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

First Published: June 30, 2015

Last Modified: October 14, 2015

Introduction

These release notes describe new features, requirements, restrictions, and caveats for all versions of Cisco Jabber for Windows 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 Windows, we recommend that you review this document for information about issues that may affect your system.

Build Number

Release	Build Number
Release 11.1(1)	11.1.1.22531
Release 11.1	11.1.0.21135
Release 11.0(1)	11.0.1.19000
Release 11.0	11.0.0.65527

What's New in Release 11.1(1)

Configurable System Language

The new parameter UseSystemLanguage determines which language is used for Cisco Jabber. The default value for this parameter is false.

The Cisco Jabber language is determined using the following logic:

1 The system checks the bootstrap file. If the language is specified in the bootstrap file (using the LANGUAGE parameter), then the specified language is used.

2 If the language is not specified in the bootstrap file, then the following logic applies:

- If the UseSystemLanguage parameter is set to true in the jabber-config.xml file, then the language is set to the same value as the operating system.

- If the UseSystemLanguage parameter is set to false in the jabber-config.xml file (or not included at all), then Cisco Jabber uses the regional language as specified by the user. The regional language is set at **Control Panel** > **Clock, Language, and Region** > **Region and Language** > **Change the date, time, or number format** > **Formats tab** > **Format dropdown**.

Note When this parameter is specified in the jabber-config.xml file on a TFTP server, it becomes effective only after the client is restarted (**File** > **Exit**).

For more information about parameters, see the *Cisco Jabber Deployment and Installation Guide*.

Build Number Reported to Cisco Unified Communications Manager

The exact Cisco Jabber for Windows build number is reported to Cisco Unified Communications Manager. The build number can be seen from the **Device Settings** and **Phone Configuration** windows on Cisco Unified Communications Manager.

Automatic Sign-in Option Enabled with Installation

A new installer parameter, AUTOMATIC_SIGN_IN, allows you to check the **Sign me in when Cisco Jabber starts** check box when the user installs Cisco Jabber. The default value for this installer parameter is false. For more information about command line arguments, see the *Cisco Jabber Deployment and Installation Guide*.

What's New in Release 11.1

IBM Notes Contact Search

Users can now search for and add local IBM Notes contacts to their contact lists. Configure this feature with the new EnableLotusNotesContactResolution parameter. The default value for this parameter is false, meaning that users cannot search for or add local IBM Notes contacts. For more information about the EnableLotusNotesContactResolution parameter, see the *Cisco Jabber 11.0 Parameters Reference Guide*.

For this contact resolution to work properly, the Messaging ID field in IBM Notes must have a valid value.

Note Users cannot add contacts from both Microsoft Outlook and IBM Notes.

Jabber to Jabber Calling

This feature applies to cloud deployments only.

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 supported only for users who authenticate to the Cisco WebEx Messenger service. Multiple Jabber to Jabber calls are not supported. Jabber to Jabber calling supports the following basic calling features:

- Make a Jabber to Jabber call

- Answer a Jabber to Jabber call

- End a Jabber to Jabber call

- Mute and unmute audio

- Start and stop video

- Open or close video self-view

- Volume control

Note 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 extra steps to perform to ensure that SSO setup is completed successfully for your organization.

For more information about Jabber to Jabber calling, see the *Jabber to Jabber Call* section of the *Cisco Jabber 11.0 Deployment and Installation Guide*.

Documentation Improvements

Cisco Jabber for Windows 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-windows/tsd-products-support-series-home.html.

Information about Cisco Jabber parameters has been removed from the *Cisco Jabber 11.0 Deployment and Installation Guide* and included in a new document titled *Cisco Jabber 11.0 Parameters Reference Guide*. You can find this new document at this link: http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html

What's New in Release 11.0(1)

Compliance and Audit Support for IM-only Screen Sharing

For all IM-only screen sharing events, you can now configure Cisco Jabber clients to send information about all user actions to the Presence server for compliance or auditing purposes. This feature is useful if you want to collect information about IM-only screen sharing, for example, users who initiate screen shares, users who accept screen share invites, users who request control during screen shares, or users who end screen shares. Configure this support with the **ScreenShareAuditMessages** parameter. The default value is false, whereby Cisco Jabber does not send any information to the Presence server about user actions during IM-only screen sharing.

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Note   If you want to enable this feature, ensure that all Cisco Jabber clients are running at least release 11.0(1). If some clients are running older versions, the information that is collected during IM-only screen sharing is sent to the older Cisco Jabber clients as instant messages.

