



Release Notes for Cisco Jabber for Windows 12.7

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Jabber End-User Content on Cisco Webex Help Center

You can find information on using the Jabber client at <https://help.webex.com/ld-n1uv5wq-CiscoJabber/Jabber>. The Help Center contains articles on using various 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 Number

Version	Build Number
12.7(4)	12.7.4.55432 Build 305432
12.7(3)	12.7.3.54811 Build 304811
12.7(2)	12.7.2.53984 build 303984
12.7(1)	12.7.1.51081
12.7	12.7.0.38632

What's New in Release 12.7(4)

This maintenance release contains security updates and stability improvements. See the *Caveats* for details.

What's New in Release 12.7(3)

This maintenance release contains security updates and stability improvements. See the *Caveats* for details.

What's New in Release 12.7(2)

This maintenance release contains security updates. See the *Caveats* for details.

What's New in Release 12.7(1)

Resolved Caveats

This release provides fixes for a number of known issues. See the Resolved Caveats 12.7(1) section for a list of caveats fixed in this release.

What's New in Release 12.7

Improved User Experience

Modern Design

We improved the user experience in this release with a new Modern Design. The Modern Design features a single-window UI. Jabber defaults to the Modern Design in all deployments. Users in on-premises and Webex Messenger deployments can choose to use the Classic Design.

Jabber Team Messaging Mode only supports the Modern Design view. Users cannot choose the Classic Design in Jabber Team Messaging Mode.

If you want your on-premises or Webex Messenger deployment to default to the Classic Design, you can set the default with the UXModel parameter. The allowed values are **Modern** (the default) and **Classic**. Each user's preference takes precedence over this parameter. For details, see the [Parameters Reference Guide for Cisco Jabber](#).

Users can also customize their app by choosing their preferred design in **Settings > Appearances**.

Themes

We have added themes for the Jabber app. The available themes are:

- Default
- Dark



Note We don't support changing the color of chat text in this theme.

- High Contrast

Users can switch between the available themes through **Settings > Appearances**.

Improved Prompts for Office 365 Migration

After administrators migrate user accounts to Office 365, users that use Save Chats to Outlook, will receive a message that the account has been migrated and prompted to resubmit their credentials in order to continue using this feature.

Accessibility Improvements

We made accessibility improvements throughout the client, including the following:

- Screen reader support

- Improved the accessibility text for screen readers.
- Improved keyboard navigation of the chat history.
- Improved control labels.
- The information panel announces the currently selected contact or the person with whom you are communicating.
- The titles of detached conversations include the contact's name.
- Visual improvements
 - Added a high contrast theme which improves the color contrast and supports larger font sizes.
- New shortcut keys
 - Ctrl + Shift + M—Places focus on the screen share button. You can then choose to stop the share or share a different application.
 - Ctrl + Shift + N—Provides access to notification messages. This permits keyboard users to answer or decline a call, join meetings, and manage new locations.

Call Progress Indicator for Extend & Connect

When a user makes an outbound call with Extend & Connect, a call window now appears immediately after dialing. If the user does not answer on their mobile device, the call terminates after receiving a PSTN timeout signal.

Chat Rooms Maintains Participant List Visibility

We changed participant list behavior for group chats and chat rooms in on-premises and Webex Messenger deployments. Now, when you switch from one chat room to another chat room, it maintains the visibility of the participant list. If you open the participant list in Chat A and then switch to Chat B, the participant list is visible when you return to Chat A.

Person-to-person chats do not behave this way.

Display Tab Labels

By default in Release 12.6, the client didn't display tab labels in the hub window. Users can enable tab labels through their preferences.

If you want to change the default behavior for displaying tabs, use the new ShowTabLabel parameter. Each user's preference takes precedence over this parameter. For details, see the [Parameters Reference Guide for Cisco Jabber](#).

