



# Release Notes for Cisco Unified Personal Communicator Release 8.0

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**March 28, 2012**

These release notes describe the new features and caveats for Cisco Unified Personal Communicator Release 8.0(1) up to and including Release 8.0(3).

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

For details about downloading the software, see [Installation Notes, page 19](#).

## Contents

- [Introduction, page 2](#)
- [System Requirements, page 2](#)
- [About Audio and Video Quality, page 16](#)
- [Related Documentation, page 17](#)
- [New and Changed Information, page 17](#)
- [Installation Notes, page 19](#)
- [Limitations and Restrictions, page 24](#)
- [Important Notes, page 25](#)
- [Caveats, page 42](#)
- [Accessibility Notes, page 45](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 46](#)



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# Introduction

These release notes describe requirements, restrictions, and caveats for Cisco Unified Personal Communicator Release 8.0(x). These release notes are updated for every maintenance release but not for patches or hotfixes.

Cisco Unified Personal Communicator uses Cisco Unified Client Services Framework, which provides Cisco telephony services and next-generation media services for Cisco Unified Personal Communicator.

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 43](#).

## System Requirements

- [Network Requirements, page 2](#)
- [Server Requirements, page 5](#)
- [Client Computer Requirements, page 8](#)
- [Cisco Unified IP Phone Requirements, page 15](#)

## 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 4](#)
- [Network Address Translation, page 5](#)

## 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.

[Table 1](#) and [Table 2](#) describe the ports using by Cisco Unified Client Services Framework for inbound and outbound traffic. [Table 3](#) describes the ports used by Cisco Unified Personal Communicator.

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

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

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

Port	Protocol	Description
69	UDP	Connects to the Trivial File Transfer Protocol (TFTP) server to download the TFTP file.
80	TCP HTTP	Connects to services such as Cisco Unified MeetingPlace for meetings, Cisco Unity or Cisco Unity Connection for voicemail features.
143	IMAP (TCP/TLS)	Connects to Cisco Unity or Cisco Unity Connection to retrieve and manage the list of voice messages for the user, and the voice messages themselves.
389	TCP	Connects to the LDAP server for contact searches.
443	TCP HTTPS	Connects to services such as Cisco Unified MeetingPlace for meetings, Cisco Unity or Cisco Unity Connection for voicemail features.
636	LDAPS	Connects to the secure LDAP server for contact searches.
993	IMAP (SSL)	Connects to Cisco Unity or Cisco Unity Connection to retrieve and manage the list of voice messages for the user, and the voice messages themselves.
2748	TCP	Connects to the CTI gateway, which is the CTIManager component of Cisco Unified Communications Manager.
5060	UDP/TCP	Provides Session Initiation Protocol (SIP) call signalling.
5061	TCP	Provides secure SIP call signalling.
5222	TCP (XMPP)	Connects to the Cisco Unified Presence server for availability status and instant messaging features.
5445	UDP	Provides desktop phone video regardless of the Cisco Unified Communications Manager SIP profile used.
7993	IMAP (TLS)	Connects to Cisco Unity Connection to retrieve and manage the list of secure voice messages for the user, and the secure voice messages themselves.
8191	TCP	Connects to the local port to provide Simple Object Access Protocol (SOAP) web services.

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

Port	Protocol	Description
8443	TCP	Connects to the Cisco Unified Communications Manager IP Phone (CCMCIP) server to get a list of currently-assigned devices.
16384-32766	UDP	Sends RTP media streams for audio and video.

**Table 3** *Ports Used By Cisco Unified Personal Communicator*

Port	Protocol	Description	Registry Key Value Name
44442	HTTP	The Cisco Unified Personal Communicator process, cupc.exe, listens for events from Cisco Unified Client Services Framework on this port.	CUCIMOCCSFPort
44445	HTTP	Cisco Unified Personal Communicator listens for requests from the click-to-call feature on this port.	CUCIMOCTabHttpPort

**Note**

The registry key value names in [Table 3](#) refer to another product, but are also correct for Cisco Unified Personal Communicator.

## 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.

## Configuring Network Ports on Client Computers

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**.

### 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.


## 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

**Table 4** *Cisco Unified Personal Communicator Server Requirements*

Item	Release
Cisco Unified Communications Manager	<ul style="list-style-type: none"> <li>8.0(1) or later 8.0(x) releases</li> <li>7.1(5) or later 7.1(x) releases</li> <li>6.1(4) or later 6.1(x) releases</li> </ul>  <p><b>Note</b> Cisco Unified Personal Communicator only supports one Cisco Unified Client Services Framework device per user in Cisco Unified Communications Manager.</p>
Cisco Unified Presence	<ul style="list-style-type: none"> <li>8.0(2) or later 8.0(x) releases</li> </ul>
Cisco Unity	<ul style="list-style-type: none"> <li>8.0 with Microsoft Exchange 2007 on another server, or in a failover configuration</li> <li>8.0 with Microsoft Exchange 2003 on the same server, on another server, or in a failover configuration</li> <li>7.0(2) with Engineering Special (ES) 19 or later, with Microsoft Exchange 2007 on another server, or in a failover configuration</li> <li>7.0(2) with Engineering Special (ES) 19 or later, with Microsoft Exchange 2003 on the same server, on another server, or in a failover configuration</li> </ul>

**Table 4** *Cisco Unified Personal Communicator Server Requirements (continued)*

Item	Release
Cisco Unity Connection	<ul style="list-style-type: none"> <li>• 8.0(1) or later 8.x releases</li> <li>• 7.1(4) or later 7.x releases</li> </ul> <p>Cisco Unified Personal Communicator supports all of these releases in systems where publisher and subscriber Cisco Unity Connection servers are integrated in an active-active configuration, regardless whether or not failover is configured.</p>
Cisco Unified MeetingPlace	<p>For conference calls with video:</p> <ul style="list-style-type: none"> <li>• 8.0(x)</li> <li>• 7.x</li> <li>• Cisco Unified MeetingPlace Express VT 2.0<sup>1</sup></li> </ul> <p>For meetings:</p> <ul style="list-style-type: none"> <li>• 8.x</li> <li>• 7.x</li> </ul>
Cisco WebEx	Cisco WebEx is supported when integrated with Cisco Unified MeetingPlace.
Cisco Unified Videoconferencing Multiple Control Unit (MCU)	<ul style="list-style-type: none"> <li>• 7.0</li> <li>• 5.6 or later</li> </ul>
Cisco Unified Survivable Remote Site Telephony	<ul style="list-style-type: none"> <li>• 8.0 with Cisco Unified Communications Manager Release 8.0</li> <li>• 7.1 with IOS 12.4(24)T with Cisco Unified Communications Manager Release 7.1(2)</li> <li>• 7.0 with IOS 12.4(20)T with Cisco Unified Communications Manager Release 7.0(1)</li> <li>• 4.2 with IOS 12.4(11)XW5 with Cisco Unified Communications Manager Release 6.1(3)</li> </ul>
Cisco ASA Adaptive Security Appliances	<ul style="list-style-type: none"> <li>• (Recommended for SIP interdomain federation) Cisco ASA 5500 Series Adaptive Security Appliance Software Release 8.3(0)</li> </ul> <p>For information on interdomain federation requirements, see the release notes for Cisco Unified Presence Release 8.0:</p> <p><a href="http://www.cisco.com/en/US/products/ps6837/prod_release_notes_list.html">http://www.cisco.com/en/US/products/ps6837/prod_release_notes_list.html</a></p>
LDAP	<ul style="list-style-type: none"> <li>• Microsoft Active Directory 2008</li> <li>• Microsoft Active Directory 2003</li> <li>• OpenLDAP 2.4</li> </ul>

1. Cisco Unified MeetingPlace Express VT 2.0 does not support web meetings.

- [Required Servers, page 7](#)
- [Recommended Servers, page 7](#)

## 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). It is not required to enable IP telephony for Cisco Unified Personal Communicator users, but those users will not have telephony capabilities. 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](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)



**Note** Cisco Unified Communications Manager is not required if you only want to use the instant messaging features of Cisco Unified Personal Communicator.

- 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](http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html)
- LDAP server version 3

## 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](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](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 ad-hoc web conference with Cisco Unified MeetingPlace. 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 and video conferences through Cisco Unified Personal Communicator.

