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Release Notes for Cisco UC Integration for Microsoft Lync 11.6.x

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Cisco UC Integration for Microsoft Lync Overview

Cisco UC Integration for Microsoft Lync is a Microsoft Windows desktop application that provides access to Cisco Unified Communications from Microsoft Lync and Skype for Business. The solution extends the presence and instant messaging capabilities of Microsoft Lync and Skype for Business by providing access to a broad set of Cisco Unified Communications capabilities; including software phone standards-based video, unified messaging, conferencing, desktop phone control and phone presence.

Key features of Cisco UC Integration for Microsoft Lync include:

- Make and receive video calls using the Cisco Precision Video engine.

- Make and receive phone calls through Cisco Unified Communications Manager.

- Drag and drop and right-click integration with the Microsoft Lync contact list.

- Instant Messaging and Presence integration with Microsoft Lync.

- Mute, hold, and transfer during calls.

- Software phone or desktop phone mode selection.

- Communications history of missed, placed, and received calls.

- Audio and visual notification of incoming calls.

- Ad hoc conferencing.

- Visual voicemail.

- Click to Call from Internet Explorer, Microsoft Outlook and other Microsoft Office applications.

- Start a Cisco WebEx meeting from the contact list, a conversation, or a Microsoft Lync and Skype for Business instant messaging session.

- Expressway Mobile and Remote Access.

- Service Discovery

Build Number

Release	Build Number
Release 11.6	11.6.0.46207
Release 11.6(3)	11.6.3.49390
Release 11.6(4)	11.6.4.57088
Release 11.6(5)	11.6.5.62772

What's New in Release 11.6(5)

Platform Features

- **Skype for Business 2016 MSO 32-bit and 64-bit Support (Installed with Microsoft Office 365 ProPlus)**—Cisco UC Integration for Microsoft Lync supports Skype for Business, 32-bit and 64-bit. This has been tested and verified with the build number 16.0.9126.2152.

- **Skype for Business 2016 MSO 32-bit and 64-bit Support (Installed with Microsoft Office Professional Plus 2016)**—Cisco UC Integration for Microsoft Lync supports Skype for Business, 32-bit and 64-bit. This has been tested and verified with the build number 16.0.9126.2152.

- **Microsoft Office 365 Support**—Cisco UC Integration for Microsoft Lync now supports Microsoft Office 2016, 32-bit and 64-bit. This has been tested and verified with the version 1803.

- **Microsoft Office 2016 Support**—Cisco UC Integration for Microsoft Lync now supports Microsoft Office 2016, 32-bit and 64-bit. This has been tested and verified with the version 1803.

Resolved Caveats

This release provides fixes for a number of known issues. See the Resolved Caveats in Release 11.6(5) section for a list of caveats fixed in this release.

What's New in Release 11.6(4)

Platform Features

- **Skype for Business 2016 32-bit and 64-bit Support (Installed with Office 2016)**—Cisco UC Integration for Microsoft Lync supports Skype for Business, 32-bit and 64-bit. This has been tested and verified with the build number 16.0.8625.2121

- **Skype for Business 2016 32-bit and 64-bit Support (Installed with Office 365)**—Cisco UC Integration for Microsoft Lync supports Skype for Business, 32-bit and 64-bit. This has been tested and verified with the build number 16.0.8431.2046.

- **Microsoft Office 365 Support**—Cisco UC Integration for Microsoft Lync now supports Microsoft Office 2016, 32-bit and 64-bit. This has been tested and verified with the version 1708.

- **Microsoft Office 2016 Support**—Cisco UC Integration for Microsoft Lync now supports Microsoft Office 2016, 32-bit and 64-bit. This has been tested and verified with the version 1710.

Resolved Caveats

This release provides fixes for a number of known issues. See the Resolved Caveats in Release 11.6(4) section for a list of caveats fixed in this release.

What's New in Release 11.6(3)

Screen Reader Support

This release supports screen reader JAWS 16 or later. You must download a script for JAWS from the Download Software site, the file is `CiscoJabber-JAWs-Scripts.`*`latest-version`*`.zip`

Support for Custom Microsoft Word Templates

You can configure the client to support context menus inside custom Microsoft Word templates. This feature is configured using the C2CWordCustomTemplatesHandler parameter with a value of true or false (default).

Resolved Caveats

This release provides fixes for a number of known issues. See the *Resolved Caveats in Release 11.6(3)* section for a list of caveats fixed in this release.

What's New in Release 11.6

Platform Features

- **Skype for Business 64-Bit Support**—Cisco UC Integration for Microsoft Lync supports Skype for Business 64-bit.

- **Click-to-Call for 64-bit Versions of Microsoft Office**—Click-to-call is supported on Office 2010 64-bit, Office 2013 64-bit, and Office 2016 64-bit

- **Microsoft Office 2016 Support**—Cisco UC Integration for Microsoft Lync now supports Microsoft Office 2016, 32-bit and 64-bit .

- **Windows 10**—Cisco UC Integration for Microsoft Lync supports Windows 10 OS release in Windows desktop mode.

- **Intel Atom Support**—Cisco UC Integration for Microsoft Lync supports for Intel Atom processor-based Windows devices.

- **Desk Phone Video Extended to Windows 10**—Desk phone video is now supported on Microsoft Windows 10.

- **IPv6**

  Cisco UC Integration for Microsoft Lync is fully IPv6 ready, it works as normal in pure IPv6 and hybrid networks with the limitations listed in the Requirements chapter of the *Administration Guide for Cisco UC Integrations for Microsoft Lync*. Cisco Collaboration solutions do not currently fully support IPv6 deployments. For example, Cisco VCS Expressway for Mobile and Remote Access has limitations in pure IPv6 networks that require NAT64/DNS64 to be deployed in mobile carrier networks. Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence don't currently support HTTPS in pure IPv6 networks.

This feature is configured using the IP_Mode parameter to set the protocol to IPv4, IPv6, or dual stack. Dual stack is the default setting. The IP_Mode parameter can be included in the jabber-config.xml file and in the bootstrap file.

The network IP protocol used by the client when connecting to services is determined by the following factors:

- The jabber-config.xml IP_Mode parameter.
- The client operating system IP capabilities.
- The server operating system IP capabilities.
- The availability of a DNS record for IPv4 and IPv6.
- Cisco Unified Communications Manager SIP setting for softphone devices configuration for IPv4, IPv6, or both. The SIP connection setting for softphone devices must match the IP_Mode parameter setting to make a successful connection.
- Underlying network IP capabilities.

