



Release Notes for Cisco Jabber for Windows 11.5.x

First Published: 2015-12-22

Last Modified: 2017-07-10

Introduction

These release notes describe new features, requirements, restrictions, and caveats for all versions of Cisco Jabber for Windows Release 11.5. These release notes are updated for every maintenance release but not for patches or hot fixes. Each maintenance release includes the features, requirements, restrictions, and bug fixes of the previous releases unless mentioned otherwise. Before you install Cisco Jabber for Windows, we recommend that you review this document for information about issues that may affect your system.

Build Number

Release	Build Number
Release 11.5(6)	11.5.6.53366
Release 11.5(5)	11.5.5.44585
Release 11.5(4)	11.5.4.37452
Release 11.5(3)	11.5.3.34931
Release 11.5(2)	11.5.2.31411
Release 11.5(1)	11.5.1.29337
Release 11.5	11.5.0.26858

What's New in Release 11.5(6)

Security Enhancement

This release provides a Security update for WebEx Desktop Share.

What's New in Release 11.5(5)

Updated JCF Library

The Cisco Jabber Client Framework (JCF) Components includes a version of the 'LibTiff' library that is affected by the vulnerabilities identified by the following Common Vulnerability and Exposures (CVE) IDs:

CVE-2013-1961, CVE-2013-1960, CVE-2013-4244, CVE-2013-4243, CVE-2012-4447, CVE-2012-3401, CVE-2015-1547, CVE-2014-9655, CVE-2013-4231

The LibTiff library has been removed from the JCF component. This vulnerability has been resolved with caveat CSCva89914.

What's New in Release 11.5(4)

Resolved Caveats

This release provides fixes for a number of known issues. See the *Resolved Caveats in Release 11.5(4)* section for a list of caveats fixed in this release.

What's New in Release 11.5(3)

Resolved Caveats

This release provides fixes for a number of known issues. See the *Resolved Caveats in Release 11.5(3)* section for a list of caveats fixed in this release.

What's New in Release 11.5(2)

Resolved Caveats

This release provides fixes for a number of known issues. See the *Resolved Caveats in Release 11.5(2)* section for a list of caveats fixed in this release.

What's New in Release 11.5(1)

Resolved Caveats

This release provides fixes for a number of known issues. See the *Resolved Caveats in Release 11.5(1)* section for a list of caveats fixed in this release.

What's New in Release 11.5

Chat and Presence

- **Chat Alert Sound Menu**—You can now configure a default sound for chat alerts with the ChatAlert parameter. Users can change the default alert sound to a preconfigured sound or add their own sound file. Instructions about how to add new sound files are in the *Cisco Jabber for Windows 11.5 User Guide*.
- **Broadcast Messages with Rich Text and Emoticons**—Allows users to send a single IM to multiple contacts. Users can select multiple contacts or a group of contacts from their contact list and send a broadcast message to all of them at once. Recipients receive broadcast IMs in the same way as normal 1:1 chats. In cloud and hybrid deployments, offline contacts do not receive broadcast IMs. No configuration is required to enable this feature.
- **Multiple Device Messaging (Cloud)**—Users who are signed into multiple devices can now see all sent and received IMs on each device regardless of which device is active. Notifications are synchronized; if an IM is read on one device, it shows as read on other signed-in devices. This feature is enabled by default, but can be disabled with the Disable_MultiDevice_Message parameter. The following limitations apply:
 - Clients must be signed-in. Signed-out clients do not display sent or received IMs or notifications.
 - File transfer between multiple devices is not supported—Files are available only on the active devices that sent or received the file.
 - Group chat is not supported.
 - Multiple device messaging cannot be enabled if AES encryption is required.
 - Applies to cloud deployments only.
- **Mentions in Chat Window Tray**—If mentions are enabled, users can use the new Mention button in the chat window tray to mention users in chat rooms. It works the same way as typing an @ symbol in the text box. For more information about how to enable mentions, see the *Parameters Reference Guide for Cisco Jabber 11.5*.
- **Remember Open Conversations on Sign In**—Each time users sign into the client, the person-to-person conversations (maximum 30 conversations) that were open when they signed out are restored. The default behaviour is to not reopen the conversations. Configure this feature with the RestoreChatOnLogin parameter. For more information about this parameter, see the *Parameters Reference Guide for Cisco Jabber 11.5*.
- **Chat with Federated Contact from Search Results**—Users can now chat with and call federated contacts without having to first add them as contacts. After chatting with or calling the federated contact, the contact is added to the Contacts and Recents search list. No configuration is required to enable this feature.
- **Choose Destination Folder for Chats and File Transfers**—Users can now specify their own folder destination for saved chats and file transfers. You can disable this feature with the AllowUserSelectChatsFileDirectory parameter. For more information about this parameter, see the *Parameters Reference Guide for Cisco Jabber 11.5*.

