



Release Notes for Cisco Unified Communications Integration Release 7.1 for Cisco WebEx Connect

Revised: June 12, 2013

These release notes describe features and caveats for Cisco UC Integration Release 7.1 for Cisco WebEx Connect. These release notes also contain information about new and changed functionality for maintenance releases up to and including Cisco UC Integration Release 7.1(6) for Cisco WebEx Connect.

To access the latest software upgrades for all versions of Cisco UC Integration for Cisco WebEx Connect, go to:

<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>

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Introduction

The Cisco UC Integration for Cisco WebEx Connect adds a phone tab to Cisco WebEx Connect turning the application into a full-featured phone, allowing users to place, receive, and manage calls.

Cisco UC Integration for Cisco WebEx Connect is built on a Client Services Framework which provides call control services, call history, message waiting indicators, media, and so on.

The Cisco WebEx Connect service in the cloud provides the remaining services, including instant messaging, and presence. Users can perform the following tasks from the phone tab:

- Place and receive phone calls.
- Call your voice message service.
- Display your communications history.
- Set options for the communications pane.
- Switch phone modes. You can choose whether you want to control your Cisco IP desk phone from the computer, or use the audio and microphone on your computer to handle calls. You can easily toggle between these options.

**Note**

Assistance with the configuration of Cisco WebEx or the Cisco WebEx Administration site is handled by the Cisco WebEx team. Cisco TAC only provides assistance specifically for the Cisco UC Integration for Cisco WebEx Connect application. Cases opened on the Support page of Cisco.com are directed to Cisco TAC, not the Cisco WebEx team. Call the Cisco WebEx team for support at 1-866-229-3239.

About the Release Notes

These release notes describe requirements, restrictions, and caveats for Cisco UC Integration Release 7.1 for Cisco WebEx Connect. These release notes are updated for every maintenance release but not for patches or hot fixes. These release notes are cumulative and contain information about new and changed functionality for maintenance releases up to and including Cisco UC Integration Release 7.1(6) for Cisco WebEx Connect.

Before you install Cisco UC Integration for Cisco WebEx Connect, review this document for information about issues that might affect your system. For a list of the open caveats, see [Open Caveats, page 13](#).

System Requirements

- [Network Requirements, page 3](#)
- [Server Requirements, page 3](#)
- [Client Computer Requirements, page 4](#)
- [Cisco Unified IP Phone Requirements, page 5](#)

Network Requirements

Table 1 Ports Used for Inbound Traffic by Cisco Unified Client Services Framework

Port	Protocol	How Cisco UC Integration for Cisco WebEx Connect Uses the Port
16384-32766	UDP	Receives Real-Time Transport Protocol (RTP) media streams for audio and video. These ports are configured in Cisco Unified Communications Manager.

For more information about device configuration files, see the Cisco Unified Communications Manager System Guide:

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

Table 2 Ports Used for Outbound Traffic by Cisco Unified Client Services Framework

Port	Protocol	Description
69	UDP	Connects to the Trivial File Transfer Protocol (TFTP) server to download the TFTP file.
2748	TCP	Connects to the CTI gateway, which is the CTIManager component of Cisco Unified Communications Manager.
5060	UDP/TCP	Provides Session Initiation Protocol (SIP) call signalling.
5061	TCP	Provides secure SIP call signalling.
8443	TCP	Connects to the Cisco Unified Communications Manager IP Phone (CCMCIP) server to get a list of currently-assigned devices.
16384-32766	UCP	Sends RTP media streams for audio.

Server Requirements

Table 3 Cisco UC Integration for Cisco WebEx Connect Server Requirements

Item	Release
Cisco Unified Communications Manager	8.6
	8.5
	8.0
	7.1(3)
	7.1(2)
	7.0(2a) SU1
	6.1(4)
	6.1(3) with Cisco Options Package (COP) file to create the Client Services Framework device type

DLUs Required for Cisco Unified Communications Manager 6.1(4) and 6.1(3)

Table 4 Cisco UC Integration for Cisco WebEx Connect Server Requirements

Release	Device License Units (DLUs) Required
6.1(4)	<p>Three DLUs are required if you use Cisco UC Integration for Cisco WebEx Connect as a primary phone. If you use Cisco UC Integration for Cisco WebEx Connect in <i>adjunct mode</i>, only one license is required.</p> <p>When you use a phone in adjunct mode, you associate a secondary device with the primary device and consume only one device license for each device.</p>
6.1(3)	<p>Three DLUs are always required, whether you use Cisco UC Integration for Cisco WebEx Connect as a primary phone, or in adjunct mode.</p>



Note

If you use Cisco Unified Workspace Licensing (CUWL), typically many DLUs are available. If you start to use Cisco UC Integration for Cisco WebEx Connect with Cisco Unified Communications Manager 6.1(3) then move to 6.1(4), the extra DLUs become available again after you upgrade.