When you use the client in IPv6_only mode, NAT64/DNS64 is required to connect to an IPv4 infrastructure. For example, when connecting to Cisco WebEx Messenger service, Cisco VCS Expressway for Mobile and Remote Access, and Cisco Spark.

Security Features

- **Encryption and Decryption of PRTs**—Configure the encryption and decryption of PRTs using the EnablePrt, EnablePrtEncryption, and PrtCertificateName parameters. For more information on configuring these parameters, see the *Administration Guide for Cisco UC Integration for Microsoft Lync*. For more information about your privacy rights and the Cisco Problem Reporting Tool (PRT), see the Supplements to the Cisco Privacy Statement at http://www.cisco.com/web/siteassets/legal/privacy.html.

- **PRT Logging Levels**—Configure different logging levels for PRTs using the new LogWritingDesktop and DetailedLogDurationDesktop parameters.

- **Invalid Certificate Behavior**—Configure how the client handles invalid certificate policies with the INVALID_CERTIFICATE_BEHAVIOR installation parameter. For more information on how to configure this installation argument , see the Common Installation Arguments section of the *Administration Guide for Cisco UC Integration for Microsoft Lync*.

- **Customer Signature**—If required, you can add your own customer signature to the Installer or Cisco Dynamic Libraries by using the signing tools from the operating system for your client. If you change the installer, you must re-sign the installer using the signing tools from the operating system for your client.

Voice and Video

- **High DPI**—The client supports high DPI. Configure this feature using the ENABLE_DPI_AWARE bootstrap parameter. DPI awareness is enabled by default.

- **Appear Offline Presence Support**—The client supports the Microsoft Lync and Skype for Business *Appear Offline* presence status.

  When a user chooses *Appear Offline* presence status in Microsoft Lync or Skype for Business and then make a call with Cisco UC Integration for Microsoft Lync and during the call the user sets Microsoft Lync or Skype for Business presence status to "Available" it is automatically changed to "On The Phone" if configured, if not status will be "Busy".

When a user changes the Microsoft Lync or Skype for Business presence status to "Appear Offline" during a Cisco UC Integration for Microsoft Lync call the status will remain "Offline" after the call ends.

- **Survivable Remote Site Telephony**—The client uses Cisco Unified Survivable Remote Site Telephony (SRST) to retain basic telephony services for remote users.

- **Opus Codec Support**—The client now supports the Opus audio codec. Opus codec requires Cisco Unified Communications Manager 11.0 or later.

- **Far End Camera Control**—For devices that support it, you can direct cameras on the other end of video calls and control the screen layout during conference calls. An icon is displayed in calls using cameras with far end camera control that you can use to pan, tilt, and zoom the far end camera. This feature is only available to users in softphone mode.

- **DTMF Digit Management**—While on a call, cut, and paste DTMF digits to enter a PIN number. You can also include DTMF digits with your protocol handlers to create links that participants can use to quickly access their meetings. Use commas after phone numbers and prior to DTMF numbers to denote a one second pause; you need at least one comma to indicate DTMF digits. For example, if you have a meeting with dial-in number of 1800-123456, and a PIN for entry of 5678#, then you can use tel uri in the format tel:1800123456,,,5678# to enter the meeting with one click.

- **Click-to-Call Keyboard Shortcut**—Configure the MakeCallHotKey parameter to make a call using an administrator-defined global keyboard shortcut that is active from any application on your desktop. The default shortcut is CTRL+SHIFT+J and is enabled by default.

- **Headset Selection from Hub Window**—You can now select your connected audio device directly from your conversation windows.

- **Display Call Duration**—You can see the duration of calls displayed in your Recents tab when you hover over your calling history.

- **Classic Ringtone**—You can select a traditional ringtone for your incoming calls.

- **Audio and Video Bridge Conferencing**—Escalate a call to a bridge directory number or URI destination.

  The EnableBridgeConferencing parameter is used to determine if the client shows the bridge escalations options.

  The UseBridgeForConferenceCalls parameter specifies if users can use the conference bridge to make conference calls.

  The UserBridgeUriAdmin parameter specifies a pattern for the bridge uri in the client. If there is a value entered, the field in the client displays the value as read only.

- **Sign Out on Inactivity Timer**—Allows you to automatically sign users out of the client after a specified amount of time of inactivity. This feature is configured using the ForceLogoutTimerDesktop parameter. If the parameter is not set, the client does not automatically sign out. Inactivity includes:
  - No keyboard or mouse activity.
  - No user interaction on connected accessories for making and answering calls.

- **Protocol Rate Limiting**—You can limit the amount of times a protocol handler is used and how often. The following are the parameters for the protocol handlers:
  - EnableTelProtocol
  - EnableImProtocol
  - EnableProvisionProtocol

- EnableSIPProtocol

You can use the following parameters to enable or disable and control the telephony protocol rate limit:

- EnableTelephonyProtocolRateLimit

- TelephonyProtocolRateLimit

- TelephonyProtocolTimeLimit

Accessibility

The following accessibility improvements have been made:

- The default Windows notification sound is played when a contact search returns a result. Use the JawsSounds parameter to configure this behavior. For more information, see the *Administration Guide for Cisco UC Integration for Microsoft Lync*.

User Interface Updates

Presence pills and avatars have been redesigned and now have a round shape.

Hardware Requirements

Installed RAM

2GB RAM

Free physical memory

128 MB

Free disk space

256 MB

CPU speed and type

Intel Atom
Mobile AMD Sempron Processor 3600+ 2 GHz
Intel Core2 CPU T7400 @ 2. 16 GHz

GPU

Directx 11 on Microsoft Windows 7

I/O ports

USB 2.0 for USB camera and audio devices.

Software Requirements

Supported Versions of Microsoft Lync and Microsoft Skype for Business

- Microsoft Skype for Business Office 365

- Microsoft Skype for Business 2016

- Microsoft Skype for Business 2015

- Microsoft Lync 2013

  Microsoft Lync 2013 is supported with the following caveats:

    - Escalation from a Microsoft Lync group chat session to a voice or video call is not supported.

    - Microsoft Lync 2013 update KB2812461 must be installed to enable right-click to call support.

