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If you configure the SIP domain with upper case letters, for example Cisco.com instead of cisco.com, you may experience problems with instant messaging. This is a limitation of some versions of Cisco Unified Personal Communicator.

## **What Caused it?**

Typically, this failure happens because the Cisco Unified Personal Communicator regards the IM as coming from a different entity for which availability information does not exist.

## **What Can You Do?**

In Cisco Unified Presence Administration, change the proxy domain to lower case.