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

Cisco Unified Personal Communicator can be configured to start ad-hoc web meetings with Cisco WebEx via Cisco Unified MeetingPlace scheduling.

For details about how to integrate Cisco Unified MeetingPlace 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](http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html)

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

<http://www.webex.com/smb/web-meeting-center.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](http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html)

## Client Computer Requirements

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

- [Hardware Requirements, page 8](#)
- [Software Requirements, page 11](#)
- [Virtual Desktop Infrastructure \(VDI\) Support, page 13](#)
- [General Platform Requirement Notes, page 13](#)
- [Codecs for Use with Cisco Unified Personal Communicator, page 14](#)

For more information about client PC requirements and audio quality impact refer to [About Audio and Video Quality, page 16](#).

## Hardware Requirements

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

Item	Audio Only/IM Only	QCIF	CIF	VGA	720HD
Memory	1 GB	1 GB	1 GB	1 GB	2 GB
Available disk space before the application is started	350 MB	350 MB	350 MB	350 MB	500 MB
Available disk space	1 GB	1 GB	1 GB	1 GB	1 GB
Minimum Windows Experience Index (WEI) processor score <sup>1</sup>	2.0	4.0	4.0	4.8	5.9 and a system with at least four CPU cores.



**Table 5** *Hardware Requirements for Desktop and Laptop Computers for Audio and Video in Various Modes (continued)*

Item	Audio Only/IM Only	QCIF	CIF	VGA	720HD
Video card					
A DirectX 9-compatible graphics card with this video RAM:					
Windows XP	Not applicable	128 MB	128 MB	128 MB	256 MB
Windows Vista	Not applicable	256 MB	256 MB	256 MB	256 MB
Windows 7	Not applicable	256 MB	256 MB	256 MB	256 MB
I/O ports	When you use USB audio and video, USB 2.0 is required.				HD-capable USB 2.0 web camera, HDMI capture card, and HD camera.

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

## Tested Video Devices

The video cameras tested with Cisco Unified Personal Communicator are as follows:

- Cisco VT Camera II
- Cisco VT Camera III
- Logitech QuickCam Pro 5000
- Logitech QuickCam Pro for Notebooks
- Logitech QuickCam Deluxe for Notebooks
- Logitech QuickCam Fusion
- Logitech QuickCam Ultra Vision
- Microsoft LifeCam Cinema
- Microsoft LifeCam NX-6000
- Microsoft LifeCam VX-6000
- Sony HDR-CX12
- Sony PCSACHG90
- Tandberg PrecisionHD

The following computers with built-in video cameras were tested with Cisco Unified Personal Communicator are:

Laptop	Camera
Acer TravelMate 5730	Acer Crystal Eye
Dell Inspiron 1720	Integrated Webcam
HP Compaq 6730b Notebook PC	HP Webcam (VGA)
HP Compaq 6735b Notebook PC	HP Webcam (VGA)
Lenovo ThinkPad W500	Integrated Camera
Samsung P460	USB 2.0, USB video class (UVC), 1.3 MP
Toshiba Satellite Pro P300	Chicony USB 2.0

## Tested Audio Devices

The audio devices tested with Cisco Unified Personal Communicator are as follows:

- ClearOne CHAT 50 USB
- Polycom CX100 Speakerphone USB
- Plantronics Voyager 510SL Bluetooth USB
- Jabra GN8110 USB
- Jabra GN8120 USB
- Jabra GN2100
- Jabra GN2000
- Jabra GN9350
- Jabra GN5390
- Jabra BIZ 2400
- Plantronics CS60
- Plantronics DA60 USB
- Plantronics DSP-400
- Plantronics DA55 USB
- Plantronics H251
- Plantronics H81
- Clarisys i750



### Note

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

## Software Requirements

**Table 6** *Software Requirements for Cisco Unified Personal Communicator*

Item	Description
Operating system	<ul style="list-style-type: none"> <li>Windows 7 Professional, Enterprise or Ultimate, 32-bit or 64-bit<sup>1</sup></li> <li>Windows Vista SP2 Business or Ultimate, with DirectX 10, 32-bit or 64-bit<sup>1</sup></li> <li>Windows XP SP3 with DirectX 9.0c, 32-bit only</li> </ul> <p><b>Note</b> Ensure that the latest display drivers are installed on your computer so that your display functions correctly with DirectX.</p>
Software framework	<ul style="list-style-type: none"> <li>Microsoft .NET 3.5 SP1</li> </ul>

1. On 64-bit editions of Windows 7 and Windows Vista, you cannot use video when you have Cisco Unified Personal Communicator set to use your desk phone for phone calls.

## Tested Software Applications

The following table lists the applications that have been successfully tested for compatibility with Cisco Unified Personal Communicator and the features that are available for each application.

**Table 7** *Tested Software Applications and Feature Availability*

Application (32-bit versions only)	Call Options (Yes/No)	Availability Status (Yes/No)	Instant Messaging (Yes/No)
Microsoft Outlook 2010 <sup>1</sup>	Yes <ul style="list-style-type: none"> <li>Contact card</li> <li>Outlook Ribbon &gt; More &gt; Call</li> <li>Message Ribbon &gt; More &gt; Call</li> </ul>	Yes <ul style="list-style-type: none"> <li>Next to contact name</li> </ul>	Yes <ul style="list-style-type: none"> <li>Contact card</li> <li>Outlook Ribbon &gt; IM</li> <li>Message Ribbon &gt; IM</li> </ul>
Microsoft Outlook 2007 SP1 and SP2	Yes <ul style="list-style-type: none"> <li>Context menu</li> </ul>	Yes <ul style="list-style-type: none"> <li>Next to contact name</li> </ul>	Yes <ul style="list-style-type: none"> <li>Context menu</li> </ul>
Microsoft Outlook 2003	Yes <ul style="list-style-type: none"> <li>Context menu &gt; Additional Actions</li> </ul>	No	No
Microsoft Word 2010 <sup>1</sup>	Yes <ul style="list-style-type: none"> <li>Context menu</li> </ul>	Yes <ul style="list-style-type: none"> <li>Context menu &gt; Additional Actions &gt; Instant Messaging Contacts &gt; Contact Card and the availability is indicated to the left of the photo.</li> </ul>	Yes <ul style="list-style-type: none"> <li>Context menu &gt; Additional Actions &gt; Instant Messaging Contacts &gt; Contact Card</li> <li>File &gt; Info &gt; Related People Pane &gt; Contact Card</li> </ul>
Microsoft Word 2007	Yes <ul style="list-style-type: none"> <li>Context menu</li> </ul>	No	No

**Table 7**      **Tested Software Applications and Feature Availability**

<b>Application (32-bit versions only)</b>	<b>Call Options (Yes/No)</b>	<b>Availability Status (Yes/No)</b>	<b>Instant Messaging (Yes/No)</b>
Microsoft Word 2003	Yes <ul style="list-style-type: none"> <li>Context menu &gt; Additional Actions</li> </ul>	No	No
Microsoft Excel 2010 <sup>1</sup>	Yes <ul style="list-style-type: none"> <li>Context menu</li> <li>File &gt; Info &gt; Related People Pane &gt; Contact Card</li> </ul>	No	Yes <ul style="list-style-type: none"> <li>File &gt; Info &gt; Related People Pane &gt; Contact Card</li> </ul>
Microsoft Excel 2007	Yes <ul style="list-style-type: none"> <li>Context menu</li> </ul>	No	No
Microsoft Excel 2003	Yes <ul style="list-style-type: none"> <li>Context menu &gt; Additional Actions</li> </ul>	No	No
Microsoft PowerPoint 2010 <sup>1</sup>	Yes <ul style="list-style-type: none"> <li>File &gt; Info &gt; Related People Pane &gt; Contact Card</li> </ul>	No	Yes <ul style="list-style-type: none"> <li>File &gt; Info &gt; Related People Pane &gt; Contact Card</li> </ul>
Microsoft PowerPoint 2007	No	No	No
Microsoft PowerPoint 2003	Yes <ul style="list-style-type: none"> <li>Context menu &gt; Additional Actions</li> </ul>	No	No
Microsoft SharePoint 2010	Yes <ul style="list-style-type: none"> <li>Context menu</li> </ul>	No	Yes <ul style="list-style-type: none"> <li>Contact card</li> </ul>
Microsoft SharePoint 2007	Yes <ul style="list-style-type: none"> <li>Context menu</li> </ul>	Yes <ul style="list-style-type: none"> <li>Next to contact name</li> </ul>	No
Microsoft SharePoint 2003	Yes <ul style="list-style-type: none"> <li>Context menu &gt; Additional Actions</li> </ul>	No	No
Microsoft Internet Explorer 6.0, 7.0, or 8.0	Yes <ul style="list-style-type: none"> <li>Context menu</li> </ul>	No	No
Mozilla Firefox 3.2 to 3.6	Yes <ul style="list-style-type: none"> <li>Context menu</li> </ul>	No	No

1. Support for this application is only available in Cisco Unified Personal Communicator Release 8.0(3) or later.

## Tested VPN Clients

The virtual private network (VPN) clients tested with Cisco Unified Personal Communicator are as follows:

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

## Virtual Desktop Infrastructure (VDI) Support

Cisco Unified Personal Communicator Release 8.0(3) is supported on the following hosted virtual desktop applications:

- VMware View 4.5
- Citrix XenDesktop 4.0



### Note

In a virtualized desktop environment, full audio and video capabilities are only available on Cisco Unified Personal Communicator when you are using the desk phone for phone calls. If you are using the phone on your computer, only the voicemail features are supported in a virtualized environment.