Telephony

- **Jabber to Jabber Calling**—Provides basic voice and video calling between Cisco Jabber clients without Cisco Unified Communications Manager registration. Jabber to Jabber calling is supported only for users who authenticate to the Cisco WebEx Messenger service. For more information about this feature, see the document *Features and Options for Cisco Jabber 11.5*.
- **Jabber Calling Bandwidth Usage Limit Control via Cisco WebEx Messenger Administration Tool**—In Cisco WebEx Messenger Administration Tool, include the J2JMaxBandwidthKbps parameter to configure the maximum bandwidth (in kilobits per second) to be used for Jabber to Jabber calls. For more information, see the *Parameters Reference Guide for Cisco Jabber 11.5*.
- **Desk Phone Video Extended to Windows 10**—Desk phone video is now supported on Microsoft Windows 10.
- **Browser Click to Call: Internet Explorer, Google Chrome, and Mozilla Firefox**—Users can now start a call directly from a browser by highlighting a phone number and selecting to call the number or call with edit. This feature is enabled by default. For more information, see the document *Features and Options for Cisco Jabber 11.5*.

Sharing Enhancements

- **Select Screen to Share**—Users with multiple monitors can select which screen to share during screen sharing.

Contact Enhancements

- **Contact Card on Hover Split Button**—Contact cards are displayed when users hover over a contact's name in the Contacts list. If a contact has more than one phone number, a split call button is now shown on the contact card.
- **Contact Card on Search**—Contact cards can now be displayed when users hover over contact names in a search result. This behavior is configured with the existing ContactCardonHover parameter. For more information, see the *Parameters Reference Guide for Cisco Jabber 11.5*.
- **Contact Search on IBM Notes**—Users can now search for and add local IBM Notes contacts to their contact lists. Configure this feature with the new EnableLotusNotesContactResolution parameter. The default value for this parameter is false, meaning that users cannot search for or add local IBM Notes contacts. For more information about the EnableLotusNotesContactResolution parameter, see the *Parameters Reference Guide for Cisco Jabber 11.5*.

Accessibility

The following accessibility improvements have been made:

- Improvements in the keyboard navigation of contact lists and the Location label and icon.
- The system notification sound is played when a system message appears in a conversation.
- Previously, when a contact goes offline, the contact's name appears in grayscale. Now, the contact's name does not change color.
- The default Windows notification sound is played when a contact search returns a result. Use the JawsSounds parameter to configure this behavior. For more information, see the *Parameters Reference Guide for Cisco Jabber 11.5*.

Miscellaneous

- **Problem Reporting Visual and User Experience Improvements**—Reporting problems through the Help menu has been simplified.
- **Jabber Configuration XML File in Cisco WebEx Messenger Administration Tool**—In the Cisco WebEx Messenger Administration tool you can import a `jabber-config.xml` file. You can apply separate configuration files for groups in the Cisco WebEx Messenger Administration Tool. The client downloads this file when it successfully connects to Cisco WebEx Messenger and the client applies these configurations.

The client uses the following order for configuration settings:

- 1 Settings in Cisco WebEx Messenger Administration Tool
- 2 Settings in `jabber-config.xml` file from Cisco WebEx Messenger Administration Tool.



Note Group configuration file settings take priority over the configuration file in Cisco WebEx Messenger Administration Tool.

- 3 Settings in `jabber-config.xml` file from the TFTP server.

This feature applies to cloud deployments only.

