



Cisco Jabber Release Note for 14.2

First Published: 2023-07-17

Last Modified: 2026-02-27

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CHAPTER 1

What's new in Release 14.2

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Jabber End-User Content on Cisco Webex Help Center

You can find information on the Jabber client at <https://help.webex.com/ld-n1uv5wq-CiscoJabber/Jabber>. The Help Center contains articles on using Jabber features. You can provide feedback on individual articles or request new articles through the Help Center.

The Help Center search includes a set of filters to narrow your results by product, release, activities, operating system, and other categories.

Build numbers

Jabber for Windows

| Version | Build Number |
|---------|-----------------------------|
| 14.2.2 | 14.2.2.60583 (Build 310583) |
| 14.2 | 14.2.0.58008 Build 308008 |

Jabber for Mac

| Version | Build Number |
|---------|--------------|
| 14.2 | 308037 |

DownloadURL

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

| Release | File Name |
|---------|---|
| 14.2 | Install_Cisco-Jabber-Mac-14.2.0.308037-197998006-MCwCFAYS76NLpddsYHq660DNOoGPxnsZAhRCTX6XIFQeG+oO+zrwmr6A43Gow!!!.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.

You can also download the manual installation file, if your users install the client manually.



Note To ensure the DSA signature succeeds, configure Web servers to escape special characters. For example, on Microsoft IIS the option is: **Allow double spacing**.

New and updated features

Action Required: Cisco Jabber upgrade needed to continue joining Webex Meetings

Cisco Jabber for Windows and Mac

To ensure uninterrupted access to Webex Meetings, all Cisco Jabber users on Windows and Mac platforms must upgrade to the versions specified below (or a later release) before **July 31, 2026**.

Reason for Update: After July 31, 2026, earlier versions of Cisco Jabber will no longer support joining Webex meetings due to the deprecation of the legacy meeting server API.

Required Versions for Cisco Jabber for Windows

Users must upgrade to one of the following builds (or later):

- **14.2.2.60583** (Build 310583)
- **14.3.2.60569** (Build 310569)
- **15.0.3.60590** (Build 310590)
- **15.1.3.60597** (Build 310597)
- **15.2.1.60627** (Build 310627)

Required Versions and Download Links for Cisco Jabber for Mac

Users must upgrade to one of the following builds (or later):

- **15.0.3 (Build 310614)**
- **Download URL:**

Install_Cisco-Jabber-Mac-15.0.3.310614-193733173-MCwCFC_cap1m6m4qi_9BhBDYkzvtC8zvAhRk862aMwGw51wngjv5jJxr7Lpw!!!.zip

- **15.1.3 (Build 310616)**
- **Download URL:**

Install_Cisco-Jabber-Mac-15.1.3.310616-194392107-MCwCFAtU+mshihvM37SSEvF5dLKYfasAhQkjhx3ITCxeSeMLc6n7sdMrqkxUA!!!.zip

- **15.2.1 (Build 310617)**

• **Download URL:**

`Install_Cisco_Jabber-Mac-15.2.1.310617-226885811-IdW0+BdkGW67miUaHtkivL+McTgzM2gjh+H8DMy6SjQ2LNNBUIBE2rnQ08BIFC4nXk25sITCQ=-.zip`

Support for Webex meetings on the Webex Suite meeting platform

Released in 14.2.

| Windows | Mac | iOS | Android |
|---------|-----|-----|---------|
| Yes | Yes | Yes | Yes |

Support Webex meetings on the Webex Suite meeting platform.



Note For customers who use Cisco Jabber clients to join Webex meetings:

Webex meetings are hosted on our Webex Suite meeting platform. [Find out if your meetings use the Webex Suite meeting platform.](#)

To avoid issues joining Webex meetings on the Webex Suite meeting platform, please upgrade your Jabber client to version 14.2 or later for Windows, Mac, Android, iPhone, or iPad. Failure to do so may result in a failed connection to the meeting.

Support for iOS 17

Released in 14.2.1.

Added support for iOS 17.

Support iPhone 15 series

Released in 14.2.1.

