer:

- Cisco Unified Personal Communicator
- Cisco IP Communicator

Cisco Unified Personal Communicator can run on the same computer with Cisco Unified Video Advantage, but only interoperates when Cisco Unified Personal Communicator is running in desk phone mode or has the softphone disabled.

Supported Phones

Table 8 lists the phones supported by Cisco Unified Personal Communicator. These phones are enabled for Cisco Computer Telephony Interface (CTI) mode in Cisco Unified Communications Manager. Cisco Unified IP Phones that use SCCP or SIP can be controlled in desk phone mode, except where noted in the relevant columns in Table 8.

Table 8 *Phones Tested with Cisco Unified Personal Communicator*

Phone	SCCP ¹	SIP ²
Cisco IP Communicator 7.0	Yes	Yes
Cisco Unified IP Phone 6901	Yes	n/a
Cisco Unified IP Phone 6911	Yes	n/a
Cisco Unified IP Phone 6921	Yes	n/a
Cisco Unified IP Phone 6941	Yes	n/a
Cisco Unified IP Phone 6961	Yes	n/a
Cisco Unified IP Phone 7902G	Yes	No
Cisco Unified IP Phone 7905G	Yes	No
Cisco Unified IP Phone 7906G	Yes	Yes
Cisco Unified IP Phone 7911G	Yes	Yes
Cisco Unified IP Phone 7912G	Yes	No
Cisco Unified IP Phone 7921	Yes	Yes
Cisco Unified IP Phone 7925	Yes	Yes
Cisco Unified IP Phone 7931G	Yes	No
Cisco Unified IP Phone 7940G	Yes	No

Table 8 **Phones Tested with Cisco Unified Personal Communicator (continued)**

Phone	SCCP ¹	SIP ²
Cisco Unified IP Phone 7941G-GE	Yes	Yes
Cisco Unified IP Phone 7942G	Yes	Yes
Cisco Unified IP Phone 7945G	Yes	Yes
Cisco Unified IP Phone 7960G	Yes	No
Cisco Unified IP Phone 7961G	Yes	Yes
Cisco Unified IP Phone 7961G-GE	Yes	Yes
Cisco Unified IP Phone 7962G	Yes	Yes
Cisco Unified IP Phone 7965G	Yes	Yes
Cisco Unified IP Phone 7970G	Yes	Yes
Cisco Unified IP Phone 7971G-GE	Yes	Yes
Cisco Unified IP Phone 7975G	Yes	Yes
Cisco Unified IP Phone 7975G-GE	Yes	Yes
Cisco Unified IP Video Phone 7985G	Yes	Yes
Cisco Unified IP Phone 8961	n/a	yes
Cisco Unified IP Phone 9951, 9971	n/a	yes

1. SCCP = Skinny Call Control Protocol

2. SIP = Session Initiation Protocol

The following phones might not function correctly with Cisco Unified Personal Communicator:

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

**Note**

If the phone you are using does not appear in the supported list, see the release notes for the phone: http://www.cisco.com/en/US/products/hw/phones/ps379/prod_release_notes_list.html

Audio and Video Codecs for Use with Cisco Unified Personal Communicator

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.

Table 9 lists the codecs you can use with Cisco Unified Personal Communicator:

Table 9 *Codecs Available with Cisco Unified Personal Communicator*

Category	Codecs
Audio	<ul style="list-style-type: none"> • G.711a • G.711u • G.729a • Internet Low Bit Rate Codec (iLBC)
Video	<ul style="list-style-type: none"> • H.263 • H.264 <p>CUPC supports the following formats and resolutions based on the available connection bandwidth:</p> <ul style="list-style-type: none"> • Common Intermediate format (CIF): 352 by 288 up to 30 frames per second (Encode and Decode) • Quarter CIF (QCIF): 176 by 144 at 15 frames per second (Encode and Decode)

Compatibility Matrix

Table 10 lists the release combinations of Cisco Unified Personal Communicator and other servers.

