



# Release Notes for Cisco Unified CallConnector for Microsoft Windows, Version 1.5.0

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## Introduction

Cisco Unified CallConnector for Microsoft Windows Version 1.5.0 includes updates and fixes for the Cisco UCC Client, Cisco UCC Server, and the Cisco UCC Mobility Service.

Existing Cisco UCC users can move to the 1.5.0 capabilities by downloading the installation files from Cisco.com and upgrading their Cisco UCC applications. Registered Cisco UCC applications do not need to be re-activated.

Note Cisco UCC Clients must also be updated to version 1.5.0 to work with the 1.5.0 Cisco UCC Server.

## Compatible Cisco Unified CME and Windows Operating Systems

Version 1.5.0 is certified for the following versions of Cisco Unified CME and Windows operating systems.

Cisco Unified CME Version	Cisco IOS Release
4.1	12.4 (15)T7
4.2	12.4 (11) XW9 (for use with UC500)
7.0	12.4(20) T1

Cisco UCC	Windows Operating System
CallConnector Client	<ul style="list-style-type: none"> <li>• Microsoft Windows XP Professional (Service Pack 2 or later)</li> <li>• Windows Vista</li> </ul>
CallConnector Server	<ul style="list-style-type: none"> <li>• Microsoft Windows XP Professional (Service Pack 2 or later)</li> <li>• Windows Vista</li> <li>• Windows Server 2008</li> <li>• Windows Small Business Server</li> </ul>

Cisco Unified CME, the workstation and server PC and their Windows operating systems must meet the minimum requirements and must be supported versions.

Cisco UCC Toolbar and Popup notifications do not support the following Cisco Unified CME IP phones.

IP Phone Types	IP Phone Models
SCCP IP Phones	<ul style="list-style-type: none"> <li>• Cisco Unified IP Phone 7902, 793x, and 7985 and analog phones are not supported.</li> </ul>
SIP IP Phones	<ul style="list-style-type: none"> <li>• SIP phones are not supported.</li> </ul>
Analog Phones with Adapters	<ul style="list-style-type: none"> <li>• Cisco ATA 186, Cisco ATA 188 and Cisco VG200 Series Analog Gateways with SCCP FXS ports are not supported.</li> </ul>

## Support for Cisco Unified CME 7.0 Features

With version 1.5.0, the Cisco UCC solutions support Cisco Unified CME 7.0 12.4(20) T1 and provide interoperability with the following features:

- Support for Skinny Call Control Protocol version 9 (SCCP v9): The Cisco UCC solutions are upgraded to support SCCP v9 with the following enhancements:
  - Version negotiation with Cisco Unified CME. With Cisco Unified CME 7.0, the Cisco UCC solutions (client and server) negotiate the SCCP version for the TAPI sessions. The SCCP protocol versions for the Cisco Unified IP phone and the related TAPI session can be different. Use the **show ephone** command to display the phone and TAPI SCCP version.
  - Automatic Line Type Discovery: During the SCCP registration process, Cisco UCC can automatically discover the channel type of the provisioned DN. Earlier Cisco

UCC versions with Cisco Unified CME 4.1, 4.2 required this information to be manually configured.

- Dynamic Shared Line Message Support: With version 1.5.0, shared ephone-DNs do not have to be configured, the shared line information is sent as a part of the call. The Cisco UCC client behavior has changed for shared lines. The Popup window is displayed only for the connected call.
- Forward to number is discovered and reported to the Cisco UCC application, both when the call forward is setup from the phone or from the Cisco UCC client.
- Support for Octal and Dual Lines. Octal lines in Cisco Unified CME 7.0 allow the user to configure up to eight channels, that is, receive up to eight calls on a single ephone-DN. Dual line ephone-DNs support two channels.
- Support for Monitor and Watch Lines. These configurations of ephone-DNs display the status (Busy/Idle) of the extension number (Monitor) or the associated phone (Watch).
- Support for Overlay. This configuration of ephone-DNs allows multiple directory numbers to be associated with one phone line or button.

### **Support for Cisco Unified CME 4.2 and Cisco IOS Release 12.4 (11) XW9, Cisco Unified CME 4.1 and Cisco IOS Release 12.4 (15) T7**

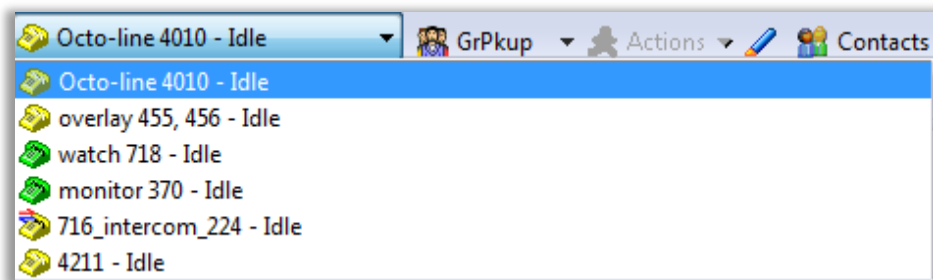
Digit Collection for Call Transfer: The Cisco UCC solution has been updated to support digit collection in either the transfer originating call leg or the new call leg. This determination is made automatically and does not require configuration.