Added support for iPhone 15 series.

Jabber Dual VPN support

Released in 14.2.

| Windows | Mac | iOS | Android |
|---------|-----|-----|---------|
| No | No | No | Yes |

Jabber is connecting using a dual VPN, tunneling inside another to services.

The admin should config key in Jabber config file.

Applies to Jabber for Android only.

EnableDualVPNSupport

- **False** (Default)—Jabber will disable dual VPN support
- **True**—Jabber will enable dual VPN support

Example: `<EnableDualVPNSupport>True</EnableDualVPNSupport>`

Support for new devices

Released in 14.2.

| Windows | Mac | iOS | Android |
|---------|-----|-----|---------|
| No | No | No | Yes |

Jabber now supports these Android devices:

- Samsung Xcover6 Pro (Android 13)
- Samsung Galaxy A53 (Android 13 and later)
- Sharp AQUOS SH-M20 (Android 11)

Supported Android devices in 14.2

| Brand | Device Model | Supported OS Version | Notes |
|-----------|-----------------------|--------------------------|--|
| Ascom | Myco3 | Android OS 10.0 | |
| Google | Nexus 6P | Android OS 8.1 or later | |
| | Pixel / Pixel XL | Android OS 8.1 or later | |
| | Pixel C | Android OS 8.1 or later | |
| | Pixel XL | Android OS 8.1 or later | |
| | Pixel 2 / Pixel 2 XL | Android OS 8.1 or later | During a Jabber call if the user switches audio from mobile device to a headset, then there might be some issues with the audio for few seconds. |
| | Pixel 3 / Pixel 3 XL | Android OS 9.0 or later | If you use the attached headset with the phone, then there might be some issues with the audio for few seconds. |
| | Pixel 4 / Pixel 4 XL | Android OS 10.0 or later | |
| | Pixel 4a 5G | Android OS 11.0 or later | |
| | Pixel 5 | Android OS 11.0 or later | |
| | Pixel 6 / Pixel 6 pro | Android OS 12.0 or later | |
| Honeywell | CT60 | Android OS 8.1 | |

| Brand | Device Model | Supported OS Version | Notes |
|-------------|------------------------|--------------------------|---|
| Huawei | Mate 9 | Android OS 8.1 or later | |
| | Mate 10 / Mate 10 Pro | Android OS 8.1 or later | |
| | P10 / P10 Plus | Android OS 8.1 and later | |
| | P20 / P20 Pro | Android OS 8.1 or later | |
| | Mate 20 / Mate 20 Pro | Android OS 8.1 or later | |
| | P30 / P30 Pro | Android OS 9.0 or later | |
| Nokia | Nokia 6.1 | Android OS 8.1 or later | |
| | Nokia 8.1 | Android OS 8.1 or later | |
| OnePlus | 5 / 5T | Android OS 8.1 or later | |
| | 6 / 6T | Android OS 9.0 or later | |
| | 7T | Android OS 10.0 or later | |
| | 8 / 8 Pro / 8T | Android OS 11.0 or later | |
| Samsung | S9 / S9+ | Android OS 9.0 or later | |
| | S10 / S10+ | Android OS 10.0 or later | |
| | S20 / S20+ / S20 Ultra | Android OS 11.0 or later | |
| | S21 / S21+ / S21 Ultra | Android OS 12.0 or later | |
| | S22 / S22+ / S22 Ultra | Android OS 12.0 or later | |
| | Note10 / Note10+ | Android OS 10.0 or later | |
| | Note20 / Note20+ | Android OS 11.0 or later | |
| | A51 / A52 | Android OS 10.0 or later | |
| | A53 | Android OS 13.0 or later | |
| | Xcover 5 | Android OS 12 and 13 | User may experience no sound for a short time when the call is connected. |
| Xcover6 Pro | Android OS 13 | | |