Client Computer Requirements

Hardware Requirements

Table 5 Hardware Requirements for Cisco UC Integration for Cisco WebEx Connect

Item	Description
Memory	Microsoft Windows 7: 2 GB Microsoft Windows Vista: 2 GB Microsoft Windows XP: 1 GB
Available disk space	200 MB
Connectivity	Download bandwidth: 80 Kbps Upload bandwidth: 80 Kbps
Processor	
Desktop	2.4 GHz
Laptop	1.8 GHz

Tested Audio Devices

The audio headset devices tested with Cisco UC Integration for Cisco WebEx Connect are as follows:

- Polycom Speakerphone USB
- ClearOne CHAT 50 USB
- Jabra GN8110 USB
- Jabra GN8120 USB
- Jabra GN9120
- Jabra Advantage Plus
- Plantronics CS50
- Plantronics CS60
- Plantronics DA60 USB
- Plantronics DSP-400
- Plantronics DA55 USB
- Plantronics Voyager 510 Bluetooth
- Clarisys i750
- Futiro USB

Software Requirements

Table 6 Software Requirements for Cisco UC Integration for Cisco WebEx Connect

Item	Description
Operating system	Windows 7 Professional or Ultimate, 32-bit or 64-bit (in WOW mode) Windows Vista SP2 Business or Ultimate, with DirectX 10, 32-bit or 64-bit (in WOW mode) Windows XP SP3 with DirectX 9.0c, 32-bit only
Software framework	Microsoft .NET 3.5 SP1

Cisco Unified IP Phone Requirements

[Table 7](#) lists the Cisco Unified IP Phone models that are supported for Cisco UC Integration for Cisco WebEx Connect, and whether Skinny Call Control Protocol (SCCP) and Session Initiation Protocol (SIP) are supported:

Table 7 Phones Supported by Cisco UC Integration for Cisco WebEx Connect

Phone	SCCP	SIP
Cisco IP Communicator	Yes	Yes
9971	No	Yes
9951	No	Yes
8961	No	Yes

Table 7 **Phones Supported by Cisco UC Integration for Cisco WebEx Connect**

Phone	SCCP	SIP
7985G	Yes	No
7975G	Yes	Yes
7971G	Yes	Yes
7970G	Yes	Yes
7965G	Yes	Yes
7962G	Yes	Yes
7961G-GE	Yes	Yes
7961G	Yes	Yes
7960G	Yes	No
7945G	Yes	Yes
7942G	Yes	Yes
7941G-GE	Yes	Yes
7941G	Yes	Yes
7940G	Yes	No
7931G	Yes	No
7925G	Yes	No
7921G	Yes	No
7920G	Yes	No
7912G	Yes	No
7911G	Yes	Yes
7910G	Yes	No
7906G	Yes	Yes
7905G	Yes	No
7902G	Yes	No
6961	Yes	No
6941	Yes	No
6921	Yes	No

For information about Cisco IP Phones, refer to publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. Navigate from the following URL:

<http://www.cisco.com/cisco/web/psa/maintain.html?mode=prod&level0=278875240>

**Note**

For 7931G phones to function correctly with Cisco UC Integration for Cisco WebEx Connect, you must set the value of the Outbound Call Rollover to field to **No Rollover** in Cisco Unified Communications Manager.

About Voice Quality

Cisco UC Integration for Cisco WebEx Connect is designed to provide premium voice quality under a variety of conditions; however, in some instances users may notice interruptions of audio transmission or temporary audio distortions (“Artifacts”) which are considered a normal part of the operation of the application. These artifacts should be infrequent and temporary when using:

- Cisco UC Integration for Cisco WebEx Connect on a workstation meeting the recommended configuration requirements.
- A network that meets the recommended quality criteria in the Cisco Unified Communication Solution Reference Design Document.