## General Platform Requirement Notes

- For information about requirements for video, see [Notes on Video, page 34](#).
- 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.

- 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.mspx>

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

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

## Software Interoperability

Before you deploy Cisco Unified Personal Communicator Release 8.0 to the computers of your users, ensure that there are no other applications installed on the computers of your users that use Cisco Unified Client Services Framework. The following applications use Cisco Unified Client Services Framework:

- Cisco Unified Communications Integration for Microsoft Office Communicator
- Cisco Unified Communications Integration for Cisco WebEx Connect

## 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.

### Video Codecs

You can use the following video codecs with Cisco Unified Personal Communicator:

- H.264/AVC

### Audio Codecs

You can use the following audio codecs with Cisco Unified Personal Communicator:

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

## Compatibility Notes

- Adaptive Security Appliance Software can provide security features for business-to-business federation of presence and instant messaging between users of Cisco Unified Personal Communicator and other communications applications.
- 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](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.

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

[http://www.cisco.com/en/US/products/ps6837/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html)

## Cisco Unified IP Phone Requirements

Table 8 lists the Cisco Unified IP Phone models that are supported for Cisco Unified Personal Communicator, and whether Skinny Call Control Protocol (SCCP) and Session Initiation Protocol (SIP) are supported:

**Table 8** *Phones Supported by Cisco Unified Personal Communicator*

Phone	SCCP	SIP	Supports Video with CAST
Cisco IP Communicator	Yes	Yes	Not applicable
9971	Not applicable	Yes	No
9951	Not applicable	Yes	No
8961	Not applicable	Yes	No
7985G	Yes	Not applicable	No
7975G	Yes	Yes	Yes <sup>1</sup>
7971G <sup>2</sup>	Yes	Yes	Yes <sup>1</sup>
7970G <sup>2</sup>	Yes	Yes	Yes <sup>1</sup>
7965G	Yes	Yes	Yes <sup>1</sup>
7962G	Yes	Yes	Yes <sup>1</sup>
7961G-GE <sup>2</sup>	Yes	Yes	Yes <sup>1</sup>
7961G <sup>2</sup>	Yes	Yes	Yes <sup>1</sup>
7960G	Yes	Not applicable	Yes
7945G	Yes	Yes	Yes <sup>1</sup>
7942G	Yes	Yes	Yes <sup>1</sup>
7941G-GE <sup>2</sup>	Yes	Yes	Yes <sup>1</sup>
7941G <sup>2</sup>	Yes	Yes	Yes <sup>1</sup>
7940G	Yes	Not applicable	Yes
7931G <sup>3</sup>	Yes	Not applicable	Yes
7925G	Yes	Not applicable	No
7921G	Yes	Not applicable	No
7920G <sup>2</sup>	Yes	Not applicable	No
7912G <sup>2</sup>	Yes	Not applicable	No
7911G	Yes	Yes	Yes <sup>1</sup>
7910G <sup>2</sup>	Yes	Not applicable	No
7906G	Yes	Yes	No
7905G <sup>2</sup>	Yes	Not applicable	No
7902G <sup>2</sup>	Yes	Not applicable	No
6961	Yes	Not applicable	Yes
6941	Yes	Not applicable	Yes
6921	Yes	Not applicable	Yes

**Table 8**      **Phones Supported by Cisco Unified Personal Communicator (continued)**

Phone	SCCP	SIP	Supports Video with CAST
6911	Yes	Not applicable	Yes
6901 <sup>4</sup>	Yes	Not applicable	No

1. An SCCP firmware load is required to support video.
2. This phone is at the end of software maintenance.
3. For 7931G phones to function correctly with Cisco Unified Personal Communicator, you must set the value of the Outbound Call Rollover to field to **No Rollover** in Cisco Unified Communications Manager.
4. This phone does not support speakerphones or headsets.

When you have Cisco Unified Personal Communicator set to use your desk phone for phone calls, video is only supported on:

- SCCP phones
- 32-bit editions of Windows XP, Windows Vista, and Windows 7

To enable video on phones, the following conditions must exist:

- The PC Port and Video Capabilities fields must be enabled for the phone in Cisco Unified Communications Manager.
- The phone must be connected to the computer on which Cisco Unified Personal Communicator is running by Ethernet cable.

For more information, see [Users Might See Lower Video Quality When Computer Is Connected to Some Models of Cisco Unified IP Phone](#), page 38.

## 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](http://www.cisco.com/en/US/products/ps6844/products_documentation_roadmaps_list.html)

## New and Changed Information

- [Release 8.0\(3\), page 17](#)
- [Release 8.0\(2\), page 18](#)
- [Release 8.0\(1\), page 18](#)

## Release 8.0(3)

The release provides the following new functionality and enhancements:

- The Click-to-Call add-on is available for Microsoft Outlook 2010, Word 2010, Excel 2010, and Sharepoint 2010.
- The Microsoft Office Integration add-on provides availability status, instant messaging and call features for Microsoft Office 2010.
- Support for Windows 7 Enterprise Edition.
- Support for fetching images from Active Directory.
- A new Video Quick Start Guide for Cisco Unified Personal Communicator 8.0 available at:  
[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cupc/8\\_0/english/user/Video/CUPC\\_8\\_QSG.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cupc/8_0/english/user/Video/CUPC_8_QSG.html)

The following topics have been added to this document:

- [Tested Software Applications, page 11](#)
- [Tested VPN Clients, page 13](#)
- [Installing Security Certificates on Client Computers for Client Services Framework \(CSF\), page 23](#)
- [Enabling Availability Status for Microsoft Office 2010 Users, page 24](#)
- [Error Connecting to the CSF Device, page 33](#)

The following sections have been updated for this release:

- [Server Requirements, page 5](#)

- [Tested Audio Devices](#), page 10
- [Table 9 “Closed Caveats for Cisco Unified Personal Communicator”](#)
- [Table 13 “Open Caveats for Cisco Unified Personal Communicator”](#)
- [Table 14 “Resolved Caveats for Cisco Unified Personal Communicator 8.0\(3\)”](#)

## Release 8.0(2)

The following topics have been added to this document:

- [Cannot Place or Receive Calls After a Secure Profile is Enabled](#), page 32
- [Tandberg PrecisionHD Camera Requires Windows Security Update](#), page 40
- [CSF Certificate Directory Setting](#), page 41
- [Standard CTI Allow Control Of All Devices User Group](#), page 41

Port 5222 was added to [Table 2](#). [Table 8](#) was updated with a new video column.

Some new defects were added to the list of [Open Caveats](#), page 43. See [Resolved Caveats](#), page 43 for the list of defects fixed in this release.