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

Table 10 *Release Combinations*

CUPC ¹	CUCM ²	CUP ³	LDAP	Voice-Messaging Servers	Web Conferencing and Videoconferencing Servers	Federation
7.1 (2) 7.1 (1)	8.0(1) 7.1(2) 7.0(1) 6.1(4) 6.1	8.0 (x) 7.0(5)	LDAP v3 supported servers: MS AD 2008* Supported with CUP 7.0(2) and 7.0(3) MS AD 2003 MS AD 2000 Sun One Directory Server 6.x	Cisco Unity Connection: <ul style="list-style-type: none"> • 8.0 • 7.0 • 2.0 Cisco Unity: <ul style="list-style-type: none"> • 7.0(2) • 5.0* • 4.2* * These versions do not support secure messaging.	Web Conferencing: <ul style="list-style-type: none"> • Cisco Unified MeetingPlace Express:2.0 • Cisco Unified MeetingPlace: 8.0, 7.0, 6.0 • Cisco WebEx Meeting Center⁶ Whiteboards: <ul style="list-style-type: none"> • MeetingPlace: 7.0, 6.0 Videoconferencing: <ul style="list-style-type: none"> • CUVC⁴: 8.0, 7.1, 7.0. or 5.7 • MeetingPlace Express VT: 2.0 	Cisco ASA 5500 Series Adaptive Security Appliance Software Release 8.0.4 See the Cisco Unified Presence 8.0 release notes for information on interdomain federation requirements.

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

Compatibility Notes

- Adaptive Security Appliance Software enables business-to-business federation of presence and instant messaging between users of Cisco Unified Personal Communicator and Microsoft Office Communicator.
- For more information about interdomain federation of presence and IM, see the release notes for Cisco Unified Presence Release 8.0:

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

- Releases of Cisco Unified Communications Manager and Cisco Unified Presence can co-reside on the same server. Releases of Cisco Unified Communications Manager can co-reside with Cisco Unity.

For details about performing upgrades, see the Cisco Unified Presence Deployment Guide:

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

Table 11 shows which Cisco Unified Personal Communicator client features function, with different Cisco Unified Presence software releases.

Table 11 *Cisco Unified Personal Communicator and Cisco Unified Presence Feature Compatibility Comparison*

Feature	CUP 7.x and CUPC 7.1(x)	CUP 8.0 (x) and CUPC 7.1.(1)
Add yourself as buddy on your buddy list.	Feature available	Feature unavailable. No error message is displayed to alert you that the operation was incomplete.
Offline instant message	Feature unavailable	Feature available When you are not online for extended period, and if you receive many offline IMs, you may see several offline IM windows open at once when you sign in again.
Custom domain	Feature unavailable	Feature available You can create contacts that belong to any domain (in addition to those set up in the Cisco Unified Presence server). CUPC does not verify the validity of the custom domains. You cannot block or unblock users from customs domains.
Empty Groups	Feature unavailable Groups must contain contacts. You can create empty groups, but they will not display the next time you sign in. There is no warning message. If you remove the last contact in existing group, that group will no longer exist when you sign in again.	Feature available

Table 11 *Cisco Unified Personal Communicator and Cisco Unified Presence Feature Compatibility Comparison*

Feature	CUP 7.x and CUPC 7.1(x)	CUP 8.0 (x) and CUPC 7.1.(1)
XMPP protocol support on Cisco Unified Presence 8.0	Feature unavailable	Feature available
Blocking	Feature available	Feature unavailable Blocking is handled by the Cisco Unified Presence server and not by the client. When connected to a Cisco Unified Presence 8.x server, the functionality is still displayed in the CUPC interface, but the blocking functionality is handled by server.

About Audio and Video Quality

Cisco Unified Personal Communicator is designed to provide premium voice and video quality under a variety of conditions; however, in some instances users may notice interruptions of transmission or temporary distortions (“Artifacts”) which are considered a normal part of the applications operation.

These artifacts should be infrequent and temporary when using:

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

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

The following are some conditions that may cause artifacts:

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

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

Related Documentation

For a list of complete documentation for Cisco Unified Personal Communicator, see the documentation guide:

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

New and Changed Information

Release 7.1(2)

Release 7.1(2) has no new features. See the [Resolved Caveats](#) section for the list of defects fixed in this release.

Release 7.1(1)

This release provides the following new functionality and enhancements:

- Support for Cisco Unified Presence version 8.0
 - New features when used with Cisco Unified Presence version 8.0 include: offline IM support, interdomain federation
- Support for Cisco Unified Communication Manager version 8.0
- Deskphone control support of 69xx series phones
- Deskphone control support of 89xx series phones
- Deskphone control support of 99xx series phones

See the “[Resolved Caveats](#)” section for the list of defects fixed in this release.

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

Installation Notes

After you place the order, you 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 Deployment Guide for Cisco Unified Presence at the following URL:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_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.