### **Concurrent Support for Both SCCP Versions 9 and Lower Versions**

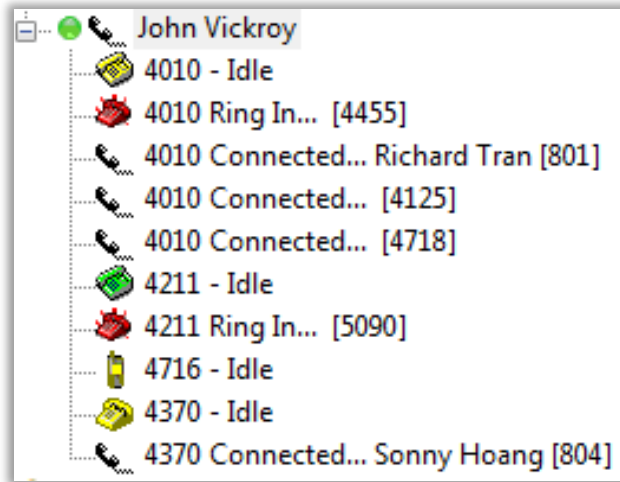
Concurrent support for SCCP version 5 and 9: Cisco Unified CME 4.2 and earlier versions do not support TAPI version negotiation. As a result the TAPI SCCP version is the same as the SCCP version of the associated IP phone. This means Cisco UCC Server can receive both the earlier SCCP message types and the newer format SCCP message types for SCCP version 9 and later versions depending on the version of firmware on the Cisco Unified IP phone being controlled. The Cisco UCC solution can work with a Cisco Unified CME with a mix of newer and older IP phones.

### **Octal and Dual Lines**

The Cisco UCC graphical interfaces in the Toolbars and Status windows display are updated to display dual and octal lines in a way similar to the IP phones. During the idle state a single line is displayed. When the line has call activity, an additional entry in the list displays the caller and call state information until all the available lines are in use.



**Figure 1: UCC Toolbar Line Display with lines in Idle State\***

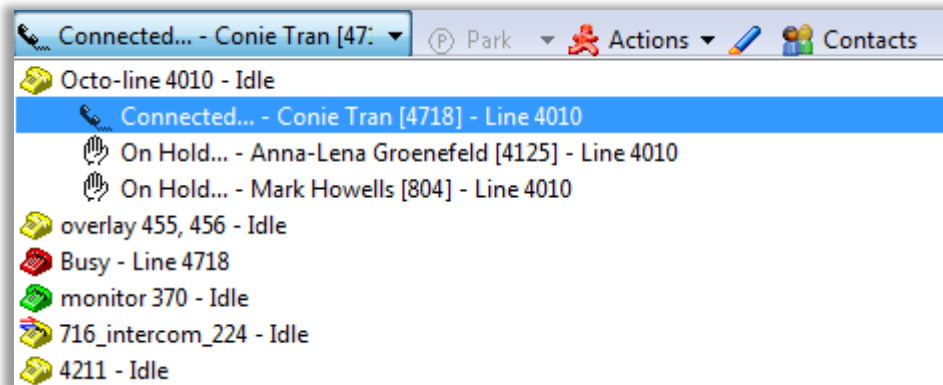


**Figure 2: UCC Toolbar Line Display showing multiple calls and Watch DN**

### Status Display for Monitored/Watch Numbers

The Monitor and Watch features in Cisco Unified CME allow the status of an ephone-DN or an IP phone to be displayed on a button. The Cisco UCC graphical interface similarly displays the busy/idle status of these buttons.

(\*In the figure below, Octo-line, Overlay, Watch, Monitor and 716\_Intercom are the labels for those buttons.)

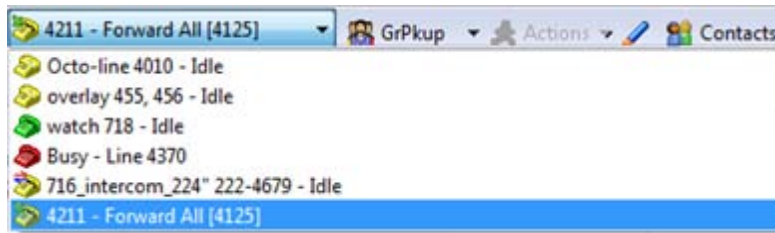


**Figure 3: UCC Toolbar showing Idle and Busy Monitor and Watch Lines**

In addition, when a Watch or Monitor line is selected and the Dial button is pressed, the call is made to the provisioned extension number. From the Cisco UCC Toolbar, users must select the monitor line and click on the Dial button to make a call to the predefined number.

### Call Forwarded Display Enhancements

The UCC toolbar displays the current call forward setting on all the lines of the IP Phone. When a line is forwarded, the line display in the toolbar indicates that forwarding is enabled and displays the call forwarded number.



**Figure 4: Display of Forwarded Number in the Toolbar Line Display**

To clear the call forward, first select the line with forwarding and then press the Forward button on the toolbar.

