Cisco WebEx Connect Release Notes

Version: 7.2.1

Date: January 17, 2012

These release notes describe the Cisco WebEx Connect version 7.2.1 new features, resolved issues, and known issues:

- What's New in the 7.2.1 Release?
- Resolved Issues in the 7.2.1 Release
- Known Issues/Limitations
- Related Documentation

What's New in the 7.2.1 Release?

Support for Cisco Unified Communication Manager (CME) 8.8	Cisco WebEx Connect version 7.2.1 adds support for Cisco Unified Communication Manager Express (CME) version 8.8.

Several issues were resolved in this release. For more information, see Resolved Issues in the 7.2.1 Release.

To see new features in recent releases, refer to *Cisco WebEx Connect Release Notes for version 7.2* and *Cisco WebEx Connect Release Notes for version 7.1.3.*

Resolved Issues in the 7.2.1 Release

The following issues were resolved in the version 7.2.1 release of Cisco WebEx Connect:

474745	Some customers reported that their chat history disappeared after upgrading to Cisco WebEx Connect version 7.1.1.

Known Issues/Limitations

IBM Lotus Notes	• If a user upgrades to version 7.1 or 7.2 using automatic upgrade and has IBM Lotus Notes open on their computer, the user needs to close and reopen Lotus Notes on their computer after upgrading in order for the meetings list to appear in the Meetings tab
	• In order for meetings to appear in the Meetings tab, the user must open and sign into Lotus Notes before signing in to Cisco WebEx Connect.
	• If a user clicks the **More Details** link of a recurring meeting for an instance other than the first instance of the meeting while the Lotus Notes Calendar is open, an error message appears. This is a known Lotus Notes issue *https://www-304.ibm.com/support/docview.wss?uid=swg21320626.*
	• If the time zone of the operating system has changed, Lotus Notes needs to be restarted for the setting to take effect.
	• For a meeting scheduled in Lotus Notes, if a user starts an online meeting instantly from the Meetings tab and then signs out, when they sign in again, the **Start** button is active again, even though meeting is already in progress.
	• If a user signs into Cisco WebEx Connect and cancels before entering the Lotus Notes password in the resulting prompt, when they sign into Cisco WebEx Connect again, they will not be prompted for the password. This is a Lotus Notes limitation, where Lotus Notes will remember the state set by the user. User needs to restart Lotus Notes in order to enter password again.
	• All-day meetings are defined from 4 am to 8 pm in Lotus Notes; as a result, the times for all-day meetings appear as 4:00-20:00 in the Meetings list.
Sharing status may be inaccurate for older WebEx sites	• If a WebEx meeting is started on a site older than WBS27 SP22, and the host shares his or her application or desktop, the status of an attendee in this meeting appears as "Sharing in a WebEx meeting," even if they are not sharing.
Tooltip line breaks on non-English sites	• On a site that uses any language other than English, some words in tooltips have awkward line breaks.
Microsoft Outlook and Microsoft Outlook integration	• Calendar integration with Cisco WebEx Connect is not available with Outlook 2010 64-bit
	• When both Cisco WebEx Connect and Microsoft Outlook are running, if you restart Cisco WebEx Connect, Microsoft Outlook will lose its connection to Cisco WebEx Connect. Once you restart Cisco WebEx Connect, you must either sign in to Cisco WebEx Connect manually from Microsoft Outlook or close Microsoft Outlook and open it again.
	• If you start Microsoft Outlook and then start Cisco WebEx Connect, Microsoft Outlook will not show the presence status for your contacts from Cisco WebEx Connect until you initiate some action in Microsoft Outlook.
	• Status (previously called "presence"), IM, and call integration are not supported in Microsoft PowerPoint.
	• In Microsoft Outlook 2007, it is not possible to right-click to call contacts that are not listed in the user's Contact list.
	• It is not possible to right-click to IM a contact in Microsoft Word and Microsoft Excel.
Contact status	• Occasionally, status does not show properly in Microsoft SharePoint because of its dependency on certain Microsoft Office components. A workaround is documented by Microsoft at *http://support.microsoft.com/kb/833714.*
	• If a contact is added directly in Microsoft Outlook 2010, it may take a few seconds for the status to appear.
	• If a contact changes their profile information in Cisco WebEx Connect, the user has to hover on the contact's name in Outlook before the changed information is displayed.