Jabber Team Messaging Mode

Configure Clients Through Cisco Webex Control Hub

You can run Jabber Team Messaging Mode in IM-Only Mode which doesn't need Cisco Unified Communications Manager and its calling capabilities. To replace Unified CM as the deployment site for the Jabber configuration file, you can upload your Jabber configuration file to the Control Hub. You can upload one configuration file for each organization.

Go to **Services**, then select the **Message** card, and choose **Settings**. Then, select **Upload Configuration File**. The file must be in .xml format.

If you have Jabber configuration files in both the Control Hub and Unified CM, the value of a parameter from the Unified CM takes precedence.

People Insights

People Insights provides Jabber Team Message Mode users with professional profiles of their contacts. Anywhere a contact card appears, user can access People Insights: contact lists, in conversations, from the call history, and voicemail history.

The feature only displays publicly available information in profiles, and internal company directory information to users in the same company. This internal directory information is not visible to users outside the company. Users can edit their own profiles to add more data. For more information, see [What Is People Insights](#).

To enable People Insights, go to the Control Hub, and select **Settings > Directory Synchronization and People Insights** and turn on the **Show People Insights** toggle.

Do Not Disturb Setting

We changed the intervals in the **Do Not Disturb** setting to 30 minutes, 1 hour, 2 hours, 4 hours, 8 hours, and 24 hours.

Presence Based on Non-Jabber Activity

In previous releases, Jabber team messaging mode reported users presence based only on their activity in the Jabber app. Jabber now reports your presence based on activity across your computer.

Enterprise Content Management (ECM) Support

You can view, send, and receive ECM files. Upload ECM files from OneDrive or SharePoint Online, and send them via chat to other Jabber users who are authorized to view them. When users send attachments, they can choose to upload files from their computer or ECM account. Users can choose to send the files to other people in their organization, or to specific people who have access to the file. When the recipient gets the message with the ECM attachment, they'll need to be logged in to that ECM service before they can view or open the file.

For more information, see <https://help.webex.com/en-us/nfia8at/Configure-Enterprise-Content-Management-Settings-in-Cisco-Webex-Control-Hub> and <https://help.webex.com/en-us/nuvy9lb/Enterprise-Content-Management-in-Cisco-Webex-Control-Hub>.

Quote Message

You can add context to a message by quoting another message in the same space. To quote a message, hover the cursor over the message you want to quote and select **Quote message**. After you send the message, the quoted message appears above your message in the space.

BOT Support

BOTs now appear in your search results, and you can add them to spaces and to an existing conversation, and create a new conversion with a BOT . To find a BOT, go to the search bar and type the first few letters of its name. BOTs appear in their own category underneath results from your contacts and directory.

Jabber Team Messaging Mode users can search for and use BOTs that are deployed as part of the Webex Platform Service. You can find these BOTs on the [Cisco Webex App Hub](#) or [develop your own](#) for your users. BOTs from the Cisco Jabber BOT SDK work only for on-premises and Webex Messenger deployments.

Proxy Authentication Support

Earlier releases do not support proxy authentication. Jabber now supports proxy authentication as outlined in this table:

Product	Supported Authentication Types	Supported Proxy Configuration Methods
Cisco Jabber for Windows	No Auth, Basic, NTLM, Negotiate	Manual, PAC
Cisco Jabber for Mac	No Auth, Basic, NTLM	Manual, PAC
Cisco Jabber Softphone for VDI	No Auth, Basic, NTLM, Negotiate	Manual, PAC
<p>For NTLM authentication on Mac, users are prompted for a password if the computer is not signed in to the domain. For Windows or Jabber Softphone for VDI, the computer must be signed in to the domain.</p> <p>For <i>No Auth</i> authentication types, you can set up the computer with a proxy address, but no authentication is used.</p>		

For information on Proxy Auto-Config (PAC) files, see https://www.cisco.com/c/en/us/td/docs/security/web_security/connector/connector2972/PACAP.html.