Note: Only the 'Call Forward All' settings are displayed, the settings of Call Forward Busy and No-Answer are not shown.

### **Display of Shared Calls**

When a call is shared, that is, a shared-DN was picked up on another phone; the Cisco UCC displays the call as busy (in earlier releases this was shown as connected). For shared calls, the Popup call window is cleared and in the Cisco UCC Toolbars, the call control buttons are disabled. If the shared call is placed on hold, then the Popup window is presented again and the Resume button is enabled to allow the user to connect with the caller.

### **Display of Ephone-DN Labels**

If a label is specified for the ephone-DN in the Cisco Unified CME configuration, then Cisco UCC clients display this text instead of the telephone number. This follows the model of the line display on the IP phones.

### **Support for Line Preference or Autoline**

The ephone setting for auto-line specifies the default line to use for making calls. For the Cisco UCC client in the local mode, users can specify this option from the Cisco Unified CME TSP Wizard setting. For the Cisco UCC server, this information is automatically downloaded from the Cisco Unified CME configuration.

When the line preference is set for other than the first line, the Cisco UCC client tries to use this line to make an outgoing call. If this line is busy, then an available line is located starting from the first line. Note Monitor and Watch lines are not used for making outgoing calls.

### **Support for Microsoft Windows Vista and 64-BIT Windows OS**

The following Windows operating systems are supported in version 1.5.0. Please see the data sheets for the most current information.

- Cisco UCC Client: Windows XP SP2 and Windows Vista (32-bit editions). Windows Vista and Windows XP 64-bit versions are supported only in server mode.
- Cisco UCC Server: Windows XP, Windows Vista, Windows 2003, and Windows 2008 both 32-bit and 64-bit versions of the OS are supported.

## Updating from Version 1.4.x

### UCC Client Upgrade Notes

To update a version 1.4.x UCC client:

- Step 1. Exit the Cisco UCC Client (Popup application) and close all instances of Microsoft Outlook and Internet Explorer. From the task manager verify that all such instances are indeed closed.
- Step 2. Run the 1.5.0 installation to upgrade the program files. Upon completion, the install will automatically launch the Cisco Unified CME TSP wizard.
- Step 3. Click on the Start button in the 'Connection to Cisco Unified CME' window register to your phone. In the next window 'Call Appearances/Feature Buttons', verify and if required correctly setup the line and monitoring types.
- Step 4. Note you must verify and correctly setup the dialing parameters from Popup->Options->Dial Plan window.
- Step 5. Restart the PC.

### UCC Server Upgrade Notes

To update a version 1.4.x UCC Server:

- Step 1. Close the UCCS Server applications from the CTI Services Manager and run the 1.5.0 Server installation program. The Server Wizard is launched after the files are copied.
- Step 2. Go to the CallController Server pages and 'Download the CME Configuration parameters' from each CME. Make sure that you have the option 'Apply changes to the selected ephones after download' checked.
- Step 3. From the next window 'Call Appearances/Feature Buttons' verify and if required correctly setup the line and monitoring types for all the ephones. Close and exit the Server Wizard.
- Step 4. Open Windows Services Manager, verify and/or set CCTSCCSVR to the disabled state.
- Step 5. Restart the Server PC.

## Updating from Versions Older Than 1.4

You must un-install this older version and re-install the 1.5.0 version of both the Cisco Unified CallConnector Server and Clients.

- Step 1. Write down the PAK-ID or serial number from the Server Wizard->Versions page and from the Popup About dialog accessed by right-clicking on the phone icon in the system tray.
- Step 2. Make a record of any configuration information that you may require for the new install.

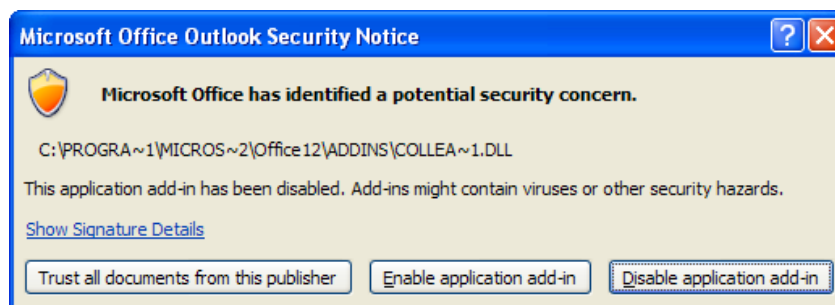
## UCC Client 1.5.0 Features

The changes made to the 1.5.0 version of the UCC Client include:

- Enhancements to the Line Display List to display lines with multiple channels, monitoring types, and call forward.
- Support for Octal and Dual Lines.
- Call Forward: Call forward status of a line is displayed for each line.
- Short-Cut Keys for Autodial and QuickSearch. The UCC Client supports configurable shortcut keys for the quick search window (Pause-break) and autodialing (Ctrl+Space) a highlighted number. The shortcut keys can be changed in the ucc.xml file in Windows->System32.
- Run UCC Client with Windows standard user rights. (Earlier versions could only be run under administrator/power user rights)

