



What's New in Release 12.9

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New Combined Release Notes Format

Starting with this release, we've combined the release notes for various Cisco Jabber clients. This volume contains all release notes for Release 12.9, except for the JVDI clients. The JVDI clients have their own combined release notes.

Here are the major changes in the new format:

- You can quickly see which features apply to which clients. Each note in the *New and Updated Features* section starts with a table that indicates the clients for which it applies.
- All information on requirements for the release and the clients is now in the *Planning Guide for Cisco Jabber* at <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html>.
- In the *Caveats* section, we added links for the Bug Search Tool that return up-to-date lists of the caveats in each category.

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.

Security Advisories

You can find information on the latest security advisories at <https://tools.cisco.com/security/center/publicationListing.x>.

Build Numbers

Jabber for Windows

Version	Build Number
12.9(5)	12.9.5.55511 Build 305511
12.9(4)	12.9.4.55060 Build 305060
12.9(3)	12.9.3.54813 Build 304813
12.9(2)	12.9.2.54247 build 304247
12.9(1)	12.9.1.53980 build 303980
12.9	12.9.0.53429 build 303429

Jabber for Mac

Version	Build Number
12.9(6)	12.9.5.305455
12.9(5)	12.9.5.305096
12.9(4)	12.9.4.304807
12.9(3)	12.9.3.304356
12.9(2)	12.9.2.304242
12.9(1)	12.9.1.303943
12.9	12.9.303467

DownloadURL

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

Release	File Name
12.9(6)	Install_Cisco-Jabber-Mac-12.9.6.305455-118777787-MCwCFCuCUV3P3JRVh5E_rP7brpGoqk+AhQS5qYmVsBeXNFRlRjkkj2DMAKEJg!!_zip
12.9(5)	Install_Cisco-Jabber-Mac-12.9.5.305096-118665981-MCwCFGldicoxTlviBzkEHiu3fugQD9KWAhRGB_9gQIGowdcnUicfzytZ8_6YUA!!_zip

Release	File Name
12.9(4)	Install_Cisco-Jabber-Mac-12.9.4.304807-118648557-MCwCFFvJoBr1ZgpXDeSQ0NONGCpcT5cJAhRyEMB8wOyNfjHg6Gqst7eOdb2Drw!!zip
12.9(3)	Install_Cisco-Jabber-Mac-12.9.3.304356-118646266-MCwCFHvsGVcpUayHLe9AawUZ_zRdx60AhR3WHffxlkVQ4KkeGsXRQpyiQlGuQ!!zip
12.9(2)	Install_Cisco-Jabber-Mac-12.9.2.304242-118630270-MCwCFCelOqypQHxidF26QrPv6MiH_SFhAhRBQD71eoU2Ui_dEVrOwRYyIS1tVQ!!zip
12.9(1)	Install_Cisco-Jabber-Mac-12.9.1.303943-118589754-MCwCFB89AEipWP8U5zRQyQlOFJplV7lMAhRoFiNqdybVvnK0iBXMwO_C83WetQ!!zip
12.9	Install_Cisco-Jabber-Mac-12.9.0.303467-118354551-MCwCFB+FBSwTZHNNgwzT5Jgpji5CNu5lAhRdn9b0iHTpHC3s5BtuvS0YTPDww!!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**.

Maintenance Releases

Jabber for Windows

12.9(6)

This maintenance release contains caveat updates. See [Caveats](#) for details.

This release also includes [Security improvement while joining a Webex meeting, on page 11](#).

12.9(5)

This maintenance release contains caveat updates. See [Caveats](#) for details.

12.9(4)

This maintenance release contains caveat updates. See [Caveats](#) for details.

This release also includes [Recording Tone Duration, on page 8](#).

12.9(3)

This maintenance release contains caveat updates. See [Caveats](#) for details.

12.9(2)

This maintenance release contains caveat updates. See [Caveats](#) for details.

This release includes these features:

- [Support for Recording Tone, on page 9](#)
- [Jabber-to-Teams Migration Tool](#)
- [Remember Chat List](#)

12.9(1)

This maintenance release contains caveat updates. See [Caveats](#) for details.

Jabber for Mac

12.9(7)

This maintenance release includes [Security improvement while joining a Webex meeting, on page 11](#).

