



Release Notes for the Cisco Unity Plug-in for Sametime Connect Release 1.2(x)

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These release notes contain requirements, download, installation and configuration instructions, new and changed requirements and support, limitations and restrictions, and open caveats for the Cisco Unity plug-in for Sametime Connect Release 1.2(x).

The Cisco Unity plug-in for Sametime Connect Release 1.2(x) allows users to view and play Cisco Unity and Cisco Unity Connection voice messages directly from their IBM Lotus Sametime 7.5.1 client application. This plug-in is available on the Cisco Unified Communications Plug-ins for IBM Lotus Sametime Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/cucplugin>. For full access to the Software Center website, you must be logged on to Cisco.com as a registered user.

The *User Guide for the Cisco Unity Plug-in for Sametime Connect Release 1.2(x)* is available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.



Note

The Cisco Unity plug-in for Sametime Connect Release 1.2(x) is available only in U.S. English; no multilingual version of this release is planned.

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System Requirements

Before installing the Cisco Unity plug-in for Sametime Connect, user workstations should meet the following minimum system requirements:

- Microsoft Windows XP (Service Pack 2 or later)
- 512 MB RAM minimum
- 20 MB free disk space
- IBM Lotus Sametime Connect 7.5.1, with the hotfix “Sametime 7.5.1 jar file to add JNDI LDAP provider to JRE”

Compatibility Information

The Cisco Unity plug-in for Sametime Connect has been qualified for the version combinations of Cisco Unity and IBM Sametime Connect software listed in [Table 1](#).

Table 1 ***Supported Version Combinations for the Cisco Unity Plug-in for Sametime Connect Release 1.2(x)***

Component	Requirement
Voicemail System	Cisco Unity 4.2 with Microsoft Exchange 2003
	Cisco Unity 4.2 with IBM Lotus Domino
	Cisco Unity 5.0 with Microsoft Exchange 2003
	Cisco Unity 5.0 with Microsoft Exchange 2007
	Cisco Unity 5.0 with IBM Lotus Domino
	Cisco Unity Connection 2.0
Client Platform	Windows XP (Service pack 2)
IBM Sametime Connect	Sametime Connect version 7.5.1 with the hotfix “Sametime 7.5.1 jar file to add JNDI LDAP provider to JRE”

Determining the Sametime Connect Version

To Determine the Sametime Connect Version in Use

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- Step 1** In the Sametime Connect main window, from the Help menu, click **About Lotus Sametime**.
The Lotus Sametime splash screen displays your product version.
- Step 2** Click the splash screen to close it.
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Installation Information

Subscribers with Sametime Connect version 7.5.1 installed on their workstations must also install the “Sametime 7.5.1 jar file to add JNDI LDAP provider to JRE” hotfix from IBM. This hotfix is available at <http://www-1.ibm.com/support/docview.wss?rs=477&uid=swg21259909>, and steps for installing this hotfix are provided in the *User Guide for the Cisco Unity Plug-in for Sametime Connect Release 1.2(x)* (available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html).



Tip

For administrators familiar with the Eclipse development and deployment environment, it is possible to create an Eclipse plug-in and feature that uses an install handler to automate the installation of the IBM hotfix.

See the following topics for information on extracting and installing the Cisco Unity plug-in for Sametime Connect:

- [Downloading the Cisco Unity Plug-in for Sametime Connect, page 3](#)
- [Installing the Cisco Unity Plug-in for Sametime Connect, page 4](#)

Downloading the Cisco Unity Plug-in for Sametime Connect

To Download the Cisco Unity Plug-in for Sametime Connect

- Step 1** On a computer with a high-speed Internet connection, go to the Cisco Unified Communications Plug-ins for IBM Lotus Sametime Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/cucplugin> and navigate to the Cisco Unity plug-in for Sametime Connect.



Note

For full access to the Software Center website, you must be logged on to Cisco.com as a registered user.

- Step 2** On your system, create a directory to hold the Cisco Unity plug-in for Sametime Connect files.
- Step 3** Download the file **CiscoUnityVoicemailUpdateSiteFiles_1.2.2.1035.tar.gz** to the directory you created in [Step 2](#).
- Step 4** Extract the files by using the application appropriate for your operating system to the directory you created in [Step 2](#).