## Installation Changes

- Upgrade from version 1.4 to 1.5.0 requires the user to refresh their Cisco Unified CME TSP configuration settings. The TSP Setup Wizard is launched automatically when the files are updated. The users must download the ephone parameters by clicking the Start button in the “Verify Connection to Cisco CME”. This refreshes the ephone line configuration information for the additional parameters supported by version 1.5.0.
- New installations are able to enter a support e-mail address to allow partners to enter their support e-mail address and receive customer reported issues directly via e-mail.
- New installations are also provided options to ‘Run Popup with limited user rights’ and ‘Startup with Windows’
- When Outlook 2007 is first run after the UCC Client installation on Windows Vista, depending on the security settings the following popup message can display requesting permission to ‘Trust all documents from this publisher’. The user must click on this choice to enable the UCC toolbar.



**Figure 5: Outlook security notice window**

If the Security Notice is not displayed or if the toolbar does not display on Outlook 2007, then verify and set the following security settings:

Step 1: In Outlook 2007, click Tools -> Trust Center

Step 2: Select Add-ins in the Trust Center pop-up window and uncheck "Apply macro security settings to the installed add-ins". Click OK and restart Outlook.

Step 3: When you see UCC Outlook toolbar and the "Trusted Publishers" is not added, go to the Trust Center and select Add-ins on the left panel again. Check "Apply macro security settings to installed add-ins". Click OK and then restart Outlook 2007.

Step 4: After you restart Outlook 2007, when the "Microsoft Office Outlook Security Notice" window pops, click "Trust all documents from this publisher".

## Running under Windows Standard User Rights

Version 1.5.0 Cisco UCC client can run on Windows accounts that have standard user rights. Earlier versions could only be run under Windows administrator or power user accounts. There are differences in the client behavior when run under standard user rights. These are summarized below:

- The Cisco UCC client must be installed from a Windows account with administrator/power user rights. During installation, the option to "Run Popup with limited user rights" must be selected. The required Cisco UCC services are setup to run automatically at Windows startup.
- The option to 'Run Popup with limited user rights' is not available when updating. User requiring this option must uninstall the Cisco UCC clients.
- The Cisco UCC Services cannot be started or stopped from the Popup right-click menu. Note the status of the UCC services cannot be queried and always indicates stopped.
- Access is restricted to the Cisco Unified CME TSP wizard and the Phone and Modem Controls.
- The Cisco UCC client can operate in either the local or server mode.
- Connection errors that require restart of the UCC Services will require the PC to be restarted.

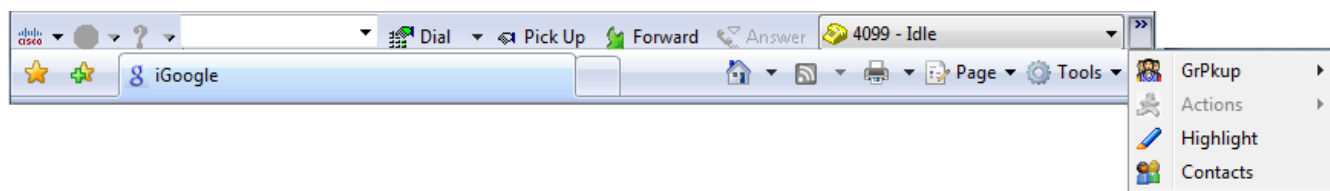
## UCC Toolbar Changes

- Contact button in the toolbar only opens the Contact Applications window in Internet Explorer and Outlook. It does not close the window as in earlier versions. To close the Contact Applications window click the button marked 'X' or switch to another window.
- Action button provided information is valid only for the duration of the call. In earlier versions, this information was maintained until the next call. Version 1.5.0 clears the Action button information when the call completes and the button grays out.
- Line Display List changes. This window displays the status of the calls and lines on the IP Phone. The line display has been updated to:
  - Display a single instance of a line in the idle state. (In earlier versions, dual lines were displayed with two lines). For DN with multiple channels, the idle state is displayed by a single line in the call list. Each new call is displayed on a new line in the call list up to the maximum number of calls supported by the DN. As calls are made, a new entry is added to display the call information. The idle line allows the user to make a new call even when there are calls on that DN. When the capacity of the DN is reached, that is the second call (dual-line) and the eight calls (octal line), the idle line entry is not displayed.
  - Call Forward Display. UCC Client version 1.5.0 allows call forwards to be set for each of the call processing lines on the ephone. Call forwards cannot be set on monitor, watch and intercom lines. If the DN has a call forwarding set, then the phone icon displays a small green arrow and the call list displays the text 'Call



Forward All – Number’. In addition, the toolbar call forward button changes to ‘Cancel Call Forward’, indicated by a small red ‘x’.