Administrator Control of Saving Chats to Microsoft Outlook

This release provides greater Administrator control of the feature to save chats to Microsoft Outlook. The **EnableSaveChatHistoryToExchange** parameter has been removed and replaced with a new parameter **SaveChatHistoryToExchangeOperationMode**, which can have one of the following values:

- DisabledByPolicy—This is the default value. Users cannot save chat history to Microsoft Outlook. The Outlook tab of the Options menu is not visible.

- EnabledByPolicy—Chats are saved to Microsoft Outlook. The option **Save chat sessions to "Cisco Jabber Chats" Folder in Microsoft Outlook** is visible on the Outlook tab of the Options menu, but it is greyed out and users cannot change it.

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    Note   With this option, you must set up a method of authentication for the client to authenticate with the Exchange server. You can choose to authenticate using single sign-on, or by synching credentials. See the *Cisco Jabber 11.0 Deployment and Installation Guide* for more information.

- DisabledByDefault—Users have the option to save chats to Microsoft Outlook. The option **Save chat sessions to "Cisco Jabber Chats" Folder in Microsoft Outlook** is unchecked on the Outlook tab of the Options menu, but users can change it.

- EnabledByDefault—Users have the option to save chats to Microsoft Outlook. The option **Save chat sessions to "Cisco Jabber Chats" Folder in Microsoft Outlook** is checked on the Outlook tab of the Options menu, but users can change it.

Work Number Shown in Microsoft Outlook 2010 Contact Card

In previous releases, when URI Dialing is enabled and Cisco Jabber is running, Microsoft Outlook 2010 contacts show the SIP URI in the click-to-call menu, but no phone number is shown in the contact information. The phone number is shown when Cisco Jabber is not running. This is a known limitation with Microsoft Outlook 2010. In Microsoft Outlook 2013, both the SIP URI and the phone number are shown when Cisco Jabber is running.

With release 11.0(1), the business phone number is shown as the default for click-to-call from Microsoft Outlook 2010.

Email Subject Field in Group Chat Topic Label

When users launch a group chat from a Microsoft Outlook email, the group chat topic is prepopulated with the Subject field of the email. Users can edit the topic in the group chat pop-up prior to starting the group chat.

SIP URI Support in Contact Source Phone Fields

In previous releases, Cisco Jabber did not recognize SIP URIs in phone number fields in any contact source, and converted each SIP URI to a numeric value in the user profile window. With this release, SIP URI values are now maintained and displayed correctly in the user profile window.

Administrator Control of Extend and Connect Device Editing for Users with Multiple Devices

In previous releases, the Extend and Connect functionality operates as follows:

- Users with a single extend and connect device and no other devices cannot edit or add new remote destinations. You can allow users to edit or add remote destinations by setting the **UserDefinedRemoteDestinations** parameter to true.

- Users with multiple devices can always edit or add remote destinations. This is not configurable.

With this release, the **RemoteDestinationEditingWithMultipleDevices** parameter allows you to determine whether users with multiple devices can edit or add remote destinations. Set this parameter to false to disallow users with multiple devices to edit or add remote destinations. The default value for this new parameter is true.

Read-only Username on Sign In Screen after Successful First Login

A new parameter, **MakeUsernameReadOnly**, provides the option to make the **Username** field on the **Sign In** screen read-only after the user logs in successfully for the first time. The default setting for this parameter is false. When set to true the **MakeUsernameReadOnly** parameter delivers the following user experience:

- On first login, the **Username** field is available for user input.

- After a successful login, the **Username** field becomes read-only on the **Sign-in** screen for all subsequent logins.

- To reenable the **Username** field, or to switch to a different user, users must reset Cisco Jabber from the File menu.

New Chat Font Sizes

Two new font sizes have been added, sizes 8 and 9. Font size 10 remains the default font size for chats.

New Emoticons

29 new emoticons have been added.

What's New in Release 11.0

Calling Features

- **Far End Camera Control**—For devices that support it, you can direct cameras on the other end of video calls and control the screen layout during conference calls. An icon is displayed in calls using cameras with far end camera control that you can use to pan, tilt and zoom the far end camera. This feature is only available to users in softphone mode.

- **Collaboration Meeting Room Conferencing**—With one click, escalate an IM conversation to audio and video conferencing using Cisco Cloud Collaboration Meeting Rooms (CMR).

- **WebEx Personal Room Conferencing**—With one click, escalate an IM conversation to audio and video conferencing using Cisco Webex Personal Rooms (Webex PR).

- **Audio and Video Bridge Conferencing**—With one click, escalate an IM conversation to audio and video conferencing using standards-based third party conferencing solutions

- **DTMF Digit Management**—While on a call, 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. Use commas after phone numbers and prior to DTMF numbers to denote a one second pause; you need at least one comma to indicate DTMF digits. For example, if you have a meeting with dial in number of 1800-123456, and an PIN for entry of 5678#, then you can use tel uri in the format tel:1800123456,,,5678# to enter the meeting with one click.

