Cisco UC Integration for Microsoft Lync 10.6.x Release Notes

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CONTENTS

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

Build Number

Release 10.6(7)—The build number for this release is 10.6.7.992

Release 10.6(6)—The build number for this release is 10.6.6.970

Release 10.6(2)—The build number for this release is 10.6.2.939.

Release 10.6(1)—The build number for this release is 10.6.1.928.

Release 10.6—The build number for this release is 10.6.0.907.

New and Changed Features in Release 10.6(7)

Resolved Caveats

This release includes a number of resolved caveats. For more information see the *Resolved Caveats in Release 10.6(7)*.

New and Changed Features in Release 10.6(6)

Extend and Connect

Extend and connect is a supported feature in this release.

Resolved Caveats

This release includes a number of resolved caveats. For more information see the *Resolved Caveats in Release 10.6(6)*.

New and Changed Features in Release 10.6(2)

Voice and Video

Support for Skype for Business 2015 15.0.4719.1000 32-Bit Edition.

Resolved Caveats

This release includes a number of resolved caveats. For more information, see the *Resolved Caveats in Release 10.6(2)*.

New and Changed Features in Release 10.6(1)

Resolved Caveats

This release includes a number of resolved caveats. For more information, see the *Resolved Caveats in Release 10.6(1)*.

New and Changed Features in Release 10.6

Voice and Video

- Hunt Groups - Hunt Groups enable incoming calls to be directed to a group of users. The call route is based on a number of factors, including first available, longest idle, broadcast hunting, and circular hunting.

  A hunt group works in conjunction with route filters and hunt lists to direct calls to specific devices. If a phone or device is ringing and not being answered, then another available number is searched for until the call is answered.

  A hunt list contains a set of line groups in a specific order. A single line group can appear in multiple hunt lists. A line group comprises a group of directory numbers in a specific order. The order controls the progress of the search for available directory numbers for incoming calls.

- Call Pickup - Call Pickup allows users to pick up incoming calls from their own group. Group Call Pickup and Directed Call Pickup allow users to pick up incoming calls to another group or individual, respectively.

  Directory numbers are assigned to call pickup groups and Cisco Unified Communications Manager automatically dials the appropriate call pickup group number. Users select **Pickup** to answer the call.

  There are four kinds of call pickup that allow users to ensure incoming phone calls are not missed.

  - Call pickup - allows users to pick up incoming calls from their own group.

  - Group call pickup - allows users to pick up incoming calls from another group.

  - Other group pickup - allows users to pick up incoming calls from a group that is associated with their group. You cannot use this option with the hunt group feature.

- Directed call pickup - allows users to pick up an incoming call on a directory number. You cannot use this option with the hunt group feature.

- Personal Ringtones - Users can select a ringtone for incoming calls from a menu of distinctive ringtones for their client in the **Options** menu.

- Do Not Disturb - When presence is set to Do Not Disturb, no ringer and no visual call notification will show and the call will appear as a missed call in the call history.

- Call Statistics - Users can view real-time statistics when on a call. They can view audio, video, and screen share statistics.

- Ring on all Devices - Users can hear incoming calls and alerts on their computer speakers and all connected devices. Even if their headphones are plugged in, when they receive a call or IM alert, the sound is played in both the headset and through the computer speakers. This feature is enabled by default, but users can change their ringer and alert preferences in the **Options** menu.

- Mute Before Answer - When joining a call, the user can mute their phone before connecting to the call.

- Audio Device Selection - Users can select their preferred headset or other audio device directly from chat windows. A new option allows users to open audio options and select their microphone, headset, and ringer preferences.

- Click to Call for Office 2013 (32 bit) - Support call capabilities for Office 2013 applications.

- HD Audio with G722 wideband codec - The G.722 wideband audio codec is introduced to deliver a superior call experience to the user.

- Native Support for Accessories - users can use Jabra, Logitech, Plantronics, or Sennheiser accessories to answer, mute, end call directly from the devices.

- Self View - Users can move and resize the self-view window on video calls.

User Management

- SAML based Single Sign On - Security Assertion Markup Language (SAML) is an XML-based open standard data format that enables you to access a defined set of Cisco services seamlessly after verifying credentials with an Identity Provider. You enable SAML SSO in Cisco WebEx Messenger Services, Cisco Unified Communications Manager, or Cisco Unity Connection.

- Custom Tabs - Users can create custom tabs.

Software Requirements

Supported versions of Microsoft Lync and Microsoft Skype for Business

- Microsoft Lync 2010

- Microsoft Lync 2013

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

  ◦ 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.

- Microsoft Skype for Business 2015

> **Note** Microsoft Skype for Business 2015 64 bit is not supported.