- Monitor/Watch Status Display: The monitor or watch configuration on an ephone allows the user to track the status of another DN (monitor) or IP Phone (watch). In the call list a green phone icon indicates Monitor/Watch DN in idle state. A red phone icon indicates Monitor/Watch DN in busy state.
  - Calling a Monitor and Watch DN: When the line is selected, and the Dial button is pressed, a call is made to the provisioned directory number. Note the Popup behavior is different, when a Monitor/Watch DN is selected the call is made immediately to the provisioned number
  - Shared calls are displayed as Busy. For shared calls the toolbar call control buttons are disabled because the user is not able to access telephony features for that call.
- Access to Toolbar Features for lower resolution screens. If the application window is smaller such that the toolbar buttons are not all visible, then those buttons can be accessed from a pull-down menu at the right of the toolbar.



**Figure 6: Toolbar pull-down menu for shorter windows**

## Cisco UCC Contacts Application Notes

The following changes were made to the Cisco UCC Contact applications:

- Cisco UCC Group names cannot be added when the user information is updated or a new user is added (in server mode). The administrator defined group list is available from a pull-down list.
- New contact information can added to the corporate directory; however, these contacts cannot be Cisco UCC users. Cisco UCC users must be added from the Server Wizard.
- Paging (up and down) buttons at the bottom left of the directory and log windows allow users to page up and down to view the information not displayed in the current windows.

## Short Message Service (SMS) Messaging

Improvements have been made to the methods for sending Short Message Service (SMS) text messages. Cisco UCC still uses the email transport to send the SMS message to the service provider. This requires the SMS address to have the e-mail address of the service provider. Improvements include:

- Addition of MAPI Send Method for emailing the SMS message. This is the default method for sending the SMS messages. It uses the users email account to send the message. If the user’s e-mail client cannot be used, the e-mail is sent directly to the Service Providers SMTP service.
- Logging of SMS messages: When the MAPI Send Method is used, the SMS messages are saved in the e-mail send folder providing an archival facility.

## GUI Localization Updates

Version 1.5 supports user selectable language for the user interface. As of version 1.5.0.21, five languages, English, French, German, Italian, and Spanish-European have formal translations.

The following additional languages are included with beta level translations only:

- Danish
- Dutch
- Finnish
- Norwegian
- Portuguese
- Swedish

Note: Final translations and language updates will be made available from the download site as well from the Cisco UCC Wiki (see page 19 for the hyperlinks).

The following interfaces are available in the supported languages:

- Toolbar, Contacts windows and Popup interfaces including all menus, prompts, and error messages
- Server Wizard Application interface
- Voice Prompts for the Mobility Services. (Note voice prompts are available for English, French, German, and Spanish)

The following information continues to be available only in English

- Installation Wizard windows
- All documentation including help files
- All diagnostic tools, trace files

## Cisco UCC Server Enhancements

The UCC Server adds additional support for multiple Cisco ISR/Cisco UC500 routers and support for Cisco Unified CME 7.0 features. Users can see the presence information and telephone status of all users across multiple locations. See the technical overview and administrator guides for the specific networking requirements to support multiple routers in different locations. Multiple router support includes server-side dial plan capability, which needs to be configured by the system administrator.

### Server Installation Enhancements

The Server Installation adds the following capabilities:

- Detection and support for 32-bit and 64-bit server environments.
- Automatic addition of the server components in to the Windows firewall to allow the UCC Server components to be enabled for Internet communication

### Server Wizard Enhancements

The Server Configuration Wizard adds the following capabilities:

- The “Show Basic Configuration Pages” option for the UCC Server displays only the pages that require user input. The default parameters are used for all the remaining pages. Uncheck this option to view all the pages.
- Verify Port and checking for duplicate port setting. The Wizard provides the ‘Verify Port’ button to check if the port is in use by another application. It also checks if there is a duplicate setting for the ports.
- Pull-down list for the Server PC IP Address. The Server Wizard detects the available network adapter cards and their IP addresses and displays them via pull-down list to the user. This minimizes configuration errors.
- Downloaded Channel and Monitor Type information. The Server Wizard automatically reads the Cisco Unified CME configuration and configures the channel type and monitoring of DN for the ephones.
- The Server Wizard updated its internal databases with the Cisco Unified CME configuration for ephones and ephone-DNs when this configuration is downloaded from Cisco Unified CME. An option is provided to disable this synchronization to allow the administrator to maintain any manual updates.
- Import of User Data from Spreadsheet. Version 1.5 includes a users.csv text file that can be opened from Microsoft Excel to enter the user information. This user information can be imported directly from this file.
- Assignment of user ephones based on the user's primary DN specification.
- Pop-up list to select ephone when the user's DN is a shared DN and not uniquely associated with an ephone.

NOTES: The Server Wizard allows the system administrator to download the CME configuration using the Telnet interface. Administrators can also make changes to the ephone parameters. This is to allow the administrators to make changes to manually synchronize the Cisco UCC settings with Cisco Unified CME. The UCC Server Wizard does not upload these changes to Cisco Unified CME. System administrators must ensure that the Cisco Unified CME and Cisco UCC configurations are in sync.

### **Importing User Data**

You can update the Cisco UCC user information using Microsoft Excel and then import into the Server Wizard.