- Microsoft Lync 2010

Supported Operating Systems

- Microsoft Windows 10, 32 and 64 bit

- Microsoft Windows 8.x, 32 and 64 bit

- Microsoft Windows 7 SP1 or later, 32 and 64 bit

Supported Servers

- Cisco Unified Communications Manager version 9.x or later

- Cisco Unity Connection version 8.6(2) or later

- Cisco WebEx Meetings Server version 2.6 MR1 or later

- Cisco Expressway Series for Cisco Unified Communications Manager 9.x or later

- Cisco TelePresence Video Communications Server 8.1.1 or later

Virtual Servers

- Citrix XenDesktop 7.6, 7.5, 7.1

- Citrix XenApp 7.6 published desktop, 7.5 published desktop, 6.5 published desktop

- VMWare Horizon View 6.1, 6.0, 5.3

In a virtual environment, the Cisco UC Integration for Microsoft Lync is only supported in desk phone control mode. Cisco Virtualization Experience Media Edition 11.5.x, which was required to support softphone operation, is no longer supported by Cisco.

Supported Directories

- Active Directory Domain Services for Windows Server 2012 R2

- Active Directory Domain Services for Windows Server 2008 R2

- OpenLDAP

- Any server that supports LDAPv3 protocol

> ☞
>
> **Restriction** Directory integration with OpenLDAP requires you to define specific parameters in a Cisco UC Integration for Microsoft Lync configuration file. See *LDAP Directory Servers* for more information.

User Data Service

- Cisco Unified Communications Manager version 9.1(2) with the following COP file:

  cmterm-cucm-uds-912-5.cop.sgn.

- Cisco Unified Communications Manager version 10.0(1). No COP file is required.

Microsoft Internet Explorer

Cisco UC Integration for Microsoft Lync requires Microsoft Internet Explorer 8.0 or later. The application uses the Microsoft Internet Explorer rendering engine to display HTML content.

Support for Microsoft Office (Click to Call)

- Microsoft Office 365, 32 and 64 bit

- Microsoft Office 2016, 32 and 64 bit

- Microsoft Office 2013, 32 and 64 bit

- Microsoft Office 2010, 32 and 64 bit

Support for Microsoft Office 365

Cisco UC Integration for Microsoft Lync integrates with Microsoft Lync and Microsoft Skype for Business for IM and Presence.

Cisco UC Integration for Microsoft Lync integrates with Microsoft Outlook and Microsoft Office applications for Click to Call on the client side only.

Cisco UC Integration with Microsoft Lync is therefore compatible with all versions of Microsoft Lync, Skype for Business, Outlook, and Office applications whether they are Office 365-based or traditional on-premise deployments.

Network Requirements

ICMP requests

Cisco UC Integration for Microsoft Lync sends Internet Control Message Protocol (ICMP) requests to the TFTP server. These requests enable the client to determine if it can connect to Cisco Unified Communications Manager. You must configure firewall settings to allow ICMP requests from the client. If your firewall does

not allow ICMP requests, the application cannot establish a connection to Cisco Unified Communications Manager.

Ports and Protocols

The client uses the ports and protocols listed in the following table. If you plan to deploy a firewall between the client and a server, configure the firewall to allow these ports and protocols.

	Port	Application Layer Protocol	Transport Layer Protocol	Description
Configuration				
	6970	HTTP	TCP	Connect to the TFTP server to download client configuration files.
	6972	HTTPS	TCP	Connects to the TFTP server to download client configuration files securely for Cisco Unified Communications Manager release 11.0 and later.
	53	DNS	UDP	Hostname resolution.
	3804	CAPF	TCP	Issues Locally Significant Certificates (LSC) to IP phones. This port is the listening port for Cisco Unified Communications Manager Certificate Authority Proxy Function (CAPF) enrollment.
	8443	HTTPS		Traffic to Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service.
	8191	SOAP	TCP	Connects to local port to provide Simple Object Access Protocol (SOAP) web services.
Directory Integration—For LDAP contact resolution one of the following ports are used based on LDAP configuration.				
	389	LDAP	TCP	LDAP TCP (UDP) Connects to an LDAP directory service.
	3268	LDAP	TCP	Connects to a Global Catalog server for contact searches.
	636	LDAPS	TCP	LDAPS TCP Connects securely to an LDAP directory service.
	3269	LDAPS	TCP	LDAPS TCP Connects securely to the Global Catalog server.
Communication Manager Signaling				

Port	Application Layer Protocol	Transport Layer Protocol	Description
2748	CTI	TCP	Computer Telephony Interface (CTI) used for desk phone control.
5060	SIP	TCP	Provides Session Initiation Protocol (SIP) call signaling.
5061	SIP over TLS	TCP	SIP over TCP Provides secure SIP call signaling. (Used if Secure SIP is enabled for device.)
30000 to 39999	FECC	TCP	Far end camera control (FECC).
5070 to 6070	BFCP	UDP	Binary Floor Control Protocol (BFCP) for video screen sharing capabilities.
Voice or Video Media Exchange			
16384 to 32766	RTP	UDP	Sends RTP media streams for audio or video.
Unity Connection			
7080	HTTP	TCP	Used for Cisco Unity Connection to receive notifications of voice messages (new message, message update, and message deleted).
7443	HTTPS	TCP	Used for Cisco Unity Connection to securely receive notifications of voice messages (new message, message update, and message deleted).
443	HTTPS	TCP	Connects to Cisco Unity Connection for voicemail.
Cisco WebEx Meetings			
80	HTTP	TCP	Connects to Cisco WebEx Meeting Center for meetings.
443	HTTPS	TCP	Connects to Cisco WebEx Meeting Center for meetings.
8443	HTTPS	TCP	Web access to Cisco Unified Communications Manager and includes connections for the following: • Cisco Unified Communications Manager IP Phone (CCMCIP) server for assigned devices. • User Data Service (UDS) for contact resolution.

IPv6_Requirements

Cisco UC Integration for Microsoft Lync 11.6 is fully IPv6 ready, it works as normal in pure IPv6 and hybrid networks with the limitations listed in this section. Cisco Collaboration solutions do not currently fully support IPv6 deployments. For example, Cisco VCS Expressway for Mobile and Remote Access has limitations in pure IPv6 networks that require NAT64/DNS64 to be deployed in mobile carrier networks. Cisco Unified

Communications Manager and Cisco Unified Communications Manager IM and Presence don't currently support HTTPS in pure IPv6 networks.

This feature is configured in Cisco UC Integration for Microsoft Lync using the IP_Mode parameter to set the protocol to IPv4, IPv6, or dual stack. Dual stack is the default setting. The IP_Mode parameter can be included in the jabber-config.xml file or in the bootstrap.

