



Release Notes for the Cisco Click-to-Conference Plug-in Integration with IBM Lotus Sametime

Revised: March 17, 2011

These release notes describe requirements and caveats for the Cisco Click-to-Conference plug-in integration with IBM Lotus Sametime. Before you install the Cisco Click-to-Conference plug-in, we recommend that you review this document for information about issues that may affect your system.

Contents

- [Introduction, page 1](#)
- [Related Documentation, page 2](#)
- [System Requirements, page 2](#)
- [Important Notes, page 3](#)
- [Caveats, page 6](#)

Introduction

The Cisco Click-to-Conference plug-in for IBM Lotus Sametime is the subject of these release notes. The Cisco Click-to-Conference plug-in allows users to start an audio call with another person in the Sametime Connect client, and invite more people to join the conference call if required.

Note that integration with IBM Lotus Notes is optional. If you complete this part of integration, you can access the native capabilities of IBM Lotus Sametime, as well as those exposed through plug-ins, from within IBM Lotus Notes.



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

© 2010 Cisco Systems, Inc. All rights reserved.

System Requirements

We strongly recommend that you consult the compatibility information in the *Integration Guide for Configuring the Cisco Click-to-Conference Plug-In with IBM Lotus Sametime*. This document informs you which software components are required for this integration, and which components are compatible with the Click-to-Conference plug-ins versions 6.0.1, 6.1.2, 7.0.1, and 8.0.1.

To integrate the latest 8.0.1 version of the Click-to-Conference plug-in, ensure that you install and configure the following components:

- Cisco Unified Communications Manager—Release 6.x, 7.x or 8.x
- IBM Lotus Domino Server—version 7.0 or a later release
- IBM Sametime Server and Client—version 8.5 or 8.5.1
- [Optional] IBM Lotus Notes—version 8.5 or 8.5.1

Related Documentation

Integration Guide for Configuring the Cisco Click-to-Conference Plug-In with IBM Lotus Sametime:

For documentation about this integration, see the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/7_0/english/integration_notes/ibmstInt.html

Cisco Unified Communications Manager

For Cisco Unified Communications Manager documentation, see the following URL:

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

IBM Lotus Domino Server

For information about installing or upgrading IBM Lotus Domino Server, see the following URL:

<http://www-128.ibm.com/developerworks/lotus/documentation/domino/>

IBM Lotus Sametime

- For information about installing and configuring Lotus Sametime, see the following URL:
<http://www-128.ibm.com/developerworks/lotus/documentation/sametime/>
- For more user support information on Lotus Sametime, see the following URL:
<http://www-1.ibm.com/support/docview.wss?rs=477&uid=swg21195515>

Important Notes

- [Joining Calls Across Clusters Fails, page 3](#)
- [Cisco Unified Communications Manager Fails to Notify Dropped Conference, page 3](#)
- [Incorrect Call Direction when Using Sametime across Intercluster Trunks, page 4](#)
- [Incorrect Status for Participant Added into Sametime Conference via the Desk Phone Conf Key, page 5](#)

Joining Calls Across Clusters Fails

Problem

You cannot join calls across clusters. This issue applies to IBM Sametime and plugin versions.

Cause

A call is active in Sametime. A user in the call creates a separate audio call with a user in another cluster. The "Join" softkey is used to join the calls.

Solution

No workaround exists. You must hang up the phone to end the call.

Cisco Unified Communications Manager Fails to Notify Dropped Conference

Problem

Cisco Unified Communications Manager drops the entire conference under these conditions:

- The Cisco Unified Communications Manager service parameter called "Drop Ad Hoc Conference" is set to "When Conference Controller Leaves."
- The moderator of the conference drops the call.

Cisco Unified Communications Manager fails to notify the Sametime server that the entire conference has dropped. As a result, all the participants except the moderator of the conference still appear to be "Connected" on Sametime.

Cause

This condition occurs when the Cisco Unified Communications Manager service parameter "Drop Ad Hoc Conference" is set to "When Conference Controller Leaves" or "When No OnNet Parties Remain in the Conference".

Solution

No workaround exists. You must close your Sametime call windows.

Incorrect Call Direction when Using Sametime across Intercluster Trunks

Problem

If you use Sametime to make a call across clusters, an incorrect caller ID may display across the intercluster trunk. This condition only occurs if the Cisco Unified Communications Manager used in the call is not in the home cluster of the caller.

Cause

Consider this Cisco Unified Communications Manager configuration as an example:

Cluster A	Cluster B
Cisco Unified Communications Manager version = 6.1.2.1000-13	Cisco Unified Communications Manager version = 6.1.2.1000-13
Extension A	Extension B

If you configure **Cisco Unified Communications Manager A** on the Sametime server, this results:

1. When Extension A calls Extension B on the intercluster trunk — there are no issues.
2. When Extension B calls Extension A: (for example, from YYYYYYY to XXXXXX)
 - The caller ID display on Extension B phone will read "From name (XXXXXX)"



Note The caller ID display should read "To name (YYYYYYY)".

If you configure **Cisco Unified Communications Manager B** on the Sametime server, this results:

1. When Extension B calls Extension A on the intercluster trunk — there are no issues.
2. When Extension A calls Extension B: (for example, from XXXXXX to YYYYYYY)
 - The caller ID display on Extension A phone will read "From Cisco Unified Communications Manager (XXXXXX)"



Note The caller ID display should read "To name (YYYYYYY)".

Solution

No workaround exists

Incorrect Status for Participant Added into Sametime Conference via the Desk Phone Conf Key

Problem



Note

If you use the desk phone CONF key to add a user into a conference call (pre-established via the Sametime interface), the interface displays an incorrect status when that user hangs up the desk phone and exits the call. The Sametime interface displays the status of the user as being connected to the other parties still involved in the call.

Cause

This condition occurs if you use the CONF key on a desk phone to add a user into a conference that was pre-established via the Sametime interface.

Solution

Close the Sametime interface to clear the incorrect status for the user. Use the Sametime interface to add participants if possible.

Caveats

- [Using Bug Toolkit, page 6](#)
- [Resolved Caveats, page 6](#)
- [Hotfixes for Known IBM Lotus Sametime Issues, page 7](#)

Using Bug Toolkit

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

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

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

Before You Begin

To access Bug Toolkit, you need the following items:

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

Procedure

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

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

Resolved Caveats

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

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the [“Using Bug Toolkit” section on page 6](#)).

[Table 1](#) lists caveats that are resolved in the latest release of the Cisco Click-to-Conference plugin but that may have been open in previous releases.

Table 1 *Resolved Caveats for Cisco Click-to-Conference Plugin)*

Identifier	Severity	Component	Headline
CSCsx29222	2	sametime	Sametime Plugin rings callee before caller

Hotfixes for Known IBM Lotus Sametime Issues

Known issues with IBM Lotus Sametime Release 8.0.2 are documented. For more information, see the IBM Technical Notes listed in the table below.

Document Number	Document Title	URL
1368186	Description of changes to the Telephony policy in Sametime 8.0.2	http://www-01.ibm.com/support/docview.wss?uid=swg21368186
1381422	Sametime 8.0.2 Telephony: Callee might appear twice in three-party call	http://www-01.ibm.com/support/docview.wss?uid=swg21381422
1381424	Sametime 8.0.2 Telephony: Click "x" button of call status window does not end call	http://www-01.ibm.com/support/docview.wss?uid=swg21381424

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

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1002R)

© 2010 Cisco Systems, Inc. All rights reserved.