- **Headset Selection from Conversation Windows**—You can now select your connected audio device directly from your conversation windows.

- **Opus Codec Support**—The Cisco Jabber client now supports the Opus audio codec. Use of the Opus codec requires Cisco Unified Communications Manager 11.0.

- **Sennheiser Headset Support for Call Management**—Use Sennheiser accessories to control your calls on Cisco Jabber to adjust call volume, answer and end phone calls, and mute.

- **Click-to-Call Keyboard Shortcut**—Configure the MakeCallHotKey parameter to make a Cisco Jabber call using an administrator-defined global keyboard shortcut that is active from any application on your desktop. The default shortcut is CTRL+SHIFT+J and is enabled by default. For more information on configuring this parameter, see the *Cisco Jabber 11.0 Parameters Reference Guide*

- **Clicktocall: URI Handler**—Cisco Jabber supports registering as the clicktocall: URI handler.

- **Conversation Window Control for All Calls**—Extended beyond deskphone control, you can now also control the conversation window behavior for calls when using softphone using the DeskphoneModeWindowBehavior and SoftphoneModeWindowBehavior parameters.

- **Display Call Duration**—You can see the duration of calls displayed in your **Recents** tab when you hover over your calling history.

- **Classic Ringtone**—You can select a traditional ringtone for your incoming calls.

- **Hide Call Controls**—If your users use Cisco Jabber for calls, but manage their calls using another application, then you can disable the call control strip on the calling window so that users are presented with video-only window. You can enable this feature using the HideCallControlStrip parameter, which is disabled by default. For more information on setting up this feature, see the *Cisco Jabber 11.0 Parameters Reference Guide*

Chat and Presence Features

- **Enterprise Groups for Cisco Unified Communications Manager**—You can add an enterprise group to your Cisco Jabber contacts using the Microsoft Active Directory (AD) groups in your enterprise. Because the group is maintained in your corporate directory, your client contact list is updated dynamically to synchronize with the directory group. Directory groups require Cisco Unified Communications Manager IM and Presence Service 11.0. If a group contains more than 100 people, then no presence is displayed for those contacts. For cloud deployments, enterprise groups are already supported in the client.

- **Play Sounds for Chat Messages**—Choose whether to play sounds for all messages or only for the first message per conversation.

- **Contact Card on Hover**—Users' contact card is displayed when you hover over the contact in your Contact list. This feature is enabled by default, but to disable it or read more about it, see ContactCardonHover parameter description in the *Cisco Jabber 11.0 Parameters Reference Guide*.

- **Alert When Available from Conversation Windows**—Set the Alert When Available feature from the conversation window with your contact.

- **Windows Taskbar Shortcuts**—Set your presence, sign out, and exit the client directly from the Windows taskbar.

- **Telephony and Chat URIs in Chat window**— Click on telephony and chat URIs in chat windows to initiate calls and chats.

- **UNC Links in Chat window**—Use UNC links such as `file:` in the Jabber chat window.

- **Save Chat to Outlook for Office 365**—Save Cisco Jabber chats to a folder in your Microsoft Outlook 365. This enhancement is an addition to the support for saving chats to a folder in Microsoft Outlook for on-premises deployments. For more information on configuring this feature, see the **Options Parameters** and **Save Chat History to an Outlook Folder** sections in the *Cisco Jabber 11.0 Deployment and Installation Guide*.

Persistent Chat Features

- **Search from Persistent Chat Rooms**—Search directly from persistent chat rooms.

- **Persistent Chat Room Conferencing**—Escalate your persistent chat room conversations to audio and video conferencing using Cisco Collaboration Meeting Rooms and WebEx Personal Rooms, or from other conferencing solutions. Use the pChatMeeting parameter to set up this feature. For more information, see *Cisco Jabber 11.0 Parameters Reference Guide*.

- **Screen Sharing in Persistent Chat Rooms**—Share your screen with other participants in a persistent chat room. Use the pChatShare parameter to set up this feature. For more information, see the *Cisco Jabber 11.0 Parameters Reference Guide*.

Sharing Features

- **IM Only Share: Groups of 10**— You can now share your screen from an IM with groups of up to 10 Cisco Jabber for Windows users.

Platform Features

- **Technical Preview: Microsoft Office 2016 OS Version**—Support for the upcoming Microsoft Office 2016 release in desktop mode.

- **Intel Atom Support**—Support for Intel Atom processor-based Windows devices.

- **Windows 10**—Support Windows 10 OS release in Windows desktop mode.

Security Features

- **Encryption and Decryption of PRTs**—Configure the encryption and decryption of PRTs using theEnablePrt, EnablePrtEncryption, and PrtCertificateName parameters. For more information on configuring these parameters, see the *Cisco Jabber 11.0 Parameters Reference 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 *Cisco Jabber 11.0 Parameters Reference Guide*.