The network IP protocol used by Cisco UC Integration for Microsoft Lync when connecting to services is determined by the following factors:

- The jabber-config.xml IP_Mode parameter.

- The client operating system IP capabilities.

- The server operating system IP capabilities.

- The availability of a DNS record for IPv4 and IPv6.

- Cisco Unified Communications Manager SIP setting for softphone devices configuration for IPv4, IPv6, or both. The SIP connection setting for softphone devices must match the IP_Mode parameter setting to make a successful connection.

- Underlying network IP capabilities.

On Cisco Unified Communications Manager, the IP capability is determined by generic server settings and device-specific settings. The following table lists the expected Cisco UC Integration for Microsoft Lync connections given the various settings, this list assumes that the DNS records for IPv4 and IPv6 are both configured.

When the Client OS, Server OS, and IP_Mode parameter are set to Dual_Stack, Cisco UC Integration for Microsoft Lync will use either IPv4 or IPv6 address for connections with the server in accordance with RFC6555.

Client OS	Server OS	IP_Mode parameter	Connection Outcome
IPv4 Only	IPv4 Only	IPv4_Only	IPv4 Connection
		IPv6_Only	Connection Failure
		Dual_Stack	IPv4 Connection
IPv4 Only	IPv6 Only	IPv4_Only	Connection Failure
		IPv6_Only	Connection Failure
		Dual_Stack	Connection Failure
IPv6 Only	IPv4 Only	IPv4_Only	Connection Failure
		IPv6_Only	Connection Failure
		Dual_Stack	Connection Failure
IPv6 Only	IPv6 Only	IPv4_Only	Connection Failure
		IPv6_Only	IPv6 Connection
		Dual_Stack	IPv6 Connection

Client OS	Server OS	IP_Mode parameter	Connection Outcome
IPv4 Only	Dual Stack	IPv4_Only	IPv4 Connection
		IPv6_Only	Connection Failure
		Dual_Stack	IPv4 Connection
IPv6 Only	Dual Stack	IPv4_Only	Connection Failure
		IPv6_Only	IPv6 Connection
		Dual_Stack	IPv6 Connection
Dual Stack	IPv4 Only	IPv4_Only	IPv4 Connection
		IPv6_Only	Connection Failure
		Dual_Stack	IPv4 Connection
Dual Stack	IPv6 Only	IPv4_Only	Connection Failure
		IPv6_Only	IPv6 Connection
		Dual_Stack	IPv6 Connection
Dual Stack	Dual Stack	IPv4_Only	IPv4 Connection
		IPv6_Only	IPv6 Connection
		Dual_Stack	IPv6 Connection

When you use Cisco UC Integration for Microsoft Lync in IPv6_only mode, NAT64/DNS64 is required to connect to an IPv4 infrastructure. For example, when connecting to Cisco WebEx Messenger service, Cisco VCS Expressway for Mobile and Remote Access, and Cisco Spark.

Limitations

- HTTPS Connectivity

  - In an On-Premises deployment, Cisco UC Integration for Microsoft Lync supports IPv4 only and Dual stack modes to connect to Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service. These servers do not currently support IPv6 HTTPS connections.

    Cisco UC Integration for Microsoft Lync can connect using HTTPS to Cisco Unity Connection for Voicemail using IPv6 only mode.

- Cisco WebEx Messenger Limitations

  - Cisco WebEx Messenger is not supported on IPv6.

- Telephony Limitations

  - When you upgrade user devices on Cisco Unified Communications Manager to either dual stack or IPv6 only, the corresponding client must be upgraded to 11.6.

- When an installation includes IPv4 endpoints and IPv6 endpoints, we recommend that you use a hardware MTP to bridge the Audio and Video between these devices. This is supported on hardware MTP with Cisco IOS version 15.5. For example, a Cisco 3945 router must run the following T-train build: c3900e-universalk9-mz.SPA.155-2.T2.bin.

- At present we do not have a solution roadmap to support IPv4 and IPv6 simultaneously in Cisco endpoints including Cisco UC Integration for Microsoft Lync. Cisco Unified Communications Manager supports the current functionality which is IPv4-Only and IPv6-Only. An MTP is required to support calls between IPv4-only and IPv6-only endpoints, or IPv4-only or IPv6-only Gateways.

- Mobile and Remote Access Limitations

  - Cisco VCS Expressway for Mobile and Remote Access doesn't support IPv6.

  - If Cisco Unified Communications Manager is configured for an IPv6 SIP connection, you can't connect to Cisco Unified Communications Manager using Cisco VCS Expressway for Mobile and Remote Access to use telephony services.

- Cisco UC Integration for Microsoft Lync uses Windows sign-in credentials of the user to connect to directory services when logged in manually or the service record process. If you want to use customized credentials from Cisco UC Integration for Microsoft Lync to connect to the active directory, enter the credentials in the Cisco Jabber configuration XML file.

Note Credentials from the service profile on Cisco Unified Communications Manager are not used.

Limitations and Restrictions

This section contains information about known limitations and restrictions.

Known Issues

Software

The following known issue applies to the current version of the software:

- Restart Microsoft Outlook after installing Cisco UC Integration for Microsoft Lync to ensure Click to Call functionality initializes properly.

Do Not Disturb

When the presence state is set to *Do not Disturb* in Microsoft Lync, the Cisco UC Integration for Microsoft Lync client will not have audio (ringer) or visual (call notification alert) notifications. The notifications can be configured by either the administrator or the user. The call will appear as a missed call in the call history

Setting the presence in Microsoft Lync to *Do not Disturb* will not currently set a deskphone to DND. This will be available in a future release.

Third-Party Unified Communications Applications

Installing Cisco UC Integration for Microsoft Lync and Cisco Jabber applications, or other third party Unified Communications applications, on the same machine may result in unexpected behavior in the client and is not recommended.

Special Characters in Usernames or Passwords

Users with upper ACSII characters in their usernames or passwords is supported in Cisco Unified Communications Manager 9.1(2) or later, or users must use lower ASCII characters for their username and passwords for earlier versions. The Cisco Jabber for Windows softphone fails to register with Cisco Unified Communications Manager when users enter some special characters such as `ü, ä,` or `ö` in the username or password. The user receives the following error message: "`Invalid username or password entered. Go to Phone Services in the Options window and enter the correct username and password`".