### **Instant Messaging Enhancements**

The UCC provides a basic one-to-one Instant Messaging service for all the UCC users. The following enhancements were made to this service:

- Instant Message window provides word wrap of the text. The maximum message size is 3500 characters. A character count displays the number of additional characters that can be entered.
- 'Is Typing' indicator displays the status when corresponding IM party is entering text in the message box.
- Status of recipient (available or unavailable information) is displayed at the bottom of the message window.
- New messages do not pop up to the top and take focus. Instead the IM message remains in a minimized window.
- Each IM session has a button in the Windows Taskbar. The task bar button blinks three times when a new message is received. Users can click the button to bring the IM session to the front. They can minimize the window to work on another application.

## **Cisco UCC Mobility Service**

Existing UCC Server customers can add the Mobility Service by downloading and upgrading both the UCC client and server applications. As noted above, a purchased serial number is required to after the trial period.

Transfer-to-Voice Mail Soft key: The Mobility Service now supports the Transfer-to-Voice Mail softkey as one of the transfer methods. This option simplifies configuration of the mobility service because the Cisco Unity Express direct-transfer script does not have to be downloaded and configured.

### **Customizing Voice Prompts**

The voice prompts played by the Mobility Service for Single Number Reach can be customized by end users and partners. The voice file and text of the prompt are specified in Prompt-text.txt in the Wave subfolder of the Unified CallConnector Server.

## Important Notes

### Windows Computer System for UCC Server

The computer system performance and memory requirements are dependent on the number of users configured for the UCC Mobility Service. See the Unified CallConnector Mobility datasheet for details.

### Ports, UDP and TCP Connections

The UCC Server applications, including the Mobility Service, setup UDP and TCP connections to Cisco Unified CME and the each of the UCC Clients. See the UCC Server Administrator Guide for the list of the ports that must be available for the UCC Server applications to provide services. If the default port is not available, then you must change the port setting from the UCC Server wizard to an available port.

### Additional Configuration of Cisco Unified CME for the Mobility Service

The Mobility Service requires a set of ephones with virtual MAC addresses. The number of ephones depends on the maximum number of concurrent Single Number Reach sessions multiplied by the maximum number of concurrent reach out calls per session. Each ephone also must have three single line ephone-dns defined.

The UCC Mobility Service utilizes the UCC Server RADIUS accounting server to receive the telephone status information from Cisco Unified CME. Cisco Unified CME must be setup to send these RADIUS messages to the UCC Server. Note the RADIUS source IP Address must be the same as the CME IP Address specified for the ephone configuration in the Server Wizard.

Hardware Conference and Ad-hoc Conference. The Mobility Service utilizes the conference facilities from Cisco Unified CME. The preferred conferencing method is hardware conferencing. Note this should be setup to support ad-hoc conferencing.

Cisco Unity Express must be setup with the direct transfer to voice mail script along with a dial-peer to allow calls to be sent to the user's voice mailbox.

### Blind Transfer Registry Settings

We recommend the call transfer completion setting in Cisco Unified CME for Cisco UCC is FULL-CONSULT. (This is a requirement for the Mobility Service). However if Cisco Unified CME is configured for Blind Transfer, then the registry key values in the Cisco UCC Server must be manually set to indicate this configuration.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\ccCallController\Server\IsBlindTransfer  
    ( default value 0 [dword] ) : global effect
```

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\ccCallController\SetupInfo\Line???\IsBlindTransfer  
:where ??? is a particular phone. ( default value 0 [dword] )
```

## Support for Multiple Cisco Unified CME Routers

The Cisco UCC Server is designed to support multiple routers. However we have done limited testing of multiple router configurations. Following are known constraints for the multiple router environments:

- The network connection between the Cisco UCC Server and the routers must support the TCP and UDP sessions with sufficient bandwidth and minimum latency.
- Dial plan and location information must be setup for each router for the proper handling of the dialing numbers and looking up incoming caller numbers in the directories.
- Mobility ephones must be defined on each router for use by the Mobility Service.
- Direct transfer to Voice Mail must be configured for each router. UCC Mobility Service supports configuration of transfer to voice mail on a per router basis.
- The Hardware/Software Conference option can be set individually for each router.
- The RADIUS service must be enabled on all the routers and the authentication password must be the same on all the routers.
- Extension numbers and ephone usernames must be unique across all the routers.

## Customizing Timeouts and Voice Prompts

The UCC Mobility Service provides support for voice prompts in multiple languages and the option of custom prompts. The available languages can be selected from the Configuration Wizard. If the desired language is not available, the administrator can select the Custom Language option. For this option all the prompt files have to be manually copied over and recorded. The following constraints apply for customizing the voice prompts:

- The filenames cannot be changed.
- The audio file format supported is PCM, 16 Kbps data rate, 8 KHz sample rate, 16 bit sample size, mono channel.
- The timeouts values for the Single Number Reach states is defined in SNRAutomationRouted.xml, MidCallFeatures.xml, and DISAAutomatonRouted.xml

## Restrictions for Extension Mobility

The Cisco UCC client/server does not work properly with CME Extension Mobility.