12.9(6)

This maintenance release includes stability improvements.

12.9(5)

This release also includes two features:

- [Recording Tone Duration, on page 8](#)
- [UDS Bulk Search Enhancement, on page 12](#)

12.9(4)

This maintenance release contains caveat updates. See [Caveats](#) for details.

12.9(3)

This maintenance release contains caveat updates. See [Caveats](#) for details.

12.9(2)

This maintenance release contains caveat updates. See [Caveats](#) for details.

- [Support for Recording Tone, on page 9](#)
- [Jabber-to-Teams Migration Tool](#)

12.9(1)

This maintenance release contains caveat updates. See [Caveats](#) for details.

Jabber for Android

12.9(6)

This maintenance release contains caveat updates. See [Caveats](#) for details.

12.9(5)

This maintenance release contains caveat updates. See [Caveats](#) for details.

This release also includes these features:

- [Recording Tone Duration, on page 8](#)
- [UDS Bulk Search Enhancement, on page 12](#)
- [Android Supported Devices, on page 11](#)

12.9(4)

This maintenance release contains caveat updates. See [Caveats](#) for details.

12.9(3)

This maintenance release contains caveat updates. See [Caveats](#) for details.

12.9(2)

This maintenance release contains caveat updates. See [Caveats](#) for details.

This release also includes these features:

- [Android OS 11 Supported, on page 13](#)
- [Support for Recording Tone, on page 9](#)

12.9(1)

This maintenance release contains caveat updates. See [Caveats](#) for details.

This release also includes [Support for Firebase Cloud Messaging Push Notifications](#).

Jabber for iPhone and iPad

12.9(5)

This maintenance release contains caveat updates. See [Caveats](#) for details.

This release also includes three features:

- [Recording Tone Duration, on page 8](#)
- [UDS Bulk Search Enhancement, on page 12](#)
- [Save Detailed Logs to Local Device, on page 11](#)

12.9(4)

This maintenance release contains caveat updates. See [Caveats](#) for details.

12.9(3)

This maintenance release contains caveat updates. See [Caveats](#) for details.

12.9(2)

This maintenance release contains caveat updates. See [Caveats](#) for details.

- [iOS 14 Supported, on page 12](#)
- [Support for Recording Tone, on page 9](#)
- [Requirements for the Apple Push Notification Service for Voice and Video in Mainland China](#)

12.9(1)

This maintenance release contains caveat updates. See [Caveats](#) for details.

New and Updated Features

User Experience

Support for Firebase Cloud Messaging Push Notifications

Released in 12.9(1)

Windows	Mac	iPhone and iPad	Android
—	—	—	Yes

Jabber for Android now supports Firebase Cloud Messaging (FCM) push notifications. For details, see the following:

- *FCM_Push_Notification_Enabled* in the [Parameters Reference Guide](#).
- *Push Notification Service for Cisco Jabber Video and Voice Calls* and *Push Notification Service for IM* in the [Feature Configuration Guide](#).

Programmatically Adjust Custom Tabs to Match Client Theme

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	—	—

In earlier releases, some elements of custom tabs didn't appear correctly in all themes. You can now programmatically adjust custom tabs to match the client theme. For details, see the "Platforms" chapter in the *Feature Configuration for Cisco Jabber* guide.

Custom Tab Refresh After Network Issue

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	—	—

By default, Jabber doesn't refresh a custom tab that fails to load due to a network issue. Administrators can now instruct the client to refresh those custom tabs with the RefreshCustomTabsOnNetworkChange parameter.

Switch Apps Securely with Android Gesture Navigation

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android	VDI
No	No	No	Yes	No

We've added a new security parameter for Jabber for Android. When Android users switch apps by swiping up the home button, the Jabber app is visible. For extra security, you can use the DisplayScreenshotWhenSwitchApps parameter to show a generic screenshot of Jabber instead. For more information, see *Parameters Reference Guide*.

Users Forced to Sign In Again On Upgrade to TMM

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

In earlier releases, users are asked to sign in again for an upgrade from the Webex Messenger deployment to the Team Messaging Mode deployment. If users ignore the request, Jabber might display unexpected behaviors.