We take reasonable measures to interface with the operating system in ways that decrease the likelihood that other applications running on the system will interfere with softphone audio and video quality. However, the shared nature of system environments in which these products run is very different than a closed environment like Cisco Unified IP Phones and we cannot guarantee equivalent performance.

The following are some conditions that may cause artifacts:

- Spike in usage of the CPU of the personal computer - where CPU utilization is between 75 to 100% - due to launching applications, system processes or processing happening within other applications running.
- The system is running low on available physical memory.
- Other applications using large amounts of bandwidth to or from the workstation to the network.
- Other network bandwidth impairments.
- Dynamic reduction in CPU clock speed due to power management policy (for example, laptops running on battery power) or thermal protection causing the CPU to run in a more highly-loaded condition.
- Any other condition that causes the application to lose timely access to the network or audio system, for example, interference from third-party software.

Avoiding or recovering from the conditions previously listed will help minimize audio distortion artifacts.

Finding Documentation

- For a complete list of documents, see the *Documentation Guide for Cisco Unified Communications Integration (TM) for Cisco WebEx Connect* at:
http://www.cisco.com/en/US/docs/voice_ip_comm/cuciwex/roadmap/cuciconnect_map.html
- Configuration Guide for Cisco Unified Communications Integration (TM) Release 7.1 for Cisco WebEx Connect:
http://www.cisco.com/en/US/products/ps10627/products_installation_and_configuration_guides_list.html
- Release Notes for Cisco WebEx Connect:
http://www.webex.com/m/connectreleasenotes_c65.pdf
- Cisco WebEx Connect Administration Console:
<http://www.webex.com/webexconnect/orgadmin/help/index.htm>
- Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release:

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

- Cisco WebEx Connect online help:

<http://www.webex.com/webexconnect/help/wwhelp.htm>

Tips for Searching Cisco Documentation

We recommend using the external Google Search (<http://www.google.com>) to find information.

Use the following formula in the search field:

<product name> <release number> <topic keywords> site:cisco.com

Examples of Google Search entries:

- meetingplace 7.0 recording disk space site:cisco.com
- mobility advantage 7.0 compatibility matrix site:cisco.com
- presence 7.0 disaster recovery site:cisco.com

Important Notes



Warning

IMPORTANT NOTICE - PLEASE READ: During an emergency, softphone technology may not provide the most timely or accurate location data if used for a 911 emergency call. Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. USE A SOFTPHONE ONLY AT YOUR OWN RISK DURING AN EMERGENCY. Cisco will not be liable for resulting errors or delays.

Availability Status and Cisco Unified Presence

If Cisco Unified Presence is deployed in your Cisco Unified Communications system, your phone application might reset the availability status of your phone from Do Not Disturb to Available. This can occur on the following events:

- You are using your computer for phone calls, and use the conversation pane to switch to use your desk phone for phone calls.
- You are using your desk phone for phone calls, and use the conversation pane to switch to use your computer for phone calls.
- You exit Cisco UC Integration for Cisco WebEx Connect

For example, if you set your availability status to Do Not Disturb, sign out of Cisco UC Integration for Cisco WebEx Connect, then sign in again, the availability status of your phone is reset automatically to Available.

Partial Support for Multiple Lines

Cisco UC Integration for Cisco WebEx Connect can only control one call session button on a phone that is configured for multiple lines. Cisco UC Integration for Cisco WebEx Connect can control the first line in the list of lines returned by the Cisco Unified Communications Manager CTI service.

You cannot change which line is controlled when the lines are partitioned. You *can* change which line is controlled by Cisco UC Integration for Cisco WebEx Connect if the lines are not partitioned, that is, they have different directory numbers.

Call Control on Cisco Unified IP Phone 6900, 8900 and 9900 Model Series

Cisco UC Integration for Cisco WebEx Connect monitors only one call session button on the desk phone that is associated with it. The Cisco Unified IP Phone 6900, 8900, and 9900 model series allow simultaneous calls on multiple call session buttons. Any call operations that happen on buttons other than the one that Cisco UC Integration for Cisco WebEx Connect monitors are not reflected in the Cisco UC Integration for Cisco WebEx Connect user interface.