When extracted, the directory structure looks like this:

```
- features
  com.cisco.sametime.voicemail.config.feature_1.1.2.1002.jar
  com.cisco.sametime.voicemail.feature_1.2.2.1035.jar
- plugins
  com.cisco.eclipse.javamailplugin_1.1.4.1002.jar
  com.cisco.sametime.voicemail_1.2.2.1035.jar
  com.cisco.sametime.voicemail.config_1.1.2.1002.jar
- web
  site.css
  site.xsl
.project
index.html
site.xml
```

README.TXT

See the “[Installing the Cisco Unity Plug-in for Sametime Connect](#)” section on page 4 for information on installing the plug-in on subscriber workstations.

Installing the Cisco Unity Plug-in for Sametime Connect

Once you have extracted the Cisco Unity plug-in for Sametime Connect files, there are two ways to install the plug-in on subscriber workstations:

- You set up Sametime Connect to automatically install the Cisco Unity plug-in on subscriber workstations by using a push update. See your Sametime Connect documentation for information on how to set up a push update of the Cisco Unity plug-in.

While subscribers will not have to install the plug-in software with this method, they will still need to configure Sametime Connect with their Cisco Unity user name and password information. For information on configuring Sametime Connect to enable a subscriber to access their Cisco Unity voice messages, see the *User Guide for Cisco Unity Plug-in for Sametime Connect Release 1.2(x)*.

- Subscribers install the Cisco Unity plug-in for Sametime Connect on their workstations themselves. For instructions for how to install and configure the plug-in, see the *User Guide for Cisco Unity Plug-in for Sametime Connect Release 1.2(x)*.

The *User Guide for Cisco Unity Plug-in for Sametime Connect Release 1.2(x)* is available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_user_guide_list.html.

Using the Cisco Unity Voicemail Configuration Utility

The Cisco Unity Voicemail Configuration Utility enables you to configure the Cisco Unity plug-in for all subscribers in your organization who will use the plug-in. This utility can be used for automatic (for example, push installations) and for manual installations of the Cisco Unity plug-in, and to update subscriber configuration information after the plug-in has been installed.

For configuration changes to take effect, you can either set up Sametime Connect to automatically update subscribers by using a push update, or instruct subscribers to update the plug-in from their Sametime Connect client.

For additional information on configuring the directory services fields, see the “[Configuring Directory Services](#)” section on page 7.

Some of the fields in the utility correspond to what is available for subscribers to configure in the Cisco Unity Voicemail Preferences window from Sametime Connect. If you do not want subscribers to customize a particular field, select the Read Only check box for that field.

To Use the Cisco Unity Plug-In Utility

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- Step 1** From a command line, copy `.../plugins/com.cisco.sametime.voicemail.config_1.1.2.1002.jar` to your current directory.
 - Step 2** From a command line, copy `.../features/com.cisco.sametime.voicemail.config.feature_1.1.2.1002.jar` to your current directory.

Step 3 From a command line, enter the following command to launch the Cisco Unity Voicemail Configuration Utility:

```
java -jar com.cisco.sametime.voicemail.config_1.1.2.1002.jar
```

Step 4 From the Cisco Unity Plug-in Configuration Utility window, enter values in the applicable fields. The fields are described in [Table 2](#).



Note None of these fields are mandatory but any fields that are left empty will need to be configured by the subscriber from Sametime Connect on their client workstations. Fields that are left empty will not overwrite the Cisco Unity Voicemail configuration of the subscriber in the Sametime Connect client application, but updated fields will change configuration information when the configuration feature is installed on the client workstation.