Proxy Authentication and Certificates

If you deploy a TLS-inspecting proxy, install a CA certificate into the OS of the device with a trust chain that allows a successful certificate validation.

Jabber validates the certificates of the systems with which it communicates. Jabber validates the certificates for a TLS session against the list of trusted root certificate authorities in the other system's OS. Jabber also checks the certificates against known malicious or compromised certificate authorities.

Meetings

On-Demand Recording

In previous releases, you could only enable or disable recording for all calls in Jabber. On-demand recording gives you the option to enable users to selectively record calls over Jabber's Built-In Bridge (BiB). When you enable this feature, the call control menu includes a **Record** option for the user to start and stop recording at any time.

You need Cisco Unified Communications Manager Release 12.5(1) to support this feature.

For information on using on-demand recording, see the [Feature Configuration for Cisco Jabber](#) guide.

You can force all recording to occur on the Jabber BiB with the `Prefer_BIB_recorder` parameter. For details, see the [Parameters Reference Guide for Cisco Jabber](#).

Application Sharing

When you share your screen during a call, CMR meeting call, or CMS meeting call, you can limit what you share to a specific application, instead of sharing the entire screen. Now, from the Share Screen, you have the option of choosing which application to share.

Updates to Collaboration Meeting Room Controls

This release includes several new CMR controls. Hosts can now:

- Mute or unmute all participants
- Pause and resume the meeting recording

All participants can do the following:

- Start or stop sending video
- Copy the meeting link
- Use the **Meeting Info** icon to display details about the meeting

Calling

Voicemail Improvements

We improved the voicemail capabilities in the desktop clients.

Users can create voicemails without making a call and then send the voicemail to one or more contacts. The voicemail server's administrator can also create distribution lists to which users can send voicemails. Users can select recipients from the voicemail server's catalog.

Users can directly reply to the sender of a voicemail or to all recipients of that message. Users can also forward voicemails to new recipients.

Display Directory Number or Label for Single Lines

In multiline operation, users choose between their configured lines in a selection list. The selection list displays the directory number or the label for each line. In earlier releases, the selection list does not appear for users who only have a single line.

Now, for Phone-Only Mode and Phone Mode with Contacts deployments, the single line's number or label appears by default. For Full UC Mode deployments, the single line's number or label is hidden by default.

You can override the default behavior for single-line operation with the new SingleLinePhoneLabel parameter. For details, see the [Parameters Reference Guide for Cisco Jabber](#).

Multiline Improvements

In earlier releases, Jabber has these multiline limitations:

- CTI-enabled users can only control the primary line on their desk phone.
- You couldn't configure two lines with the same number that are associated with different partitions.

As of Release 12.7, users can control all lines on their desk phone. You can also configure two lines with the same number that are associated with different partitions.

Security

Enhancement to Security Labels

We enhanced our support for security labels, based on the XEP-0258 standard, for instant messages. The `InstantMessageLabels` parameter now supports `<label>` elements. You can assign more metadata to the security labels. You can use the `<label>` element to identify the security compliance server, such as Apache NiFi, that screens the messages before delivery.

For more information about using the `InstantMessageLabels` parameter, see the [Parameters Reference Guide for Cisco Jabber](#). You can configure this setting in the Unified CM Administration or in the `jabber-config.xml` configuration file.

For information on using security labels in your deployment, see the [Feature Configuration for Cisco Jabber](#) guide.

Updated Sign-Out Behavior

If users sign out of Jabber, they must now re-authenticate when they next sign in.

Users do not have to re-authenticate in these cases:

- A configuration change requires them to sign out.
- They kill the Jabber app and restart it. (For desktop users, this includes when you choose **Exit Jabber**.)
- Mobile Jabber users with touch, fingerprint, or face ID enabled.

OAuth Handling of Refresh Tokens

If you have OAuth enabled in your deployment, Jabber now checks, by default, for expired refresh tokens when users sign in. If a refresh token has expired, the user must re-authenticate. If the refresh token expires while a user is signed in, Jabber signs them out with a message that their session expired.