Localized Installer Packages and Three-Letter Language Locales

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

For both the US English-only version and the internationalized version for the Mac OS, 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.

Use the following table to determine which non-English locale to download:

Language	Locale Identifier
Arabic	ARA
Chinese (traditional)	CHT
Chinese (simplified)	CHS
Danish	DAN
Dutch	NLD
French	FRA
German	DEU
Italian	ITA
Japanese	JPN
Korean	KOR
Portuguese (Brazilian)	PTB
Russian	RUS
Spanish	ESP
Swedish	SVE

Limitations and Restrictions

Review [Table 12](#) before you work with Cisco Unified Personal Communicator. [Table 12](#) lists known limitations that will not be fixed, and there is not always a workaround. The table is sorted by severity, then by identifier in alphanumeric order.

Some features might not work as documented, and some features could be affected by recent changes to the product. Make sure to read the [Important Notes](#), page 22.

Table 12 *Closed Caveats for Cisco Unified Personal Communicator*

Identifier	Severity	Component	Headline
CSCsz86500	2	audio	delay/breaks in audio playback when max or min windows w/h animation
CSCsi89192	2	directorysearch	CUPC crashes on search when no LDAP server available

Table 12 *Closed Caveats for Cisco Unified Personal Communicator (continued)*

Identifier	Severity	Component	Headline
CSCsx93133	2	directorysearch	LDAP referrals cause CUPC Mac to use 100% CPU and stop resolving LDAP
CSCsh41194	2	other	CUPC is not failing back to primary CTI server automatically
CSCti94141	2	other	KB2293428 crash outlook 2003 with CUPC add-in
CSCsj63680	2	softphone	Softphone registration fails when CUP username is purely numeric
CSCsm71619	2	softphone	Crash with WebEx, CUPC, and NeroVideo codec coinstalled
CSCso83716	2	softphone	Receive-only audio condition with Cisco VPN 4.6 & 4.8
CSCsf26033	2	ucpresence	Presence not working with UDP over some VPN
CSCsl88235	2	userinterface	CUPC crash at startup if Citibank Virtual Account Number also installed
CSCtb08042	3	directorysearch	Issue with application dial rules for DVO in German locale.
CSCsk72737	3	documentation	File does not begin with '%PDF-'. error when launching PDF help
CSCti78452	3	documentation	Documentation: Need to Announce to Exit CUPC before Shutdown a PC
CSCsi94476	3	installer	VT Camera works even after uninstalling camera driver
CSCtb92307	3	integrations	CUPC Causes Outlook 2007 SP2 to have Poor Performance When Installed
CSCsg17037	3	other	CUPC shows conversation window for calls originated from Non-Contr phone
CSCsm17852	3	other	Crash when run on computer where “Embassy Security Suite” installed
CSCsy74377	3	other	CUPC crash when "document safer software (MarkAny)" application is run
CSCtd08750	3	other	Can't start CUPC when Billback NPC is installed in the PC.
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
CSCso71233	3	softphone	Softphone or deskphone mode is deactivated on a VPN connection type
CSCsx73329	3	ucchat	Presence & IM's through a ASA firewall drop connection after a while
CSCso88574	3	userinterface	Crash when accessing any menu option after login with BlueCielo running
CSCsh16212	3	video	Answer with video prevents later escalation prompting
CSCso23091	3	video	Unable to escalate to video with some third-party video endpoints
CSCsq92820	3	voicemail	CUC Messages forwarded via VPIM may play out of sequence
CSCsx97259	3	voicemail	CUPC Crash with IMAP and over 10k emails in Exchange
CSCse77954	4	audio	No Audio on CUPC Softphone Mode when you change the display settings

Table 12 Closed Caveats for Cisco Unified Personal Communicator (continued)

Identifier	Severity	Component	Headline
CSCsq44420	4	ucpresence	Unity and MeetingPlace account passwords are lost when accessing from old version
CSCtf90327	4	userinterface	Adding custom contact with a '.' as first char. in domain name
CSCtf90343	4	userinterface	Adding custom contact with special char. in domain name

Important Notes



Warning

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.

- For those using Cisco Unified Presence 7.0(4) with Cisco WebEx as their web conferencing application, all users hosting a meeting must have a valid account on the WebEx server. Additional participants can attend the meeting as guests.