Table 2 *Cisco Unity Plug-in Configuration Utility Window Fields*

Name	Description
Voicemail Folder	The name of the voice mail folder in the IMAP store.
Voicemail Server	The name or IP address of the voice mail store. Select the Read Only check box to prevent subscribers from changing this value.
Voicemail Port	The number of the port used to communicate with the voice mail store. Select the Read Only check box to prevent subscribers from changing this value.  Note Cisco Unity Connection provides a port that enables license-free IMAP connections. To use this port, set the Voicemail Port value to 7993 and ensure that the “Use Secure Connection” check box is selected.
Voicemail Poll Interval	Time, in seconds, that each client waits before checking for new voice messages.
Voicemail Rewind Interval	Time, in seconds, that the voice message will rewind when the Rewind button on the Voicemail player is pressed.
Voicemail Skip Forward Interval	Time, in seconds, that the voice message will skip forward when the Skip Ahead button on the Voicemail player is pressed.
Directory Server	The name or IP address of the LDAP server. Select the Read Only check box to prevent subscribers from changing this value.
Directory Port	The number of the port used to communicate with the LDAP server. Select the Read Only check box to prevent subscribers from changing this value.
Directory Search Base	The base (or root) of the directory service in which to search for names. The base can be a country, organization or other type of group. Select the Read Only check box to prevent subscribers from changing this value.
Directory Search Field	The field on which phone number lookups are performed. Select the Read Only check box to prevent subscribers from changing this value.

Table 2 Cisco Unity Plug-in Configuration Utility Window Fields (continued)

Name	Description
Use Encrypted Connection	Select when the IMAP store requires an encrypted connection. Select the Read Only check box to prevent subscribers from changing this value.
Enable Detailed Logging	Select to turn on detailed logging.

Step 5 From the File menu on the Cisco Unity Voicemail Configuration Utility window, click **Save**.

The saved files are stored in the current directory, and the numbers in their file name automatically increment by 1. For example, when saved, the **com.cisco.sametime.voicemail.config.feature_1.1.2.1002.jar** generates another file named **com.cisco.sametime.voicemail.config.feature_1.1.2.1003.jar**, and the **com.cisco.sametime.voicemail.config_1.1.2.1002.jar** generates another file named **com.cisco.sametime.voicemail.config_1.1.2.1003.jar**.

Step 6 Copy the newly generated files back to the .../plugins and .../features directories as applicable.

Step 7 From the File menu on the Cisco Unity Voicemail Configuration Utility window, click **Exit**.



Note When you close the Cisco Unity Voicemail Configuration Utility window, you lose any unsaved changes.

Step 8 Use a text editor to open the site.xml file located in your Cisco Unity plug-in for Sametime Connect directory.

Step 9 Edit the following lines to contain the updated file name. For example, the original site.xml file:

```
<?xml version="1.0" encoding="UTF-8"?>
<site>
<feature url="features/com.cisco.sametime.voicemail.feature_1.2.2.1034.jar"
id="com.cisco.sametime.voicemail.feature" version="1.2.2.1035"/>
<feature url="features/com.cisco.sametime.voicemail.config.feature_1.1.2.1002.jar"
id="com.cisco.sametime.voicemail.config.feature" version="1.1.2.1002"/>
</site>
```

will be updated as shown (changes are in **bold type**):

```
<?xml version="1.0" encoding="UTF-8"?>
<site>
<feature url="features/com.cisco.sametime.voicemail.feature_1.2.2.1034.jar"
id="com.cisco.sametime.voicemail.feature" version="1.2.2.1035"/>
<feature url="features/com.cisco.sametime.voicemail.config.feature_1.1.2.1003.jar"
id="com.cisco.sametime.voicemail.config.feature" version="1.1.2.1003

```

Step 10 Save your changes and close the text editor application.

Step 11 For configuration changes to take effect, you can either set up Sametime Connect to automatically update subscribers using a push update, or instruct subscribers to update the plug-in from their Sametime Connect client.



Note

When doing any future updates to the configuration, remember to start with the latest configuration. For example, if the current configuration is 1.1.2.1003, you would update the 1.1.2.1003 jars to create a new 1.1.2.1004 configuration.

Configuring Directory Services

For the Cisco Unity Voicemail plug-in to be able to resolve a caller to a Sametime contact, the LDAP server configured for Cisco Unity or Cisco Unity Connection should be the same directory server as the one used by the Sametime Connect server.

If this is not possible, then the LDAP directory servers for Cisco Unity or Cisco Unity Connection and Sametime Connect must use the same unique user name or user ID to represent the same subscriber in each directory. Otherwise, the Cisco Unity Voicemail plug-in will not be able to resolve voicemail sender information into Sametime contacts.