To prevent these unexpected behaviors, Jabber now automatically signs out users for these upgrades. The users see the following message on their sign-in screen, "Your configuration has changed. Sign in again for these changes to take effect."

Improved Keyboard Navigation

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	—	—	—

This release includes updated keyboard shortcuts, including new shortcuts for navigating chat messages. For details, see the *Jabber / Keyboard Navigation and Shortcuts* article in the Jabber Help Center.

Cisco Headset Firmware Upgrade Notification

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	—	—

We added a dialog box for when the user's Cisco Headset needs a firmware upgrade. The dialog box appears when the client detects that the firmware is an earlier version than the version on the server. After the user clicks **Upgrade**, the dialog box displays the upgrade progress. The user can't interrupt the upgrade after it begins.

Cisco Sunkist 730 Headset Presence LED Syncs with Jabber

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	—	—

In earlier releases, Jabber can change the presence LED on Cisco Sunkist 730 headsets to show when you're on a call. Now, when you manually toggle the presence LED of your headset, Jabber can reflect that change by setting your presence to DND.

Link to Jabber Help Center Added

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	—	—

This release adds a link to the Jabber Help Center so users can reach the help articles quickly. The menu option is **Help > Cisco Jabber help**. Administrators can remove this menu option with the `JabberHelpLink` parameter.

Calling Features

Recording Tone Duration

Released in Windows 12.9(4), iPhone or iPad 12.9(5), Android 12.9(5), and Mac 12.9(5)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

You could already play recording notification tones in Jabber that only agents or customers could hear. You can now change the duration of the ringtone. You turn on this feature in Unified CM Administration under **System > Service Parameters**. See the monitoring and recording chapter of the *Features and Services Guide for Cisco Unified Communications Manager* for details on enabling recording tones.

After enabling recording tones, choose a Jabber client configuration profile in **User Management > User Settings > UC Service**. Add the following jabber-config.xml parameter to the profile:

RecordingToneDuration

Indicates the length of time in milliseconds for which the recording tone is inserted in the audio stream. The default for this parameter is set to the value in the Network locale file for this field. The valid range for this parameter is a value between 100 and 2000 milliseconds (ms). (The default is 500 ms.)

Support for Recording Tone**Released in 12.9(2)**

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

You could already play recording notification tones in Jabber that only agents could hear. You can now play recording tones to the customer also. You turn on this feature in **Unified CM Administration** under **System > Service Parameters**. See the monitoring and recording chapter of the *Features and Services Guide for Cisco Unified Communications Manager* for details on enabling recording tones.

After enabling recording tones, choose a Jabber client configuration profile in **User Management > User Settings > UC Service**. Add the following `jabber-config.xml` parameters to the profile:

EnableRecordingTone

Enables recording tones for the user. Defaults to true.

LocalRecordingToneVolume

Specifies the volume at which the client plays the recording tone locally. The range is 0-100 and defaults to 10.

NearEndRecordingToneVolume

Specifies the volume of the recording tone which Jabber sends to the remote device and to the near-end recording server. The range is 0-100 and defaults to 10.

RecordingToneInterval

Specifies the milliseconds between consecutive tones. The range is 8000-32000 and defaults to 11500.

Improved Support for Jabber as a Unified Contact Center Endpoint**Released in 12.9(0)**

Windows	Mac	iPhone and iPad	Android
Yes	—	—	—

We've added support for these contact center features when you use Jabber to receive calls:

- Agent Greeting
- Supervisor Barge—Works in cBarge mode, even if you enable the Built-in-Bridge (BiB) on Jabber.

Use the new `Call_Center_Audio_Enhance_Mode` parameter when your contact center call flows include Agent Greeting or Whisper Announcement.

Remove Third Party in Unified CM Conference**Released in 12.9(0)**

Windows	Mac	iPhone and iPad	Android	VDI
Yes	No	No	No	Yes

During a conference call, users can now remove a conference participant, which changes the conference back to a one-on-one call.

Chat Features

Remember Chat List

Released in 12.9(2)

Windows	Mac	iPhone and iPad	Android
Yes	—	—	—

We've added a new parameter, `RememberChatListForDesktop`, that lets you choose whether Jabber restores the list of chats in the **Chats** tab when the user signs in after closing the software.