- **Invalid Certificate Behavior**—Configure how the client handles invalid certificate policies with the INVALID_CERTIFICATE_BEHAVIOR 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	• Microsoft Windows 10, 32 bit and 64 bit (Desktop OS x86) • Microsoft Windows 8.x, 32 and 64 bit • Microsoft Windows 7 SP1 or later, 32 and 64 bit
On-premises servers	• 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 1.5 or later • Cisco Expressway Series for Cisco Unified Communications Manager 8.6.2 or later • Cisco TelePresence Video Communication Server 8.1.1 or later
Virtual servers	• Citrix XenDesktop 7.6, 7.5, 7.1 • Citrix XenApp 7.6 published desktop, 7.5 published desktop, 6.5 published desktop • VMWare Horizon View 6.1, 6.0, 5.3
Cloud-based servers	• Cisco WebEx Messenger service • Cisco WebEx Meeting Center, version T28 or later • Cisco WebEx Meetings Server 1.5 and later

Server	Software
Directory servers	• Active Directory Domain Services for Windows Server 2012 R2 • Active Directory Domain Services for Windows Server 2008 R2 • OpenLDAP 2.4 and later • Active Directory Lightweight Directory Service (AD LDS) or Active Directory Application Mode (ADAM)
User Data Service	• Cisco Unified Communications Manager version 9.1(2) or later with the following COP file: cmterm-cucm-uds-912-5.cop.sgn. • Cisco Unified Communications Manager version 10.0(1). No COP file is required.

Hardware Requirements

Hardware	Requirement
Installed RAM	2 GB RAM on Microsoft Windows 7 and Windows 8
Free Physical Memory	128 MB
Free Disk Space	256 MB
CPU Speed and Type	• Mobile AMD Sempron Processor 3600+ 2 GHz • Intel Core2 CPU T7400 at 2. 16 GHz • Intel Atom
GPU	DirectX11 on Microsoft Windows 7
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.

Third-Party Requirements

Third-Party Software	Requirement
Microsoft Internet Explorer	Microsoft Internet Explorer 9 or later
Microsoft Office	• Technical Preview: upcoming Microsoft Office 2016 Desktop OS Version, 32 and 64 bit • Microsoft Office 2013, 32 and 64 bit • Microsoft Office 2010, 32 and 64 bit Microsoft Exchange integrates directly with Cisco Unified Communications Manager. For more information, see the Configuration Guides for the appropriate version of Cisco Unified Communications Manager.
Microsoft SharePoint	• Microsoft SharePoint 2013 • Microsoft SharePoint 2010
Microsoft 365	Cisco Jabber for Windows supports client-side integration with Microsoft Office 365 with the following applications using an on-premises Active Directory (AD) deployment: • Technical Preview: upcoming Microsoft Office 2016 Desktop OS Version, 32 and 64 bit • Microsoft Office 2013 • Microsoft Office 2010 • Microsoft SharePoint 2010
Third-party calendars	• Technical Preview: upcoming Microsoft Office 2016 Desktop OS Version, 32 and 64 bit • Microsoft Outlook 2013, 32 and 64 bit • Microsoft Outlook 2010, 32 and 64 bit • IBM Lotus Notes 9 32 bit • IBM Lotus Notes 8.5.3 32 bit • IBM Lotus Notes 8.5.2 32 bit • IBM Lotus Notes 8.5.1 32 bit • Google Calendar

Limitations and Restrictions

Limitations and Restrictions For All Deployments

Call History Limit

The client can store up to 250 entries in your call history.

Certificate Requirements for Non-Domain Computers

All computers that run Cisco Jabber must have both base and delta Certificate Revocation List (CRL) files. Computers within the domain automatically get these files, but computers outside of the domain require manual installation of the base and delta CRL files. These files are required for Cisco Jabber to trust to the Cisco WebEx Meetings Server certificate.

Cisco Medianet Support

The Cisco Medianet Metadata feature is no longer supported in Cisco Jabber for Windows.

The Cisco Medianet CDP driver leveraged by the Cisco Jabber desk phone video feature is supported for Windows 7 & 8 deployments. The desk phone video feature and Cisco Medianet CDP driver installation are not supported on Windows 10 workstations.

Cisco Unity Connection Dispatch Messages

In Cisco Unity Connection, a dispatch message is sent to a distribution list with the message configured in such a way that only one user responds to that message. A user can accept, decline, or postpone the dispatch message. Cisco Jabber for Windows does not support Cisco Unity Connection dispatch messages.