For best results, regardless of the above configuration, you may optionally provision or provide subscribers with the location of an LDAP directory server that contains this information, including matching username and phone number, which can be used as the setting for the Directory fields in the Cisco Voicemail Preferences page from the Sametime Connect client application. This directory server may be the same as or different from the one used by the Sametime Connect server.

Troubleshooting Information

A status bar at the bottom of the Cisco Unity Voicemail application panel indicates when the subscriber is successfully connected to Cisco Unity or to Cisco Unity Connection. Any error messages appear as hypertext links that the subscriber can click to open a window that provides additional details about the error and how to resolve the issue.

If any unexpected or irresolvable issues occur, detailed logging information is available that can assist in troubleshooting the issue. See the following [“Using Logging to Troubleshoot Issues”](#) section for more information on setting up and using log files.

Using Logging to Troubleshoot Issues

When troubleshooting issues with the Cisco Unity plug-in for Sametime Connect, look in the following log file directories for errors and warnings:

- C:\Documents and Settings\\IBM\RCP\Sametime\, where <username> is the windows user name of the subscriber. The most recent log file is named sametime.log.0.
- C:\Documents and Settings\\IBM\RCP\Sametime\metadata\.log, where <username> is the windows user name of the subscriber.

To Enable Detailed Logging

- Step 1** From Sametime Connect, click **File > Preferences**.
- Step 2** From the Preferences window, click the **Cisco Unity Voicemail** option.

- Step 3** Click the **Enable Detailed Logging** option so that it is selected.
 - Step 4** Click **OK** to accept these settings and close the Preferences window.
-

Subscriber Unable to Play Voicemail Due to Port Conflicts

If a subscriber is unable to play a voicemail and receives an “Error attempting to play voicemail” error message, check the Sametime.log.0 file. If the log file shows a bind exception, then the Voicemail Port may be in use by another plug-in.

To resolve this problem, change the Voice Chat Port number from the Sametime Administration Console on the Sametime Server. For steps on how to change this port, see your Sametime Administrator Guide.

Limitations and Restrictions

MWI On Phone Does Not Change to Reflect Message State

For environments with Cisco Unity 5.0 and Cisco Unity 4.2 with IBM Lotus Domino as the message server, the Message Waiting Indicator (MWI) on the phone does not change to reflect the state of a message changed from Sametime Connect. For example, the new message light on the phone will not turn off after the message is played from Sametime Connect.

SSL Is Not Supported With Microsoft Exchange 2003

Secure Sockets Layer (SSL) is not supported for environments with Cisco Unity 5.0 and Cisco Unity 4.2 with Microsoft Exchange 2003 as the message server. In these environments, secure user logon is provided by using an internal encryption-based authentication module. When NT Lan Manager (NTLM) is enabled on the Exchange server, this module utilizes the NTLM protocol to provide a secure login that ensures that credentials are not sent as clear text, even with unencrypted connections. The Cisco Unity plug-in will first attempt to use the NTLMv2 protocol first, and in the event of failure, will fallback to the NTLMv1 protocol.

Caveats

You can find the latest caveat information for the Cisco Unity plug-in for Sametime Connect—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.



Note

To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

This section contains caveat information for the Cisco Unity plug-in for Sametime Connect Release 1.2(x) only.

Open Caveats—Release 1.2(x)

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by caveat number.)

Table 3 *Cisco Unity Plug-in for Sametime Connect Release 1.2(x) Open Caveats*

Caveat Number	Severity	Component	Description
CSCsi61051	3	voicemail	Firebaugh/jclDesktop/SSL/Unity/Exchange2003 does not work
CSCsi75424	3	voicemail	Forwarded messages do not contain introduction message
CSCsi80650	3	voicemail	Unity/Domino: deskphone MWI not in sync with changes made in FB
CSCsj22807	3	voicemail	Signed Jar Files Generate Warning in Installation
CSCsj51224	3	voicemail	Connection 2.0 CO-RES FB deleted msg didn't get purged when hardphone did
CSCsj51225	3	voicemail	Incorrect SSL setting causes failed connection and no error message
CSCsj55622	3	voicemail	Unity Connection: Forwarded messages do not show up in FB

Obtaining Documentation, Obtaining Support, and Security Guidelines

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

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

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