## Release 8.0(1)

This release provides the following new functionality and enhancements:

- Chat features: Group chat, persistent chat rooms, chat history, chat window management, and emoticons.
- Improved quality of audio and video calls.
- Encryption of instant messages and audio calls.
- Video on your computer when Cisco Unified Personal Communicator is set to use your desk phone for phone calls.
- Option to always place audio and video conversation windows on top of other windows.
- Support for VGA and 720p high definition video resolutions.
- Support for G.722 and Internet Speech Audio Codec (iSAC) audio codecs.
- New user interface and visual design.
- Display of availability status of contacts in Microsoft Outlook and Microsoft SharePoint.
- Click-to-instant message from Microsoft Outlook and Microsoft Sharepoint.
- Sort contact list by availability status.
- Unified interface for chat history, visual voicemail, and call history.
- New call control features including forwarding calls, transferring calls, parking and retrieving calls, and moving an active call to a mobile or other phone device.
- Enhanced credential management for environments with synchronized credentials.
- Predictive search of contact list and users that you have recently communicated with.
- Ability to drag-and-drop to add contacts to existing group conversations, and escalate from two-person conversations to group conversations.

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](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](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.

- [Time Required to Install, page 19](#)
- [Installing Cisco Systems Network Protocol, page 19](#)
- [Installing Cisco Unified Personal Communicator Using MSI, page 19](#)
- [Using Translation Patterns Instead of Application Dialing Rules, page 20](#)
- [Removing Cisco Unified Video Advantage, page 21](#)
- [Cisco Unified Personal Communicator Deployment, page 21](#)
- [Installing Security Certificates on Client Computers for Client Services Framework \(CSF\), page 23](#)
- [Enabling Availability Status for Microsoft Office 2010 Users, page 24](#)

## Time Required to Install

If the computer on which you are installing Cisco Unified Personal Communicator does not already have Microsoft .NET installed, the Cisco Unified Personal Communicator installer installs Microsoft .NET. This will result in a longer installation time.

## Installing Cisco Systems Network Protocol

When you install Cisco Unified Personal Communicator on Windows Vista or Windows 7, you might be prompted to install Cisco Systems Network Protocol device software. Install this software.

If you do not install this software, you cannot place video calls if you set your Cisco Unified Personal Communicator to use your desk phone for phone calls.

## Installing Cisco Unified Personal Communicator Using MSI

The video components of Cisco Unified Client Services Framework require Microsoft Visual C++ 2005 version 8.0.59193 or later. Microsoft Visual C++ 2005 must be installed before you install Cisco Unified Personal Communicator, if you are using MSI to install.

Microsoft provides a Microsoft Visual C++ 2005 redistributable package, `vcredist_x86.exe`. You can download this package from the following links:

- <http://go.microsoft.com/fwlink/?LinkId=169360>
- <http://www.microsoft.com/downloads/details.aspx?familyid=766a6af7-ec73-40ff-b072-9112bab119c2&displaylang=en>

To see the command line options, execute the following command:

```
vcredist_x86.exe /?
```

The Microsoft Visual C++ 2008 redistributable package is not compatible with Cisco Unified Client Services Framework: the Microsoft Visual C++ 2005 package is required.

## Installing the Microsoft Visual C++ 2005 Redistributable Package

You can use an MSI file to install the Microsoft Visual C++ 2005 redistributable package. Extract the files `vcredist.msi` and `vcredis1.cab` from `vcredist_x86.exe` to a temporary folder. Use the following command line option:

```
vcredist_x86.exe /C /T:<full-path-to-folder>
```

### Example

```
vcredist_x86.exe /C /T:C:\VCRedist
```

Use the extracted files to install Microsoft Visual C++ 2005.

## Using Translation Patterns Instead of Application Dialing Rules

Cisco Unified Personal Communicator is easiest to install with Cisco Unified Communications Manager Release 7.0 or later, although you can install it with Cisco Unified Communications Manager Release 6.1(3) or later.

Cisco Unified Communications Manager Release 7.0 and later support +E.164 phone numbers. Cisco recommends that you use +E.164 phone numbers with Cisco Unified Personal Communicator, so that outgoing calls are easier to set up.

If you are using Cisco Unified Communications Manager Release 7.0 or later, Cisco recommends that you use translation patterns to set up outbound calls, rather than application dialing rules. If you use translation patterns, the rules are dynamically applied, and you do not need to restart services.

For detailed information on translation patterns, see the Cisco Unified Communications Manager Administration online help, or the *Cisco Unified Communications Manager Administration Guide*:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

## Removing Cisco Unified Video Advantage

If Cisco Unified Video Advantage is installed on a client computer, you must uninstall it before you can install Cisco Unified Personal Communicator. If you do not uninstall Cisco Unified Video Advantage, you are prompted to do so during the Cisco Unified Personal Communicator installation.



**Tip**

If you are performing a mass deployment of Cisco Unified Personal Communicator, you can use a software deployment tool to silently uninstall Cisco Unified Video Advantage from client computers prior to the installation.

## Cisco Unified Personal Communicator Deployment

The Cisco Unified Personal Communicator installation application installs the following components:

- User interface for Cisco Unified Personal Communicator.
- The client-related components of the Cisco Unified Client Services Framework.
- Click to Call add-on (optional).
- Microsoft Office Integration (optional).

The Cisco Unified Personal Communicator application is provided in two separate installation formats as follows:

- Cisco Unified Personal Communicator executable file.
- Cisco Unified Personal Communicator Windows Installer (MSI) file.

This section describes the installation formats and the deployment options.

- [Executable File, page 21](#)
- [Windows Installer \(MSI\) File, page 22](#)
- [Deployment Options, page 22](#)

### Executable File

Users can run the executable file on their own computers. The executable file includes the prerequisite software for the application, as follows:

- Microsoft .NET Framework 3.5 Service Pack 1 (installer stub)
- Microsoft Visual C++ 2005 Redistributable Package (x86)
- Additional software required for Click to Call functionality:
  - Microsoft Office 2003 Primary Interop Assemblies (for machines with Office 2003)
  - Microsoft Office 2007 Primary Interop Assemblies (for machines with Office 2007)
  - Microsoft Visual 2005 Tools for Office Second Edition Runtime (x86)

Cisco Unified Personal Communicator checks if the prerequisite software is installed on the computer and if not, it automatically installs the prerequisites. To save time during the installation process, we recommend that you install the prerequisite software in advance of installing Cisco Unified Personal Communicator. All of the prerequisite software is available from the Microsoft website.

**Note**

If the minimum required version of .NET Framework is not installed on the computer, Cisco Unified Personal Communicator runs the installer stub provided for that application. The installer stub downloads the .NET Framework software from the Microsoft website. This action requires Internet access and takes a considerable amount of time. We recommend that you install the required release of Microsoft .NET Framework in advance of the Cisco Unified Personal Communicator installation to save time and avoid any Internet access issues.

## Windows Installer (MSI) File

You can use a software management system to push the Windows Installer (MSI) file to the computers of your users. The MSI file does not contain any of the prerequisite software that is required for Cisco Unified Personal Communicator.

**Note**

If you choose to install the MSI file, you must install the prerequisite software prior to installing Cisco Unified Personal Communicator.

The prerequisite software that you must install prior to installing the Cisco Unified Personal Communicator MSI file is:

- Microsoft .NET Framework 3.5 Service Pack 1
- Microsoft Visual C++ 2005 Redistributable Package (x86)
- Additional software required for Click to Call functionality:
  - Microsoft Office 2003 Primary Interop Assemblies (for computers with Office 2003)
  - Microsoft Office 2007 Primary Interop Assemblies (for computers with Office 2007)
  - Microsoft Visual 2005 Tools for Office Second Edition Runtime (x86)

The prerequisite software is available from the Microsoft website.

## Deployment Options

You can deploy the Cisco Unified Personal Communicator installation application in one of the following ways:

- [Automated Mass Deployment, page 22](#)
- [Standalone Installation, page 23](#)

### Automated Mass Deployment

The mass deployment options for installing Cisco Unified Personal Communicator are as follows:

- Use Active Directory Group Policy. You can use group policy to deploy administrator configuration settings.
- Use a software management system, for example, Altiris Deployment Solution, Microsoft System Center Configuration Manager (SCCM), and so on.
- Use a self-extracting executable with a batch script. You can use the batch script to deploy administrator configuration settings.

## Standalone Installation

The administrator can install Cisco Unified Personal Communicator on each individual client computer or users can install the application on their own computers. The administrator can use the options listed in [Automated Mass Deployment, page 22](#) to deploy the administrator configuration settings.



### Note

We strongly recommend that you use the executable file for standalone installations.

## Installing Security Certificates on Client Computers for Client Services Framework (CSF)

The following procedure describes the steps that the administrator needs to take to add security certificates to the keystore on the computer on which Cisco Unified Personal Communicator is running. By default, Cisco Unified Personal Communicator expects self-signed certificates, except when the administrator configures a CCMCIP security profile with a specified certificate type.