Cisco Unified Personal Communicator supports Cisco WebEx meetings that do not require a password. Please note, on your Cisco WebEx Server, the option “All meetings must have a password” is selected by default. You must deselect the option for Cisco Unified Personal Communicator to launch a Cisco WebEx meeting. If this option is active, a Cisco WebEx meeting is not created, and an error message is displayed when attempting to launch the meeting.

- The Cisco VT Camera II and Cisco VT Camera III operates most effectively with USB version 2.0. While the Cisco VT Camera II does 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. When using some HD cameras (for example: Tandberg Precision HD model), not having enough USB power on the PC or USB hub can cause problems with the cameras.

- Tandberg video phones—users might not be able to add video to an audio call in Cisco Unified Personal Communicator if the recipient uses a Tandberg video phone.
- Cyber Acoustics AC850 headset—users experience low audio volume compared to Plantronics or Sony USB headsets. Users must use a headset that operates correctly with Cisco Unified Personal Communicator, as described in [Client Computer Requirements, page 9](#).
- You might need to configure the application dialing rules in Cisco Unified Communications Manager to remove the plus character from dialed numbers, in particular circumstances. For more information, see the installation and configuration documentation at the following URL:

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

- You can use the hold call function as a workaround to problems such as audio delays, video delays, and other media quality problems. If you experience one of these problems, click the Hold Call icon. After a moment, click the Resume Call icon.
- If you configure secure voice messaging, you must set the Web Service Protocol to SSL. SSL is required to decrypt the session key.
- If the primary server becomes unavailable, the client will failover to a back-up server. Only one active server is supported for the following services:
 - Cisco Unified Communications Manager (for softphone mode)
 - CTI gateway (for desk phone mode)
 - LDAP server
- After configuring the LDAP server to require credentials (username, password), every third search there is a delay in displaying results. The workaround for this issue is to toggle the Cisco Unity credentials on and off. (CSCtf75072)
- To retain your Cisco Unified Personal Communicator login credentials, you must exit the application before shutting down your Windows system. Due to a conflict, the Windows shut down process prevents Cisco Unified Personal Communicator from retaining login credentials unless you exit the application prior to shutting down. If you do not exit Cisco Unified Personal Communicator prior to shutting down your PC, you will not be able to login automatically the next time you launch the application. You can always login manually. Please note this only occurs intermittently and is mostly seen on problematic systems such as:
 - low performance systems
 - systems heavily loaded with applications and services
 - systems that are not properly patched or updated with the latest service packs (CSCti78452)

Caveats

- [Using the Bug Toolkit, page 23](#)
- [Open Caveats, page 24](#)
- [Resolved Caveats, page 26](#)

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 the following types of bugs:

- All customer-found bugs

Before You Begin

To access Bug Toolkit, you need the following:

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

Procedure

-
- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Sign in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the Search for Bug ID field, then click **Go**.
-

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

Open Caveats

Table 13 describes possible unexpected behavior by Cisco Unified Personal Communicator on Windows and Mac OS. The table is sorted by severity, then by identifier in alphanumeric order.

Unless otherwise noted, these caveats apply to all Cisco Unified Personal Communicator releases. 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 more information about an individual defect, click the associated identifier in the table to access the online record for that defect, including workarounds. For an updated view of open defects, access the Bug Toolkit. For details, see [Using the Bug Toolkit, page 23](#).



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. Use these links to access them:

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

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

Table 13 *Open Caveats for Cisco Unified Personal Communicator*

Identifier	Severity	Component	Headline
CSCtd94163	2	ucchat	CUPC MAC fails to render IM's if photo field configured
CSCte76296	2	ucpreference	CUPC: Enters Connected(Limited) when UserID contains < > , ; :
CSCtc88080	2	ucpresence	Cannot delete contact in contact list
CSCsi33079	3	login	CUPC does not use local CNF file correctly when TFTP servers down
CSCtb31677	3	other	CUPC should display error message when user adds self as buddy
CSCtb57930	3	other	CUPC hangs upon launch due to huge log file.
CSCtd33782	3	other	CUPC Call Log shows localized number instead of globalized
CSCsk48403	3	softphone	International calling behavior different with Softphone & Deskphone mode
CSCtc33560	3	softphone	CUPC doesn't get reordered when dialing busy DN or DN w/ CallsReject on
CSCtb60342	3	ucpresence	CUPC: When DND set by phone, CUPC clears DND on login
CSCsr19710	3	voicemail	Application does not download voice messages sent from outlook