If you place or answer a call on a call session button that is not the one that Cisco UC Integration for Cisco WebEx Connect monitors, the call does appear in a conversation window. You cannot use Cisco UC Integration for Cisco WebEx Connect to control calls on the buttons that Cisco UC Integration for Cisco WebEx Connect does not monitor.

The impact of JAL and DTAL operations on a call that Cisco UC Integration for Cisco WebEx Connect controls depends on whether the operation moves a call to a monitored call session button.

If a JAL operation moves a call to a monitored call session button, the call transitions to a conference call. If a JAL operation moves a call to an unmonitored button, the call disappears from the Cisco UC Integration for Cisco WebEx Connect user interface. Cisco UC Integration for Cisco WebEx Connect cannot control the call.

Similarly, a DTAL operation moves a call to a monitored call session button, Cisco UC Integration for Cisco WebEx Connect can control the call, but if the call moves to an unmonitored button, Cisco UC Integration for Cisco WebEx Connect cannot control the call.

Adding Users to the Standard CTI User Groups

If you want Cisco UC Integration for Cisco WebEx Connect to be able to control the desk phone of the user, you must select the Allow Control of Device from CTI option when you create the device for the user. You must also ensure that the user is added to the Standard CTI Enabled user group.

If the phone of the user is a Cisco Unified IP Phone 6900, 8900 or 9900 series model, you must also add the user to the Standard CTI Allow Control of Phones supporting Connected Xfer and conf user group.

Procedure

-
- Step 1** Select **User Management > End User** in Cisco Unified Communications Manager Administration.
 - Step 2** Select the user that you want to add.
 - Step 3** Select **Add to User Group** in the Permissions Information group in the End User Configuration window.
 - Step 4** Search for “Standard CTI” in the Find and List User Groups window.
 - Step 5** Select the Standard CTI Enabled user group.

If the phone of the user is a Cisco Unified IP Phone 6900, 8900 or 9900 series model, select the Standard CTI Allow Control of Phones supporting Connected Xfer and conf user group also.

- Step 6** Select **Add Selected**.
 - Step 7** Select **Save** in the End User Configuration window.
-

QoS Packet Marking on Windows Vista

Quality of Service (QoS) packet marking requires administrator privileges for Windows Vista computers in Active Directory 2003 domains. Therefore users must have administrator privileges to overcome this operating system limitation and enable QoS packet marking for CSF deployments on Windows Vista on Active Directory 2003 domains.

For Windows Vista computers in Active Directory 2008 Domains you can use Group Policy to overcome this limitation, as described in the following procedure.

Enabling Packet Marking for CSF with Active Directory 2008 on Windows Vista

Procedure

- Step 1** Start the Group Policy Management Editor application.
- Step 2** Expand the **User Configuration** node.
- Step 3** In Policies > Windows Settings, right-click **Policy-based QoS**, then select **Create new policy**.
For example, create a policy called Cisco CSF UDP.
- Step 4** Check **Specify DSCP Value**, and enter 46 as the value, to mark traffic as expedited forwarding (EF).
- Step 5** Select **Next**.
- Step 6** Select the **Only applications with this executable name** option, then enter the following executable name:
cucsf.exe
- Step 7** Select **Next**.
- Step 8** Specify that the QoS policy applies to any pair of source and destination IP addresses. To do this, select the following options:
 - **Any source IP address**
 - **Any destination IP address**
- Step 9** Select **Next**.
- Step 10** Select the protocol to which the QoS policy applies, then specify the port or port ranges for the source and destination of the traffic.
For example, select UDP, and select **From any source port** and **To any destination port**.
- Step 11** Select **Finish**.
- Step 12** Apply the group policy you created to your client computers.

The settings that are applied to the client computers from the example above are as follows:

```
[HKEY_CURRENT_USER\Software\Policies\Microsoft\Windows\QoS\Cisco CSF UDP]
```

```

"Version"="1.0"
"Application Name"="cucsf.exe"
"Protocol"="UDP"
"Local Port"="*"
"Local IP"="*"
"Local IP Prefix Length"="*"
"Remote Port"="*"
"Remote IP"="*"
"Remote IP Prefix Length"="*"
"DSCP Value"="46"
"Throttle Rate"="-1"

```

Conference Calls Between Users in Different Clusters

If users have a conference call that involves users in different clusters, some users might not be able to see the participant list for the conference call. Instead, the conference call resembles a call between two users.