In the UCC Server configuration, when a user logs in to an ephone to apply their profile to that specific phone, the server connection to the phone is not refreshed immediately. This can take up to six minutes. . For a UCC Client running in the local mode, restarting Popup will connect the user to their currently logged in phone.

The user's ephone name and password must be that of the logged on profile. This might need to be configured manually for the ephone because this does not get downloaded from the telnet session.

## Open Caveats

This section describes possibly unexpected behavior and known caveats. Only the significant caveats are described in this section.

### General

- CSCsi88386

The Activation check fails and asks to re-activate the license.

Both the UCC Server and UCC Clients have to be registered through an activation process before they can be used. This process sends the serial number and machine information to a License Server and saves an activation record on the local computer. Every time the applications are run, this activation record is checked to verify the license.

In some situations, sometimes after a PC is re-booted or if the network adapters are disabled, then this activation check fails even though a valid license is installed on the PC. This failure has also shown up on PC with Windows Virtual Machines or virtual adapters.

As a workaround, you can enable the network adapter and re-start the UCC application or from the Popup About dialog clear and re-apply the serial number and activate the license again.

- CSCsl88900

Co-existence issue with Skystone (stonevoice) Gateway; related issues have been found with Office Communication Server. Overlap with UCC Server ports.

As a workaround, need to install these components on another machine.

- CSCsr46901, CSCsv22614

IM does not handle special character "\"; SNR: Status message including backslash cannot be displayed

Special characters such as back slash, ampersand etc are not supported in the UCC message transport. These characters cannot be used in Instant Messaging, Status Leave Message or in the Rules windows.

There is no workaround.

- CSCsr32805

UCC Server does not check the connection status of Cisco Unified CME

The UCC Server does not track the status of Cisco Unified CME. If Cisco Unified CME is reset or restarted, then the information displayed in the status windows and for some of the call states may not be correct any longer.

The workaround is to restart the UCC Server whenever Cisco Unified CME is restarted or reset.

- CSCsu11883

Cannot dial out through UCC client with 7910 IP phone in Local Mode.

The Cisco Unified CME TSP does not support the 7910 phones. Therefore these phones cannot be used in with the UCC clients operating in the local mode.

The workaround is to configure the UCC client to operate in the server mode. This requires UCC Server to be available.

- CSCsu80548

In the local mode, UCC clients display incorrect caller information.

For certain types of calls, Cisco Unified CME sends incorrect call type. For example, the call type is outbound when the call is an inbound call or vice versa. For these call flows, since the UCC client displays the either the caller information (for incoming calls) or called information (for outgoing calls), the wrong information is displayed.

The workaround is to look at the phone caller/called information.

- CSCsq57360

UCC users not logged in should have status as unavailable.

The UCC Client does not automatically change the availability status or location of a user when they exit. This can cause their status to be displayed as 'Available' when in fact they may not be reachable.

The workaround is to change the availability setting prior to exiting the UCC application. In the UCC Mobility Dial-In Access features are configured, users can also dial in and change their status setting.

## **CallController Server**

- CSCsm75174

UCC client does not work properly with CIPC.

In the UCC Server configuration, when the CIPC is closed, the connection to the ephone is dropped. The UCC Server will try to re-establish connection every six minutes.

As a workaround, you will need to wait at least six minutes before the connection to the CIPC is restored.



## Single Number Reach, Dial-In Access

- CSCso61250

Caller can access and change Callee's DISA feature.

When on a DISA call and the caller drop out, the remaining parties on the call can change the user's status information using the access codes.

As a workaround, enter ## to disable the mid-call features before leaving the call.

## UCC Clients

### General

- CSCsg49679

Cut-through dialing is not implemented.

Cut-through dialing allows you to send DTMF digits while on a call. Cisco Unified CallConnector for Microsoft Office does not support this feature.

As a workaround, use the IP phone to dial additional digits.

- CSCsg49535

Provide support for flash.

This allows you to send a hook-flash while on a call. Cisco Unified CallConnector for Microsoft Office does not support this feature.

As a workaround, use the IP phone to send the flash.

## Toolbar

CSCsg49696, CSCsj06821

The Cisco Unified CallConnector telephone number Highlighter feature does not recognize all telephone numbers on the webpage. The highlighter on UCC remains enabled when navigating to a new page

The Highlighter feature can miss telephone numbers on the webpage. The Highlighter feature scans the webpage to determine if a string of numbers is a telephone number. If the Highlighter feature determines that it is a telephone number, it converts the number to a clickable link.

The Highlighter feature uses the Windows dialing rules current location and the Cisco Unified CallConnector for Microsoft Office number pattern setting for that location as the first choice in the pattern detection. If the digit string starts with a plus sign (+), the Highlighter feature attempts to match the subsequent digits to the country code. If the number string has brackets or is separated by dashes, the Highlighter feature attempts to match the digit string to the available number patterns.

Because of the large variation of digit strings possible on the web pages and the variation caused by localization, the telephone number search algorithm is not always successful.

Sometimes the search algorithm has problems mid-page, numbers following the problem area are then not highlighted.

As a workaround, select the number by holding down the left mouse key and dragging over the text, then click the Popup icon in the system tray.