	• After installing Cisco WebEx Connect, Outlook needs to be restarted in order for the contact status to show.
Starting WebEx meetings with earlier versions of WebEx	• For WebEx versions earlier than WBS27, you cannot start a WebEx Meeting Center meeting from Cisco WebEx Connect unless you have selected a Meeting Center meeting type in the One-Click settings on the WebEx site.
IM window	• Email addresses need to follow mailto: format in order to appear as a hyperlink in the conversation window [418977].
	• When using Internet Explorer 6.0, if a user makes a phone call and then switches to an IM window, and additional space for a scroll bar appears even though there is no need for a scroll bar. [418381]
Screen capture	• The screen capture feature is not supported in group chat sessions.
	• For users who have older versions of Cisco WebEx Connect, screen capture images are sent as a file transfer.
	• The screen capture feature is not supported with other third-party IM software.
	• The screen capture feature is not supported with Cisco WebEx Connect Web IM.
	• The screen capture feature may be blocked by a pending file transfer. [410724]
Windows default device support	If a Windows XP SP2 or SP3 user has the Use My computer's Default Audio Device option turned on in Cisco WebEx Connect, and the user starts a PC-to-PC call with one audio device, ends the call, switches to another device while Cisco WebEx Connect is still open, and then starts another PC-to-PC call, audio may still be heard from the initial device. To resolve this problem, the user should restart Cisco WebEx Connect so it will use the new audio device. [420770]

IM Federation with Microsoft OCS and IBM Lotus Sametime	• If a Microsoft Office Communications Server (OCS) or IBM Lotus Sametime user logs into the OCS or Sametime software respectively, a Contact List Request may appear for the Cisco WebEx Connect user if that user had previously accepted a Contact List Request for the same OCS or Sametime user but had not added the contact to his or her contact list (in other words, the OCS or Sametime user was an Observer).
	
	There are two workarounds for this problem:
	
	  o Add the user to your contact list by turning on the **Add this person to my contact list** option, and accepting the contact list request.
	
	  o Block the OCS or Sametime contact by selecting **Block** in the Contact List Request dialog box.
	
	• Under certain scenarios, Cisco WebEx Connect users always see a Contact List Request from an OCS or Sametime user, even if they had previously denied the request by selecting **Deny** in the Contact List Request dialog box.
	
	The workaround for this problem is to block the OCS or Sametime contact by selecting **Block** in the Contact List Request dialog box.
	
	• OCS and Sametime clients may show Cisco WebEx Connect contacts in the OCS or Sametime software even after the Cisco WebEx Connect user has removed them completely from his contact list. This can lead to confusion between the Cisco WebEx Connect user and the OCS or Sametime user because the OCS and Sametime software will not show a status for the Cisco WebEx Connect user.
	
	• Cisco WebEx Connect custom statuses, such as "On the phone" or "In a WebEx Meeting," may not be visible or be reflected correctly in the OCS or Sametime software.

