



Cisco Jabber Video for TelePresence Version 4.5.7.16762

Software Release Notes
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Introduction

Cisco Jabber Video for TelePresence 4.5 is a maintenance release. These release notes describe feature and capability changes as well as issues resolved in Jabber Video for Windows and Mac OS X since version 4.4.

Product documentation

The following documents provide guidance on installation, initial configuration, and operation of the product:

- [Cisco Jabber Video for TelePresence Administrator Guide](#)
- [Cisco Jabber Video for TelePresence User Guide](#) for Windows and Mac OS X.

New functionality in Jabber Video 4.5

NTLMv2 support on Mac OS X

Cisco Jabber Video for TelePresence now supports the NTLMv2 authentication protocol also on the Mac OS X operating system

Cisco FIPS validated cryptography module

Cisco Jabber Video for TelePresence now uses Cisco's FIPS validated cryptography module for secure communication

Consult the [Cisco Jabber Video for TelePresence Administrator Guide \(4.5\)](#) for more details.

Storing of passwords can now be disabled

Consult the [Cisco Jabber Video for TelePresence Administrator Guide \(4.5\)](#) for more details.

Using TURN relay servers as a fallback

Cisco Jabber Video for TelePresence can now be configured to establish direct connections between users before trying to use TURN relay servers for media streams. See [Cisco Jabber Video for TelePresence Administrator Guide \(4.5\)](#) for more details.

Resolved issues

The following issues were found in previous releases and were resolved in 4.5.

Identifier	Description
CSCtz44069	Improved upgrade mechanism so that previous versions will be removed completely before installing the new version
CSCtz15107	Added NTLMv2 support on Mac
CSCtz03853	Improved video and audio synchronisation under bad network conditions
CSCty66723	Now making sure video is transmitted properly through the TURN server when an ongoing conference is connected to another IP address
CSCty38891	Disallow conferences without encryption also with h.323 endpoints
CSCtz80661	Fixed video display from the Logitech C920 camera
CSCtz02276	Fixed an issue which prevented signing in on a VCS with SIP TLS disabled
CSCub77862	Resolved an issue where some users who upgraded from version 4.2 or earlier would be left with low resolution video
CSCuc14216	Resolved an issue where Cisco Jabber Video for TelePresence would cause the remote client to hang up the call if it was interested in only audio
CSCua84646	Prevent users from being locked out of the authentication system if they enter the wrong password once when using AD authentication
CSCua36534	Make sure a contact with several addresses displays all addresses when searching
-	When adding a contact without a domain on Mac OS X, automatically add the appropriate domain
-	Reduced bandwidth usage under certain network conditions
-	Make sure audio is sent and received after call has been forwarded by an IVR into a conference
CSCuc13798	Resolved a crash when logging in on multiple computers using the same account on Windows XP
-	Resolved multiple stability issues.

Open issues

The following issues apply to this version of Cisco Jabber Video for TelePresence.

Identifier	Description
CSCtr40210	Windows XP only: Sharing Internet Explorer 6.0 or 8.0 as a presentation makes the presentation video flash.
CSCtr40204	When user ends a call while having another call on hold, the presence status erroneously changes to "Online". When the second call is resumed, the status remains "Online".
-	Windows 8 only: Some USB audio devices may not play sound when in a conference or during Quick Setup.

Limitations

The following limitations affect this release of Cisco Jabber Video for TelePresence.

Description	Workaround/solution
Due to application-specific support for Windows APIs, not all applications can be shared with Jabber Video at this time. Platforms known to cause presentation sharing issues in Jabber Video include Adobe AIR and GTK+.	Sharing the entire screen rather than the application window works for most applications.
Mac OS X 10.7: The 3ivx MPEG-4 video codec used by QuickTime causes Jabber Video to crash when attempting to make a call or opening Self-View.	Upgrade 3ivx MPEG-4 to version 5.0.4 or later.
Users of the Cisco Security Agent (CSA) may encounter an issue where Jabber Video freezes during camera selection or call setup. No applications will then be able access audio devices, and the computer must be restarted for audio functionality to resume. The issue only affects users with a USB microphone or USB camera that includes a microphone. The issue is also most likely to arise under low battery conditions (Cisco Security Agent issue identifier CSCtu24103)	In the Windows registry, under HKLM\System\currentcontrolset\services\csahook , create a new REG_DWORD called MediaEnable and set it to 0.
Mac OS X only: It is not possible to share full-screen PowerPoint presentations.	Share the presentation without going to full-screen mode.