The `LegacyOAuthLogout` parameter controls this behavior. The default value of **false** checks for expired refresh tokens. If you set the value to **true**, Jabber never checks for expired refresh tokens. For details, see the [Parameters Reference Guide for Cisco Jabber](#).

Requirements

Cisco Jabber Requirements

Many Cisco Jabber requirements are common between client types. Client specific requirements are documented in the *Release Notes*, all other requirements are documented in the *Planning Guide for Cisco Jabber*.

Operating Systems for Cisco Jabber for Windows

You can install Cisco Jabber for Windows on the following operating systems:

- Microsoft Windows 10 (desktop mode)
- Microsoft Windows 8.1 (desktop mode)
- Microsoft Windows 8 (desktop mode)

Cisco Jabber for Windows does not require the Microsoft .NET Framework or any Java modules.

Windows 10 Servicing Options

Cisco Jabber for Windows supports the following Windows 10 servicing options:

- Current Branch (CB)
- Current Branch for Business (CBB)
- Long-Term Servicing Branch (LTSB)—with this option, it is your responsibility to ensure that any relevant service updates are deployed.

For more information about Windows 10 servicing options, see the following Microsoft documentation: [https://technet.microsoft.com/en-us/library/mt598226\(v=vs.85\).aspx](https://technet.microsoft.com/en-us/library/mt598226(v=vs.85).aspx).



Note Cisco Jabber installs the required files to the following directories by default:

- %temp%\Cisco Systems\Cisco Jabber-Bootstrap.properties file and installation log
- %LOCALAPPDATA%\Cisco\Unified Communications-Logs and temporary telemetry data
- %APPDATA%\Cisco\Unified Communications-Cached configurations and account credentials
- %ProgramFiles%\Cisco Systems\Cisco Jabber-Installation files for x86 Windows
- %ProgramFiles(x86)%\Cisco Systems\Cisco Jabber-Installation files for x64 Windows

Hardware Requirements for Desktop Clients

Requirement	Cisco Jabber for Windows	Cisco Jabber for Mac
Installed RAM	2-GB RAM	2-GB RAM
Free physical memory	128 MB	1 GB
Free disk space	256 MB	300 MB
CPU speed and type	AMD Mobile Sempron Processor 3600+ 2 GHz Intel Core 2 Duo Processor T7400 @ 2.16 GHz	Intel Core 2 Duo or later processors in any of the following Apple hardware: <ul style="list-style-type: none"> • iMac 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.	USB 2.0 for USB camera and audio devices

CTI Supported Devices

To view the list of Computer Telephony Integration (CTI) supported devices for your Unified Communications Manager:

1. From the **Cisco Unified Reporting** page, select **Unified CM Phone Feature List** from the **System Reports** menu.
2. After opening the report, select **CTI controlled** from the **Feature** drop-down list.

Limitations and Restrictions

Limitations and Restrictions All Deployments

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*.

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.

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.

Multiline

Cisco Jabber doesn't support configuration of two lines with same number associated with different partitions.

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**.

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*.

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.

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.

Real-Time Transport Control Protocol (RTCP)

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

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.

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.

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.

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.

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.

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 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..

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>.

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.

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.

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.

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.

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.

Space Characters in Credentials

The following rules apply to space characters and credentials:

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

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.

.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.

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 characters (A to Z)

- Lowercase characters (a to z)
- Numbers (0-9)
- Period (.)
- Hyphen (-)
- Underscore (_)
- Tilde (~)

Extension Mobility

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

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.

Cisco Headset Support with Multiple VoIP Apps

If you use Cisco Jabber with a Cisco Headset, you can't install any other VoIP app, such as Cisco Webex Teams or Skype for Business, on your computer.

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.

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.

Limitations and Restrictions for On-Premises Deployments

Port Contention Disrupts Sennheiser Plug-In

Call control with the Sennheiser plug-in uses port 8001 by default. If another application uses this port, it can cause issues.