	• A Sametime user may not be able to send an IM to a Cisco WebEx Connect user if the user status is "Away," because Sametime interprets the status as "Do not disturb" or "Busy." • An OCS user may see a Cisco WebEx Connect user's status as "Available" when the user's status is actually "Idle." • Cisco WebEx Connect emoticons may not translate well in the Sametime or OCS software and vice-versa. • A Sametime user may receive a "blank" message when communicating with a Cisco WebEx Connect user who is signed in to Cisco WebEx Connect Web IM and that user then signs off. • A Sametime user may receive "blank" messages when a Cisco WebEx Connect user is typing a message—this is because the Sametime client does not interpret "typing indicators" correctly. • An OCS user cannot federate with a Cisco WebEx Connect user if the Cisco WebEx Connect username contains the quote mark character ("). • OCS rejects hyperlinks that contain extensions on its blocked list.
Issues with third-party XMPP software	• Some third-party XMPP software applications such as Pidgin and PSI, do not support the Decline feature, and when you click the **Cancel** button in Pidgin, it does not do anything. As a result, a group chat invitation that is sent from Cisco WebEx Connect to a third-party application may not receive an "accept" or "reject" response. • When a Cisco WebEx Connect user ends a desktop sharing session, third-party applications may show the internal commands being exchanged to the end user in the IM window. • Some third-party applications do not support HTML rendering in the same way Cisco WebEx Connect does; for example, if the Cisco WebEx Connect window has a "Here" link, some third-party applications cannot produce the URL. • Some third-party applications, such as MomentIM, do not support server side blocking (XEP-0016, privacy lists). As a result, a Cisco WebEx Connect user may still see a user's presence status after being blocked from the third-party application and the user of the third-party application may still receive instant messages from the Cisco WebEx Connect user.
Secure Real-Time Protocol (SRTP)	The Cisco Unified Communication Integration with Cisco WebEx Connect version 7.0 does not support Secure Real-Time Protocol (SRTP), even though the user interface still shows settings for that protocol.
Cisco Unified Communication Integration and DTMF signals	Although the Cisco Unified Communication Integration with WebEx Connect version 7.0 may send dual-tone multi-frequency (DTMF) signals while the call is considered "in progress," it does not send tones.
Cisco Unified Communication Integration Visual Voicemail	• Users who receive forwarded voicemails with an additional message sent by the forwarder may not be able to play the entire voicemail message. [418989] • Timestamps for received voicemails may be incorrect if the corresponding Unity server's time is not set to GMT. [419293] • Occasionally users may have connection issues to Cisco UC integration with Cisco WebEx Connect or with Visual Voicemail when connecting through a virtual private network (VPN). Signing out and back in to Cisco WebEx Connect should resolve these issues (assuming there are no network issues). [418915] • Users who have special characters in their Cisco Unified Communications Manager usernames may experience problems receiving voicemails. [417970] • Users are not able to sign in to Visual Voicemail services if any of the following conditions are true: the user password is locked, the user password has expired, or the mailbox is over its limit and cannot send or receive messages until some are deleted. [417832, 417796, 417776, 414663]
Problems making calls with phone tab	A user may experience problems making phone calls with the Cisco WebEx Connect Phone tab, and the user's phone number may blink continuously. If more than one user assigned to the Cisco Unified

	Communications Manager is experiencing these problems, it may be related to a known Cisco Unified Communications Manager Defect (CSCta67626). To resolve the problem, The Cisco Unified Communications administrator should restart the TFTP server for the impacted cluster. Refer to the *Administration Guide for Cisco Unified Communications Manager* to determine how to restart the TFTP server.
Language support issues for global users	• Spaces features are available only in the English language. • The desktop sharing floating icon tray is available only in the English language. • When a user signs in to Cisco WebEx Connect in one language and switches to another language in the same session, any subsequent error messages are displayed in the language that was selected when the user originally signed in. • The Cisco WebEx Connect Administration Tool is available only in the English language. • Cisco WebEx Connect online help does not contain content about Spaces for languages other than English.
Windows 7 Support	• Documents stored in spaces in the Files tab can be opened only in read-only mode in Microsoft Windows 7; these documents cannot be opened in Edit mode. This problem is caused by an issue with the Microsoft Windows 7 operating system. Currently, there is no estimate on when a patch will be available from Microsoft to correct this problem.
Accessibility	• Spaces features and Calendar tab elements are not keyboard accessible. • Accessibility features do not work in the broadcast message dialog box. [410862]
Cisco Unified Communications Integration for Cisco WebEx Connect conference roster issues	If conference calls cross multiple Cisco Unified Communications Manager clusters, conference roster information may be incorrect. Users may notice this condition by seeing incorrect Caller ID and/or incorrect call status (connected/disconnected). This problem is a known limitation of Cisco Unified Communications Manager. [413404],[416129]
Proxy connection support for Cisco Unified Communications Integration for Cisco WebEx Connect	When a user's PC accesses the Internet through a proxy, the Cisco Unified Communications Integration for Cisco WebEx Connect may not successfully connect. [413976]