Configuration Parameters for Photo Retrieval

You must include the configuration parameters for photo retrieval in the global configuration XML file (jabber-config.xml). If you include them in the group configuration XML file, photo retrieval might fail.

Location Feature and Multiple Domain Support in Release 11.1

Consider the following deployment scenario:

When you deployed your Cisco Unified Communications Manager IM and Presence Service node, all users were imported with single domain support. You subsequently changed the address scheme to Directory URI (multiple domain support).

The location feature will now not work for newly added domain users. Users in the initial domain are unaffected. This limitation is documented in CSCuu76519.

Microsoft Outlook Local Contacts and Presence

Users' presence is unknown when the contact is manually added to contacts in Microsoft Outlook 2010 and 2013, when the contact is added to local (custom) contacts with an email address type of SMTP. To resolve this issue, delete the contact and add it again manually, ensuring the email address type is Exchange (EX). This item is documented in CSCuo57172.

Plantronics Accessories and Software

If you use Plantronics accessories for Cisco Jabber call management, and if you have Plantronics Hub installed, ensure that at least version 3.5 is installed. Download Plantronics Hub 3.5 from the Plantronics website.

SAML Single Sign-On Limitations

When configuring SAML SSO on Cisco Unified Communications Manager and Unity Connection servers, you must use a fully qualified domain name (FQDN) instead of an IP Address to define the server name. If you use an IP Address, the client displays a warning message that the certificate is not valid. The requirement to use an FQDN is because the embedded Internet Explorer browser is not able to validate IP addresses in the **Subject Alternate Name** (SAN) certificate.

Space Characters in Credentials

The following rules apply to space characters and credentials:

- Usernames can contain spaces in on-premises deployments.

- Usernames cannot contain spaces in cloud-based deployments.

- Passwords cannot contain spaces in any deployment scenario.

- The first and last characters of usernames in on-premises deployments must not be spaces. This is also true for usernames synchronized from a directory source.

Special Characters in Usernames or Passwords

Users with upper ACSII characters in their usernames or passwords is supported in Cisco Unified Communications Manager 9.1(2) or later, or users must use lower ASCII characters for their username and passwords for earlier versions. The Cisco Jabber for Windows softphone fails to register with Cisco Unified Communications Manager when users enter some special characters such as ü, ä, or ö in the username or password. The user receives the following error message: "`Invalid username or password entered. Go to Phone Services in the Options window and enter the correct username and password`".

Upgrades from Release 10.6.6

If you are upgrading from Cisco Jabber Release 10.6.6, you must complete the following procedure:

1 Uninstall Cisco Jabber.

2 Delete all the files in `C:\Program Files (x86)\Cisco Systems\Cisco Jabber\`

3 Install Cisco Jabber 11.0(x)

If you do not remove all the files from the specified location, installation of Cisco Jabber 11.0(x) will fail.

Using Click-To-X feature with Contacts in Microsoft Outlook

If you use UDS as a directory source, users can only use Click-To-X capabilities, such as Click-To-Call and Click-To-IM, to contact Microsoft Outlook users if they are already in the cache file. A cache file is created for someone if they are in the users' Cisco Jabber contacts list, or have a Cisco Jabber history created by the user previously searching, IMing, or calling them, or by leaving a voice message.

Limitations and Restrictions For On-Premises Deployments

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.

Multiple Resource Login

When a user signs in to multiple instances of the client at the same time, the chat feature behaves as follows in on-premises deployments (more on multiple resource login in Common Deployment Scenarios):

- Signing in on one client changes custom availability states to 'Available' on other clients.

- If you set the availability state from 'On a call' to another state while on a call, the availability state does not automatically change to 'On a call' for subsequent calls.

Space Characters in Credentials

The following rules apply to space characters and credentials in on-premises deployment scenarios:

- Usernames can contain spaces in on-premises deployments.

- Passwords cannot contain spaces in any deployment scenario.

- The first and last characters of usernames in on-premises deployments must not be spaces. This is also true for usernames synchronized from a directory source.

Server Presence Issue in Client

If you use Cisco Unified Presence 8.6.5 SU2 or earlier, or Cisco Unified Communications Manager IM and Presence 9.1.1 SU1 or earlier, the client might display users' presence as offline when the user is actually online and has a network connection. This presence issue is fixed in Cisco Unified Presence 8.6.5 SU3 and Cisco Unified Communications Manager IM and Presence 9.1.1 SU1 and 10.0.1. This item is documented in CSCui29999.

Contacting Federated Users After Changing Privacy Policies

Users may experience issues contacting federated users in the scenario below when the privacy policy is changed:

1 Users add federated contact to their contact lists.

2 Users change the policy for contacts outside the domain from **Prompt me every time** to **Block everyone** on the **Privacy** tab of the **Options** window.

