



Cisco Jabber for Mac 11.0.x and 11.1.x Release Notes

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Introduction

These release notes describe new features, requirements, restrictions, and caveats for all versions of Cisco Jabber for Mac Release 11.0.x and 11.1.x. These release notes are updated for every maintenance release but not for patches or hot fixes. Note that each maintenance release includes the features, requirements, restrictions, and bug fixes of the previous releases unless mentioned otherwise. Before you install Cisco Jabber for Mac, we recommend that you review this document for information about issues that may affect your system.

Build Number

Release 11.1

The build number for this release is:

11.1.0.221135

The DownloadURL file element in the XML file for automatic updates is:

Cisco-Jabber-Mac-11.1.0.221135-65455326-MC0CFQCA1jMdsyYuRNy_XpJ0YVxd0kw0DQIUNI_d0PgnNeV2mXLXFNnN8nTGyaA!.zip

The DownloadURL file element refers to the Cisco Jabber for Mac installation file. The installation file on the update server must be renamed to match this DownloadURL file element name.

Release 11.0

The build number for this release is:

11.0.0.216341

The DownloadURL file element in the XML file for automatic updates is:

Cisco-Jabber-Mac-11.0.0.216341-63955300-MCwCFE75ZGxfxoeYC6mQUu9Z6bYNVwwjAhRRQykv2v3DD8UW4UXBnDhonSGbg!! .zip

The DownloadURL file element refers to the Cisco Jabber for Mac installation file. The installation file on the update server must be renamed to match this DownloadURL file element name.

New and Changed Features

New and Changed Features in Release 11.1

Cisco Jabber for Mac 11.1 includes the following:

Cisco WebEx Messenger Based Deployment Feature

- Jabber to Jabber call—Jabber to Jabber calling provides basic voice and video calling between Cisco Jabber clients without Cisco Unified Communications Manager registration. Jabber to Jabber calling is only supported for users who authenticate to the Cisco WebEx Messenger service. This calling feature supports calls to only one contact at a time.

Jabber to Jabber call supports the following features:

- Make a Jabber to Jabber call.
- Answer a Jabber to Jabber call.
- End a Jabber to Jabber call.
- Mute or unmute the audio.
- Start or stop the video.
- Volume control.
- Open, close, or move the self-view.

Before you enable the Jabber to Jabber calling feature, contact the Cisco Customer Support team or your Cisco Customer Success Manager for the following:

- To request that your organization be added to the Cisco Common Identity server. This process to add users to the Common Identity server takes some time to complete and is necessary to access Jabber to Jabber calling capabilities.
- For Single Sign On (SSO) users, there are additional steps to perform to ensure that SSO setup is completed successfully for your organization.

For more information, see the Jabber to Jabber Call feature in the *Cisco Jabber 11.0 Deployment and Installation Guide*.

Documentation Improvements

- Help Central knowledge base—Cisco Jabber for Mac end-user documentation, including videos and getting started content, is now also available on the Help Central knowledge base at <https://help.webex.com/community/jabber>. Documentation for system administrators remains at <http://www.cisco.com/c/en/us/support/unified-communications/jabber-mac/tsd-products-support-series-home.html>
- Cisco Jabber Parameters Reference Guide—This is a new guide containing the structure of the jabber-config.xml file and the parameters that can be configured in the jabber-config.xml file. This guide is available here <http://www.cisco.com/c/en/us/support/unified-communications/jabber-mac/products-installation-guides-list.html>.

New and Changed Features in Release 11.0

Cisco Jabber for Mac 11.0 includes the following new features:

Calling Features

- **Far End Camera Control**—When on a video call or a meeting, where the video endpoint supports remote control, Cisco Jabber allows users to control the remote camera. Users can zoom, pan, and tilt the camera using icons or keyboard shortcuts in the client.
- **Bridge Escalations**—You can configure bridge meeting room information for your users, or they can add the bridge meeting room information in the client. Your users can quickly escalate a group chat to a conference call and invite them to a conference call. Participants are automatically invited without the need to merge them into the conference call.
- **Collaboration Meeting Rooms (CMR) Cloud**—Cisco Jabber provides support for Cisco Collaboration Meeting Rooms (CMR) Cloud using SIP for video and HTTP for Cisco WebEx. Your users can escalate a group chat to a conference call and access the meeting using Cisco WebEx interface or join using video. Your users can join scheduled meetings using Cisco Collaboration Meeting Rooms (CMR) Cloud. There is a limitation on CMR Cloud join experience for attendees of scheduled CMR Cloud meetings. This limitation impacts Mac users and Windows users who have not enabled Outlook calendar integration. Due to a server limitation, we can only offer attendees for these deployment scenarios the option to join the meeting using Cisco WebEx. Hosts will enjoy the full experience, as will anyone invited to join ad hoc CMR Cloud meetings.
- **Personal Room**—Cisco Jabber uses the personal room feature of Cisco WebEx Meeting Center to allow users to quickly meet with their contacts in their personal rooms. Personal room is a virtual conference room that is always available.
- **DTMF Digit Management**—While on a call, you can cut and paste DTMF digits to enter a PIN number. You can also include DTMF digits with your protocol handlers to create links that participants can use to quickly access their meetings.
- **Opus Codec Support**—Cisco Jabber supports the Opus codec for audio capabilities. This feature requires Cisco Unified Communications Manager IM & Presence 11.0.

Chat and Presence Features

- **Persistent Chat Room Participation**—You can join a persistent chat room.
- **Persistent Chat Room Search**—You can search directly from persistent chat rooms.
- **Add Enterprise Groups to Contacts**—You can add a group to your Cisco Jabber contacts based on active directory (AD) and enterprise groups. Because the group is maintained in your corporate directory, your client contact list is updated dynamically to synchronize with the AD or enterprise group.
- **URI Links in Chat window**—You can now enter URI links in the chat window and chat participants can click the links to start calls and chats.

Security Features

- **Encryption and Decryption of PRTs**—Configure the encryption and decryption of PRTs using the `EnablePrt`, `EnablePrtEncryption`, and `PrtCertificateName` parameters. For more information on

configuring these parameters, see the *Client Parameters* section of the *Cisco Jabber 11.0 Deployment and Installation Guide*.

For more information about your privacy rights and the Cisco Problem Reporting Tool (PRT), see the *Jabber Supplement to the Cisco Privacy Statement* at www.cisco.com/web/siteassets/legal/jabber_supp.html.

- **PRT Logging Levels**—Configure different logging levels for PRTs using the new LogWritingDesktop and DetailedLogDurationDesktop parameters. For more information on configuring these parameters, see the *Common Policies* section of the *Cisco Jabber 11.0 Deployment and Installation Guide*.
- **Invalid Certificate Behavior**—Configure how the client handles invalid certificate policies with the InvalidCertificateBehavior installation parameter. For more information on how to configure this installation argument, see the *Common Installation Arguments* section of the *Cisco Jabber 11.0 Deployment and Installation Guide*.

Requirements

Software Requirements

Server	Software
Operating systems	<ul style="list-style-type: none"> • Apple OS X Mountain Lion 10.8.1 (or later) • Apple OS X Mavericks 10.9 (or later) • Apple OS X Yosemite 10.10 (or later)
On-premises servers	<ul style="list-style-type: none"> • Cisco Unified Communications Manager version 8.6(2) or later • Cisco Unified Presence version 8.6(2) or later • Cisco Unity Connection version 8.6(2) or later • Cisco WebEx Meetings Server version 2.0 or later • Cisco Expressway Series for Cisco Unified Communications Manager <ul style="list-style-type: none"> ◦ Cisco Expressway-E Version 8.1.1 or later ◦ Cisco Expressway-C Version 8.1.1 or later • Cisco TelePresence Video Communication Server <ul style="list-style-type: none"> ◦ Cisco VCS Expressway Version 8.1.1 or later ◦ Cisco VCS Control Version 8.1.1 or later

Server	Software
Cloud-based servers	<ul style="list-style-type: none"> • Cisco WebEx Messenger service • Cisco WebEx Meeting Center, minimum supported versions T28 or later • Cisco WebEx Meetings Server 1.5 or later
Directory servers	<ul style="list-style-type: none"> • Active Directory Domain Services for Windows Server 2012 R2 • Active Directory Domain Services for Windows Server 2008 R2 • Cisco Unified Communications Manager User Data Service (UDS) Cisco Jabber supports UDS with Cisco Unified Communications Manager version 9.1(2) with the COP file cmterm-cucm-uds-912-3.cop.sgn. • OpenLDAP 2.4 and later