Cisco WebEx Connect features that are different or are not supported in Cisco WebEx Connect Web IM	• The following Cisco WebEx Connect features are not available for Cisco WebEx Connect Web IM:
	
	   o Spaces
	   o Calendar
	   o Offline messages
	   o Outlook integration
	   o Chat archive
	   o File transfer
	   o PC–to–PC calling
	   o Video calling
	   o Audio conferencing
	   o Desktop sharing
	   o Scheduling a meeting
	   o Text editor
	   o Custom sounds
	   o Multiple languages (only English and French are supported)

	• The "Idle," "In Meeting," and "In WebEx Meeting" status messages are not supported.
	• The "Away" status message is based on the amount of time the user is away from Cisco WebEx Connect Web IM.
	• Meeting reminders appear only for the default site that the user has configured in Cisco WebEx Connect.
	• Meeting information is cached every 30 minutes. If a meeting is scheduled after the last cache and start time, the reminder does not appear.
	• Users cannot take a picture using a webcam for use in their profile.
	• If a user invites contacts in a group chat to a meeting and that meeting has started, it is not possible to invite a new contact to that meeting automatically.
	• If Directory Groups are turned on, and a user adds a "Friendly Name" for a contact who is also a part of a Directory Group, the contact's "Friendly Name" also appears in the Directory Group.
	• In Internet Explorer, it may take a few minutes after a user logs in to display the status for contacts, especially if the Contact list is long.
	• In Internet Explorer 8, the word wrap feature does not work when typing a message in the IM window.
	• If two windows are too close to each other or overlap, it may not be possible to move or close them.
IM logging and archiving	• If the IM logging feature is turned on for a user, and the user has end-to-end encryption turned on, the end-to-end encryption policy is turned off for the user.
	• Users who have the IM logging feature turned on must use either Cisco WebEx Connect version 6.5 or later or Cisco WebEx Connect Web IM, even though users are currently not prevented from logging in to an earlier version of Cisco WebEx Connect.
	• If the IM logging feature is turned on for a user, and the user also has an end-to-end encrypted IM session open with a user who does not have the IM logging feature turned on, when the logged user signs into Cisco WebEx Connect again, the user may receive the error "Unable to establish a secure session. Your contact's company prohibits sessions that are not secure, so this session is being disallowed." When this message appears, one of the users must close the IM session and start a new one.

	• If the Cisco Unified Communications integration is turned on, dialing a non-existing phone number (111111111) results in the following additional message being logged:
	
	    [<Time stamp>] 111111111:
	    NOTE: Communications with loggeduser@mycompany.com are logged.

	• In an IM session between two logged users, the notification (a statement stating that the session is being logged) is displayed again if one of the users experiences a network disconnect or reconnect.
	• In an IM session between two logged users, the notification is not displayed when one of the logged users signs out, signs back in, and then starts an IM session with the same user.
	• In an IM session between a logged user and a non-logged user, the notification is not displayed when the non-logged users signs out, signs back in, and either party then starts an IM session with the other.
	• In situations where a user logs in simultaneously from more than one IM client, the notification may appear more than once