- **Sign Out on Activity Timer**—Allows you to automatically sign users out of the client after a specified amount of time of inactivity. This feature is configured using the `ForceLogoutTimerDesktop` parameter. If the parameter is not set, the client does not automatically sign out. Inactivity includes:
 - No keyboard or mouse activity.
 - No user interaction on connected accessories for making and answering calls.
- **Security and Certificate Enhancements**— If required, you can add your own customer signature to the Jabber Installer or Cisco Dynamic Libraries by using the signing tools from the operating system for your client. If you change the Cisco Jabber installer, you must re-sign the Cisco Jabber installer using the signing tools from the operating system for your client.
- **XMPP Security**—Support for the "Plain Authentication" mechanism for the XMPP link with Cisco Unified Communications Manager has been removed. This enforces the use of STARTTLS and eliminates a possible Man-in-the-Middle attack vulnerability.
- **Microsoft Office 2016 Support**—Cisco Jabber for Windows now supports Microsoft Office 2016 Desktop OS Version, 32 and 64 bit.
- **DPI Awareness**—To ensure a higher quality user experience, DPI awareness is enabled by default. For older operating systems (Windows 8.0 and earlier), you can disable DPI awareness in the bootstrap file with the `ENABLE_DPI_AWARE` installation parameter. For more information, see the Deployment Guides for 11.5.
- **Support Wildcard in Proxy Bypass**—Wildcards are now supported in the procedure to configure proxy settings. For more information, see the Deployment Guides.

Requirements

Software Requirements

Server	Software
Operating systems	<ul style="list-style-type: none"> • Microsoft Windows 10, 32 bit and 64 bit (Desktop OS x86) • Microsoft Windows 8.x, 32 and 64 bit • Microsoft Windows 7 SP1 or later, 32 and 64 bit
On-premises servers	<ul style="list-style-type: none"> • Cisco Unified Communications Manager version 9.x or later • IM and Presence Service version 9.x or later • Cisco Unity Connection version 8.6(2) or later • Cisco WebEx Meetings Server version 2.6 MR1 or later • Cisco Expressway Series for Cisco Unified Communications Manager 8.6.2 or later • Cisco TelePresence Video Communication Server 8.1.1 or later
Virtual servers	<ul style="list-style-type: none"> • Citrix XenDesktop 7.6, 7.5, 7.1 • Citrix XenApp 7.6 published desktop, 7.5 published desktop, 6.5 published desktop • VMWare Horizon View 6.1, 6.0, 5.3
Cloud-based servers	<ul style="list-style-type: none"> • Cisco WebEx Messenger service • Cisco WebEx Meeting Center, version WBS28 or later • Cisco WebEx Meetings Server 1.5 and later
Directory servers	<ul style="list-style-type: none"> • Active Directory Domain Services for Windows Server 2012 R2 • Active Directory Domain Services for Windows Server 2008 R2 • Any server that supports LDAPv3 protocol • Active Directory Lightweight Directory Service (AD LDS) or Active Directory Application Mode (ADAM)

Server	Software
User Data Service	<ul style="list-style-type: none"> • Cisco Unified Communications Manager version 9.1(2) with the following COP file: cmterm-cucm-uds-912-5.cop.sgn. • Cisco Unified Communications Manager version 10.0(1). No COP file is required.

Hardware Requirements

Hardware	Requirement
Installed RAM	2 GB RAM on Microsoft Windows 7 and Windows 8
Free Physical Memory	128 MB
Free Disk Space	256 MB
CPU Speed and Type	<ul style="list-style-type: none"> • Mobile AMD Sempron Processor 3600+ 2 GHz • Intel Core2 CPU T7400 at 2.16 GHz • Intel Atom
GPU	DirectX11 on Microsoft Windows 7
I/O Ports	USB 2.0 for USB camera and audio devices.

Network Requirements

Ports and Protocols

Port	Protocol	Description
443	TCP (Extensible Messaging and Presence Protocol [XMPP] and HTTPS)	<p>XMPP traffic to the WebEx Messenger service.</p> <p>The client sends XMPP through this port in cloud-based deployments only. If port 443 is blocked, the client falls back to port 5222.</p> <p>Note Cisco Jabber can also use this port for:</p> <ul style="list-style-type: none"> • HTTPS traffic to Cisco Unity Connection and Cisco WebEx Meetings Server. • Saving chats to the Microsoft Exchange server.

