Cisco UC Integration for Microsoft Lync 9.7(6) Release Notes

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Release Notes

Cisco UC Integration for Microsoft Lync

Cisco UC Integration for Microsoft Lync is a Microsoft Windows desktop application that provides access to Cisco Unified Communications from Microsoft Lync. The solution extends the presence and instant messaging capabilities of Microsoft Lync 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 instant messaging session.

- Expressway Mobile and Remote Access

- Service Discovery

What's New in This Release

Resolved Caveats

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

Software Requirements

Supported Microsoft Lync versions

- Microsoft Lync 2010

- Microsoft Lync 2013

  Microsoft Lync 2013 is supported with the following caveats at this time:

  ◦ Click to Call from Microsoft Office 2013 is not supported.

  ◦ 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.

  Note Microsoft Lync 2013 64 bit is not supported.

Supported operating systems

- Microsoft Windows 8.1, Desktop Mode only

- Microsoft Windows 8, Desktop Mode only

- Microsoft Windows 7 32 bit

- Microsoft Windows 7 64 bit

Supported servers

- Cisco Unified Communications Manager version 8.6 or later

• Cisco Unity Connection version 8.5 or later

Supported directories

• Microsoft Active Directory 2003

• Microsoft Active Directory 2008

• OpenLDAP

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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.

Microsoft Internet Explorer

Cisco UC Integration for Microsoft Lync requires Microsoft Internet Explorer 7.0, 8.0, or 9.0. The application uses the Microsoft Internet Explorer rendering engine to display HTML content.

Support for Microsoft Office (Click to Call)

• Microsoft Office 2007 32 bit

• Microsoft Office 2010 32 bit

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Note Microsoft Lync 2013 is installed with Microsoft Office 2013 but Click to Call is not supported.

Support for Microsoft Office 365

Cisco UC Integration for Microsoft Lync integrates with Microsoft Lync for IM and Presence and Excel and Outlook for Click to Call on the client side only. Cisco UC Integration with Microsoft Lync is therefore compatible with all of the same versions of Microsoft Lync, Excel and Outlook whether they are Office 365-based or traditional on-premise deployments.

Hardware Requirements

Installed RAM

2GB RAM on Microsoft Windows 7 and Microsoft Windows 8

Free physical memory

128 MB

Free disk space

256 MB

CPU speed and type

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.

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

Cisco UC Integration for Microsoft Lync uses the ports and protocols listed in the following table. If you plan to deploy a firewall between the application and a server, configure the firewall to allow these ports and protocols.

Port	Protocol	Description
Inbound		
16384 to 32766	UDP	Receives Real-Time Transport Protocol (RTP) media streams for audio and video. You set these ports in Cisco Unified Communications Manager.
Outbound		
69	UDP	Trivial File Transfer Protocol (TFTP) service
6970	HTTP	TFTP service to download client configuration
443	TCP (HTTPS)	Cisco Unity Connection for voicemail
7080	TCP (HTTPS)	Cisco Unity Connection for notifications of voice messages
389	UDP / TCP	LDAP directory server
636	LDAPS	LDAP directory server (secure)

Port	Protocol	Description
3268	TCP	Global Catalog server
3269	LDAPS	Global Catalog server (secure)
2748	TCP	CTI gateway
5060	UDP / TCP	Session Initiation Protocol (SIP) call signaling
5061	TCP	Secure SIP call signaling
8443	HTTPS	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)
16384 to 32766	UDP	RTP media streams for audio and video
53	UDP / TCP	Domain Name System (DNS) traffic
3804	TCP	Locally Significant Certificates (LSC) for IP phones This is the listening port for Cisco Unified Communications Manager Certificate Authority Proxy Function (CAPF) enrollment.