Table 13 ***Open Caveats for Cisco Unified Personal Communicator (continued)***

Identifier	Severity	Component	Headline
CSCsy41116	4	documentation	Intermittent CUPC IM failures via Firewall
CSCsx48607	4	userinterface	Missing Secure Messaging Server information in system diagnostics
CSCta14229	4	voicemail	Secure Messaging server health status shows red with Unity Connection
CSCtf54379	4	webcollaboration	Sys Diag: MP status shows connected even if credentials are wrong
CSCsx56215	6	cp-mediacontrol	Users don't get video escalation invitation in a three party audio conf
CSCsx62246	6	other	Call window allows user to end a call that is on hold
CSCsz15893	6	phonecontrol	CUPC stuck on alerting and busy tone
CSCtb89405	6	softphone	CUPC softphone to support SIP UPDATE
CSCtb58368	6	video	CUPC does not support specific video camera format
CSCsz96007	6	webcollaboration	Unable to start WebEx conference from CUPC due to meeting password

Resolved Caveats

This section lists caveats that are resolved in Cisco Unified Personal Communicator but that might be open in previous releases.

Unless otherwise noted, these caveats apply to all Cisco Unified Personal Communicator releases. Because defect status continually changes, be aware that the tables reflect a snapshot of the defects that were resolved at the time this report was compiled. For more information about an individual defect, click the associated identifier in the table to access the online record for that defect, including workarounds. For an updated view of open defects, access the Bug Toolkit. For details, see [Using the Bug Toolkit, page 23](#).

Release 7.1(2)

[Table 15](#) lists the caveats that were resolved in Release 7.1(2)

Table 14 *Resolved Caveats for Cisco Unified Personal Communicator*

Identifier	Severity	Component	Headline
CSCti67933	2	other	ACCESS VIOLATION exception thrown in module eyeBeamAsDLLk9.dll
CSCti69314	2	other	Double free vulnerability when ECDH is enable -Security Issue in OpenSSL
CSCti25249	2	softphone	eyeBeamAsDLLk9 causes CUPC crash on MPX Video calls
CSCtf31302	3	phonecontrol	CUPC Phone Control Fails after Extension Mobility Logout-Login Sequence
CSCtk87721	3	softphone	CUPC Video Lag
CSCte52455	3	ucchat	Offline IM does not normalize date when delivered in different time zone
CSCtj77800	3	userinterface	CUPC mac unable to display ldap info cup enabled user that has no photo
CSCte11403	3	video	Video quality degradation on motion on low n/w bandwidth of 300kbps

Release 7.1(1)

[Table 15](#) lists the caveats that were resolved in Release 7.1(1)

Table 15 *Resolved Caveats for Cisco Unified Personal Communicator*

Identifier	Severity	Component	Headline
CSCta94315	1	other	Certain CUPC 7.0.2 builds can not login to some CUP 7.0.x builds
CSCtc98604	1	softphone	CUPC crashes when video call is placed or received.
CSCtd19766	1	softphone	CUPC crashes when talker switches in MeetingPlace 8.0 conference
CSCtb24295	1	userinterface	Crash changing system volume after viewing and closing audio/video prefs
CSCsz80124	2	localization	CUPC fails to start in locales that don't have a supported language pack