   As a result, the federated contacts remain in the contact list but do not display availability. Likewise, users cannot send or receive instant messages from those federated contacts.

3 Users change that policy from **Block everyone** to **Prompt me every time**.
   As a result, Cisco Unified Presence removed the federated contacts from the contact lists. Cisco Unified Presence does not repopulate the federated contacts.

Limitations and Restrictions For Cloud Deployments

Blocking Users in Enterprise Groups

Blocking users does not prevent a blocked user's status from being displayed if the blocked users are in a contact list as part of an enterprise group. For example, User A blocks User B. However, User A is in User B's contact list as part of an enterprise group. As a result, User B can view User A's availability status.

Jabber to Jabber Calls

For Release 11.1, we recommend running Internet Explorer 10 or greater while using the Jabber to Jabber calling feature. Using this feature with previous versions of Internet Explorer or with Internet Explorer in Compatibility Mode can cause issues with Cisco Jabber client login (non-SSO setup) or Jabber to Jabber calling capability (SSO setup).

Photo Display

In late 2011, the WebEx server made changes to how photos are stored and formatted on the server. Due to this change, any photo uploaded before January 1, 2012 is not displayed in the client. To resolve the issue, users must re-upload the photo. For more information on this item, see CSCui05676.

Users in Common Identity

There is a known issue with 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

Performance and Behavior Notes

Display Name Changes in Corporate Directory

When a user's first name or last name is changed either in LDAP or UDS directories, Cisco Jabber does not automatically update this information in the contact list for all watchers of this user. Users must manually update their contact lists using the following procedure:

1 Remove the contact from their contact list.

2 Sign out of Cisco Jabber.

3 Reset Cisco Jabber.

  Click the gear icon and select **File** > **Reset Cisco Jabber**.

4 Sign in to Cisco Jabber again.

5 Add the contact again.

Jabber to Jabber Calls and Symantec Host IDS (HIDS)

Jabber to Jabber calls can trigger errors in Symantec HIDS.

Symantec HIDS has a rule that disables connections from internet-based servers if it receives 5 connection requests from the same internet-based server within 200 seconds. For example, 3 Jabber to Jabber calls within 200 seconds will trigger Symantec HIDS. When this happens, ongoing Jabber to Jabber calls are dropped and Jabber to Jabber calls are disabled for 600 seconds.

To avoid this scenario, you must add Cisco Jabber to the Symantec exception list.

Removing Participants During Conference Calls

Users can only remove participants from a conference call when using the softphone(CSF) device for calls. Users can't remove participants from conference calls in desk phone control mode or using extend and connect.

Phone-only Mode after Cisco Unified Communications Manager IM and Presence Service Upgrade

For on-premise deployments, if Cisco Unified Communications Manager IM and Presence Service is upgraded from release 9.1(1) to release 10.5(2) and clients appear in phone-only mode after the upgrade, then all clients must be reset.

Caveats

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.
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.

Severity Level	Description
6 Enhancement	Requests for new functionality or feature improvements.

Search for Bugs

To search for bugs not listed here, use the Bug Search Tool.

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.

Open Caveats in Release 11.1(1)

Identifier	Severity	Headline
CSCuw55978	1	Jabber 100% CPU associated with network change
CSCuu63734	2	Location feature wont work with flexible JID
CSCuw24341	2	Jabber 11 on Windows 10 unable to make calls
CSCuw38405	2	Jabber for Windows 11 Hangs After Hibernation/Network Change
CSCuu48040	3	Jabber custom tab does not load when registered through expressway/MRA
CSCuu94851	3	Jabber SSO webpage does not login when pressing enter
CSCuv32755	3	MeetingPlugin shouldn't change the calendar type value in some scenarios
CSCuv87622	3	Both local and remote ringback heard if SIP 180 is followed by 183
CSCuw07694	3	Jabber for Windows sends incorrect C-Type in SOAP when logging into IMP
CSCuw23422	3	J4W :Jabber crash in uiautomationcore
CSCuw24052	3	Video doesn't work with Jabber for Windows in deskphone control mode
CSCuw33065	3	Jabber for Windows 10.6 do not connect to Voice mail from outside (MRA)
CSCuw48299	3	Jabber 11.1 crashed after hibernate

Identifier	Severity	Headline
CSCuw50117	3	J4W: Resolution of phone number (Office) in call history shows 'Unknown'
CSCuw50276	3	Hebrew text is shown in Left-To-Right when entered with English text
CSCuw50839	3	Jabber for Windows crashes when attempting to initiate a chat
CSCuw51541	3	Jabber for windows keeps ringing after signing out on incoming call
CSCuw47736	3	PTG: Jabber for Windows 11.1 option "Copy to group" is missing

Resolved Caveats in Release 11.1(1)