Supported operating systems

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

- Microsoft Windows 8.x, 32 and 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 R2

- Microsoft Active Directory 2008 R2

- OpenLDAP

> **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 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 2010 32 bit

- Microsoft Office 2013 32 bit

Support for Microsoft Office 365

Cisco UC Integration for Microsoft Lync integrates with Microsoft Lync for IM and Presence and 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 of the same versions of Microsoft Lync, Outlook, and Office applications 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		

Port	Protocol	Description
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)
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.

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)

Software phones (CSF devices) are not supported in virtual environments. Use Cisco Virtualization Experience Media Engine (VXME) for Cisco UC Integration for Microsoft Lync call capabilities in a virtual environment.

Check Point VPN

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

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 capabilities:

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 (more information in Common 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.

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.

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.

Severity Level		Description
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 in Release 10.6(7)

Identifier	Severity	Component	Headline
CSCuv15478		jabber-phone	Evaluation of cucilync for OpenSSL June 2015

Resolved Caveats in Release 10.6(7)

Identifier	Severity	Component	Headline
CSCux46087	2	jabber-phone	libxml2 December 2015 parsing vulnerabilities
CSCuw30268	6	lync-integrations	Multiple lync popups occur when webex meeting starts

Identifier	Severity	Component	Headline
CSCuw54113	3	lync-integrations	CUCILync is closing Lync IM window after webex meeting ends
CSCuw54124	3	lync-integrations	CUCILync doesnt send WebEx invitation link via S4B
CSCux46609	5	jabber-phone	CUCI-Lync displaying 'Unable to load custom contact(s)'
CSCux43556	3	jabber-phone	Calls fails for contacts that has URI address alphanumeric characters

Closed Caveats in Release 10.6(7)

Identifier	Severity	Components	Headline
CSCus35699	3	jabber-phone	No video or audio on a call (EDGE+SSO)

Open Caveats in Release 10.6(6)

Identifier	Severity	Component	Headline
CSCus35699	3	jabber-phone	No video or audio on a call (EDGE+SSO).

Resolved Caveats in Release 10.6(6)

Identifier	Severity	Component	Headline
CSCuv76474	3	jabber-phone	The client cannot be connected/associated with it's IP phone.
CSCul28499	6	lync-integrations	Drag and drop from Outlook to CUCI-Lync.
CSCuv52524	3	lync-integrations	CUCILync Drag&Drop does not work if email and JID are different.
CSCuq04999	6	installer	Add installer switch so that device selector is turned off.
CSCuw01236	2	jabber-phone	CUCIlync 10.6.2 - IE POPUP feature not supported with latest IE Ver.
CSCul00095	6	jabber-phone	CUCI-Lync 9.2 does not save Username at logout.

Identifier	Severity	Component	Headline
CSCuv86705	4	jabber-phone	Transferred call history log is not the same as deskphones.
CSCuv25705	3	jabber-phone	CUCILYNC crashes when call history icon is pressed on docking window.
CSCuu67896	3	lync-integrations	Call toast is displayed if Lync is started before CUCILync.
CSCuu76643	3	lync-integrations	Drag and drop phone only number creates conference call.
CSCuu67931	3	lync-integrations	DND presence problem when Lync is starter before CUCILync.
CSCuu28925	3	lync-integrations	Delay in getting number from Lync to call.
CSCuu53075	6	lync-integrations	Lync chat window is not on the top.
CSCuv61043	3	jabber-phone	CUCILync Call History changes after call transfer.
CSCuw21610	3	installer	Lotus Notes calendar integration not working.

Open Caveats in Release 10.6(2)

Identifier	Severity	Component	Headline
CSCuu28925	3	lync-integrations	Delay in getting number from Lync to call

Resolved Caveats in Release 10.6(2)

Identifier	Severity	Component	Headline
CSCuu20782	3	clicktocall	CUCI-Lync 10.6 Click to Call Plugin causes crash in Outlook 2013
CSCuu53060	3	lync-integrations	Conference is initiated when Placing a call on single phone only contact
CSCut67390	4	clicktocall	Call and Recipients icons not displayed in integrated application
CSCuu33974	3	jabber-phone	'Decline' button Press for a second incoming call continues to ring
CSCuu48985	3	clicktocall	CUCI-Lync 10.6 Click to Call Plugin causes crash in PowerPoint 2013

Identifier	Severity	Component	Headline
CSCut46158	2	jabber-phone	MARCH 2015 OpenSSL Vulnerabilities
CSCuu53253	3	lync-integrations	Error (EmbeddedBrowser.dll is missing) appears when CUCILync is launched
CSCus89266	3	jabber-phone	Crash in CUCILync with no obvious reason
CSCut11765	4	jabber-phone	CUCILync 9.7.6- number shown as 'Unknown' in deskphone call history