### **Toolbar or Status Grayed Out after switching network interface or starting immediately after Popup start.**

- CSCsv74126, CSCsv93325

When you change the network adapter setting in the UCC client, the availability status in the toolbar may not be displayed. The workaround is the restart Popup. If Outlook and Internet Explorer are started concurrently with Popup and or while Popup is starting up, then the Toolbars may be grayed out. The work around if the restart Outlook and Internet after Popup has initialized.

### **Toolbar and Sidebar do not work in 64-bit versions Internet Explorer.**

- CSCsu31485

The Cisco Unified CallConnector toolbar and contacts applications in the sidebar are not supported in the 64-bit versions of Internet Explorer.

As a workaround, use the 32-bit versions of Internet Explorer.

### **UCC Sidebar do not display in 32-bit versions Internet Explorer in 64-bit Vista Windows OS**

- CSCsw23012

The Cisco Unified CallConnector contacts applications displayed in the sidebar does not display in the 32-bit versions of Internet Explorer.

As a workaround, use the UCC Contact applications in Outlook.

### **When Outlook is launched by clicking on Actions->Take Call Notes, the UCC toolbar does not display**

- CSCsq41710

When Outlook is not running, clicking on the 'Take Call Notes' menu option in the Actions Menu causes Outlook to be launched and the Outlook notes window to be opened. However when Outlook is launched in this manner, the UCC Outlook toolbar is not displayed. New instances of Outlook windows will not have the toolbar either as an existing Outlook session is running.

As a workaround, first launch Outlook, then use the 'Take Call Notes' menu option.

### **Popup**

- CSCsh22691

Right-clicking the Cisco Unified CallConnector for Microsoft Office Popup icon in the system tray sometimes brings up the Windows menu instead of the Popup menu.

As a workaround, close the Windows menu and right-click the Popup icon.

- CSCsg49675

UCC-Popup - Presence Status tracking the Outlook calendar setting.

There is no work around. The status change has to be made manually.

### **Options**

CSCsg49631

Disabling directory lookup does not turn off the search operation to the Cisco Unified CallConnector for Microsoft Office directories.

Un-checking the Enable Directory Lookup checkbox under the Options tab enables you to control two operations:

- Looking up telephone numbers for incoming or outgoing calls
- Returning results for the QuickSearch.

Disabling directory lookup does not disable the QuickSearch function.

There is no workaround.

## Related Documentation

Related Topic	Document Title
Cisco Unified CallConnector for Microsoft Office documentation	<ul style="list-style-type: none"> <li>▪ <a href="#">Cisco Unified CallConnector for Microsoft Windows Installation and User Guide</a></li> <li>▪ <a href="#">Cisco Unified CallConnector for Microsoft Windows Quick Reference Guide</a></li> <li>▪ <a href="#">Cisco Unified CallConnector for Microsoft Windows Mobility Service Technical Overview</a></li> <li>▪ Cisco Unified CallConnector for Microsoft Windows Customer License Letter (in the box)</li> </ul>
Cisco Unified CME documentation	<ul style="list-style-type: none"> <li>▪ <a href="#">Cisco Unified CME Documentation Roadmap</a></li> <li>▪ <a href="#">Cisco Unified CallConnector Telephony Service Provider 2.1 Setup Guide</a></li> <li>▪ <a href="#">Cisco Unified CallConnector Telephony Service Provider 2.1 Developer's Guide</a></li> </ul>
Cisco Unified CallConnector Wiki	<ul style="list-style-type: none"> <li>▪ <a href="https://www.myciscocommunity.com/docs/DOC-1408">https://www.myciscocommunity.com/docs/DOC-1408</a></li> </ul>
Cisco Unified CME Basic Automatic Call Distribution (B-ACD) and Auto-Attendant (AA) service	<ul style="list-style-type: none"> <li>▪ <a href="#">Cisco Unified CME B-ACD and Tcl Call-Handling Applications</a></li> </ul>
Cisco IOS software command references	<ul style="list-style-type: none"> <li>▪ <a href="#">Cisco IOS Software Releases 12.4 Mainline Command References</a></li> <li>▪ <a href="#">Cisco IOS Debug Command Reference, Release 12.4</a></li> <li>▪ <a href="#">Cisco IOS Security Command Reference, Release 12.4</a></li> <li>▪ <a href="#">Cisco IOS Voice Command Reference</a></li> <li>▪ <a href="#">Cisco Unified CallManager Express (All Versions) Command Reference</a></li> </ul>
Cisco IOS software configuration guides	<ul style="list-style-type: none"> <li>▪ <a href="#">Cisco IOS Voice Configuration Library</a></li> <li>▪ <a href="#">Cisco IOS Software Releases 12.4 Mainline Configuration Guides</a></li> </ul>
Cisco IOS voice troubleshooting information	<ul style="list-style-type: none"> <li>▪ <a href="#">Cisco IOS Voice Troubleshooting and Monitoring Guide</a></li> </ul>

## 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>

**Use this document in conjunction with the documents listed in the "Related Documentation" section.**