As a workaround, you can change the EPOS SDK's PortNumber parameter to another port in the appropriate file:

- Windows—%LOCALAPPDATA%\Sennheiser\SDKCore\PDS\config.dat
- Mac—/Library/Application Support/Sennheiser/SenncomSDK/secomSFSDK.dat



Note Consult Sennheiser for more information about these files.

Shut down Jabber before changing the port in the SDK. Then, restart Jabber after you change the port.

Adding Federated Contacts

When adding federated contacts, Cisco recommends that users add the federated contacts as company contacts (**File > New > Contact**), rather than as custom contacts. Adding federated contacts as custom contacts can cause intermittent presence issues. This issue is documented in CSCuz59060.

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.

SIP Trunk for Phone Presence

From Release 11.5(3), you must configure a SIP trunk between Cisco Unified Communications Manager and IM and Presence Service if you want Cisco Jabber users to see phone presence. In previous releases, a SIP trunk was not required for phone presence. This limitation is documented in CSCuz85578.

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.

Invitees to Instant Webex Meetings

Invitees to instant Webex meetings must be provisioned with Webex accounts before they can join an instant Webex meeting. For example, User A has a Webex account and starts an instant Webex meeting from Cisco Jabber. User A then invites User B, who does not have a Webex account, to the meeting. When User B clicks on the meeting link in Cisco Jabber, an error message is displayed and the user can't join the meeting. User B must be provisioned with a Webex account before attempting to join any instant Webex meetings. This limitation is documented in CSCux52068.

Jabber to Jabber Calls

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).

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 article, <https://help.webex.com/en-us/yhq7pw/Reset-Forgotten-Password-in-Cisco-Jabber>.

Performance and Behavior Notes

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.

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.

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 CSCuw32007.

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.

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.

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.

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.

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.

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.

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.

Severity Level	Description
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.

Procedure

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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 in 12.7(4)

Identifier	Severity	Headline
CSCvm76932	2	Jabber for Windows 12.1.0/12.1.1 Does Not Send setEnableInAMeetingStatus update to CUCM.
CSCvj26171	3	Input of Unicode characters on search box on Windows 10 results in invalid data.
CSCvn17374	3	Jabber sending https request to loginp.webexconnect.com overwhelming IDP.
CSCvm44162	3	Jabber tries to reconnect while get 403 error response from Cisco Unity Connection.
CSCvm76042	3	Pchat tab appears on Jabber even when it is not provisioned on the jabber-config.xml file.
CSCvj58896	3	Jabber keeps Rollover Counter and SSRC of SRTP stream after transfer.
CSCvj58894	3	Jabber keeps Rollover Counter and SSRC of SRTP stream after hold/resume.
CSCvi49056	3	Directory search takes 5 seconds due to inaccurate search filter.
CSCvm83363	3	First login to redirected Expressway cluster fails.
CSCve40856	3	Desktop share button is grayed out during a call(BFCP) via MRA.
CSCvk79498	3	Jabber crashed in HubWindowPlugin!TabButtonItem::CalculateImageSize.
CSCvn36100	3	Jabber for windows Automatic update fails in phone mode.
CSCvn59476	3	Peer-to-Peer file transfer causes Blank Chat IM session Jabber-Windows.
CSCvm85272	3	Jabber "All Rooms" tab does not load Jabber-windows.
CSCvm84307	3	MSVCR120.dll missing error pop-ups always when Jabber is launched Jabber-Windows.
CSCvm5498	3	Jabber stuck when enabling audio-ducking Jabber-Windows.

Identifier	Severity	Headline
CSCvk23475	3	Evaluation of Jabber-windows for OpenSSL Jan 2018 Jabber-Windows.
CSCvh29610	3	Switch front and rear camera Surface, the memory leak detects each time Jabber-Windows.
CSCvk48738	4	Jabber for Windows user authentication with IM&P does not time out.