Hardware Requirements

Hardware	Requirement
Installed RAM	2 GB RAM
Free Physical Memory	1GB
Free Disk Space	300 MB
CPU Speed and Type	<p>Intel Core 2 Duo or later processors in any of the following Apple hardware:</p> <ul style="list-style-type: none"> • Mac Pro • MacBook Pro (including Retina Display model) • MacBook • MacBook Air • iMac • Mac Mini
I/O Ports	USB 2.0 for USB camera and audio devices.

Network Requirements

Ports and Protocols

Port	Protocol	Description
443	TCP (Extensible Messaging and Presence Protocol [XMPP] and HTTPS)	XMPP traffic to the WebEx Messenger service. The client sends XMPP through this port in cloud-based deployments only. If port 443 is blocked, the client falls back to port 5222. Note Cisco Jabber can also use this port for HTTPS traffic to Cisco Unity Connection and Cisco WebEx Meetings Server.
30000 to 39999	FECC	The client uses this port for far end camera control.
389	UDP/TCP	Lightweight Directory Access Protocol (LDAP) directory server.
636	LDAPS	LDAP directory server (secure).
3268	TCP	Global Catalog server.
3269	LDAPS	Global Catalog server (secure).
5222	TCP (XMPP)	XMPP traffic to Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence Service.
8443	TCP (HTTPS)	Traffic to Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service.
7080	TCP (HTTPS)	Cisco Unity Connection for notifications of voice messages (new message, message update, and message deletion).
53	UDP/TCP	Domain Name System (DNS) traffic.
37200	SOCKS5 Bytestreams	Peer-to-peer file transfers. In on-premises deployments, the client also uses this port to send screen captures.
5060	UDP/TCP	Session Initiation Protocol (SIP) call signaling.
5061	TCP	Secure SIP call signaling.

Limitations and Restrictions

Users in Common Identity

There is a known issue signing into Cisco Jabber for some users who have migrated to Common Identity. If users receive an *Incorrect user name or password* error message when entering their username and password, see the following knowledge base article

https://cisco-support.webex.com/guest/articles/en_US/Troubleshooting/WBX000019555/myr=false.

Upgrades

The following features and support are not available in this release:

- Voicemail transcripts
- Call Park
- Send to Mobile
- Forced Authorization Code/Client Matter Code
- Observer Contact List
- Group Chat History
- Compound search base
- Change Password—This is applicable to On-premise (Cisco Unified Presence server IM/Availability) deployments only.
- Mac OSX 10.7.4 support
- Cisco Medianet support

Creating and Configuring Devices for Users in Cisco Unified Communications Manager 11.0

If you are creating devices for users in Cisco Unified Communications Manager 11.0, you can now specify a key order as **RSA Only**, **EC Only** or **EC Preferred, RSA Backup**. However, the **EC Only** option is not currently supported by Cisco Jabber, and if you select it, the client will fail to connect to the server.

Certificate Validation for CTI Connections

In this release, Cisco Jabber uses certificate validation for CTI connections. We recommend using either Public CA or Private CA to sign certificates.

Connecting to Cisco Unified Communications Manager using a self-signed certificate, will result in a certificate validation failure, to resolve this issue do one of the following:

- The user accepts the invalid Cisco Unified Communications Manager self-signed certificate on first certificate validation failure and Cisco Jabber will save this certificate to the trust store.
- Deploy the certificates using a certificate deployment management application.

Expressway for Mobile and Remote Access Deployment

For an Expressway for Mobile and Remote Access deployment, when using an online certificate status protocol (OCSP) or online certificate revocation lists (CRL) to obtain the revocation status of the certificates, the Cisco Jabber client expects a response time of less than 5 seconds. Connections will fail if the response time is greater than the expected 5 seconds.

File Transfer

Cisco Jabber 10.6 clients and Cisco Unified Communications Manager IM and Presence Service 10.5(2) server introduce file transfer compliance and policy options for file transfer and screen capture. However, in scenarios where users are interacting with earlier versions of the Cisco Jabber client or earlier versions of the Cisco Unified Communications Manager IM and Presence servers, some file transfers will not complete or will revert from a managed file transfer to a peer to peer file transfer.