Space Characters in Credentials

The following rules apply to space characters and credentials:

  • Usernames can contain spaces in on-premises deployments.
  • Usernames cannot contain spaces in cloud-based deployments.
  • Passwords cannot contain spaces in any deployment scenario.
  • The first and last characters of usernames in on-premises deployments must not be spaces. This is also true for usernames synchronized from a directory source.

Cisco Medianet Metadata Support

Cisco Medianet Metadata is no longer supported in Cisco UC Integration for Microsoft Lync.

SAML Single Sign-On Limitations

When configuring SAML SSO on Cisco Unified Communications Manager and Unity Connection servers, you must use a fully qualified domain name (FQDN) instead of an IP Address to define the server name. If you use an IP Address, the client displays a warning message that the certificate is not valid. The requirement to use an FQDN is because the embedded Internet Explorer browser is not able to validate IP addresses in the **Subject Alternate Name** (SAN) certificate.

Call History Limit

The client can store up to 250 entries in your call history.

Plantronics Accessories and Software

If you use Plantronics accessories for Cisco Jabber call management, Plantronics Hub 3.5 is required. Download Plantronics Hub 3.5 from the Plantronics website.

Voice Messages

The client cannot play broadcast voice messages.

Descriptions for Multiple Devices

You must enter descriptions for each device if Cisco UC Integration for Microsoft Lync users have multiple deskphone devices of the same model. Cisco UC Integration for Microsoft Lync displays these descriptions to users so that they can distinguish between multiple deskphone devices. If you do not enter descriptions, the client displays the model name of the device and users cannot distinguish between various devices of the same model.

Standard CTI Secure Connection User Group

Cisco UC Integration for Microsoft Lync does not currently support CTI connections over transport layer security (TLS). As a result, Cisco UC Integration for Microsoft Lync users cannot switch from using a CSF device to using a desk phone device if they belong to the Standard CTI Secure Connection user group.

Software Phone Not Supported in Virtual Environments (VDI mode)

Softphone mode is no longer supported in virtual environments. Cisco Virtualization Experience Media Edition 11.5.x, which was required to support softphone operation, is no longer supported by Cisco.

Check Point VPN

Cisco UC Integration for Microsoft Lync does not currently support Check Point VPN.

Using Hunt Group on Desk Phones

If users select **Use my phone for calls** in their client to enable deskphone mode, then they must log in or logout of their hunt groups using the deskphone. If users are in deskphone mode, then the **Log Into Hunt Groups** option in the Cisco UC Integration for Microsoft Lync client becomes disabled.

Declining Calls in Hunt Group

If you enable the **Legacy Immediate Divert** option in Cisco Unified Communications Manager, users cannot decline calls when they are logged into Hunt Group in softphone mode, but can decline calls in deskphone mode. To disable users to decline Hunt Group calls in both softphone and deskphone mode, you must enable the parameter preventdeclineonhuntcall in the configuration file.

Call Pickup

The Call Pickup feature contains the following limitations:

- If the options for **Calling Party Information** and **Called Party Information** are disabled in Cisco Unified Communications Manager, then users logged into Call Pickup in softphone mode do not see either calling party or called party information displayed in the call alert notification. However, if those options are disabled and users log into Call Pickup in deskphone mode, then calling party or called party information is still displayed in the alert.

- If you select the **Audio only** notification on Cisco Unified Communications Manager and the user is on a call, then the user does not hear any sound indicating that there is a call to pick up.

- If users select **Pickup** on their deskphone when in Deskphone Mode, a conversation window is displayed momentarily.

- The pickup notification alert only displays a maximum of 23 characters.

Authenticated Proxies

Hosted photos cannot be displayed in Cisco UC Integration for Microsoft Lync due to an issue supporting authenticated proxies, even if the server is listed in the Bypass setting.

Video Resolution of Lifesize Endpoint after Hold/Resume

Users may experience resolution issues when using Cisco UC Integration for Microsoft Lync to make a call with a Lifesize Express 220 endpoint. If the user puts the call on hold, then after resuming the call the send and receive video resolutions on the Cisco UC Integration for Microsoft Lync end is greatly reduced.

Expressway for Mobile and Remote Access Unsupported Features

When using Expressway Mobile and Remote Access to connect to services from outside the corporate firewall, the client does not support the following on-premises deployment scenarios:

- Cisco WebEx Meetings Server. The client cannot access Cisco WebEx Meetings Server, or join or start on-premises Cisco WebEx meetings.
- Sending problem reports. To work around this issue, users can save the report locally and send the report in another manner.

For more information on supported services, see the *Supported Services* topic in the *Administration Guide for Cisco UC Integration for Microsoft Lync*.

Space Characters in Credentials

The following rules apply to space characters and credentials in on-premises deployment scenarios:

- Usernames can contain spaces in on-premises deployments.
- Passwords cannot contain spaces in any deployment scenario.
- The first and last characters of usernames in on-premises deployments must not be spaces. This is also true for usernames synchronized from a directory source.

Supported Characters in a Cisco Jabber User ID/E-mail Address

Applies to version 11.6.3 onwards

The following characters are supported in a Cisco Jabber user ID/E-mail Address:

- Uppercase characters (A to Z)

- Lowercase characters (a to z)

- Numbers (0-9)

- Period (.)

- Hyphen (-)

- Underscore (_)

- Tilde (~)

Caveats

Bug Severity Levels

Known problems (bugs) are graded according to severity level. The following table describes bug severity levels:

Severity Level		Description
1	Catastrophic	Reasonably common circumstances cause the entire system to fail, or a major subsystem to stop working, or other devices on the network to be disrupted. No workarounds exist.
2	Severe	Important functions are unusable and workarounds do not exist. Other functions and the rest of the network is operating normally.
3	Moderate	Failures occur in unusual circumstances, or minor features do not work at all, or other failures occur but low-impact workarounds exist. This is the highest level for documentation bugs.
4	Minor	Failures occur under very unusual circumstances, but operation essentially recovers without intervention. Users do not need to install any workarounds and performance impact is tolerable.
5	Cosmetic	Defects do not cause any detrimental effect on system functionality.
6	Enhancement	Requests for new functionality or feature improvements.

Search for Bugs

To search for bugs, do the following:

Procedure

Step 1   Go to https://tools.cisco.com/bugsearch/search.

Step 2   Sign in with your Cisco.com user ID and password.

Step 3   Enter the bug ID or specify search parameters.

What to do next

For more information, select **Help** on the **Bug Search** page.