AV with policy restricted incompatibility between version 7.0 and earlier versions	If a user of Cisco WebEx Connect version 7.0 who is not VoIP-policy restricted starts a chat with a user of an earlier version of Cisco WebEx Connect who is VoIP-policy restricted, and then the first user starts Conference Computer in the conversation window, the user of the earlier version sees no prompt, while the first user is incorrectly notified that the second user is joining the conference. [419723]
Unable to search the Microsoft Outlook Global Address List for contacts	The Add Contact dialog box has been simplified so that users searching for contacts to add to their contact lists can search only the Cisco WebEx Connect user database. Users are no longer able to search the Microsoft Outlook Global Address List (GAL) for contacts.
Unable to send a message in Discussions within an open Space	If a user has a particular Space open for an extended period of time, the user may be unable to send a message in the Discussions tab. The workaround is to close the Space and reopen it to continue to participate in sending messages in the Discussions tab for this particular Space
Desktop sharing	- The ToolTip indicating who has control of the desktop sharing session incorrectly shows the contact username instead of the contact display name (for example, the First Name and Last Name). - Guest users of Cisco WebEx Connect version 5.1 cannot view desktop sharing that was started by a user of Cisco WebEx Connect version 7.0. - When a user of Cisco WebEx Connect version 7.0 ends a desktop sharing session with a user of a third-party application, the third-party application user receives an incorrect notification that the Cisco WebEx Connect user has canceled the invitation. [416579]
Unable to receive message when signed in from both Cisco WebEx Connect and Psi	If you have signed in to Cisco WebEx Connect and to the Psi instant message application (*http://psi-im.org/*) at the same time and have set your status to "Custom Away" in Cisco WebEx Connect and to "Away" in Psi, you may not receive messages correctly on Cisco WebEx Connect.
Unable to view the business card of some contacts	You may not be able to view the business card of some of your contacts who are not part of your company or organization. This issue may occur if any of your contacts who are not in your organization have set their profile permissions to **My Organization** and/or **My Network** and your contact has not added you as a contact to their contact list.
Profile	Profile updates take some time to display for a contact after a change in Profile permissions. [418855]
Compatibility of the **Show contact pictures in my contact list** option with previous versions of Cisco WebEx Connect	Checking the **Allow users to set "Show contact pictures in my contact list"** option in the Cisco WebEx Connect Administrative Tool causes the option **Show contact pictures in my contact list** to be unchecked for Cisco WebEx Connect users who are using a version earlier than version 6.1.0. The workaround for this problem is to uncheck the **Allow users to set "Show contact pictures in my contact list"** option and check the **Show contact pictures in my contact list** option in the Cisco WebEx Connect Administrative Tool. See the following illustration: ☐ Allow users to set "Show observer group on my contact list" ☑ Show observer group on my contact list This workaround is not necessary once all users have upgraded to version 6.1.0 or later of Cisco WebEx Connect.
Cisco WebEx Connect version 5.x and 6.0 or later functionality incompatibility	The following Cisco WebEx Connect features do not work between Cisco WebEx Connect version 5.x and Cisco WebEx Connect version 6.0 or later: - File transfer - Group chat - PC-to-PC call - Video call - Click-to-conference - AES encryption - Rich messages (for example, "In a WebEx Meeting," "On a video call," and so on) - Outlook Integration status display (for example, the Outlook and Calendar event participant list): - In version 6.0 or later, users cannot see the status of version 5.x contacts (applies only to version 5.x contacts that are not on the version 6.0 or later contact list)

	o In 5.x, users cannot see the status of version 6.0 or later contacts (applies only to version 6.0 or later contacts that are not on the version 5.x contact list)
Dragging and dropping a file to the desktop	Dragging and dropping a file from the IM window that has been sent through the file transfer feature of Cisco WebEx Connect to copy the file to the Windows desktop is not supported. [336684]
Status for Cisco WebEx Connect version 5.x and version 6.0 or later	If a Cisco WebEx Connect version 6.0 or later user invites a Cisco WebEx Connect version 5.x user into a space, the version 6.0 or later user cannot view the status of the version 5.x user. The same is true if a version 5.x user invites a version 6.0 or later user to a space; the version 5.x user cannot view the version 6.0 or later user's status. [326647]
Uninstalling Cisco WebEx Connect on Windows Vista	When uninstalling Cisco WebEx Connect on the Windows Vista operating system, the User Account Control dialog says that an "Unknown Publisher" wants to access your computer and asks if you want to allow it to continue. The "Unknown Publisher" should be listed as Cisco WebEx Connect. The user should click **Allow** and Cisco WebEx Connect will be uninstalled. [335193]
Desktop sharing on Windows Vista	If the Host of a desktop sharing session is running the Windows Vista operating system with their Windows color scheme set to "Window Aero," some areas of the desktop may not be visible to attendees of the desktop sharing session. [336491]
Starting a WebEx meeting after a previous meeting ends	Users may not be able to start a new WebEx meeting if they start it immediately after joining a meeting that has ended. If a user receives a WebEx meeting invitation, but the host ends the meeting before the user has joined the meeting, the user will receive an error when they click on the "Join" link. The user will then be unable to start a new meeting for 90 seconds. After 90 seconds, the user will be able to start a new WebEx meeting. [334225]
Meeting list	• If a host schedules a meeting on a WebEx site and then imports it to Microsoft Outlook, but does not specify the WebEx site account in Cisco WebEx Connect, and then the host signs in to Cisco WebEx Connect, the meeting will display the attendee view of the meeting and when the host clicks the join button, an error message will appear. [416845] • If a host schedules a meeting on the WebEx site, and then starts the meeting in the Cisco WebEx Connect meeting list, the meeting will be temporarily removed from the meeting list after the meeting has ended. [414892]
WebEx meeting issues for previous versions of WebEx	For meetings that were scheduled with WebEx versions earlier than WBS27 SP22, The following conditions may occur with Cisco WebEx Connect: • The instant meeting's topic may be hardcoded. [411367] • Garbage characters may appear for the meeting information after starting an instant meeting from Cisco WebEx Connect. [409254] • Users cannot import iCalendar file into Microsoft Outlook 2007 and earlier versions. [412957] • When a meeting is rescheduled, notifications of the meeting changes cannot be imported to Microsoft Outlook. [415910]
Inviting offline users to audio conference	If the host of an audio conference does not have Microsoft Outlook set up on his or her computer, email invitations will not be sent to offline users to join the audio conference. [328447]
Saving a file that was open during a GSB switchover	If a file is open during a GSB switchover, the user may be unable to save the file. The user will need to close the file and then reopen it in order to proceed. [340665]
Storage calculation	Storage use is calculated only when the user signs in and not afterwards, so if a user uploads documents, the total storage use amount will not include the storage used by the recently uploaded documents until the next time the user signs in. [334937]
Search	The Search feature has the following issues: • Partial word searches are not supported. For example, searching for "opi" will not result in the word "topic" being returned, but "opinion" will be returned in the results. [339934] • Mixed language search is not supported. [333547] [332947] • Special characters are not supported in search queries. [301191]
Copy and paste shortcuts	The Windows copy and paste shortcuts are not supported in the Add Contact, Invite Contact, or Broadcast Message dialog box. [412707]