### Procedure

- 
- Step 1** Put the certificate file into the folder where you store your security certificates. The default location for storing security certificates is as follows:
- **Windows XP** - <drive>:\Documents and Settings\<username>\Local Settings\Application Data\Cisco\Unified Communications\Client Services Framework\certificates
  - **Windows Vista and Windows 7** - <drive>:\Users\<username>\AppData\Local\Cisco\Unified Communications\Client Services Framework\certificates
- Step 2** (Optional) To specify a custom location for storing security certificates, do the following:
- a. Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Settings**.
  - b. Use the **CSF certificate directory** field to specify the absolute path to the folder where the certificates are stored.
- Step 3** (Optional) To specify the Server Certificate Verification parameter for a CCMCIP security profile, do the following:
- a. Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > CCMCIP Profile (CUPC 8.0 and higher)**.
  - b. Select the profile you want to change.
  - c. In the **Server Certificate Verification** field, select one of the following options:
    - Any Certificate
    - Self Signed or Keystore
    - Keystore Only
-

## Enabling Availability Status for Microsoft Office 2010 Users

To enable the availability status feature of Cisco Unified Personal Communicator to work with the supported Microsoft Office 2010 applications, the administrator must configure an attribute in Microsoft Active Directory.

### Procedure

- 
- Step 1** Start the ADSIEdit administrative tool.
  - Step 2** Expand the domain that contains your users.
  - Step 3** Open the organizational unit (OU) that contains your users.
  - Step 4** Add a new value to the proxyAddresses attribute in the format 'SIP:email-address', for example, 'SIP:johndoe@cisco.com'.
- 

## Limitations and Restrictions

Review [Table 9](#) before you work with Cisco Unified Personal Communicator. [Table 9](#) 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 25](#).



### Note

Some of the headlines in [Table 9](#) refer to Cisco Unified Integration for Microsoft Office Communicator, but are also relevant to Cisco Unified Personal Communicator.

**Table 9** *Closed Caveats for Cisco Unified Personal Communicator*

Identifier	Severity	Component	Headline
<a href="#">CSCth48111</a>	2	install-and-deploy	User reports CUPC install fails after installing latest updates
<a href="#">CSCtg08873</a>	4	im.point2point	Non-typical domain names don't get parsed as URL in IM box
<a href="#">CSCtg66566</a>	4	ms-integration	C2X launched CUPC windows behind MS Office the first time they open
<a href="#">CSCtg78656</a>	4	hub	Hub & open dialogs/windows showing in Alt-Tab list as black boxes
<a href="#">CSCtg84716</a>	4	hub	Crash after resuming from Standby
<a href="#">CSCth15601</a>	4	localisation	Timeformat settings are not according to User Local in IM windows
<a href="#">CSCth50236</a>	4	ms-integration	TagContact not created in registry on x64 system



# 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.**

- [Microsoft PowerPoint 2007 Support, page 25](#)
- [Cisco Unified Communications Manager 6.1\(3\) and Conference Participant Lists, page 26](#)
- [Other Party Hears Cuts or Clips in Audio on a Call, page 26](#)
- [Users Hear Echo on Calls, page 26](#)
- [Voice Messages Show a Duration of Zero, page 27](#)
- [Adding an Audio Call to a Video Call Results in an Audio Call, page 27](#)
- [Users of Cisco Unified IP Phone 9900 Series Models Cannot Control Desk Phone, page 27](#)
- [JTAPI Error When a Call Is Placed, page 27](#)
- [Opening and Closing Conversation History Window Repeatedly Causes Large Memory Usage, page 28](#)
- [Limitation with Shared Lines When Deploying with Cisco Unified SRST, page 28](#)
- [Specifying Audio Value Names, page 28](#)
- [How Cisco Unified Personal Communicator Determines the Audio Codec to Use on a Call, page 28](#)
- [Chat Slow with Wireless Connection from Some Laptops, page 29](#)
- [Menus and Windows Sometimes Appear Behind Other Windows on Windows XP, page 29](#)
- [16-Bit Color Quality Might Cause High CPU Usage, page 30](#)
- [Cisco Unified Personal Communicator Fails to Start or Starts with a Black Background with No Visible Controls, page 30](#)
- [Availability Status Not Displayed in Microsoft Office 2007, page 31](#)
- [Limitations Creating Group Chats, page 32](#)
- [Cannot Place or Receive Calls After a Secure Profile is Enabled, page 32](#)
- [Error Connecting to the CSF Device, page 33](#)
- [Notes on Video, page 34](#)
- [Video Troubleshooting Tips, page 37](#)
- [Camera Troubleshooting Tips, page 39](#)
- [Corrections to Deployment Documentation, page 40](#)

## Microsoft PowerPoint 2007 Support

Cisco Unified Personal Communicator does not support Microsoft PowerPoint 2007 because the context menu functionality in Microsoft PowerPoint 2007 no longer permits third-party integrations.

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

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

## Other Party Hears Cuts or Clips in Audio on a Call

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

Operating System	Suggested Solution
Windows Vista, Windows 7	<ol style="list-style-type: none"> <li>1. Open the Control Panel.</li> <li>2. Select <b>Hardware and Sound</b>.</li> <li>3. Select <b>Manage audio devices</b>.</li> <li>4. Select the <b>Recording</b> tab.</li> <li>5. Select the microphone that is currently in use.</li> <li>6. Select <b>Properties</b>.</li> <li>7. Select the <b>Levels</b> tab on the Microphone Properties dialog box.</li> <li>8. Adjust the volume and the microphone boost settings to suit your requirements.</li> </ol>
Windows XP	<ol style="list-style-type: none"> <li>1. Open the Control Panel.</li> <li>2. Select <b>Sounds and Audio Devices</b>.</li> <li>3. Select the <b>Audio</b> tab.</li> <li>4. Select <b>Volume</b> in the Sound recording section.</li> <li>5. Select the <b>Advanced</b> button under the Microphone section in the Capture dialog box.</li> <li>6. Ensure that <b>Microphone Boost</b> check box is not checked.</li> </ol>

## Users Hear Echo on Calls

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

To select another microphone device, follow these steps:

### Procedure

- 
- Step 1** Plug in your headset or other microphone device to the appropriate USB port.
  - Step 2** Wait for your operating system to recognize the device.
  - Step 3** Select **File > Options > Audio** in Cisco Unified Personal Communicator.

**Step 4** Select your device from drop-down list. You can also set the volume of the device if required.

---

## Voice Messages Show a Duration of Zero

When you view your voice messages, the duration of some messages might appear as zero. This problem occurs in releases of Cisco Unity and Cisco Unity Connection that are not supported by Cisco Unified Personal Communicator. To resolve this issue, upgrade your release of Cisco Unity or Cisco Unity Connection to a release that is supported by Cisco Unified Personal Communicator. For information on supported releases of Cisco Unity and Cisco Unity Connection, see [Server Requirements, page 5](#).

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

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

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

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

[http://www.cisco.com/en/US/products/ps6837/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html)

## JTAPI Error When a Call Is Placed

Users might see a JTAPI error about 15 seconds after they place a call, when Cisco Unified Personal Communicator is set to use the desk phone for phone calls.

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

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

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

## Opening and Closing Conversation History Window Repeatedly Causes Large Memory Usage

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

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

## Limitation with Shared Lines When Deploying with Cisco Unified SRST

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

Cisco Unified SRST does not support shared lines with SIP phones. Cisco Unified Personal Communicator receives only alternate calls if both of the following conditions occur:

- Cisco Unified Personal Communicator is set to use your computer for phone calls.
- Cisco Unified Personal Communicator has the same directory number as a SIP desk phone.

However, the desk phone receives all calls.

## Specifying Audio Value Names

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

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

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

## How Cisco Unified Personal Communicator Determines the Audio Codec to Use on a Call

Cisco Unified Personal Communicator uses Cisco Unified Communications Manager devices for your Cisco Unified Personal Communicator software, and for your desk phone.

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

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

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

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

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

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

## Chat Slow with Wireless Connection from Some Laptops

On some laptop computers, after you connect to a wireless network, then start a chat with a contact, CPU usage by the cupc.exe process might increase significantly.