| Brand | Device Model | Supported OS Version | Notes |
|--------|------------------|--------------------------|-------|
| Seuic | Cruise 1 | Android OS 9.0 | |
| Sharp | AQUOS SH-M20 | Android OS 11.0 | |
| Sony | XZ1 | Android OS 8.1 or later | |
| | XZ2 | Android OS 8.1 or later | |
| | XZ3 | Android OS 9.0 or later | |
| | Xperia 5 Mark II | Android OS 11.0 or later | |
| Xiaomi | Mi 6 | Android OS 8.1 and later | |
| | Mi 8 | Android OS 8.1 or later | |
| | Mi 9 | Android OS 9.0 or later | |
| | Mi 10 | Android OS 10.0 or later | |
| | Mi 10 Ultra | Android OS 10.0 or later | |
| | Pocophone | Android OS 8.1 or later | |
| | Mi MIX 2 | Android OS 8.1 or later | |
| | Mi A1 | Android OS 8.1 or later | |
| | Redmi Note 6 Pro | Android OS 8.1 or later | |



Important Jabber 14.2.1 is the last release that supports Android OS 8.1. For security reasons, the next Jabber release will require a minimum of Android OS 9.0.

Support 'mailto:' link in custom tab

Released in Cisco Jabber 14.2.1.

| Windows | Mac | iOS | Android |
|---------|-----|-----|---------|
| No | No | No | Yes |

Cisco Jabber can support 'mailto:' link in customer tab.

Support configuration keys 'SSO_Enabled' and 'OAuth_Enabled' in MDM configuration and URL provision

Released in Cisco Jabber 14.2.1.

| Windows | Mac | iOS | Android |
|---------|-----|-----|---------|
| No | No | No | Yes |

Cisco Jabber can support 'SSO_Enabled' and 'OAuth_Enabled' in MDM configuration and URL provision.

Support set the availability status changes to 'Away'

Released in Cisco Jabber 14.2.1.

| Windows | Mac | iOS | Android |
|---------|-----|-----|---------|
| Yes | No | No | Yes |

The admin should config key in Jabber config file. It can support Cisco Jabber Android's availability status not changing to **Away** when users are inactive.

Set_Status_Away_On_Inactive

This configuration key previously applied to Cisco Jabber for Windows only.

From Jabber 14.2.1, it also applies to Cisco Jabber for Android.

Specifies if the availability status changes to **Away** when users are inactive.

- **true** (default)—Availability status changes to **Away** when users are inactive.
- **false**—Availability status does not change to **Away** when users are inactive.

Example:

```
<Set_Status_Away_On_Inactive>false</Set_Status_Away_On_Inactive>
```

iOS

- XCode 14.1 and iOS 16.1 SDK update
- Local Push Notification support
 - **For end users:**
 - A reliable and secure way to notify a Jabber user on iOS devices of incoming VoIP calls when iOS devices operate in a WiFi-constrained network; or when they have no Internet connection, and consequently don't have access to Apple Push Notification Service (APNs).
 - With Local Push Notifications framework (LPNs) on iOS, Jabber users receive calls directly from UCM by connecting to local WiFi network on the same Intranet.
 - **For admins:**
 - Admins must specify the supported WiFi list in jabber-config.xml file:

| Parameter | Description and values | Supported platforms |
|-------------------|---|---------------------|
| LocalPushSSIDList | Specifies a whitelist of up to 10 Service Set IDs (SSIDs) separated by a semicolon. You must configure this parameter when the Local Push Notification Connectivity | iOS and iPadOS |

| Parameter | Description and values | Supported platforms |
|-----------|--|---------------------|
| | feature is enabled on CUCM. Example: <code>LocalPstnList=SD,SD/LocalPstnList</code> | |



- Note**
1. To get LPNs call notifications, users must grant the Local Network permission to the Jabber app.
 2. If both LPNs and APNs are configured on UCM, UCM will deliver the call via the LPNs channel first. If it fails due to any reason, APNs will be the fallback option with the best effort.
 3. To get LPNs call notifications working properly, when users have multiple iPhones or iPads, they must ensure the Jabber app runs only on one iPhone and one iPad.

Supported UCM & DI version: 14 SU3 onwards.

Supported iOS version: iOS 16.5 and iPadOS 16.5 onwards.