Resolved Caveats in Release 11.6(5)

Identifier	Severity	Headline
CSCvh82634	2	CUCILync is unable to connect after the sleep or resume mode.
CSCvg64728	3	The Click to Call Tel protocol handler is not available on CUCILync on Windows 10.

Identifier	Severity	Headline
CSCvh41645	3	Unable to right click on a phone number that is available on Microsoft Excel or Word and make a call.
CSCvh94131	3	Need to automatically repair Microsoft Windows registry for the CUCILync to function.
CSCvi42085	3	Deskphone does not work, when the computer is first started and CUCILync is automatically launched.

Open Caveats in Release 11.6(5)

Identifier	Severity	Headline
CSCvj12260	3	CUCILync might freeze after a change in the network connection.

Closed Caveats in Release 11.6(5)

Identifier	Severity	Headline
CSCvn47365	4	Users without voicemail get error message when signing in.

Resolved Caveats in Release 11.6(4)

Identifier	Severity	Headline
CSCvc26472	3	CUCILync accepts wrong domain name and wrong password.
CSCvf36571	3	CUCILync excessive HTTPS request to Unity Connection causes high CPU usage at the end.
CSCvf59187	3	Jabber and CUCILync installed in Phone-only mode does not use SSO for voicemail.
CSCvf73107	3	CUCILync calls manually dialed from Lync fails due to the Simple Name field.
CSCvg61332	3	CUCILync does not work appropriately when Jabber is installed.
CSCvc82654	3	CUCILync **Click to Call** plugin for Microsoft Outlook does not allow delayed delivery.

Open Caveats in Release 11.6(4)

Identifier	Severity	Headline
CSCvd03093	3	CUCILync version 11.6.3 crashes on Exit.

Resolved Caveats in Release 11.6(3)

Identifier	Severity	Headline
CSCvb48697	Severe	Evaluation of the client for OpenSSL September 2016.
CSCvb94695	Severe	**Place a call** fails for users that have digits (example userid:12345.)
CSCvb71845	Moderate	Additional Click to Call Options for the client in Internet Explorer.
CSCvc00676	Moderate	Desktop share doesn't work after multiple shares.
CSCva35231	Minor	Expat vulnerability.
CSCva43575	Minor	CUCILync - Activated addons - Word formula doesn't work

Open Caveats in Release 11.6(3)

Identifier	Severity	Headline
CSCvb74586	Moderate	**Place a call** not working in MS Lync

Resolved Caveats in Release 11.6

Identifier	Severity	Headline
CSCuz84012	Severe	libxml2 Vulnerabilities addressed by 2.9.4
CSCuz52971	Severe	Evaluate CVE-2015-6360 for libsrtp Denial of Service (DoS)
CSCuz70549	Moderate	Change username doesn't work when using FallbackAuthenticator: CUCM
CSCuz38098	Moderate	CUCILync browser pop - IE not on top
CSCuz29657	Moderate	Crash on startup if previously exited on sign in screen while minimized
CSCuz21023	Moderate	CUCILync 10.6.6 IE Browser Pop-up Occurs Twice
CSCuy67502	Moderate	CUCILync SIPURIdialing not enabled after configuration reset
CSCuy58731	Moderate	Multiple Phone Dialog doesn't show contact photo
CSCux43556	Moderate	Calls fails for contacts that has URI address alphanumeric characters
CSCuw54124	Moderate	CUCILync doesn't send WebEx invitation link via S4B
CSCuw54113	Moderate	CUCILync is closing Lync IM window after WebEx meeting ends
CSCux46609	Cosmetic	CUCI-Lync displaying 'Unable to load custom contact(s)'
CSCuh76219	Enhancement	Ability to see the numbers being entered by the dialpad
CSCuj33284	Enhancement	CUCILync 9.2 does not keep originally called number
CSCup74263	Enhancement	Display Name order in UDS Mode - JP language

Troubleshoot Cisco UC Integration for Microsoft Lync

Presence Behavior

Expected Presence Behavior in Microsoft Lync or Skype for Business, when Cisco UC Integration for Microsoft Lync is Used for Calls

Initial Presence state in Microsoft Lync	On a call using the soft phone, status changes to:	On a call using the desk phone, status changes to:	End a call using soft phone, status changes to:	End a call using desk phone, status changes to:	Mouse move desk phone or return from idle
Available [green]	On the Phone/Custom [red]	On the Phone [red]	Available [green]	Available [green]	X
Inactive / Idle [yellow]	On the Phone/Custom [red]	On the Phone/Custom [red]	Available [green]	Inactive / Idle [yellow]	Available [green]
Away / Idle [yellow]	On the Phone/Custom [red]	Away/Idle [yellow]	Available [green]	Away / Idle [yellow]	Available [green]
Be right back /Manual [yellow]	Be right back/Manual [yellow]	Be right back/Manual [yellow]	Be right back/Manual [yellow]	Be right back/Manual [yellow]	X
Off work /Manual [yellow]	Off work/Manual [yellow]	Off work / Manual [yellow]	Off work / Manual [yellow]	Off work / Manual [yellow]	X
Appear Away / Manual [yellow]	Appear Away / Manual [yellow]	Appear Away / Manual [yellow]	Appear Away / Manual [yellow]	Appear Away / Manual [yellow]	X
Busy / Manual [red]	On the Phone / Custom [red]	On the Phone / Custom [red]	Available [green]	Available [green]	X
Busy Idle (5 min) - Busy [red]	On the Phone / Custom [red]	Busy Idle (5 min) - Busy [red]	Available [green]	Busy Idle(5 min) - Busy [red]	Available [green]

Initial Presence state in Microsoft Lync	On a call using the soft phone, status changes to:	On a call using the desk phone, status changes to:	End a call using soft phone, status changes to:	End a call using desk phone, status changes to:	Mouse move desk phone or return from idle
Busy Idle (10 min) - Away 🟨	On the Phone / Custom 🟩	Busy Idle (10 min) - Away 🟨	Available 🟩	Busy Idle (10 min) - Away 🟨	Available 🟩
On the Phone / Manual 🟥	On the Phone / Manual 🟥	On the Phone / Manual 🟥	Available 🟩	Available 🟩	X
Do not Disturb / Manual 🟥	Do not Disturb / Manual 🟥	Do not Disturb / Manual 🟥	Do not Disturb / Manual 🟥	Do not Disturb / Manual 🟥	X
Appear Offline/Manual ⬜	Appear Offline ⬜	Appear Offline ⬜	Appear Offline ⬜	Appear Offline ⬜	Appear Offline ⬜

This table describes the expected behavior in Microsoft Lync when Cisco UC Integration for Microsoft Lync is used for calls.