Online help	Online help will not work with FireFox 3.x [331181]
Browser widget	Websites that redirect to another page are not supported in the Browser widget. [281478, 315677]
IM LDAP groups	Poor performance sometimes occurs with large LDAP data in Cisco WebEx Connect. [416118, 415726]
File upload	File upload will not work during failover to GSB. [335111]
GSB	• Cannot upload files during failover to GSB. [335111] • Cannot migrate an organization from AOL to Jabber if the organization has failed over to GSB. [341521] • If a file is open during a GSB switchover; the user may be unable to save the file. The user will need to close the file and then reopen it in order to proceed. [340665]
Org Migration from version 5.1 to version 6.0 or later	Some contacts may be missing after migrating from Cisco WebEx Connect version 5.1 to version 6.0 or later. At the time a user logs in to Cisco WebEx Connect version 5.1, the Cisco WebEx Connect application saves the user's contact list data to the database. If a user adds new contacts to his or her contact list, this new contact data is not saved to the database until the user signs out of Cisco WebEx Connect and then signs in again. As a result, if the user's company migrates from version 5.1 to version 6.0 or later, those users who have added new contacts and have not signed out and signed back in to Cisco WebEx Connect version 5.1 to save the newly added contact data to the database prior to migration will not see these newly added contacts when they use Cisco WebEx Connect version 6.0 or later. To avoid this problem, it is recommended that customers be informed about this issue before their respective migration date, so they can notify their user base. All users who have added new contacts to the contact list will need to sign off Cisco WebEx Connect version 5.1 and then sign in to Cisco WebEx Connect version 5.1 again before their company migrates Cisco WebEx Connect users and contacts from version 5.1 to version 6.0 or later. If a user does not follow this procedure, their newly added contacts will not be migrated to Cisco WebEx Connect version 6.0 or later. [340925]
Cisco WebEx Connect Administrative Tool	The Cisco WebEx Connect Administrative Tool has the following issues: • When an administrator clicks the right click button in the Cisco WebEx Connect Administrative Tool, the right-click menu may appear in a different location instead of near the mouse cursor. [338492] • When there are multiple groups with same name, the administrator will not be able to specify one or more of those groups for a user. In order to specify the group for the user, the administrator should rename the group name to a unique name and then try again. [341162]
Registration page	Users who register themselves for a Cisco WebEx Connect account may not receive a WebEx Meeting Center account if the number of WebEx Meeting Center accounts has exceeded the licensed limit. The user will be unable to start and join meetings. This condition occurs only for customers using the Cisco WebEx Connect integration to WebEx Meeting Center. To resolve this problem, contact your Cisco WebEx representative to increase the number of WebEx Meeting Center account licenses. [340655] Users cannot use keyboard controls to select items from a list (for example, the Country name list) in the registration page. Users can only use the mouse to select items from the list. [339440] On the Additional Information page of the registration page, when selecting the country code from the list for the **Business Phone** and **Mobile Phone** options, a flag icon appears next to the country name for most countries, and that flag also appears next to the phone number once the code has been selected; however, many countries do not have a flag icon listed, so no flag icon appears next to the phone number. [339398]
Cisco WebEx Connect integration with WebEx Meeting Center	Customers who have Cisco WebEx Connect integrated with WebEx Meeting Center should be aware of the following issues: • After Cisco WebEx Connect is integrated with WebEx Meeting Center, the user may not see their picture in the My WebEx My Profile page of the WebEx Meeting Center website, and may need to upload their picture again by going to My WebEx > My Profile. [336813] • The user's business phone and/or mobile phone number may appear correctly in Cisco WebEx Connect, but may not appear in the My WebEx My Profile page of the Meeting Center website. This problem typically occurs if there are special characters in the telephone numbers in the Cisco