EMM Clients

These clients follow a delayed release cycle. The clients release later than the corresponding releases of Jabber for Android and Jabber for iPhone and iPad.

Jabber for Blackberry 14.2(1)

Jabber for Blackberry on iOS

Customers who want to upgrade to this build need to sign out, reset and delete the old version of Jabber, then install this version.

Jabber for Blackberry 14.2(0)

Jabber for Blackberry on Android

This release includes these features:

- Same as Jabber Android 14.2
- Upgrade BlackBerry Dynamics SDK v11.2
- Upgrade minimum supported version to Android 10

Jabber for Blackberry on iOS

This release includes these features:

- Same as Jabber iOS 14.2
- Upgrade BlackBerry Dynamics SDK v11.2

Jabber for Intune on iOS

This release includes these features:

- Same as Jabber iOS 14.2
- Upgrade Intune SDK to v17.6.1 and Azure library to v6.0.4

Jabber for Intune 14.2(0)**Jabber for Intune on Android**

This release includes these features:

- Same as Jabber Android 14.2
- Upgrade Intune SDK v9.4



CHAPTER 2

Limitations

- [Limitations for All Deployments, on page 11](#)

Limitations for All Deployments

These limitations apply to all Jabber for Windows deployments.

Allow Paste Operations via Script

Jabber versions 11.8.5 and later may have issues with Copy/Paste when the policy **Allow paste operations via script** is enabled for Internet Explorer at **Windows Components > Internet Explorer > Internet Control Panel > Security Page > Internet zone**.

Automatic Detection of Proxy Settings (WPAD)

Cisco Jabber doesn't support Web Proxy Auto-Discovery (WPAD) proxy discovery. For information about how to configure proxy settings for Cisco Jabber, see *Configure Proxy Settings* in the *On-Premises Deployment for Cisco Jabber* guide.

Bluetooth Connectivity Unsupported with Cisco Headset 56x

Cisco Jabber doesn't support the use of Bluetooth with Model 56x Cisco headsets. You can use these headsets with a USB-C to USB connector cable.

Call Transfers

When you're transferring a call to a third party, the third party must respond to the call before you can complete the transfer. You can't currently dial the third party and connect the first party while waiting for the call to connect (also known as a blind transfer).

Prior to Release 12.7(1), Cisco Jabber doesn't correctly inform Unified Communications Manager that a call being transferred is on hold. This behavior results in incorrect reporting when you use Jabber with Cisco Finesse.

Cameras with shutters

For cameras with shutters, such as the Cisco Desk Camera 1080p, Jabber doesn't support the close/open shutter operation when the camera is used during a video call.

If the user closes the camera shutter during the call for more than 5 seconds and then reopens it, the video does not come back.

If the user closes the camera shutter before placing a call, then opens the shutter during the call, video may not be available.

Cannot Copy Image

You can't right-click over an image in a conversation in Jabber and select copy. Instead, highlight the image and then right-click to copy it.

Chat Reply and No Voicemail Profile

If the user has no voicemail profile configured, the chat reply feature doesn't work. If the user selects **Chat reply** in an incoming call, the call continues to ring and the **Chat reply** and **Answer** options are grayed out. CSCux75667 documents this limitation.

Chat Behavior During Transition to MRA

Jabber loses chat messages that are sent while the Jabber client is transitioning from an on-premises network connection to an MRA network connection, or vice versa. Users receive an error message when they try to send chat messages during this transition period.

Cisco AnyConnect Secure Mobility Client

Cisco Jabber for Windows supports Cisco AnyConnect Secure Mobility Client version 4.0 and later. CSCuy14721 documents this limitation.

Cisco IP Communicator

Cisco IP Communicator isn't supported as a controlled device on Jabber when users choose to use their desk phone for calls.

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 doesn't support Cisco Unity Connection dispatch messages. CSCuw31908 documents this limitation..

Contact Resolution for Enterprise Groups

Jabber resolves contacts in enterprise groups individually rather than all at once. As a result, when you add an enterprise group to your users' contact lists—or if they clear their local cache—they'll only see the username and domain for each person until they hover over or interact with them.