Note   The different behavior when using a soft phone and desk phone for the inactive state is because when the user responds on a soft phone when their machine is inactive, it will immediately become active.

Note   When a user sets their Microsoft Lync presence to **Appear Offline** and they make a call with Cisco UC Integration for Microsoft Lync. During the call they set their Microsoft Lync presence status to **Available**, then their presence will automatically change to **On The Phone** if configured, otherwise the presence status will be **Busy**.

Presence Issues

Presence showing Busy not On the Phone

Problem Description: When on an active call, *Busy* presence is showing instead of *On the Phone*.

Resolution: Cisco UC Integration for Microsoft Lync provides an *On the Phone* custom presence xml file, for information on configuring the registry keys see the *Custom Presence Status* in the *Administration Guide for Cisco UC Integration for Microsoft Lync*.

Presence Not Changing as Expected

Problem Description: When on an active call, Cisco UC Integration for Microsoft Lync doesn't change status.

Resolution: Cisco UC Integration for Microsoft Lync changes status in certain scenarios, see the *Presence Behavior* section for further information.

Presence Not Showing In a Meeting

Problem Description: When a meeting is started and the meeting is shown in the meetings tab, the presence doesn't change.

Resolution: Microsoft Lync or Skype for Business controls the presence changing to In a meeting. Verify the following:

- Verify that Microsoft Lync or Skype for Business is connected with the Microsoft Lync or Skype for Business server.

- Verify that the Exchange Web Service (EWS) is deployed to Microsoft Lync or Skype for Business.

- Check the values for the Microsoft Lync or Skype for Business server parameters:

    - CalendarStatePublicationInterval

    - WebServicePollInterval

  For further information check your Microsoft Lync or Skype for Business documentation.

Presence not Changing

Problem Description: Using a desk phone to make a call and presence doesn't change

Resolution: When you are using a desk phone your computer can be in Idle state. See the Presence Behavior section for more information on states and presences.

Expected Presence When On a Call and In a Meeting

Problem Description: When on a call and in a meeting what is the expected presence.

Resolution: In Cisco UC Integration for Microsoft Lync the presence statuses *In a Meeting*, *On the Phone* and *Busy* have the same priority, this is treated the same in Microsoft Lync or Skype for Business . The last presence set is the last presence shown.

Overrides Manual Presence

Problem Description: Manually changing presence to *Away* doesn't change to *On the Phone* when on a call, but manually changing presence to *Busy* and on a call will change the status to *On the Phone*.

Resolution: In Cisco UC Integration for Microsoft Lync the presence status *Away* has priority over the presence statuses *In a Meeting*, *On the Phone*, and *Busy*.

Configuration Issues

TFTP and CCMCIP Server Configuration Not Working

Problem description: The TFTP and CCMCIP server values specified in the configuration file are not used by the application.

Resolution: The TFTP and CCMCIP servers can be configured using the configuration file or through registry key settings. Ensure that the misconfigured values are not specified in a registry setting. Registry key values for the TFTP and CCMCIP servers take precedence over the configuration file on a key by key basis. Registry key values for TFTP and CCMCIP servers are only supported.

Configuration File Is Not Downloaded from the TFTP Server

Problem description: Cisco UC Integration for Microsoft Lync does not download the configuration file from the TFTP server. The configuration file is not available in the installation directory after you start Cisco UC Integration for Microsoft Lync.

Resolution:

1. Restart your TFTP server.
2. Check the name of your configuration file.

☞

Remember
- The name of the configuration file is case-sensitive.

- The global configuration filename must be `jabber-config.xml`.

3. Ensure your corporate firewall does not prevent Cisco UC Integration for Microsoft Lync from downloading the configuration file.
4. Host the configuration file on your TFTP server as follows:

   1. Open the **Cisco Unified OS Administration** interface.
   2. Select **Software Upgrades** > **TFTP File Management**.
   3. Select **Upload File**.
   4. Select **Browse** in the **Upload File** section.
   5. Select the configuration file on the file system.
   6. Leave the value of the **Directory** text box empty to host the configuration file in the default directory of your TFTP server.
   7. Select **Upload File**.

Cisco UC Integration for Microsoft Lync Does Not Read the Configuration File

Problem description: You host a global or group configuration file on your TFTP server. Cisco UC Integration for Microsoft Lync downloads the configuration file and saves it in the appropriate installation directory. However, Cisco UC Integration for Microsoft Lync does not apply any settings you specify in the configuration file.

Resolution: Ensure that the XML in the configuration file is valid. Cisco UC Integration for Microsoft Lync configuration files must do the following:

- Use utf-8 encoding.
- Contain only valid XML character entities. For example, use `&` instead of `&`.

  Open your configuration file in Microsoft Internet Explorer to determine if any characters or entities are not valid. If Internet Explorer displays the entire XML structure, your configuration file does not contain invalid characters or entities. If Internet Explorer displays only part of the XML structure, your configuration file most likely contains invalid characters or entities.

