



Release Notes for Cisco IP SoftPhone Release 1.2(3)

These release notes are an update to the Release Notes for Cisco IP SoftPhone Release 1.2(2), available at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/ip_7960/softphon/ver_1_2/index.htm

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What's New

The following features are new or changed in Cisco IP Softphone Release 1.2(3):

- Cisco CallManager Release 3.2 is supported.
- New versions of Cisco TSP are bundled:
 - for Cisco CallManager 3.0, Cisco TSP 3.0(1.24).
 - for Cisco CallManager 3.1, Cisco TSP 3.1(0.43).
 - for Cisco CallManager 3.2, Cisco TSP 3.2(0.19).
- Associated PC is automatically updated in DC directory.

Fixed Problems

[Table 1](#) lists the problems that are fixed in the Cisco IP SoftPhone 1.2(3) release.

Table 1 *Cisco IP SoftPhone 1.2(3) Resolved Problems*

Bug ID	Description of bug
CSCdw36858	Establishing a call results in a <i>tapisrv</i> crash on Windows 98.
CSCdx03915	One-way audio is observed with the IPCC Media Terminating desktop.
CSCdx04029	A TSP error occurs when making a call using MS Outlook.

Known Problems

Known problems are unexpected behaviors or defects in Cisco software releases. They are graded according to severity level. These release notes contain information for severity levels 1, 2, and 3 only.

You can search for known problems on the Cisco bug tracking system tool, called Bug Navigator II.

To access Bug Navigator II, perform one of the following actions:

- Enter the following URL in your web browser:
`http://www.cisco.com/support/bugtools`
- Log in to CCO and select **Service & Support > Technical Assistance Center > Tools > Software Bug Toolkit Bug Navigator II**

Table 2 shows the known problems in this release.

Table 2 *Cisco IP SoftPhone Release 1.2(3) Known Problems*

Bug ID	Summary	Explanation
CSCdu25811	Only administrator users can launch SoftPhone.	Only users who have administrator privileges should launch SoftPhone.
CSCdu69446	Cisco IP Softphone plays both inband and out-of-band ringback on calls through a 6608 PRI gateway.	Users hears two distinct ringback tones when they make calls through the gateway. There is no workaround.
CSCdv16557	The table of contents of the online help in Japanese is garbled.	The table of contents is garbled for the Japanese online help on an operating system using the multi-language pack. There is no workaround for this condition.

Table 2 Cisco IP SoftPhone Release 1.2(3) Known Problems (continued)

Bug ID	Summary	Explanation
CSCdv42104	Softphone display corrupted in 24 bit TrueColor(1024x768) in Windows 98.	<p>SoftPhone1.2(3) gets display corruption when run on some Windows 98 systems with display set to TrueColor-24bit (1024x768).</p> <p>To work around this problem, perform the following steps:</p> <ul style="list-style-type: none"> • Use high color, 16-bit, 1024x768 resolution. • Switch from 24 bit size to 16 bit, then back to 24 bit.
CSCdv55469	The <i>getIP.asp</i> file does not work with proxy setting configured.	<p>The automatic Network IP setting does not work if a proxy server is configured.</p> <p>To work around this problem, do the following:</p> <ul style="list-style-type: none"> • Verify the proxy server client access restrictions. • Open a web browser and enter the URL found in the Network IP Setting. Verify that it returns the proper value. <p>If the browser returns an error, check the event logs. Configuration errors with the Microsoft Proxy Server will be logged in the Event Viewer. You can check the Event Viewer to get additional information about several types of configuration errors, including those that occur with any of the proxy server services, logs, RAS, and packet filtering. When a security violation occurs, you can also check the proxy service logs and the packet filter log to see what was happening during the time of the violation.</p> <ul style="list-style-type: none"> • Because the <i>getIP.asp</i> page may not work properly through the proxy server, the file can be moved to any IIS server on the LAN where the SoftPhone client is running. You can bypass the proxy server. Configure the Network Audio IP settings to point to the <i>getIP.asp</i> page.

Table 2 Cisco IP SoftPhone Release 1.2(3) Known Problems (continued)

Bug ID	Summary	Explanation
CSCdv62260	Receive UDP port does not apply manual settings.	<p>Manual receive-port setting reverts to automatic selection</p> <p>To work around this problem, make sure that both the UDP Transmit and Receive ports are set to "Manual," then restart SoftPhone</p>
CSCdw05661	Change of IP address of SoftPhone machine is not reflected in periodic server updates.	<p>If SoftPhone is running while an IP address change is made on the SoftPhone machine, the new address is not reflected in periodic updates to the CER server.</p> <p>To work around this problem, restart SoftPhone.</p> <p>Also, after SoftPhone is installed, you need to set the IP address by selecting the Select Address option in the following path:</p> <p>Settings->Audio->Network Audio</p>
CSCdw07204	The state of a call is listed incorrectly in the call block.	<p>If a call is placed on hold, it still is listed as "connected" in the call block. This condition exists on SoftPhone 1.2(3) with Cisco CallManager 3.2(1) or later.</p> <p>There is no workaround for this situation. The buttons at the bottom of the window show the correct state of the call. Only the text in the call block is wrong.</p>
CSCdw22227	The help index is garbled when Netscape is used to open the context-sensitive help.	Use the Microsoft Internet Explorer browser as the default to open html files.
CSCdw36941	No message is prompted when the VPN URL is invalid.	<p>If the auto IP setting is enabled and the URL address is not valid, the user experiences one-way audio (will not be able to hear a call).</p> <p>To work around this problem, go to Network Audio Settings and either verify that the URL is valid or specify the SoftPhone IP address.</p>

Table 2 *Cisco IP SoftPhone Release 1.2(3) Known Problems (continued)*

Bug ID	Summary	Explanation
CSCdw39821	Self-extracting installation should not allow users to proceed without URL.	<p>The installer allows the user to skip this configuration, which results in an unsuccessful installation. Not specifying the location of the customization files will result in not installing the Cisco TSP, JVM hotfix, and NetMeeting.</p> <p>To work around this problem, re-run the installer and enter a valid URL configuration location.</p>
CSCdw45704	SoftPhone collaboration feature fails.	<p>For collaboration to work properly, SoftPhone needs the IP addresses of all SoftPhone participants in the conference call.</p> <p>Use SoftPhone 1.2(3) or later. Also, note that the associated PC field gets automatically updated only if the Cisco CallManager DC directory is configured with no duplicate entries in the personal directory.</p>
CSCdw57745	DCD LDAP exposes administrator password to SoftPhone users.	<p>This problem occurs because administrators usually create only one account—an administrator account.</p> <p>To work around this problem, create users accounts to access the DC directory for SoftPhone directory settings.</p>
CSCdw93847	Collaboration does not work over VPN/NAT connection.	<p>Application sharing and video collaboration do not work over VPN/NAT.</p> <p>SoftPhone is using NetMeeting to handle the application sharing and video collaboration features because of the complexity of H.323. Therefore, these features do not work.</p> <p>There is no workaround.</p>

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered CCO users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, for your convenience many documents contain a response card behind the front cover. Otherwise, you can mail your comments to the following address:

Cisco Systems, Inc.
Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

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technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

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