Open Caveats in Release 10.6(1)

Identifier	Severity	Component	Headline
CSCus35699	3	jabber-phone	No video or audio on a call (EDGE + SSO)
CSCus89266	3	jabber-phone	Crash in CUCILync with no obvious reason

Resolved Caveats in Release 10.6(1)

Identifier	Severity	Component	Headline
CSCut55388	3	lync-integrations	Presence bubbles do not show up for contacts that are not in roster
CSCut55361	3	clicktocall	Cannot load integrated application because of Click2Call
CSCut63027	3	lync-integrations	Unable to call contact from Lync if not in Lync Contact list
CSCut69693	3	jabber-phone	Video call is made when Never start calls with video call is chosen
CSCut29797	3	lync-integrations	Cisco UC Integration for Microsoft Lync Crash on 10.6
CSCut23058	5	jabber-phone	CUCILync icons not properly displayed in task bar and Start menu
CSCut74561	5	branding	"Mute Jabber sounds when on a call" is displayed in sounds and alerts
CSCut67035	5	clicktocall	Bad icons in Word and Excel for context menu for selected number

Open Caveats in Release 10.6

Identifier	Severity	Component	Headline
CSCus35699	3	jabber-phone	No video or audio on a call (EDGE + SSO)
CSCus89266	3	jabber-phone	Crash in CUCILync with no obvious reason

Closed Caveats in Release 10.6

Identifier	Severity	Components	Headline
CSCup74227	3	jabber-phone	Client unexpectedly quits using custom tab, html page with script errors.
CSCur52408	3	lync-integrations	Microsoft Lync client pops up unexpectedly.
CSCur55555	3	lync-integrations	CUCILync not allowing Lync to change presence back to "available"
CSCuq81448	3	lync-integrations	CUCILync DND status not updated correctly on the device page
CSCur52576	3	jabber-phone	CUCILync crashes when opening WebEx

Resolved Caveats in Release 10.6

Identifier	Severity	Component	Headline
CSCus99117	2	jabber-phone	CUCILync crashes when playing with Custom tab or More button
CSCuj84014	3	jabber-phone	CUCILync unexpectedly closes when reconnecting to VPN
CSCup74238	3	jabber-phone	Jabber desktop sharing quality varies due to cached low bandwidth level
CSCup74246	3	jabber-phone	Restricted number is not stored in call history of Jabber for Windows

Identifier	Severity	Component	Headline
CSCup74259	3	jabber-phone	Jabber 9.7 Configured Display (Caller ID) not shown for Dif Locale
CSCus49991	3	branding	Restart Lync, CUCILync changes to "On the Phone" for shared line call
CSCus64473	2	lync-integrations	Visual voice mail not connected after initial start of CUCI-Lync
CSCus72872	3	jabber-phone	CUCILync fails to lunch - error unable to start correctly (0xc0000018)
CSCut03919	3	lync-integrations	CUCILync showing other non-relevant contacts during search
CSCuo88470	2	lync-integrations	Null pointer exception

Troubleshoot Cisco UC Integration for Microsoft Lync

Presence Behavior

Expected presence behavior in Microsoft Lync 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	On the Phone/Custom	On the Phone	Available	Available	X
Inactive / Idle	On the Phone/Custom	On the Phone/Custom	Available	Inactive / Idle	Available
Away / Idle	On the Phone/Custom	Away/Idle	Available	Away / Idle	Available

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]
Busy Idle (10 min) - Away [yellow]	On the Phone / Custom [green]	Busy Idle (10 min) - Away [yellow]	Available [green]	Busy Idle (10 min) - Away [yellow]	Available [green]
On the Phone / Manual [red]	On the Phone / Manual [red]	On the Phone / Manual [red]	Available [green]	Available [green]	X
Do not Disturb / Manual [red]	Do not Disturb / Manual [red]	Do not Disturb / Manual [red]	Do not Disturb / Manual [red]	Do not Disturb / Manual [red]	X

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.

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 *Cisco UC Integration for Microsoft Lync 10.6 Administration Guide*.

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 controls the presence changing to In a meeting. Verify the following:

- Verify that Microsoft Lync is connected with the Microsoft Lync server.

- Verify that the Exchange Web Service (EWS) is deployed to Lync.

- Check the values for the Microsoft Lync server parameters:

    - CalendarStatePublicationInterval

    - WebServicePollInterval

    For further information check your Microsoft Lync 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. 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. 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.

> **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. 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 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 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