- Contain a valid structure. Ensure that parameters are nested under the correct elements. The following XML snippet shows the basic structure of a configuration file:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
 <Client>
  <parameter_name>value</parameter_name>
 </Client>
 <Directory>
  <parameter_name>value</parameter_name>
 </Directory>
 <Policies>
  <parameter_name>value</parameter_name>
 </Policies>
</config>
```

Cisco UC Integration for Microsoft Lync Uses Old Configuration Settings

Problem description: Cisco UC Integration for Microsoft Lync is not using the current configuration settings. You change settings in a configuration file and host it on your TFTP server. However, Cisco UC Integration for Microsoft Lync uses the settings from the previous version of the configuration file.

Resolution:

1. Restart your TFTP server.
2. Open the configuration file in your browser to verify the settings. Typically, you can access the configuration file at the following URL:
   `http://tftp_server_address:6970/jabber-config.xml`

If restarting your TFTP server does not resolve this issue, it is likely that Cisco UC Integration for Microsoft Lync uses the cached configuration file because it cannot download the current version.

Microsoft Outlook Contacts Are Not Displayed in Search Results

Problem description: Microsoft Outlook contacts are not displayed in search results.

Resolution: Review the following requirements to ensure that users can search for and communicate with Microsoft Outlook contacts:

- To search for local contacts in Microsoft Outlook using Cisco UC Integration for Microsoft Lync, users must have profiles set in Microsoft Outlook.

- To add local contacts in Microsoft Outlook to contact lists in Cisco UC Integration for Microsoft Lync, user profiles must have email or instant message addresses.

- To communicate with local contacts in Microsoft Outlook using Cisco UC Integration for Microsoft Lync, user profiles must contain the relevant details. For example, to send instant messages to contacts in Microsoft Outlook, the user profiles must have email or instant message addresses. Likewise, to call contacts in Microsoft Outlook, the user profiles must contain phone numbers.

Directory Integration Issues

Cannot Determine If a Directory Connection Is Established

Problem description: You specify directory settings in a Cisco UC Integration for Microsoft Lyncconfiguration file. However, you are not sure whether Cisco UC Integration for Microsoft Lync is successfully connected to the directory.

Resolution: Perform the following steps to determine whether Cisco UC Integration for Microsoft Lync is connected to the directory:

1. Start the client.
2. Enter at least three characters in the search field.

If Cisco UC Integration for Microsoft Lync displays a list of matching contacts, search is working. Cisco UC Integration for Microsoft Lync is successfully connected to the directory.

If Cisco UC Integration for Microsoft Lync is not successfully connected to the directory, review the configuration settings. By default, the client uses Enhanced Directory Integration and connects to a Global Catalog server.

Name not Displaying Properly in Client

Problem description: Name for signed in user is in the format UserID@, where UserID is by default sAMAccountName.

Resolution: Add the PresenceDomain key in the Directory section of the jabber-config.xml configuration file with value of your directory domain. For example:

`<Directory><PresenceDomain>`*example.com*`</PresenceDomain></Directory>`

ADSI Error Codes

Cisco UC Integration for Microsoft Lync uses Microsoft Active Directory Service Interfaces (ADSI) for directory integration. Refer to the ADSI error codes to help troubleshoot directory integration issues.

See the following Microsoft documentation for information about ADSI error codes:

- *ADSI Error Codes* at http://msdn.microsoft.com/en-us/library/windows/desktop/aa772195(v=vs.85).aspx

- *Generic ADSI Error Codes* at http://msdn.microsoft.com/en-us/library/windows/desktop/aa705940(v=vs.85).aspx

- *Error Codes for ADSI 2.5* at http://support.microsoft.com/kb/242076

Audio, Video, and Device Issues

Note The section contains information on troubleshooting audio, video, and device issues related to Cisco UC Integration for Microsoft Lync. Refer to the Microsoft Lync or Skype for Business documentation for troubleshooting issues related to Microsoft Lync or Skype for Business.

Microsoft Lync or Skype for Business Devices Are Not Available

Devices configured in Microsoft Lync or Skype for Business must be independently configured in Cisco UC Integration for Microsoft Lync.

Audio and Video Communication Is Not Available

Problem description: You provision audio and video devices, but cannot connect to the devices.

Resolution: Ensure you set up a CTI gateway and create a CCMCIP profile on Cisco Unified Communications Manager as appropriate.

Voicemail Prompt Is Truncated

Problem description: The start of voicemail prompts is truncated.

The start of the audio that prompts users to leave voicemail messages can be truncated in some instances. The result of the truncation is that users do not hear the first second or two of the voicemail prompt.

Resolution

To resolve this issue, set a value for the **Delay After Answer** field in the Cisco Unity Connection advanced telephony integration settings. See the Cisco Unity Connection documentation at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcucgrg120.html#wp1056978

End Users Cannot Retrieve Phone Account Details

Problem description: Cisco UC Integration for Microsoft Lync users cannot retrieve phone account details when they log in to an extension mobility profile. As a result, error messages display in the **Phone services** section of the **Phone accounts** tab on the **Options** dialog box.

The affected users have multiple devices configured on Cisco Unified Communications Manager.

The following exceptions are written to the csf-unified.log file in the `%USER_PROFILE%\AppData\Local\Cisco\Unified Communications\Jabber\CSF\Logs` directory:

```
<time_stamp> DEBUG [0x00001d80] [src\config\CCMCIPClient.cpp(230)] [csf.ecc]
[curlDebugCallback] -
<html>
<body>
org.apache.jasper.JasperException: java.lang.reflect.InvocationTargetException<br>
<!--
org.apache.jasper.JasperException: java.lang.reflect.InvocationTargetException
at
org.apache.jasper.runtime.JspRuntimeLibrary.handleSetPropertyExpression(JspRuntimeLibrary.java:622)
at
org.apache.jsp.ControlledDevices_jsp._jspx_meth_c_005fforEach_005f0(ControlledDevices_jsp.java:834)
at org.apache.jsp.ControlledDevices_jsp._jspService(ControlledDevices_jsp.java:180)
at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:722)
```

Resolution: To resolve this issue, do the following:

1. Disassociate the affected users from all extension mobility profiles.

2. Contact your Cisco support representative and request an Engineering Special (ES) to resolve this issue on Cisco Unified Communications Manager.

After you apply the ES on Cisco Unified Communications Manager, you can re-associate the affected users with the extension mobility profiles.

Off Hook Dialing Does Not Change Presence States

Problem description: A Cisco UC Integration for Microsoft Lync user dials a number directly from the desk phone, or other device. The availability status does not change to indicate the user is on a call.

Resolution: To resolve this issue, do the following:

1. Ensure the user is associated with the line number.

   1. Open Cisco Unified Communications Manager and browse to the **Phone Configuration** window for the device.

2. Locate the **Association Information** section and select the line associated with the device. The **Directory Number Configuration** window opens.

3. Locate the **Users Associated with Line** section.

4. Verify that the user is associate with the line.

2. Ensure the SIP trunk exists from Cisco Unified Communications Manager to Cisco Unified Presence.

    1. Open Cisco Unified Communications Manager.

    2. Select **Device** > **Trunk**.

    3. Search for a SIP trunk to Cisco Unified Presence.

    4. Create a SIP trunk if one does not exist.

Calls Drop Intermittently on Network Profile Change

Problem description: Audio and video calls drop intermittently when the network profile changes.

A known bug exists with Microsoft Windows 7 and Microsoft Windows Server 2008 R2 that causes the network profile to change unexpectedly. This change in the network profile closes network ports that Cisco UC Integration for Microsoft Lync requires for calls. As a result, if you are on a call when the network profile changes, that call automatically terminates.

Resolution: Apply the fix available from the Microsoft support site at: http://support.microsoft.com/kb/2524478/en-us