Network Disconnection when using Cisco Jabber on audio or video call

There is a known issue in the Mac OS where network interfaces will drop intermittently when DSCP is enabled. If you encounter this issue, do the following:

- 1 Select **Preferences > Calls > Advanced**.
- 2 Uncheck **Enable Differentiated Service for Calls**.

Caveats in Cisco Jabber for iPhone and iPad

Caveats describe unexpected behavior. The following sections describe how to obtain the latest information.

Bug Severity Levels

Known defects, or bugs, have a severity level that indicates the priority of the defect. These release notes include the following bug types:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs except severity level 6 enhancement requests

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.
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.

Severity Level	Description
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 not listed here, use the Bug Search Tool.

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- Step 1** To access the Bug Search Tool, go to <https://tools.cisco.com/bugsearch/search>.
- Step 2** Sign in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the **Search for** field, then press **Enter**. Alternatively, you can search by product and release.
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Open Caveats Release 11.1

Identifier	Severity	Headline
CSCuv78241	3	Jabber for Mac not prompting for CN mismatch.
CSCuv87845	3	J4M both local and remote ringback heard if SIP 180 is followed by 183.
CSCuv95758	3	Change service profile shows error.
CSCuw07681	2	Jabber for MAC sends incorrect C-Type in SOAP when logging into IMP.

Resolved Caveats in Release 11.1

Identifier	Severity	Headline
CSCuu55875	3	Client terminates on upgrade from 9.6 to 10.6.
CSCuv09290	3	Jabber for MAC Persistent Chat Timestamp on Room Title Incorrect.
CSCuv54830	2	J4M/J4W - Edge Cookie Refresh not performed when client left idle.

Identifier	Severity	Headline
CSCuv11787	3	Jabber for mac does not send all digits when pasted into current call.

Open Caveats in Release 11.0

The following bugs have not yet been resolved.

Identifier	Severity	Headline
CSCus53116	2	Client quits unexpectedly when sending screen capture.
CSCuu88276	3	Contact photo shown as an error in chat messages.
CSCus88956	3	Client terminates intermittently on launch.
CSCuu88309	3	Non-roster user showing offline even though IMs are being exchanged.
CSCuu54931	3	The status of temp buddy cannot update while AD group surpass 100 member.
CSCuu88323	3	Contact photos in search results are slow to appear (first search) .
CSCuu79394	3	CMR Meeting has ended but Join button has not updated to Call.

Resolved Caveats in Release 11.0

The following bugs are resolved.

Identifier	Severity	Headline
CSCus43904	3	Jabber for Mac quit unexpectedly when starting in phone-only mode.
CSCut31884	3	SSO login - SAML login page is not shown in Jabber for Mac.
CSCut21030	3	Jabber for Mac: Launch meeting failed.
CSCus77491	3	Desktop share issue when bridge number jis mapped to the client's end user profile.
CSCus64311	4	Stop share icon not visible in dark mode.
CSCuu11320	4	Disable_IM_History does not include messages found in the "Recents" tab.

Documentation Resources

The following documents are available for Cisco Jabber for Mac.

- *Cisco Jabber for Mac Release Notes* - Provide administrators with a summary of information about the release, which include feature enhancements, requirements, limitations and restrictions of the software, and caveats overview.
- *Cisco Jabber Deployment and Installation Guide* - Provides administrators with task-based information for all Cisco Jabber clients. It contains end-to-end client deployment procedures, deployment scenarios, workflows, infrastructure configuration of services, and client configuration and installation.
- *Cisco Jabber Planning Guide* - Provides administrators with background and reference material to plan the deployment and installation of all Cisco Jabber clients. This guide contains information that helps you make decisions about how you are going to deploy the product, such as a product overview, planning considerations, deployment information, and requirements.
- *Cisco Jabber for Mac Licensing Information* - This Licensing information document provides information on the open source libraries used by the application.
- *Cisco Jabber for Mac Quick Start Guide* - Instructions to help navigate end users around Cisco Jabber for Mac for the first time and use a few key features.
- *Cisco Jabber for Mac User Guide* - Provides an overview of task-based information about end user operation of the client, including accessibility information.

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