Emails to a Group of Contacts

There's a limit of 2083 characters in the **To** field when sending an email to a group of contacts. With long email addresses or many recipients, not all contacts may be added to the email. For more information about the 2083 character limitation, see <https://support.microsoft.com/en-ie/kb/208427>.

Extension Mobility

Jabber doesn't support the Cisco Extension Mobility Cross Cluster (EMCC) feature.

Device Name with Extension Mobility

When Extension Mobility is enabled, the controlled devices menu in Jabber displays the phone type only, instead of the phone type and user name.

Do Not Disturb (DND)

If Jabber is controlling the Deskphone and if Do Not Disturb (DND) is set on the Deskphone, the presence status of the Jabber client does not change.

This behavior indicates that the Jabber client is functioning as designed. No action is required from the user.

HTML Sanitization Code

The Jabber HTML sanitization code has been modified to disallow 'masked' links in XMPP message payloads due to its potential abuse in phishing attacks. These links are no longer allowed for security reasons.

It is recommended that Jabber Administrators educate potential users who may be affected by this feature enhancement.

IBM Notes Contact Search

When searching for an IBM Notes contact, entering either " or \ as the first character in the search string won't find the correct contact.

Jabber Config Change Detected Loop Scenario

A Jabber "Config Change Detected" loop can occur if you assign the Jabber Config Profile (jabber-config.xml) on UC service and in the Group Config file for Phone page/common phone profile, and then you remove the Jabber Config Profile from the UC Service while Fast Login is enabled. In this scenario, once you remove the Config Profile from UC Service, the config change detected loop is triggered.

Workaround: Disable Fast Login, see *Planning Guide for Cisco Jabber*.

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. This behavior is documented in CSCu32007.

Joining Meetings by Meeting Number

In deployments that use a Cisco Webex Meeting Server, you cannot use the meeting number when joining by Webex. Use the meeting URL instead.

Joining Webex Meetings from Jabber

Webex site disclaimers don't appear when you join Webex meetings from Jabber. This limitation applies whether joining from the meeting reminder popup, or by selecting **Join in Webex** in Jabber.

LDAP Credential Delivery with Unified Communications Manager 12.5(1) SU2

In Unified Communications Manager Release 12.5(1) SU2, Unified CM added support for securely passing encrypted LDAP credentials in the Service Profile. This update secures access to your directory by ensuring that the password is always stored and sent in an encrypted format. This change includes encryption during directory access authentication, client configuration file downloads, BAT imports/exports, and upgrades.

In Jabber 12.8 with this Unified CM release or later, we take advantage of this capability by downloading the LDAP credentials as part of User Profile after end-user authentication.

In Jabber 12.7 and earlier with this Unified CM release or later, we can't use these credentials from the Service Profile as we did before. They pass an encrypted password to Active Directory which causes a connection failure. For these Jabber releases with the upgraded Unified CM, provide the LDAP credentials through the jabber-config.xml file.

For more details, see the *Release Notes for Cisco Unified Communications Manager and the IM and Presence Service, Release 12.5(1) SU2* and the section on LDAP Service Accounts in the *Planning Guide for Cisco Jabber*.

Limit of 450 Participants in a CMS Meeting

You can have a maximum of 450 people in a single CMS meeting.

Location Feature and Multiple Domain Support

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 later changed the address scheme to Directory URI (multiple domain support).

The location feature now doesn't work for newly added domain users. Users in the initial domain are unaffected. CSCuu63734 documents this limitation.

Logitech Keyboard Display Changes

The built-in display for Logitech UC keyboard K725-C doesn't display caller or device information on incoming calls. Instead, the Cisco logo is displayed.

Meeting Reminders

Cisco Jabber displays pop-up reminders for Cisco Webex meetings only. Reminders for non-Cisco Webex meetings are not displayed.

If the URL for a Webex meeting is changed (for example, by URL filter software), attempts to join the meeting from the meeting reminder or from the Meetings tab fail. This behavior is documented in CSCux03658.

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). CSCuo57172 documents this limitation.