`RememberChatListForDesktop`

Applies to Cisco Jabber for Windows

Specifies whether the user's chat list is saved and restored in the Chats tab after relaunching Jabber.

- on (default)—The user's chat list is saved and restored in the Chats tab after relaunching Jabber.
- off—The user's chat list is not saved.

Search Persistent Chat Rooms by Room Name

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	—	—

We made it easier for users to find persistent chat rooms. In the Rooms tab, users can use the search bar to search available rooms by room name.

XMPP Federated Contacts for Team Messaging Mode

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

We added support for Team Messaging Mode users to chat with users of other messaging applications that use the XMPP protocol, such as Pidgin.

Meeting Features

Join up to 15 Minutes Before the Meeting Starts

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android	VDI
Yes	Yes	No	No	Yes

Attendees can now join meetings up to 15 minutes before the scheduled meeting start time. With earlier releases, the **Join** button appears on the **Meetings** tab only 5 minutes before the meeting starts.

Security improvement while joining a Webex meeting

Released in 12.9.6, 12.9.7

Windows	Mac	iPhone and iPad	Android
Yes, 12.9.6	Yes, 12.9.7	No	No

To improve security, Jabber now launches the meetings client when joining a meeting.

Protocol, Software, and Hardware Support

Android Supported Devices

Released in Android 12.9(5)

Windows	Mac	iPhone and iPad	Android
—	—	—	Yes

This release adds support for Google Pixel 4 and Pixel 4 XL with Android OS 10.0 or later.

Save Detailed Logs to Local Device

Released in iPhone or iPad 12.9(5)

Windows	Mac	iPhone and iPad	Android
—	—	Yes	—

You can enable detailed logs, define the number of logs, clear logs, and control reporting options.

Set the `UserEnabledDetailedLogging` parameter to true to enable detailed log mode. Default is false.

There are two parameters to control which options your user will see on Jabber mobile:

- `EnablesSendLogsViaEmail` - set to false if you want to hide "Send via email" button, the default is true.
- `SaveLogToLocal` - set to false if you want to hide "Save logs to" button, the default is true.

Use the `MaxNumberOfFilesMobile` parameter to increase the number of log files, max is 20, default is 5.

Users may use the new **Clear logs** option to clear logs saved on the local device.

UDS Bulk Search Enhancement

Released in Windows 12.9(4), iPhone or iPad 12.9(5), Android 12.9(5), and Mac 12.9(5)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

You can now send bulk email UDS requests, avoiding workload overhead on the UDS server.

Jabber-to-Teams Migration Tool

Released in 12.9(2)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	—	—

If you're moving Jabber users to Webex Teams, you can use a new built-in tool to help your Jabber users migrate contacts and common settings. For information on how to set this up, see [Configure Users to Move Jabber Contacts and Common Settings to Webex Teams](#). End-users can learn how to use the tool by reading [Move Contacts and Common Settings to Webex Teams](#).

Requirements for the Apple Push Notification Service for Voice and Video in Mainland China

Released in 12.9(2)

Windows	Mac	iPhone and iPad	Android
—	—	Yes	—

In response to local regulatory changes, we've made adjustments to the way the Apple Push Notification service works with Jabber for voice and video for users in mainland China.

To continue to use push notifications for iOS devices after April 2021, you must meet the following server and client requirements:

- Cisco Unified Communications Manager 12.5 SU3 or higher
- Expressway X8.10 or higher
- Cisco Jabber for iPhone or iPad 12.9.2 or higher

iOS 14 Supported

Released in 12.9(2)

Windows	Mac	iPhone and iPad	Android
—	—	Yes	—

This release adds support for iOS 14.

Android OS 11 Supported

Released in 12.9(2)

Windows	Mac	iPhone and iPad	Android
—	—	—	Yes

This release adds support for Android OS 11.

Block Earlier Versions of the Clients From Signing In

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

Use the new BlockVersionBelow parameter to specify the earliest version of the client, later than 12.9(0), with which users can sign in. In BYOD deployments, this parameter stops users from circumventing your policies by disabling auto upgrades on their device. See the *Parameters Reference Guide* for details.