Port	Protocol	Description
30000 to 39999	UDP	The client uses this port for far end camera control.
33434-33598 and 8000-8100	UDP/TCP	Range of media ports used for RTP/SRTP for video calling. The port 33434 is used to enable video calling.
389	UDP/TCP	Lightweight Directory Access Protocol (LDAP) directory server.
636	LDAPS	LDAP directory server (secure).
2748	TCP	Computer Telephony Interface (CTI) used for desk phone control.
3268	TCP	Global Catalog server.
3269	LDAPS	Global Catalog server (secure).
5070 to 6070	UDP	Binary Floor Control Protocol (BFCP) for video desktop sharing capabilities.
5222	TCP (XMPP)	XMPP traffic to Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence Service.
8443	TCP (HTTPS)	Traffic to Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service.
7080	TCP (HTTPS)	Cisco Unity Connection for notifications of voice messages (new message, message update, and message deletion).
53	UDP/TCP	Domain Name System (DNS) traffic.
80	HTTP	Saving chats to Microsoft Exchange server. Depending on your server configuration on Microsoft Exchange, use either port 80 or 443, but not both.
37200	SOCKS5 Bytestreams	Peer-to-peer file transfers. In on-premises deployments, the client also uses this port to send screen captures.
5060	UDP/TCP	Session Initiation Protocol (SIP) call signaling.
5061	TCP	Secure SIP call signaling.

Port	Protocol	Description
49152 to 65535	TCP	<p>IM-only screen share.</p> <p>The client randomly selects a port from the range.</p> <p>The actual range may vary. To find the real range, enter the netsh interface ipv4 show dynamicportrange tcp command.</p> <p>You can use the <code>SharePortRangeStart</code> and <code>SharePortRangeSize</code> parameters to narrow the range used for IM screen share. For more information on these parameters, see the section on Common Policies parameters in the <i>Deployment and Installation Guide</i>.</p>

Third-Party Requirements

Third-Party Software	Requirement
Microsoft Internet Explorer	<p>Microsoft Internet Explorer 9 or later</p> <p>Note Browser Click to Call is not supported on Microsoft Edge.</p>
Microsoft Office	<ul style="list-style-type: none"> • Microsoft Office 2016 Desktop OS Version, 32 and 64 bit • Microsoft Office 2013, 32 and 64 bit • Microsoft Office 2010, 32 and 64 bit <p>Microsoft Exchange integrates directly with Cisco Unified Communications Manager. For more information, see the Configuration Guides for the appropriate version of Cisco Unified Communications Manager.</p>
Microsoft SharePoint	<ul style="list-style-type: none"> • Microsoft SharePoint 2013 • Microsoft SharePoint 2010
Microsoft 365	<p>Cisco Jabber for Windows supports client-side integration with Microsoft Office 365 with the following applications using an on-premises Active Directory (AD) deployment:</p> <ul style="list-style-type: none"> • Microsoft Office 2016 Desktop OS Version, 32 and 64 bit • Microsoft Office 2013 • Microsoft Office 2010 • Microsoft SharePoint 2010

Third-Party Software	Requirement
Third-party calendars	<ul style="list-style-type: none"> • Microsoft Outlook 2016, 32 and 64 bit • Microsoft Outlook 2013, 32 and 64 bit • Microsoft Outlook 2010, 32 and 64 bit • IBM Lotus Notes 9 32 bit • IBM Lotus Notes 8.5.3 32 bit • IBM Lotus Notes 8.5.2 32 bit • IBM Lotus Notes 8.5.1 32 bit • Google Calendar

Antivirus Exclusions

If you deploy antivirus software, include the following folder locations in the antivirus exclusion list:

- C:\Users\<User>\AppData\Local\Cisco\Unified Communications\Jabber
- C:\Users\<User>\AppData\Roaming\Cisco\Unified Communications\Jabber
- C:\ProgramData\Cisco Systems\Cisco Jabber

Limitations and Restrictions

Limitations and Restrictions for All Deployments

IBM Notes Contact Search

Jabber doesn't support searching for IBM Notes contacts using " or \ as the first character in the search string.