To resolve this problem, install the latest display drivers for your laptop computer. If your computer is a Lenovo ThinkPad R400, T400, T500, or W500, install the drivers at the following URL:

<http://www-307.ibm.com/pc/support/site.wss/MIGR-70366.html>

## Menus and Windows Sometimes Appear Behind Other Windows on Windows XP

Under certain rare conditions, you might encounter the following issues:

- The menu that appears when you right-click on an item in Cisco Unified Personal Communicator is displayed behind other windows.
- Modal windows appear behind the window from which they were invoked. This can give the appearance that the application is not responding. This might happen when you use the **Close** button in the window title bar to do one of the following:
  - Close a chat conversation window that has multiple chats open.
  - Close an audio or video call conversation window.

When you perform either of these actions, a confirmation dialog box might be displayed behind the conversation window. If either of these types of conversation window appears unresponsive after you close a window, press **Alt-F4** to close the confirmation dialog box.

To end your individual chats, use the **Close** button in each individual tab. Select **End Call** to end your calls.

- The user has the Calls Always on Top option checked, but audio and video call conversation windows are displayed behind other windows.

Try the following workarounds for this issue:

- Change your screen resolution, then set the screen resolution back to the original setting.
- (Laptop computers only) Change your display output to another device, then change the display back to the original device.
- Restart your computer.

## 16-Bit Color Quality Might Cause High CPU Usage

Under certain rare conditions, Cisco Unified Personal Communicator might use higher than expected CPU resources. Users might notice that typing becomes slow, and see irregular movement when they move windows.

Try the following workarounds for this issue:

- Install the latest display drivers for your laptop computer.
- Change your display color quality from 16 bit to another setting.

## Cisco Unified Personal Communicator Fails to Start or Starts with a Black Background with No Visible Controls

**Problem** The Cisco Unified Personal Communicator fails to start, displaying a general exception error, or starts with a black background with no visible controls.

There can be a number of possible causes for this problem, as described in the following table:

Possible Cause	Description
1	<p>This can occur if the sPositiveSign registry key is corrupt. To check if this is the problem, search the client log files for the presence of one or more of the following error messages:</p> <ul style="list-style-type: none"> <li>• Getting positive key - the user does not have the permissions required to read from the registry keyRequested registry access is not allowed.</li> <li>• Cannot convert string '0.5,0' in attribute 'StartPoint' to object of type 'System.Windows.Point'.</li> <li>• System.FormatException: Input string was not in a correct format.</li> </ul>
2	<p>This can occur if you customize the Regional Options for the English (United States) language to change the Decimal symbol or the List separator default settings. To check if this is the problem, search the client log files for the presence of multiple instances of the following error message:</p> <ul style="list-style-type: none"> <li>• Cannot convert string '0,0' in attribute 'StartPoint' to object of type 'System.Windows.Point'</li> </ul>

The location of the client log files is:

- **Windows XP** - <drive>:\Documents and Settings\<username>\Local Settings\Application Data\Cisco\Unified Communications\CUPC8\Logs
- **Windows Vista and Windows 7** - <drive>:\Users\<username>\AppData\Local\Cisco\Unified Communications\CUPC8\Logs

**Solution** To resolve this issue, do the following:

1. Open the **Control Panel**.
2. Select **Regional and Language Options**.
3. Select the **Regional Options** tab.
4. In the Standards and formats section, select a different language from the drop-down list. For example, select **English (Australia)**.
5. Select **Apply**.
6. In the Standards and formats section, select **English (United States)** from the drop-down list.
7. Select **Apply** again, then select **OK**.

You may need to reboot your computer for the change to take effect.

## Availability Status Not Displayed in Microsoft Office 2007

Both Cisco Unified Personal Communicator and Microsoft Office Communicator use the Microsoft Office Communicator Automation API to provide availability status, instant messaging, and telephony features to Microsoft Office 2007. These features can only be provided by one of these applications at a time.

If you install Cisco Unified Personal Communicator after Microsoft Office Communicator, then you want to use these features from the Cisco Unified Personal Communicator integration, you must uninstall Microsoft Office Communicator, then run the Cisco Unified Personal Communicator installer again, and select the Repair option. If your availability status is not displayed in the To and Cc fields of your messages in Microsoft Office 2007, then update the following group policy settings or registry settings on your computer:

Policy	Set Value To...
EnablePresence	2
SetOnlineStatusLevel	2

Alternatively, you can apply the following keys to set the policies manually:

```
[HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\12.0\Outlook\IM]"EnablePresence"=dword:00000002
```

```
[HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\12.0\Outlook\IM]"SetOnlineStatusLevel"=dword:00000002
```

## Uninstalling Microsoft Office Communicator

After you uninstall Microsoft Office Communicator, delete the contents of the folders listed in the following table:

Operating System	Delete the Contents of These Folders...
Windows Vista, Windows 7	<code>&lt;drive&gt;:\Users\&lt;username&gt;\AppData\Local\Cisco\Unified Communications\</code> <code>&lt;drive&gt;:\Users\&lt;username&gt;\AppData\Roaming\Cisco\Unified Communications\</code>
Windows XP	<code>&lt;drive&gt;:\Documents and Settings\&lt;username&gt;\Local Settings\Application Data\Cisco\Unified Communications\</code> <code>&lt;drive&gt;:\Documents and Settings\&lt;username&gt;\Application Data\Cisco\Unified Communications\</code>

Also clear the contents of the following registry key value name:

HKEY\_CURRENT\_USER\Software\Cisco Systems, Inc.\Client Services Framework\AdminData

## Limitations Creating Group Chats

You cannot create a group chat in the following circumstances:

- Your selected default policy is to block all users, except those explicitly allowed.
- Your policy does not include any exceptions for conference aliases.

## Cannot Place or Receive Calls After a Secure Profile is Enabled

**Problem** After a secure profile is enabled for a user, the user cannot place or receive calls. The user might see the following error message multiple times:

Failed to start conversation

The user can use the instant messaging features.

This problem occurs if a secure profile is enabled for the user in Cisco Unified Communications Manager while either of the following is true:

- The user is signed in to Cisco Unified Personal Communicator.
- The cucsf.exe process is running on the computer of the user, that is, Cisco Unified Personal Communicator is running, but the user has not signed in.

**Solution** Ask the user to sign out of Cisco Unified Personal Communicator, then sign in again.



## Error Connecting to the CSF Device

**Problem** When Cisco Unified Personal Communicator tries to connect to the Client Services Framework (CSF) device on Cisco Unified Communications Manager after an upgrade, the user sees the error "CTL reset is required [1002]" and the phone on the computer does not function.

**Solution** If you configure security in your Cisco Unified Communications system, you use Certificate Trust List (CTL) files. The CTL file contains certificates for all of the servers in your Cisco Unified Communications system with which Client Services Framework might need to communicate securely.

When a device connects to a server in your Cisco Unified Communications system, the server is verified against this list. Client Services Framework does not allow secure connections to servers that are not explicitly listed in the CTL.

If a device is moved from one cluster to another or you upgrade to a new version of Cisco Unified Communications Manager, you must update the CTL file for the device list of servers in the new cluster.

### Procedure

**Step 1** Delete the contents of the appropriate folder as described in the following table:

Operating System	Folder
Windows XP	<drive>:\Documents and Settings\<username>\Application Data\Cisco\Unified Communications\Client Services Framework\Security\sec
Windows Vista Windows 7	<drive>:\Users\<username>\AppData\Roaming\Cisco\Unified Communications\Client Services Framework\Security\sec

**Step 2** Delete the contents of the appropriate folder as described in the following table:

Operating System	Folder
Windows XP	<drive>:\Documents and Settings\<username>\Application Data\Cisco\Unified Communications\Client Services Framework\Config
Windows Vista Windows 7	<drive>:\Users\<username>\AppData\Roaming\Cisco\Unified Communications\Client Services Framework\Config

**Step 3** If a device is moved from one cluster to another, update the device settings for the user to point to the new cluster. For example, update the references to the Cisco Unified Communications Manager IP Phone (CCMCIP) server, Trivial File Transfer Protocol (TFTP) server, and Computer Telephony Integration (CTI) servers.