Phones, Headsets, and Cameras

CTI supported devices

Cisco UC Integration for Microsoft Lync supports the same CTI devices as Cisco Unified Communications Manager version 8.6(1). See the *CTI supported device matrix* table in the *CTI Supported Devices* topic at the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/tapi_dev/8_6_1/supporteddevices.html

Headsets and speakers

Plantronics Blackwire C420	Plantronics Voyager Pro UC B230
Plantronics Blackwire C610	Plantronics Voyager Pro UC BT300
Plantronics Blackwire C620	Jabra BIZ 2400
Plantronics C220UC	Jabra BIZ 620
Plantronics C420	Jabra Go 6470
Plantronics Calisto P420	Jabra PRO 930
Plantronics Calisto P800 series headset	Jabra Speak 410

Plantronics DSP400	Jabra-8120
Plantronics W740	Jabra GN2000
Plantronics WO200/A	Jabra PRO 9470
Plantronics WO300	Polycom CX100 Speakerphone
Plantronics Voyager Pro UC WG200/B	-

Plantronics Blackwire C310	Plantronics Voyager 510SL
Plantronics Blackwire C320	Plantronics Voyager Pro UC B230
Plantronics Blackwire C420	Plantronics DSP 400
Plantronics Blackwire C435	Plantronics Savi 740
Plantronics Blackwire C610	Plantronics Savi 440
Plantronics Blackwire C620	Jabra GN2000 CIPC Mono
Plantronics Blackwire C710	Jabra GN2000 CIPC Duo
Plantronics Blackwire C720	Jabra Go 6470
Plantronics Calisto P240 series	Jabra Pro 930
Plantronics Calisto P420	Jabra Speak 410
Plantronics Calisto P610 series	Jabra BIZ 2400
Plantronics Calisto P800 series	Polycom CX100 Speakerphone
Plantronics Voyager Pro UC WG200/B	-

Cameras

Microsoft LifeCam 6000	Tandberg Precision HD devices
Logitech Pro 9000	Cisco VTIII, resolution up to VGA
Logitech C920	-

Limitations and Restrictions

This section contains information about known limitations and restrictions.

Known Issues

Software

The following known issues apply 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.

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.

C H A P T E R 2

Caveats

- Bug Severity Levels, page 9
- Open Caveats, page 10
- Closed Caveats, page 10
- Resolved Caveats, page 11

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.

Open Caveats

The following caveats are open in the current release of the application.

Identifier	Severity	Component	Headline
CSCur70232	3	jabber-phone	Drag and drop contact on conversation window doesn't work
CSCus25964	3	jabber-phone	Call drops after a temporary network loss
CSCus25755	3	lync-integrations	Crash when in a call and machine goes to sleep

Closed Caveats

The following caveats are closed in the current release of the application.

Identifier	Severity	Component	Headline
CSCur55555	3	lync-integrations	CUCILync not allowing Lync to change presence back to "available"
CSCur52408	3	lync-integrations	Microsoft Lync client pops-up unexpectedly.

Resolved Caveats

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The following caveats are resolved in the current release of the application.

Identifier	Severity	Component	Headline
CSCur92850	3	jabber-phone	When returning from on the phone, CUCI-Lync returns manually set presence
CSCus08228	3	branding	CUCI-Lync doesn't change to "On the phone" when call is placed in DP mode
CSCus19748	3	branding	After network loss, CUCI-Lync returns manual presence

C H A P T E R **3**

Troubleshoot Cisco UC Integration for Microsoft Lync

The section contains information on resolving common issues with Cisco UC Integration for Microsoft Lync.

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. See Phone Parameters for more information on this feature. Registry key values for TFTP and CCMCIP servers are only supported at this time.

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.

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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:

    a Open the **Cisco Unified OS Administration** interface.

    b Select **Software Upgrades** > **TFTP File Management**.

    c Select **Upload File**.

    d Select **Browse** in the **Upload File** section.

    e Select the configuration file on the file system.

    f Leave the value of the **Directory** text box empty to host the configuration file in the default directory of your TFTP server.

    g 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 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 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 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.

ADSI Error Codes

Cisco UC Integration for Microsoft Lync uses Microsoft Active Directory Service Interfaces (ADSI) for directory integration. You should 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

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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 documentation for troubleshooting issues related to Microsoft Lync.

Microsoft Lync Devices Are Not Available

Devices configured in Microsoft Lync 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 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.

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