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)

The Cisco Jabber for Windows Meetings Service no longer supports automatic detection of proxy settings. Web Proxy Auto-Discovery (WPAD) protocol lookup is supported only for iOS devices. 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 are transferring a call to a third party, the third party must respond to the call before you can complete the transfer. You cannot currently dial the third party and connect the first party while waiting for the call to connect (also known as a blind transfer).

Chat Reply and No Voicemail Profile

The chat reply feature does not work if the user has no voicemail profile configured. If the user selects **Chat reply** in an incoming call, the call continues to ring and the **Chat reply** and **Answer** options are greyed out. This limitation is documented in CSCux75667.

Check Point VPN

Cisco Jabber for Windows does not currently support Check Point VPN. This limitation is documented in CSCuy34099.

Cisco AnyConnect Secure Mobility Client

Cisco Jabber for Windows supports Cisco AnyConnect Secure Mobility Client version 4.0 and later. This limitation is documented in CSCuy14721.

Cisco Unity Connection Dispatch Messages

In Cisco Unity Connection, a dispatch message is sent to a distribution list with the message configured in such a way that only one user responds to that message. A user can accept, decline, or postpone the dispatch message. Cisco Jabber for Windows does not support Cisco Unity Connection dispatch messages. This limitation is documented in CSCuw31908.

Emails to a Group of Contacts

There is a limit of 2083 characters in the To field when sending an email to a group of contacts. Depending on the length of the email addresses and the number of contacts, 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>. This limitation is documented in CSCuz80198.

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

Microsoft Outlook Local Contacts and Presence

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

Phone Mode Deployments with Microsoft Lync

Click-to-x functionality must be disabled 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 is not supported. This limitation is documented in CSCuz19139.

SAML Single Sign-On Limitations

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

Space Characters in Credentials

The following rules apply to space characters and credentials:

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

Standard CTI Secure Connection User Group

Cisco Jabber for Windows does not currently support CTI connections over transport layer security (TLS). As a result, Cisco Jabber for Windows users cannot 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.

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.

Windows 10 Taskbar

On Windows 10 Build 10240, the Cisco Jabber presence and sign out taskbar actions don't work.

Limitations and Restrictions for On-Premises Deployments

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 knowledge base article https://cisco-support.webex.com/guest/articles/en_US/Troubleshooting/WBX000019555/myr=false

Performance and Behavior Notes

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.

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.

Removing Participants During Conference Calls

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

Video Calls

Applies to Releases 11.5(1) and later.

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.

Video Calls on Microsoft Surface Pro 4

Users experience poor desktop video when running Cisco Jabber on Microsoft Surface Pro 4.

Caveats

Caveats describe unexpected behavior. The following sections describe how to obtain the latest information.

Bug Severity Levels

Known defects, or bugs, have a severity level that indicates the priority of the defect. These release notes include the following bug types:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs except severity level 6 enhancement requests

Severity Level	Description
1 Catastrophic	Reasonably common circumstances cause the entire system to fail, or a major subsystem to stop working, or other devices on the network to be disrupted. No workarounds exist.
2 Severe	Important functions are unusable and workarounds do not exist. Other functions and the rest of the network is operating normally.
3 Moderate	Failures occur in unusual circumstances, or minor features do not work at all, or other failures occur but low-impact workarounds exist. This is the highest level for documentation bugs.
4 Minor	Failures occur under very unusual circumstances, but operation essentially recovers without intervention. Users do not need to install any workarounds and performance impact is tolerable.
5 Cosmetic	Defects do not cause any detrimental effect on system functionality.
6 Enhancement	Requests for new functionality or feature improvements.

Search for Bugs

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

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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 Release 11.5(5)

No caveats were opened in this release.

Resolved Caveats in Release 11.5(5)

Identifier	Severity	Headline
CSCva89914	2	Address LibTiff vulnerabilities in Cisco Jabber.