Android OS 5.x Is No Longer Supported

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
—	—	—	Yes

This release removes support for Android OS 5.x. Devices that can't upgrade from Android OS 5.x are no longer supported. For details, see "Hardware Requirements for Cisco Jabber for Android" in the *Planning Guide for Cisco Jabber*.

Apple Push Notification Service Updates

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
—	—	Yes	—

We've changed the way Jabber for iPhone and iPad works with the Apple Push Notification Service (APN). In Jabber Release 12.9, we use the iOS 13 SDK which requires substantial modification to our client. For more information, see the Cisco Field Notice, <https://www.cisco.com/c/en/us/support/docs/field-notices/705/fn70555.html>.

Block Phone Number Resolution

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

When you launch Jabber, Jabber attempts to look up each caller in the call history from the contact source. In deployments like contact centers where most calls are from external numbers, these requests are unnecessary overhead for external phone numbers. With a high volume of external calls, these requests can place a significant load on your LDAP or UDS server.

If you need to reduce this load, you can use the `DisableCallHistoryResolution` parameter. For more details, see the *Parameters Reference Guide for Cisco Jabber* and the *Feature Configuration for Cisco Jabber* guides.

Remote Collection of PRT Logs

Released in 12.9(0)

Windows	Mac	iPhone and iPad	Android
Yes	Yes	—	—

You can now remotely generate PRT logs for a device from Unified CM Administration. The `RemotePRTServer` parameter specifies the script that uploads the logs to your server. For more information, see the *Parameters Reference Guide for Cisco Jabber* and the *Feature Configuration for Cisco Jabber* guides.

Non-Full Screen Mode Support For Jabber VDI For Linux

Applies to Cisco Jabber Softphone for VDI—Linux

In earlier releases of Jabber VDI for Linux, we only supported full screen mode. If you set non-full screen mode, it affected the functionality. Now, we also support non-full screen mode.

Presence Improvement for Linux Thin Clients

Applies to Cisco Jabber Softphone for VDI—Linux

We've improved how Cisco Jabber Softphone for VDI passes presence (status) information from the Linux thin client to the hosted virtual desktop. Now when a user locks their thin client, their presence updates to **Away**. If they lose their connection, their presence updates to **Offline**.

New Parameter—`HVDDisconnectSignout`

- **Value**—True or False
- **Default**—False

If the parameter is set to True, Jabber signs out when the HVD disconnects.

If the parameter is set to False, Jabber still shows as available when the HVD disconnects.

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 Intune 12.9(1)

Jabber for Intune on iOS

This release includes these features:

- This release supports Apple Push Notifications (APNs) for voice calls. But, it doesn't support APNs for IMs. See *Feature Configuration Guide for Cisco Jabber* for details on using push notifications.

- **Bind Intune Account to Jabber Account**

If your deployment doesn't use SSO, you need to ensure that your users only sign in to your Intune-controlled version of Jabber. After the user enrolls their device in the Company Portal, Jabber fills in their username with their Company Portal account. The user can't edit the username to bypass the controls that you set for Jabber.

Your administrator can specify the domain for the users by supplying a URL configuration through email. Specifying a domain with URL configuration doesn't break the account binding.

Jabber for Intune on Android

This release removes background location access.

Jabber for Intune 12.9(0)

Jabber for Intune on iOS

This release contains the features in the Jabber for iPhone and iPad Release 12.9(0).

Jabber for Intune on Android

This release contains the features in the Jabber for Android 12.9(0).

This release contains these new features:

- [Support for Firebase Cloud Messaging Push Notifications](#)

- **Bind Intune Account to Jabber Account**

If your deployment doesn't use SSO, you need to ensure that your users only sign in to your Intune-controlled version of Jabber. After the user enrolls their device in the Company Portal, Jabber fills in their username with their Company Portal account. The user can't edit the username to bypass the controls that you set for Jabber.

Your administrator can specify the domain for the users by supplying a URL configuration through email. Specifying a domain with URL configuration doesn't break the account binding.

Jabber for BlackBerry 12.9(0)

Jabber for BlackBerry on iOS

This release contains the features in the Jabber for iPhone and iPad Release 12.9(0). The client now uses the BlackBerry Dynamics SDK 6.2.0.239.

This maintenance release contains caveat updates. See [Caveats](#) for details.