Upgrading

The process of upgrading Jabber Video is controlled by the IT administrator through four provisioning options in Cisco TelePresence Management Suite:

- **Windows Software URL** and **OS X Software URL**.
- **Windows Software Version**. and **OS X Software Version**

The provisioned URL must be an open (non-authenticated) http address. Automatic upgrades over ftp or https is not supported.

We recommend that the administrator immediately test and verify that the provisioned URLs work and are available to all provisioned users on the network. When these two options are correctly configured, users will receive a prompt when they sign in asking them whether they want to upgrade immediately:

- If the user accepts, the new installer will be downloaded and started automatically. Restarting the computer after installation is not necessary.

- If the user accepts, but the download is not available—for example because the user is connecting from outside the company network, the user will be notified of the failure and the prompt will return the next time the user signs in.
- If the user clicks **Ask Later**, the prompt will return the next time the user signs in.

If you want to make absolutely sure that all clients are upgraded, you can instead opt to use your deployment tool(s) to force the upgrade.

Upgrading to Jabber Video 4.5 from versions earlier than 4.3

Due to changes in product name and brand in version 4.3, the Jabber Video 4.5 installers will make some changes to previous installations. On Mac OS X, the user must manually remove the old application after installing and launching Jabber Video 4.5.

Windows

During installation:

- Jabber Video 4.5 installs itself to the program file paths described under [File locations](#).
- Jabber Video registers itself as the default SIP protocol handler.

When Jabber Video is launched:

- If upgrading from version 4.1 or later: Existing profile folders and registry settings are renamed from `~\Cisco\Movi\2.0\~` to `~\Cisco\JabberVideo\~`.
- If upgrading from version older than 4.1: Existing profile folders and registry settings are renamed from `~\TANDBERG\Movi\2.0\~` to `~\Cisco\JabberVideo\~`.

Mac OS X

Be sure to install and start up Jabber Video before removing Movi, as settings are imported on first startup.

When installing:

- Jabber Video installs itself as a new application alongside Cisco TelePresence Movi.
- Jabber Video registers itself as the default SIP protocol handler.
- The program bundle identifier is now **com.cisco.JabberVideo**.

When Jabber Video is launched:

- Preferences, Favorites, and History are imported from Movi.
- Stored passwords are not imported and must be re-entered.

Default file locations

Files	Windows location	Mac OS X location
Program file	<ul style="list-style-type: none"> ■ Windows Vista and 7 (64 bit): <code>%Program Files (x86)%\Cisco\</code> ■ Windows Vista and 7 (32 bit) : <code>%Program Files%\Cisco\</code> ■ Windows XP: <code>~\Program Files\Cisco\</code> 	<code>/Applications/Jabber Video</code>

Files	Windows location	Mac OS X location
Favorites and History	%APPDATA%\Cisco\JabberVideo\	~/Library/Application Support/Jabber Video/
Log files for debugging purposes	<p><CSIDL_LOCAL_APPDATA>\Cisco\JabberVideo\Logs\ The <CSIDL_LOCAL_APPDATA> directory is hidden by default and can be found at</p> <ul style="list-style-type: none"> ■ Windows XP: %USERPROFILE%\Local Settings\Application Data\ ■ Windows Vista and Windows 7: %LOCALAPPDATA% (typically %USERPROFILE%\AppData\) 	~/Library/Logs/Jabber Video/

On a Windows computer, the Favorites and History are individual to each user logging on to Jabber Video.

On Mac OS X, the Favorites and History are specific to the Mac OS X user account, regardless of which Jabber Video user is logged in.

Downgrading

The provisioning options for software URL and version also make it possible to provision a downgrade, taking users to an earlier version of Cisco Jabber Video for TelePresence.

The downgrade process is similar to the upgrade process.

When downgrading to an earlier version, the user's Favorites, History, and settings are kept intact. Logs and log settings are deleted.

Note that a complete downgrade to versions earlier than 4.3 is not possible.

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