

Back to IM Compliance Main Page: [Known Issues: IM Compliance](#)

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.