<table>
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<td></td>
<td>WebEx Connect user profile. To correct this problem, the user should make sure the phone number format in their Cisco WebEx Connect user profile conforms to the format required for the Meeting Center account profile. [335494]

• Administrators cannot activate the WebEx Meeting Center account within Cisco WebEx Connect for a user whose WebEx Meeting Center account has been deactivated. To activate the WebEx Meeting Center host account, the administrator must use WebEx Meeting Center Site Administration. [333378, 333075]

• When an administrator is changing a user's status in Cisco WebEx Connect from Inactive to Active, the administrator may be unable to activate the WebEx Meeting Center account for that user. To activate the Meeting Center host account, the administrator must use WebEx Meeting Center Site Administration. [331088]

• Users will no longer see the **Change Password** link on the WebEx Meeting Center website or in WebEx Productivity Tools, because once Cisco WebEx Connect has been integrated with WebEx Meeting Center, users should change their password only from the Cisco WebEx Connect application, and use the same password for both Cisco WebEx Connect and WebEx Meeting Center. [329935]

Cisco WebEx Connect administrators who do not appear as administrators in the WebEx Meeting Center website can still create and manage Meetings accounts. [326973]</td>
</tr>
<tr>
<td>Sign in</td>
<td>• .In some cases you cannot end the Cisco WebEx Connect version 7.0 task from the Windows Task Manager.

• Sign-in windows are still editable when a user signs in with an expired username.</td>
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<tr>
<td>Automatic upgrades</td>
<td>• Uninstalling Cisco WebEx Connect version 7.0 does not cause the Automatic Upgrade dialog box to close.

• Cisco WebEx Connect automatic upgrade time zone widget uses the local operating system language instead of using the English language.</td>
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<tr>
<td>Plantronics Unified Runtime Engine (P.U.R.E.) integration</td>
<td>PURE Integration remains available for PC-to-PC calls, but in Cisco WebEx Connect version 7.0, Cisco Unified Communications Integration with PURE is not supported.</td>
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Related Documentation

Refer to the following documentation for additional information about Cisco WebEx Connect:

- Cisco WebEx Connect Release Notes for version 7.2
  http://support.webex.com/webexconnect/72/rn/connectreleasenotes_c72.pdf

- Cisco WebEx Connect Release Notes for version 7.1.3
  http://support.webex.com/webexconnect/71/rn/connectreleasenotes_c713.pdf

- Cisco WebEx Connect online help
  http://support.webex.com/webexconnect/71/user/en_US/help/index.htm

- Cisco WebEx Connect Administration Tool online help
  http://www.webex.com/webexconnect/orgadmin/help/index.htm

  http://support.webex.com/webexconnect/71/orgadmin/en_US/pdf/WebEx_Connect_Administrator_Guide.pdf

- Cisco Unified Communication Integration Configuration Guide
  http://www.cisco.com/en/US/products/ps10627/products_installation_and_configuration_guides_list.html