Cisco Unified Communications Manager 6.1(3) and Conference Participant Lists

If you use Cisco Unified Communications Manager 6.1(3), in conference calls the names of the participants are incorrect in the participant list.

New and Changed Information

Release 7.1(6)

This cumulative release provides the following new enhancements:

- Windows 7 32-bit and 64-bit WOW.
- Client Support - WebEx Connect 6.x
- Cisco Unified Communications Manager 8.0

See the [Resolved Caveats](#) section for the list of defects fixed in this release.

Limitations and Restrictions

You should review [Table 8](#) before you begin working with Cisco UC Integration for Cisco WebEx Connect. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the product.

For more information about an individual limitation, including workarounds, click the associated identifier in the table to access the online record in Bug Toolkit for that defect. (For information about accessing Bug Toolkit, see [Using Bug Toolkit, page 12](#)).

For information about open caveats, see [Table 9](#).

Table 8 *Closed Caveats for Cisco UC Integration for Cisco WebEx Connect*

Identifier	Severity	Component	Headline
CSCtb84156	3	api-soap	Incorrect phone status after restart connect when in share line
CSCsy82512	3	phone-softphone	CSF should update roster with all names on two-conf merge

Caveats

- [Using Bug Toolkit, page 12](#)
- [Open Caveats, page 13](#)

Using Bug Toolkit

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

- All severity level 1 or 2 bugs.
- Significant severity level 3, 4, or 5 bugs.
- All customer-found bugs except severity level 6 enhancement requests.

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

Before You Begin

To access Bug Toolkit, you need the following items:

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

Procedure

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

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

Open Caveats

[Table 9](#) describes possible unexpected behavior that might occur in Cisco UC Integration for Cisco WebEx Connect. The table is sorted by severity, then by identifier in alphanumeric order.

Unless otherwise noted, these caveats apply to all Cisco UC Integration for Cisco WebEx Connect releases. For details about an individual defect, click the identifier to access the online record for that defect in the Bug Toolkit.

Because defect status continually changes, be aware that the table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access the Bug Toolkit. For details, see [Using Bug Toolkit, page 12](#).

Table 9 *Open Caveats for Cisco UC Integration for Cisco WebEx Connect*

Identifier	Severity	Component	Headline
CSCsz71283	3	api-general	Should have End button on SP panel after dial an invalid number
CSCtf06806	3	phone-softphone	Behavior is incorrect when host resume the conference in a shared dev

Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases. Caveats are listed in order by severity, then in alphanumeric order by identifier.

Release 7.1(6)

[Table 10](#) lists the caveats resolved in through Release 7.1(6).

Table 10 *Resolved Caveats for Cisco UC Integration for Cisco WebEx Connect*

Identifier	Severity	Component	Headline
CSCtb85657	3	audio-svc	Client Does Not Work With Build-In Audio Device on Vista OS
CSCtb99061	3	api-general	Cannot show the forwarded phone number if dial to different CUCM phone.
CSCtc64510	3	phone-svc	MaxNumCalls and BusyTrigger Value Is Not Populated in Userid.xml file
CSCtc94933	3	phone-security	Security DLL crash at startup when certificate had no CN field

Table 10 *Resolved Caveats for Cisco UC Integration for Cisco WebEx Connect*

Identifier	Severity	Component	Headline
CSCtd55067	3	audio-svc	Client Does Not Detect USB Audio Once It is Unplugged and Plugged
CSCte45619	3	ldap	An unique contact appears twice when drag and drop into the client
CSCte78109	3	conversation-svc	Cannot merge RECEIVED calls in deskphone mode
CSCtg14233	3	logging	Client PRT crashes with unhandled exception
CSCtg17306	3	system-svc	The client creates a new "Local Settings" folder on localized OS
CSCtg17367	3	phone-deskphone	Client 7.1.3a deskphone control won't work for CUCM 7.1.2
CSCth08579	3	system-thirdparty	Marker bit is not set in the RTP packet w/ an RFC2833 DTMF event

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

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