Table 15 **Resolved Caveats for Cisco Unified Personal Communicator**

Identifier	Severity	Component	Headline
CSCsx47495	2	other	CUPC 7.0(1) crashes after login
CSCsz87832	2	other	CUPC MAC freezes/hangs randomly
CSCsy58849	2	softphone	CUPC Video Call Paused Indefinitely for call Routed via H323 Trunk
CSCte70210	2	softphone	Mac CUPC 7.02 crashes when video added to audio call
CSCtc23041	2	ucpresence	CUPC crashes on shutdown
CSCtc69526	2	ucpresence	CUPC 7.0.2 failover issue, connecting to incorrect backup server name
CSCtd21838	2	video	CUPC getting crashed (7.0(3.13742)) for video calls
CSCte53812	2	video	CUPC is offering h264 profile 3.1 on hold/resume or re-escalate video
CSCtb09226	3	directorysearch	CUPC Query for DN Even When They Have Been Removed
CSCtc81350	3	directorysearch	CUPC Domain Comparison should not be case sensitive
CSCsx36564	3	integrations	Cannot send Outlook emails when viewing the Outbox - CUPC 7.0
CSCta31539	3	integrations	ToolBar Fail to Launch When Outlook 2007 is Launch 1st (First) time
CSCta73645	3	integrations	CUPC Outlook plug-in doesn't display dial option for known contact
CSCtb55192	3	integrations	When CUPC is Enabled OutLook Crashes When Contact Information is Changed
CSCsv28680	3	localization	Contact card layout and input issues for Arabic
CSCsv28713	3	localization	Arabic: Cannot dial a number if + is present
CSCsz25262	3	localization	CUPC: Calling party info is not displayed when locale is JPN
CSCsw30827	3	other	Crash at startup if self person's name contains some special characters
CSCsz13100	3	other	CUPC registration fails if the DN in CUCM is defined with +
CSCsx44249	3	phonecontrol	Switch To button not active in Choose Phone to Control UI
CSCsy29453	3	phonecontrol	CUPC hardphone can't dial * (star)
CSCsz15454	3	phonecontrol	CUPC: unable to make IP Phone on hook
CSCta19801	3	phonecontrol	CUPC: ASCII Display name is always displayed though Locale is the same
CSCta47168	3	phonecontrol	CUPC: ASCII Display name is always displayed though Locale is the same
CSCte50545	3	phonecontrol	Redirecting Party in CUPC call logs on blind transfer to CUPC
CSCsy15581	3	softphone	CUPC doesn't cut through audio for ringback when 180 w/ SDP is received
CSCta31129	3	ucchat	Common name is not displayed on IM session
CSCta33118	3	ucchat	Unable to Send/Received Instant Messages (IM), if Display Name has Quote

Table 15 ***Resolved Caveats for Cisco Unified Personal Communicator***

Identifier	Severity	Component	Headline
CSCte41561	3	ucpresence	Inconsistent drag and drop behavior
CSCsr29148	3	userinterface	Sending IM to contacts available only via CUMC should show a warning
CSCtb15272	3	userinterface	CUPC Mac Call from IM, Recent, Voicemail windows drops + sign
CSCtd20845	3	userinterface	Error while adding pizza guy
CSCsx43414	3	video	Poor video quality during P2P calls and conferences
CSCsy48396	3	voicemail	Stops receiving new voicemail, new vm no longer added to list
CSCta46273	3	voicemail	Status of voicemail does not change when they are heard from the phone.
CSCtb19708	3	voicemail	CUPC takes too long to failover to backup Unity server
CSCsy07971	3	webcollaboration	Mac initiated conference link error in email invitation
CSCsx48648	4	webcollaboration	Web conference server health is red until a conference is launched

Troubleshooting

The following Cisco Unified Personal Communicator documents provide troubleshooting information:

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

Use this link to access this documentation:

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

For Cisco Unified Presence troubleshooting information, see the configuration and maintenance guide:

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

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>

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

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

A summary of U.S. laws governing Cisco cryptographic products may be found at:

<http://www.cisco.com/www/export/crypto/tool/stqrg.html>.

CCDE, CCENT, Cisco Eos, Cisco HealthPresence, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, Cisco TelePresence, CCDE, CCENT, CCSI, Cisco Eos, Cisco Explorer, Cisco HealthPresence, Cisco IronPort, the Cisco logo, Cisco Nurse Connect, Cisco Pulse, Cisco SensorBase, Cisco StackPower, Cisco StadiumVision, Cisco TelePresence, Cisco TrustSec, Cisco Unified Computing System, Cisco WebEx, DCE, Flip Channels, Flip for Good, Flip Mino, Flipshare (Design), Flip Ultra, Flip Video, Flip Video (Design), Instant Broadband, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn, Cisco Capital, Cisco Capital (Design), Cisco:Financed (Stylized), Cisco Store, Flip Gift Card, and One Million Acts of Green are service marks; and Access Registrar, Aironet, AllTouch, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Lumin, Cisco Nexus, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, Continuum, EtherFast, EtherSwitch, Event Center, Explorer, Follow Me Browsing, GainMaker, iLNNX, IOS, iPhone, IronPort, the IronPort logo, Laser Link, LightStream, Linksys, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, PCNow, PIX, PowerKEY, PowerPanels, PowerTV, PowerTV (Design), PowerVu, Prisma, ProConnect, ROSA, SenderBase, SMARTnet, Spectrum Expert, StackWise, WebEx, and the WebEx logo are registered trademarks of Cisco and/or its affiliates in the United States and certain other countries.

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