Identifier	Severity	Headline
CSCuv50522	2	J4W displays "No name" Calling Line ID Presentation is Restricted
CSCuw61575	2	Edge Server Cert validation not checking Server Cert for a domain
CSCuu76794	3	Calendar tab is removed from Options when integration type set to None
CSCuv47418	3	Jabber showing hunt logout notification although not part of huntgroup
CSCuw06399	3	Jabber windows does not read AD attribute substituted in DisplayName
CSCuw21400	3	TMS scheduler page doesn't work correctly when used in jabber Custom tab
CSCuv47389	3	Jabber Spell Check - Polski Directory
CSCuw10113	3	Jabber does not mark missed call for cause code 19 disconnect
CSCuw27832	3	J4W sends cancel when placing PSTN calls
CSCuw36065	3	Cisco Jabber duplicating Streams with Recording server
CSCuv85922	3	Jabber Windows 10.6+ file transfers use local interface
CSCuw37771	3	SaveChatHistoryToExchangeOperationMode xml setting is not working
CSCuv69545	3	In certain scenarios occasionally J4W 11.0 Crash during Conference
CSCuw50346	3	Jabber certificate pop-up due to incorrect handling

Open Caveats in Release 11.1

Identifier	Severity	Headline
CSCuu63734	2	Location feature wont work with flexible JID
CSCuv50522	2	J4W displays "No name" Calling Line ID Presentation is Restricted
CSCuv92779	2	No Audio when Jabber transfer a call to IVR.
CSCuu48040	3	Jabber custom tab does not load when registered through expressway/MRA
CSCuu76794	3	Calendar tab is removed from Options when integration type set to None
CSCuu78526	3	Calls on Windows 7 lang En to German can hear delayvoice
CSCuu94851	3	Jabber SSO webpage does not login when pressing enter
CSCuv05944	3	Jabber MRA audio alerting and decline button remain after call declined
CSCuv32755	3	MeetingPlugin shouldn't change the calendar type value in some scenarios
CSCuv34326	3	One way audio on call when using Plantronics D100 headset on jabber
CSCuv47389	3	Jabber Spell Check - Polski Directory
CSCuv47418	3	Jabber showing hunt logout notification although not part of huntgroup
CSCuv58332	3	Intermittently Jabber crashes when attempted to login second time
CSCuv69545	3	In certain scenarios occasionally J4W 11.0 Crash during Conference
CSCuv85922	3	Jabber Windows 10.6+ file transfers use local interface
CSCuv87622	3	Both local and remote ringback heard if SIP 180 is followed by 183
CSCuv89210	3	Intermittently 1st J2J call after transition to edge drops after ~15 sec
CSCuw12790	3	Intermittently callers name changes to callees URI after J2J call

Resolved Caveats in Release 11.1

Identifier	Severity	Headline
CSCuv64565	3	Meet Now[Instant webex meeting] not working with j4w 11.0
CSCuv42281	3	Jabber gives directory error on login

Identifier	Severity	Headline
CSCuv23937	3	Jabber Windows device list display is incorrect
CSCuv56854	3	JavaScript error in IM chat window for offline messages
CSCuv52989	3	Voicemail Over SSO Edge Fails to Connect after First Sign In

Open Caveats in Release 11.0(1)

Identifier	Severity	Headline
CSCuv50522	2	J4W displays "No name" Calling Line ID Presentation is Restricted
CSCuu41838	3	Transfer fails from CAD when used with Jabber on Agent Desktop
CSCuu78526	3	Calls on Windows 7 lang En to German can hear delayvoice
CSCuu94669	3	Jabber 10.6.X IM/BFCP screen share issue between MS Surface Pros
CSCuu94851	3	Jabber SSO webpage does not login when pressing enter
CSCuv05944	3	Jabber MRA audio alerting and decline button remain after call declined
CSCuv23937	3	Jabber Windows device list display is incorrect
CSCuv27449	3	Jabber CSF should failover like physical phones
CSCuv32755	3	MeetingPlugin shouldn't change the calendar type value in some scenarios
CSCuv42281	3	Jabber gives directory error on login
CSCuv43690	3	Cisco Jabber Windows - Occasionally Chat/IM Window Empty
CSCuv44215	3	Aggressive use of url encoding leads to malformed URL
CSCuv47418	3	Jabber showing hunt logout notification although not part of huntgroup
CSCuv50368	3	Jabber occasionally inaccessible when accessing it via Citrix Reciever

Resolved Caveats in Release 11.0(1)

Identifier	Severity	Headline
CSCuu81136	2	Jabber Meeting integration causes a performance issue on Lotus Notes