Resolved Caveats in 12.7(4)

Identifier	Severity	Headline
CSCvw96073	1	Cisco Jabber for Windows Arbitrary Program Execution Vulnerability
CSCvw96075	3	Cisco Jabber for Windows Information Disclosure Vulnerability
CSCvw96079	3	Cisco Jabber for Windows Denial of Service Vulnerability
CSCvx43270	2	Improper Handling of Null Characters when Parsing Certificate
CSCvx36438	3	CEF Network Restriction Bypasses
CSCvx36433	3	Jabber Client Robot Message Cross-Site Scripting
CSCvx36425	2	Run Arbitrary Commands via window.open

Open Caveats in 12.7(3)

Identifier	Severity	Headline
CSCvr42648	2	Automute function does not work on Jabber for windows
CSCva93690	3	"Invalid Exchange credentials" when Saving chats to O365
CSCvm82709	3	Jabber "show connection status" not using CUCM
CSCvp28473	3	Jabber doesn't play 300 milliseconds of initial audio in the Whisper announcement (UCCE feature)
CSCvq11501	3	Jabber for Windows J4W does not refresh access token in failover scenario over MRA
CSCvr00981	3	JabberWin - Softphone Doesn't Re-Register When VPN Connection is Changed
CSCvr04041	3	Share screen&take control option-after closing the sharing, user is not able to type in non-english
CSCvr12341	3	Jabber 12.6 Emoticons window appears behind chat window or does not open at all in VDI environment
CSCvr25302	3	Photos are not displayed for contacts immediately after adding Directory Group
CSCvr75200	3	Call History contacts are not seen till user sign out and then sign in
CSCvr76764	3	Jabber does not trust certificate for sip-oauth connection

Identifier	Severity	Headline
CSCvr82552	3	Unable to share the screen from contacts tab in Cisco Jabber for Windows
CSCvr82874	3	Jabber fails to authenticate BFCP if user id is changed in re-invite
CSCvr86141	3	Jabber error "Jabber stopped working" when moving chat window to external scale monitor
CSCvr87501	3	Race condition with presence statuses on Cisco Jabber for Windows
CSCvr88725	3	Jabber 12.7.0 notifications not showing intermittently

Resolved Caveats in 12.7(3)

Identifier	Severity	Headline
CSCvv88490	1	Cisco Jabber Cross-Site Scripting leading to RCE
CSCvv88491	3	Cisco Jabber Password Hash Stealing Information Disclosure
CSCvv88492	2	Cisco Jabber Custom Protocol Handler Command Injection
CSCvw38030	1	Jabber Client Empty a Tags Not Processed by the Hyperlink Replacer Leads to XSS
CSCvw39218	3	Jabber Client Clickjacking
CSCvw39231	3	Jabber Client Javascript Functions for Downloading and Opening Files Need No Confirmation

Resolved Caveats in Release 12.7(2)

Identifier	Severity	Headline
CSCvu71173	2	Cisco Jabber for Windows Message Handling Arbitrary Code Execution Vulnerability
CSCvu71180	2	Jabber Sensitive Data Disclosure through crafted chat message
CSCvu71188	2	Jabber Sensitive Data Disclosure Through malicious link
CSCvu96368	2	Cisco Jabber for Windows Protocol Handler Command Injection Vulnerability

Open Caveats in Release 12.7(1)

Identifier	Severity	Headline
CSCvr42648	2	Automute function does not work on Jabber for windows
CSCva93690	3	"Invalid Exchange credentials" when Saving chats to O365
CSCvm82709	3	Jabber "show connection status" not using CUCM