Microsoft Outlook OST File

Intermittently Cisco Jabber for Windows is unable to access the Microsoft Outlook OST file. To resolve this issue, restart Jabber and restart Outlook.

Multiline

Cisco Jabber can't make calls from any line, while there's an incoming call ringing on another line. While another line is ringing, the green **Call** button is dimmed and not available. Users can wait for the ringing to stop, or decline the incoming call.

168 Byte Limit for Transferred Filenames

When transferring a file, the filename cannot exceed 168 bytes (including extension). If you attempt to send a file with a longer name, you are notified that you have exceeded 168 bytes.

Phone Mode Deployments with Microsoft Lync

Disable Click-to-x functionality if you want to deploy Cisco Jabber for Windows in phone mode on the same computer as Microsoft Lync. See the *Common Installation Arguments* section of the *Deployment Guide* for more information about the CLICK2X installer switch.

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.

Presence indicators on Sharepoint 2016

When you sign-out of Jabber, the presence indicator bubbles are grayed out and do not refresh after signing back into Jabber.

You can resolve this behavior by refreshing the webpage. This will ensure that accurate presence information is displayed.

Real-Time Transport Control Protocol (RTCP)

Jabber sends RTCP packets even when disabled. RTCP is an integral component of Jabber Telephony services.

Remote Desktop Control over Mobile and Remote Access

Remote desktop control over Mobile and Remote Access isn't supported. This limitation is documented in CSCuz19139.

Removing Participants During Conference Calls

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

SAML Single Sign-On Limitations

When configuring SAML SSO on Cisco Unified Communications Manager servers, 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 isn't valid. The requirement to use an FQDN is because the embedded Internet Explorer browser isn't able to validate IP addresses in the **Subject Alternate Name (SAN)** certificate.

For the same reason, when you configure SAML SSO on Cisco Unity Connection servers, use a fully qualified domain name (FQDN) in Cisco Unified Communications Manager Service Profile 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 isn't valid.

Schedule Meeting Button Disabled on Phone-Only Mode

When Outlook is installed, and the MacCalendarIntegrationType parameter is set to Outlook, the **Schedule Meeting** button is displayed. However in phone-only mode, the button is not shown.

Single Number Reach

For Cisco TelePresence Video Communication Server Control (VCS) versions earlier than 8.10.X, configure the editable inbound rules to enable the single number reach for users who are using Cisco Jabber over Mobile and Remote Access. For more information, see *Limitations* in *Enable Single Number Reach* section from the *Feature Configuration Guide for Cisco Jabber 12.0*.

Space Characters in Credentials

The following rules apply to space characters and credentials:

- Usernames can contain spaces in on-premises deployments.
The first and last characters of usernames in on-premises deployments can't be spaces. This rule is also true for usernames synchronized from a directory source.
- Usernames can't contain spaces in cloud-based deployments.
- Passwords can't contain spaces in any deployment scenario.

Standard CTI Secure Connection User Group

Cisco Jabber for Windows doesn't currently support CTI connections over transport layer security (TLS). As a result, Cisco Jabber for Windows users can't switch from using a CSF device to using a desk phone device if they belong to the Standard CTI Secure Connection user group. This limitation is documented in CSCux83786.

Supported Characters in a Cisco Jabber User ID/E-mail Address

The following characters are supported in a Cisco Jabber user ID/E-mail Address:

- Uppercase (A to Z) and lowercase (a to z) characters
- Numbers (0-9)
- Period (.)
- Hyphen (-)

- Underscore (_)
- Tilde (~)

TIFF Images Not Supported

In this release, if users have a .tiff image as their avatar, then Jabber displays the default icon image instead. To use a personal avatar, users must upload an image in a supported format, such as jpg, bmp, or png.

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.

VAD with BIB

Jabber doesn't support VAD enabled in any upstream devices when BIB is enabled.

If any upstream device enables VAD, Jabber with BIB enabled does not sync the two forked recording streams.

The user may hear disordered audio in the recording server.

Video Calls

The **Start My Video** button doesn't work immediately after a call connects. Users must wait approximately 6 seconds after the call starts before clicking the **Start My Video** button. This behavior is documented in CSCuz06415.