Identifier	Severity	Headline
CSCuu63734	2	Location feature wont work with flexible JID
CSCuu01267	2	Directory Search Stops Working after AD account lockout
CSCut73020	3	Custom script integration with Jabber 10.6.1(Custom Tab) does not work
CSCuu57551	3	Jabber unable to connect to Lotus Notes
CSCuu81060	3	Unable to join meeting
CSCut70830	3	Client won't failover to the secondary CUCM when primary is down
CSCuu98714	3	Random hang in csfnetutil
CSCus56839	3	Transferred call history log is not the same as deskphones
CSCuv11909	3	Jabber incorrectly stripping international prefixes
CSCus48216	3	BIB INVITE may send incorrect codec leading to dropped calls
CSCut70830	3	Client won't failover to the secondary CUCM when primary is down
CSCuv04855	3	JavaScript error on any popped out conversation

Open Caveats in Release 11.0

Identifier	Severity	Headline
CSCuu86246	2	Consult Transfer fails if queued before 2nd Agent is ready.
CSCuu01267	2	Directory search stops working after AD account lockout.
CSCuu81136	2	Jabber Meeting integration causes a performance issue on Lotus Notes.
CSCus56839	3	Transferred call history log is not the same as deskphone's.
CSCut73020	3	Custom script integration with Jabber 10.6.1(Custom Tab) does not work.
CSCuu41797	3	No alert given to users to re-login after downloading group config file.
CSCuu41838	3	Transfer fails from CAD when used with Jabber on Agent Desktop.
CSCuu48040	3	Jabber custom tab does not load when registered through Expressway/MRA.
CSCuu63734	3	Location feature wont work with flexible JID.

Identifier	Severity	Headline
CSCuu69985	3	Intermittent hang on video call.
CSCuu72531	3	Auto-Away overwrites "On a call" status.
CSCuu78526	3	Calls on Windows 7 lang English to German can hear delayed voice.
CSCuu46330	3	AD group with an semicolon does not sync members to CUCM (server issue).
CSCuu69290	3	Conference list not correct for Agent who originates call.
CSCuu71540	3	Hang detection can kick-in on slow machine startup.
CSCuu72134	3	Cannot join chat rooms from My Rooms tab.
CSCuu86219	3	AD Groups contacts cache not retrieved on sign out/sign in.
CSCuu86226	3	Wrong camera crop&color on ATOM tablet with front & rear cameras.
CSCuu86240	3	Transfer fails from CAD when used with Jabber on Agent Desktop.

Resolved Caveats in Release 11.0

Identifier	Severity	Headline
CSCuu51007	2	DnsUtils does not filter out 'additional' A records.
CSCuv03343	2	Softphone cannot log in if device is not in controlled devices.
CSCuu15104	3	Login fails with non-ASCII characters in password.
CSCuu38644	3	Cannot register to CUCM via MRA (Cloud SSO is on and Edge SSO is off).
CSCuu13788	3	SSO not starting minimized.
CSCuu40258	3	Jabber should do case insensitive comparison of username.
CSCuu09901	3	Client not using UDS Batch API under Phone only mode.
CSCuu40662	3	Client missing IM log after pipe character in Outlook chat history.
CSCuu52975	3	Custom-tab in group config file requires a restart.
CSCuu62806	3	Error messages in Accounts tab truncated.
CSCup84961	4	Can't use a locally stored image as an icon in a custom tab.

Identifier	Severity	Headline
CSCur09258	4	No scroll bar for groups when adding a contact.

Closed Caveats in Release 11.0

Identifier	Severity	Headline
CSCuu13149	3	Clicking conversation toolbar does not bring conversation to foreground.
CSCuu55122	3	It is not possible to tab out of a custom tab.
CSCuu46617	3	Jabber hangs & is unresponsive when updating AD group name/removing members.
CSCut19801	3	Meeting start fails if "Do not save encrypted pages to disk" is on.

Documentation Resources

The following documents are available for Cisco Jabber for Windows:

- ***Cisco Jabber for Windows Release Notes***—Provides administrators with a summary of information about the release, including new and changed features, requirements, software limitations and restrictions, and a caveats overview.

- ***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 administrators make decisions about how they can deploy Cisco Jabber, such as a product overview, planning considerations, deployment information, and requirements.

- ***Cisco Jabber Deployment and Installation Guide***—Provides administrators with task-based information for all Jabber clients. It contains end-to-end client deployment procedures, deployment scenarios and workflows, infrastructure configuration of services, and client configuration and installation.

- ***Cisco Jabber for Windows Licensing Information***—Provides information on the open source libraries used by the application.

- ***Cisco Jabber for Windows Quick Start Guide***—Provides end users instructions on how to navigate Cisco Jabber for Windows for the first time and how to use key features.

- ***Cisco Jabber for Windows User Guide***—Provides end users tasks on how to use the client and accessibility information.