## Notes on Video

- [Factors That Affect the Video Capability of Users](#), page 34
- [Determining the Bit Rate Required for a Particular Video Capability](#), page 34
- [Configuring the Bit Rate Capability for Cisco Unified Personal Communicator](#), page 35
- [How Cisco Unified Client Services Framework Determines the Video Capability of Your Computer](#), page 36
- [Limiting of Usage of Bandwidth by Users](#), page 36
- [About Tuning Computers for Maximum Video Performance](#), page 37

## Factors That Affect the Video Capability of Users

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

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

## Determining the Bit Rate Required for a Particular Video Capability

Use [Table 10](#) to determine the minimum bit rate that your Cisco Unified Personal Communicator requires to attain a particular frame format and frame rate.

**Table 10** *Minimum Bit Rates to Use for Particular Frame Formats and Frame Rates*

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

**Example**

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

## Configuring the Bit Rate Capability for Cisco Unified Personal Communicator

Cisco Unified Personal Communicator uses Cisco Unified Communications Manager devices for your Cisco Unified Personal Communicator software, and for your desk phone.

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

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

Release of Cisco Unified Communications Manager	Settings
8.0 or later	<ul style="list-style-type: none"> <li>• Max Audio Bit Rate</li> <li>• Max Video Call Bit Rate</li> </ul>
Earlier than 8.0	<ul style="list-style-type: none"> <li>• Audio Codec</li> <li>• Video Call Bandwidth</li> </ul>

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

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

**Example**

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

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

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

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

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

[Table 11](#) lists the H.264/AVC levels that are supported, the bit rate and frame format for each level, and the minimum WEI processor subscore that is required to support each level

**Table 11** *Video Capabilities Supported for WEI Processor Subscores*

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

## Limiting of Usage of Bandwidth by Users

The Video section in the Cisco Unified Personal Communicator Options dialog box contains a slider that enables you to limit the bandwidth that Cisco Unified Personal Communicator uses for video calls.

[Table 12](#) lists the bandwidth settings that are available on the slider, from highest to lowest, and the video implications for each level.

**Table 12** *Bandwidth Settings Available to Users*

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

**Table 12**      **Bandwidth Settings Available to Users (continued)**

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

## About Tuning Computers for Maximum Video Performance

To tune your computer for maximum video performance, do the following:

- Set your CPU speed to maximum performance. Open the power options tool in your Control Panel and select the highest possible power plan or scheme.
- Set your graphics hardware to full acceleration. Open the display tool in your Control Panel and set the hardware acceleration slider to full.



### Note

To support this setting, you may need to update the driver for your video adapter. For information about how to obtain an updated driver for your video adapter, contact the manufacturer of your video adapter or the manufacturer of your computer.

## Video Troubleshooting Tips

- [Users See Video Impairments, page 37](#)
- [Video Conversations with Multiple Displays, page 38](#)
- [Users Might See Lower Video Quality When Computer Is Connected to Some Models of Cisco Unified IP Phone, page 38](#)

## Users See Video Impairments

**Problem** Under certain rare conditions, users may see some video impairment such as blockiness, smearing, streaking, or ghosting in the following situations:

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

This problem occurs when:

- The client computer is capable of handling high-resolution video but the network or switch has insufficient bandwidth to support the video resolution.
- There is packet loss on the network.
- There is packet loss along the network due to video packet fragmentation, if the Maximum Transmission Unit (MTU) of the network interface card at either endpoint is set lower than the Cisco Unified Personal Communicator MTU of 1270.
- There are packets dropped at routers along the call path.
- The Cisco Unified Client Services Framework device that is associated with the installation of Cisco Unified Personal Communicator is set up in Cisco Unified Communications Manager for a bandwidth that the physical network that the device is located on does not support. For example, if you are on a physical network that has a 128 kb/s bandwidth and you configure the Cisco Unified Client Services Framework device for a bandwidth setting of 4 Mb/s, then the call starts at a higher video codec level than the underlying physical network actually supports.

Try one or more of the following suggested solutions.

**Solution** Put the Cisco Unified Client Services Framework device in a device pool that is in a region that is configured to have a maximum video bit rate that is less than the bandwidth of your physical network. For more information, see [Determining the Bit Rate Required for a Particular Video Capability, page 34](#).

**Solution** Perform the following steps:

1. Open the Options dialog box.
2. Select **Video**.
3. Use the slider to set the balance between bandwidth usage and video quality.
4. Ensure that the **Optimize video quality for your computer** option is selected.

## Video Conversations with Multiple Displays

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

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

**Problem** Users might see lower video quality in Cisco Unified Personal Communicator when their computer is connected to some Cisco Unified IP Phone models, such as 7945G, 7965G, and 7975G.

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

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

**Solution** To address this issue, perform the following steps:

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

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

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

## Camera Troubleshooting Tips

- [Some Web Cameras Start When Users Sign In, page 39](#)
- [Logitech and Cisco VT Camera III Cameras Sometimes Display Split Screen or Dual Image, page 39](#)
- [Logitech and Cisco VT Camera III Cameras Sometimes Display Split Screen or Dual Image, page 39](#)
- [Tandberg PrecisionHD Camera Requires Windows Security Update, page 40](#)

### Some Web Cameras Start When Users Sign In

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

In these circumstances, Cisco Unified Personal Communicator controls the web camera. Other applications cannot access the camera. However, you can still use the web camera for video calls, video conference calls, and so on.

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

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

### Logitech and Cisco VT Camera III Cameras Sometimes Display Split Screen or Dual Image

**Problem** The video image from a Cisco VT Camera III or a Logitech QuickCam Pro 9000 camera can sometimes show video distortion as follows:

- Split screen  
The image received from the camera is divided in two vertically, with the two sides of the image swapped.
- Dual image  
The image received from the camera is divided in two horizontally, with the same image showing in both sides.

**Solution** Place the call on hold and resume the call to see if the image is restored correctly.

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

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

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

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

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

## Tandberg PrecisionHD Camera Requires Windows Security Update

**Problem** The video image from a Tandberg PrecisionHD camera might not be displayed if the video quality slider setting in the video options is set to a value greater than 384 Kb/s up, 4 Mb/s down.

**Solution** Install the following Windows security update:

<http://support.microsoft.com/kb/975560>

## Corrections to Deployment Documentation

- [Integrating the LDAP Directory Chapter, page 40](#)
- [WebEx Node for MCS, page 41](#)
- [CUPServer Registry Subkey Entry, page 41](#)
- [CSF Certificate Directory Setting, page 41](#)
- [Standard CTI Allow Control Of All Devices User Group, page 41](#)

## Integrating the LDAP Directory Chapter

In the Integrating the LDAP Directory chapter of the *Deployment Guide for Cisco Unified Presence*, the Fetch Contact Pictures from a Web Server topic relates only to Cisco Unified Personal Communicator Release 8.0. The correct topic title should be:

“(Cisco Unified Personal Communicator Release 8.0) Fetch Contact Pictures from a Web Server”

### Release 8.0(2) Users Only

In the Integrating the LDAP Directory chapter, the information about fetching a photo from Active Directory in the Configuring the LDAP Attribute Map for Cisco Unified Personal Communicator topic relates only to Cisco Unified Personal Communicator Release 7.1. This topic should contain the following note:

“The information about fetching a photo from Active Directory in this topic relates only to Cisco Unified Personal Communicator Release 7.1.”



This correction does not apply to Cisco Unified Personal Communicator Release 8.0(3).

## WebEx Node for MCS

Where the *Deployment Guide for Cisco Unified Presence* refers to Cisco WebEx Meeting Center server, the text should be Cisco WebEx Node for MCS.

## CUPServer Registry Subkey Entry

In the Deploying and Upgrading Cisco Unified Personal Communicator chapter of the *Deployment Guide for Cisco Unified Presence*, the Setting a Default Address for the Cisco Unified Presence Server topic makes several references to a CUPAddress registry subkey entry. The correct name of the registry subkey entry is CUPServer. The data type is string or REG\_SZ.

## CSF Certificate Directory Setting

In the Configuring Basic Features for Cisco Unified Personal Communicator chapter of the *Deployment Guide for Cisco Unified Presence*, the (Cisco Unified Personal Communicator Release 8.0) Configuring Settings topic, the table cell that corresponds to the CSF certificate directory (relative to CSF install directory) field should read:

“This field applies only if the Client Services Framework (CSF) requires you to import security certificates to authenticate with LDAP, web conferencing, and CCMCIP. For most deployments, you do not need to import security certificates. If you must specify a value, specify the directory that contains the security certificates as an absolute path.”