Voicemail Credential Popup during Sign-in

In a hybrid deployment, if Webex messenger, Call Manager and Unity connection are all SSO enabled, and voicemail credentials have been previously saved to cloud, users may see the **Update Credentials** popup for voicemail during the sign-in process. The workaround is not to configure voicemail server address on the cloud server but only configure it in the service profile or the `jabber-config.xml` file.

Windows 10 Crash Using Cisco 700 Series Headsets

If you use Cisco 700 Series headsets, you might experience Windows OS crashes (Blue screen). This occurs on Windows 10 version 1803 and earlier versions. Update to a later version of Windows 10 to correct the problem.



CHAPTER 3

Caveats

- [Search for Bugs](#), on page 19
- [Bug Severity Levels](#), on page 19
- [Cisco Jabber for Android](#), on page 20
- [Cisco Jabber for Windows](#), on page 21
- [Cisco Jabber for Mac](#), on page 21
- [Cisco Jabber for iPhone and iPad](#), on page 21

Search for Bugs

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

Procedure

- 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.
- For more information, select **Help** at the top right of the Bug Search page.
-

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 disrupts other devices on the network. No workarounds exist. |
| 2 Severe | Important functions are unusable and workarounds don't exist. Other functions and the rest of the network is operating normally. |
| 3 Moderate | Failures occur in unusual circumstances, or minor features don't work at all, or failures have low-impact workarounds. This severity is the highest level for documentation bugs. |
| 4 Minor | Failures occur under unusual circumstances, but operation essentially recovers without intervention. Users don't need to install any workarounds and performance impact is tolerable. |
| 5 Cosmetic | Defects don't cause any detrimental effect on system functionality. |
| 6 Enhancement | Requests for new functionality or feature improvements. |

Cisco Jabber for Android

Resolved caveats in Release 14.2.1

| Identifier | Severity | Headline |
|----------------------------|----------|---|
| CSCwf30869 | 3 | Video camera unavailable on Pixel 6/7 series running Jabber 14.1.5 |
| CSCwh33106 | 3 | Client certificate support for EC |
| CSCwh05012 | 3 | J4A vibrating only once when receiving a call in silent mode (push notification) |
| CSCwh18182 | 3 | Jabber Login issue on premises and via MRA |
| CSCwh38840 | 3 | Jabber Android speeding up registration when receives push notification at background |

Resolved caveats in Release 14.2

| Identifier | Severity | Headline |
|----------------------------|----------|---|
| CSCwf20714 | 3 | The timer improvement (long access token) |
| CSCwf61598 | 3 | Jabber for Mobile doesn't change presence status to Available after being in DND |
| CSCwf62907 | 3 | Jabber Android client crashed due to <code>android.app.ForegroundServiceDidNotStartInTimeException</code> |
| CSCwf80304 | 3 | Jabber crashes — Oops Jabber stops responding |

Cisco Jabber for Windows

Resolved caveats in Release 14.2

| Identifier | Severity | Headline |
|----------------------------|----------|---|
| CSCwd03034 | 3 | Jabber incorrectly displays the body of Exception meeting in Recurring meeting. |
| CSCwf94708 | 3 | Offline chat history lost after logout and login. |

Cisco Jabber for Mac

Resolved caveats in Release 14.2.1

| Identifier | Severity | Headline |
|----------------------------|----------|--|
| CSCwh58131 | 3 | Jabber for MAC 14.2 is unable to login with SSO enabled. |

Cisco Jabber for iPhone and iPad

Resolved caveats in Release 14.2.1

| Identifier | Severity | Headline |
|----------------------------|----------|--|
| CSCwh17146 | 3 | Jabber iOS — Message in pop-up incorrect (Chat Name inconsistent). |
| CSCwh19474 | 3 | Jabber for iPad Call initiated from Contact Search window does not work. |
| CSCwh49724 | 3 | Incorrect Badge Notification count for message on Jabber/iOS. |
| CSCwh45682 | 3 | Jabber on iPhone crashes when doing contact search. |