Identifier	Severity	Headline
CSCvp28473	3	Jabber doesn't play 300 milliseconds of initial audio in the Whisper announcement (UCCE feature)
CSCvq11501	3	Jabber for Windows J4W does not refresh access token in failover scenario over MRA
CSCvr00981	3	JabberWin - Softphone Doesn't Re-Register When VPN Connection is Changed
CSCvr04041	3	Share screen&take control option-after closing the sharing, user is not able to type in non-english
CSCvr12341	3	Jabber 12.6 Emoticons window appears behind chat window or does not open at all in VDI environment
CSCvr25302	3	Photos are not displayed for contacts immediately after adding Directory Group
CSCvr75200	3	Call History contacts are not seen till user sign out and then sign in
CSCvr76764	3	Jabber does not trust certificate for sip-oauth connection
CSCvr82552	3	Unable to share the screen from contacts tab in Cisco Jabber for Windows
CSCvr82874	3	Jabber fails to authenticate BFCP if user id is changed in re-invite
CSCvr86141	3	Jabber error "Jabber stopped working" when moving chat window to external scale monitor
CSCvr87501	3	Race condition with presence statuses on Cisco Jabber for Windows
CSCvr88725	3	Jabber 12.7.0 notifications not showing intermittently

Resolved Caveats in Release 12.7(1)

Identifier	Severity	Headline
CSCvr31928	1	Jabber Not sending the JSESSIONID/Cookie in the Keep Alive Request causing the voicemail outage
CSCvr47127	1	Jabber 12.7.0 is causing finesse login failure
CSCvr12260	2	Jabber Windows 12.6.1 UDS lookup failing when mobile/home phone numbers in UDS search response
CSCvr26715	2	Apostrophe character \" ' \" is showing as \"'\"; in email contact details in Jabber
CSCvr35285	2	Webex Customer Jabber do random sort 12 CUCM UDS Servers and trigger phone service issue.
CSCvr60384	2	Jabber does not clear outlook temp presence correctly
CSCvr78497	2	Jabber loosing Phone services randomly

Identifier	Severity	Headline
CSCvr89022	2	J4W CTI does not re-connect after network change
CSCvr94513	2	Upgrade Profiles in Cisco Webex Control Hub are not applied to Jabber Client
CSCvq97257	3	Wrong IM address showing up for users and saved chats displaying with wrong user
CSCvr02609	3	Unable to connect to phone service when switch from wired ethernet to wifi with Pluse VPN
CSCvr16971	3	Jabber Windows is typing icon in the chat tab does not look like a pen or pencil as intended
CSCvr18004	3	Jabber is not switching to shared screen automatically
CSCvr23547	3	Jabber Clic2Call Firefox Issues
CSCvr25756	3	Jabber should handle 400 errors better when cucm doesn't support bulk search
CSCvr27954	3	jabber meeting spelling error 'Tentaticve'
CSCvr36510	3	Newly created location details are not displaying in dark mode of Cisco Jabber for Windows
CSCvr37192	3	Jabber for Windows with Agent Line - SIP notify dialog information incorrect.
CSCvr38541	3	libexpat Improper Parsing Denial of Service Vulnerability
CSCvr41074	3	Jabber Windows 12.7 crashes after unlocking the Windows PC
CSCvr46303	3	ShowTabLabel key not working
CSCvr46492	3	Jabber Windows Video to DX, 8865, 8945 etc. Gets No Video in Secure Mode
CSCvr50146	3	Jabber windows dtmf digit press tone not played when using kpml
CSCvr53811	3	Jabber 12.7 Transfer button not highlighted
CSCvr57224	3	Jabber application crash in teams mode
CSCvr60593	3	Message not getting deleted when user clicks enter key.
CSCvr60708	3	Jabber 12.6.X and Above crashes when sending images in FIPS mode
CSCvr66558	3	J4W Locations are not recognized when connected via VPN
CSCvr66707	3	Remember my open conversations option missing in single-window UI settings
CSCvr67084	3	Unable to find the information(i) icon of the user in High contrast Setting mode in CJW
CSCvr70692	3	Unable to move to different flag messages under same user in JTMM for Windows