## Standard CTI Allow Control Of All Devices User Group

In the Configuring Basic Features for Cisco Unified Personal Communicator chapter of the *Deployment Guide for Cisco Unified Presence*, the Adding Users to User Groups topic states that you must add users to the following groups:

- Standard CCM Admin Users
- Standard CCM End Users
- Standard CTI Allow Control Of All Devices
- Standard CTI Enabled

This is incorrect. You only need to add users to the following groups:

- Standard CCM End Users
- Standard CTI Enabled

The additional information about the groups required for the Cisco Unified IP Phone 9900, 8900, and 6900 series models is correct.

## Cisco Unified Personal Communicator Fails to Start Section

In the Deploying and Upgrading Cisco Unified Personal Communicator chapter of the *Deployment Guide for Cisco Unified Presence*, the Problem statement in the Cisco Unified Personal Communicator Fails to Start section reads “The Cisco UC Integration for Microsoft Office Communicator fails to start, displaying a general exception error.” This is incorrect and should read “The Cisco Unified Personal Communicator fails to start, displaying a general exception error.”

## Caveats

- [Using the Bug Toolkit, page 42](#)
- [Open Caveats, page 43](#)
- [Resolved Caveats, page 43](#)

## 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

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

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. 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 42.



### Note

Some of the headlines in [Table 13](#) refer to Cisco Unified Integration for Microsoft Office Communicator, but are also relevant to Cisco Unified Personal Communicator.



### 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/tsd\\_products\\_support\\_series\\_home.html](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](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
<a href="#">CSCth55482</a>	3	commoncomponents	users get popup window when in a hunt group
<a href="#">CSCti11877</a>	3	visual-voice-mail	CUPC: Deskphone mode: Confusing Voicemail retrieval Process
<a href="#">CSCti47379</a>	3	telephony.audio	Intermittent: IE becomes unresponsive when Call with Edit is used
<a href="#">CSCti58748</a>	3	telephony.video	One-way video between CUPS and Polycom; wrong codec sets up
<a href="#">CSCti59872</a>	3	telephony.video	CUPC Video Grayed out in Deskphone Mode
<a href="#">CSCtj15358</a>	3	hub	CUPC hub rendered incorrectly and appears to be non-responsive on alpha (sev 3)
<a href="#">CSCth72782</a>	4	audio-svc	Audio mic device used is different from the one selected in Options
<a href="#">CSCtj29885</a>	6	documentation	Mailstore config for secure messaging not clear in CUPC Deployment Guide

## Resolved Caveats

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

Caveats are listed in order of severity and then in alphanumeric order by bug identifier. Only severity 1, severity 2, and select severity 3, 4, 5, and 6 resolved defects, as well as all customer-found defects, are listed in this section. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the [Using the Bug Toolkit](#), page 42).

The following sections list caveats that are resolved in Cisco Unified Personal Communicator Release 8.0(2) and Release 8.0(3) but that may have been open in previous releases:

- [Release 8.0\(3\), page 44](#)
- [Release 8.0\(2\), page 45](#)

## Release 8.0(3)

[Table 15](#) lists caveats that were resolved in Release 8.0(3).

**Table 14** *Resolved Caveats for Cisco Unified Personal Communicator 8.0(3)*

Identifier	Severity	Component	Headline
<a href="#">CSCtg71142</a>	2	video-svc	CSF sometimes fails to request an IDR when a decoding failure occurs
<a href="#">CSCth62755</a>	2	system-svc	Sometimes, service credentials initialization failures at CUCIMOC login
<a href="#">CSCth67906</a>	2	commhistory-svc	CSF incorrectly reports CHS events count resulting in High CPU
<a href="#">CSCth68282</a>	2	voicemail-svc	VVM cache does not cleanup files after abnormal cucsf.exe exits
<a href="#">CSCti49039</a>	2	video-svc	CSF crashes if user plugs in a VT3camera while the video preview is open
<a href="#">CSCtg77978</a>	3	phone-deskphone	Placing calls from deskphone mode not possible after resuming from sleep
<a href="#">CSCth43375</a>	3	ms-integration	Display of csc.exe - Application Error
<a href="#">CSCth82760</a>	3	contacts	Memory use appears to grow when sort by presence is enabled.
<a href="#">CSCth85267</a>	3	contact-svc	CUPC8 does not support ldap filter
<a href="#">CSCth97641</a>	3	config-svc	CSF ignores CUP setting : Conferencing - Server Certificate Verification
<a href="#">CSCth98347</a>	3	phone-svc	CCMCIP Server Certificate Verification parameter not loaded from CUP
<a href="#">CSCth98370</a>	3	documentation	CUP deployment guide missing instructions how to add certs to keystore
<a href="#">CSCti00207</a>	3	config-svc	CSF does not sort app\dir rules in priority as they come from CUP
<a href="#">CSCti16415</a>	3	im.point2point	Cut & Paste Conversation fails in Excession
<a href="#">CSCti21440</a>	3	documentation	Avoid using "or later" in version compatibility
<a href="#">CSCti21447</a>	3	documentation	Use consistent version numbering
<a href="#">CSCti21462</a>	3	documentation	Remove "conference calls with video" from CUPC documents
<a href="#">CSCti45628</a>	3	telephony.audio	Directory search issues when modify search
<a href="#">CSCti79469</a>	3	documentation	CUPC Docs needs to include a CTL reset sections
<a href="#">CSCti95547</a>	3	ms-integration	Memory spike during Outlook mail preview
<a href="#">CSCth33909</a>	4	localisation	FRA: localization error: idle timer
<a href="#">CSCti54759</a>	4	documentation	Outlook Presence lightup not supported with Outlook 2003
<a href="#">CSCth82919</a>	6	video-svc	CSF should check number of cores before allowing 3.1 profile
<a href="#">CSCti19117</a>	6	system-thirdparty	Provide ADMX template for CUCSF/CUCIMOC

## Release 8.0(2)

Table 15 lists the caveats that were resolved in Release 8.0(2).

**Table 15** *Resolved Caveats for Cisco Unified Personal Communicator 8.0(2)*

Identifier	Severity	Component	Headline
<a href="#">CSCtg88271</a>	2	video-svc	Intermittent blue screen of death in CDP driver during Win7 32bit bootup
<a href="#">CSCth82643</a>	2	device-svc	CSF is unable to handle UPN or mail_id as a username due to unescaped @
<a href="#">CSCth48039</a>	2	ms-integration	Excel add-on has long delays when cells have background fill
<a href="#">CSCth23122</a>	3	instantmessage-svc	can't create new chat room if "Room Name" contains Fullwidth Letters
<a href="#">CSCth38179</a>	3	comm-trans-history	CUPC crashed when delete/restoring large IM history(out of Mem error)
<a href="#">CSCth83141</a>	3	presence-svc	CUPC 8 login fails for some users
<a href="#">CSCtg24837</a>	4	instantmessage-svc	Initial presence to a room is 'available' regardless of actual presence.
<a href="#">CSCtg87642</a>	4	instantmessage-svc	Chatroom subject returns old values
<a href="#">CSCtg94095</a>	4	comm-trans-history	Only a subset of Group Chat transcript events shown in Comms Hist
<a href="#">CSCth02888</a>	4	instantmessage-svc	User may not be able to join persistent chatroom
<a href="#">CSCth11299</a>	4	commoncomponents	History list window scrollin bug - key repetition
<a href="#">CSCth40494</a>	4	api-general	Failure of initial CSF->Head heartbeat following resume not cleaning up.
<a href="#">CSCth47682</a>	4	api-soap	[Seen once] After resume laptop, contacts appear offline,cannot send IM

## Accessibility Notes

Cisco Unified Personal Communicator Release 8.0 is introducing accessibility features in phases. Users familiar with previous versions of Cisco Unified Personal Communicator will see a subset of keyboard shortcuts and features in this release.

For additional information, refer to:

[http://www.cisco.com/web/about/responsibility/accessibility/legal\\_regulatory/vpats.html](http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html)

## Persistent Chat Rooms Listed in a Separate Control

Persistent chat rooms are listed below the contacts on the main Cisco Unified Personal Communicator window. Although your chat rooms appear to be part of the contact list tree view control, they actually are a separate independent tree view control. To navigate from your contacts to your chat rooms press the **Tab** key instead of the arrow keys.

# 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/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending e-mail to [export@cisco.com](mailto:export@cisco.com).

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