Identifier	Severity	Headline
CSCvr71711	3	Jabber 12.7 sender sometimes seeing incorrect thumbnail when send an image file or screenshot
CSCvr73994	3	Jabber for Windows 12.7 incorrectly spells Wednesday in Call History as Vednesday
CSCvr74101	3	J4W 12.7.0: Non-ASCII characters displayed incorrectly in Meetings tab
CSCvr76323	3	Jabber 12.7 Teams mode crash when call attempted from history
CSCvr84060	3	Jabber windows crashing when clicked on unknown caller record from missed call history
CSCvr85921	3	Jabber for Windows 12.6.X and 12.7.0 crashes when user trying to call IM protocol handler
CSCvr88003	3	Jabber for Windows 12.6.2 Outlook tab new session button is gray/ghosted and cannot be clicked
CSCvr36509	4	OpenSSL Padding Oracle Information Disclosure Vulnerability
CSCvr45704	5	Jabber 12.7 Hebrew locale cursor is in the wrong place, (RTL language)
CSCvq67717	6	Jabber Voicemail Service enhancement to reduce oversubscription

Closed Caveats in Release 12.7(1)

Identifier	Severity	Headline
CSCvq65042	3	JDV 4.1.8 msidriver.sys has expired certificate signature

Open Caveats in Release 12.7

Identifier	Severity	Headline
CSCvr12260	2	Jabber Windows 12.6.1 UDS lookup failing
CSCvp28473	3	Jabber doesn't play 300 milliseconds of initial audio in the Whisper announcement (UCCE feature).
CSCvq11501	3	Jabber for Windows J4W does not refresh access token in failover scenario over MRA
CSCvq65042	3	JDV 4.1.8 msidriver.sys has expired certificate signature
CSCvq97257	3	Wrong IM address showing up for users and saved chats displaying with wrong user
CSCvr04041	3	Share screen&take control option-after closing the sharing, user is not able to type in non-english

Identifier	Severity	Headline
CSCvr12034	3	Forced Authorization Codes (FAC) are not supported on Jabber clients
CSCvr12341	3	JVDI 12.6 Emoticons window very often behind Jabber or does not open at all
CSCvr09198	6	Unable to access custom tab over Expressway when BrowserEngineForCustomTab is configured to IE

Resolved Caveats in Release 12.7

Identifier	Severity	Headline
CSCvq85116	2	Jabber spell check breaks when detecting multiple grammatical Errors
CSCvr12348	2	Save History Button not-working
CSCvn82915	3	Jabber causing high CPU usage and log looping over SSL_read() when connected of MRA
CSCvp25412	3	Chat button is missing in incoming call notification of Cisco Jabber for Windows
CSCvp40099	3	Flickering conference video in Jabber for Windows with RTL locale
CSCvp40120	3	Participant list not displayed for conference in Jabber for Windows with RTL locale
CSCvp42087	3	Collapse selfview string is not localized to Japanese in Cisco Jabber for Windows.
CSCvp64715	3	Jabber can not login after Webex Messenger server is migrated
CSCvq08500	3	Line id is showing wrong for unassigned directory numbers in calls tab
CSCvq18192	3	Multiline drop down shows invisible line numbers in high contrast mode
CSCvq33250	3	Login related error notifications are not visible in high contrast mode
CSCvq36974	3	Location inputs are not visible when adding new location
CSCvq61400	3	Recents call history icons are not visible in high contrast mode
CSCvq90806	3	Jabber 12.X P2P file transfer and screen capture not working
CSCvr02221	3	Jabber for Windows Unable to see Participant list when calling into Webex

Identifier	Severity	Headline
CSCvr04172	3	Voice quality issue when recording is enabled on jabber
CSCvr04176	3	Jabber 12.6 in deskphone mode does not display hunt-pilot name
CSCvr08269	3	Jabber changes UDS server list on config refetch with manual login
CSCvs70284	3	Jabber 12.6 Audio crackling
CSCvq93015	5	Jabber - Spelling error in an error message in the German translation.