Open Caveats in Release 11.5(4)

Identifier	Severity	Headline
CSCuz72507	2	Jabber Loses Audio After Remote IP Address Change
CSCux71702	3	Hang JabberUtils!jabberutils:SystemUtils::isNetworkConnectionAvailable
CSCux76460	3	J4W contact card call button drop down not working
CSCuy41249	3	Jabber displays black contact window after P2P screen share
CSCuz38726	3	Sending email via jabber limit
CSCuz63521	3	Jabber cannot create custom contacts when logged into multiple devices
CSCuz70550	3	Persistent Chat Show More Update Does not Render Scroll Bar to Bottom
CSCuz71592	3	Jabber for window character garble under "Recents"
CSCuz74121	3	Jabber/Win Screen sharing do not show mouse cursor
CSCuz78072	3	Temp presence does not work, from second search
CSCuz78863	3	Cyrillic letter issue when sent from Pidgin to Jabber in chat room

Resolved Caveats in Release 11.5(4)

Identifier	Severity	Headline
CSCuz64426	2	Webex Meeting Presence Status is not working
CSCuz06662	3	Jabber does not close LDAP connections when connected to OpenLDAP
CSCuy69674	3	Jabber Intermittent one-way audio to conference bridge
CSCuy92648	3	Large entry in cache file cause client crash on start
CSCuy77272	3	Calendar meetings are not showing in the jabber client

Identifier	Severity	Headline
CSCuy04669	3	J4W does not search Lotus for incoming calls
CSCuz16921	3	Jabber sends second meeting reminder after joining meeting
CSCuz40174	3	UDS too busy to respond is not handled properly for non-batch searches
CSCuz21552	3	unable to hear jabber chat notification sounds in J4W 11.5.2
CSCuy91041	3	Jabber Windows is unresponsive in VPN connection mode
CSCuz20865	3	Cannot Send Messages When Loading Spark In Jabber Custom Tab
CSCuz06643	3	Jabber calling fails when user moves off customers network
CSCuz46425	3	Jabber 11.5 - Crashes When Large # of Users Dragged Into Group Chat
CSCux31765	6	Jabber4Windows unable to connect error message
CSCuu48040	6	Need to set cookie to the root of the requested page to load custom tab

Open Caveats in Release 11.5(3)

There are no changes to the open caveats since Release 11.5(2). See the *Open Caveats in Release 11.5(2)* section for a list of open caveats in this release.

Resolved Caveats in Release 11.5(3)

Identifier	Severity	Headline
CSCuz16302	2	Empty Location Data added to PEP node
CSCuy77069	3	Presence changed to on a call when no Call/Call ended on Jabber client

Open Caveats in Release 11.5(2)

Identifier	Severity	Headline
CSCuw23422	3	J4W :Jabber crash in uiautomationcore
CSCuw94449	3	Notes contact lookup fails on bad installation
CSCuy04669	3	J4W does not search Lotus for incoming calls
CSCuy29056	3	Jabber does not use new BFCP configs after Multiway escalation

Identifier	Severity	Headline
CSCuy41249	3	Jabber on Citrix displays black contact window after screen share
CSCuy43399	3	Jabber does not display SIP URI for dialing when prefixed with sip:
CSCuy49252	3	Jabber Privacy Settings not Blocking Outside Domains

Resolved Caveats in Release 11.5(2)

Identifier	Severity	Headline
CSCuy03374	1	Jabber Crash while idle (pngfilt!CopyScanLineRGBA32ToBGRA32)
CSCux94469	2	SSO Oauth token refresh causes call drop
CSCuy23991	2	J4W: crashes always when UDS search is empty context button is pressed
CSCuy33993	2	Jabber for Windows 11.1.3 crashes
CSCuu87816	2	Crash in OptionsWindow
CSCuy42967	2	Crash in JabberMeetingPlugin!CMeetingView::Initialize
CSCux39992	3	jabber crash in enhanced_callcontrol_MD
CSCux34397	3	Not updating contact cache even after 24h over UDS
CSCuy08020	3	Disable FECC in jabber-config is not working, calls to VM fail
CSCuy21930	3	Better handling of OS corruption of container used by Cryptoapi
CSCuy19536	3	j4w-user cancel the password prompt and lotus notes freeze after that
CSCuy45483	3	Jabber edge crash when spark/ fused user calls it
CSCux84075	3	J4W 11.5 - Slanted/Black/White BFCP Desktop Share
CSCuw37940	3	OrgAdmin: EnableAutoSave option is present and not functional
CSCuy42961	3	Crash in PluginRuntime!PluginContainer::OnCommandLineReceived
CSCuy55364	3	Autosave chats option missing in Chats tab
CSCux82182	6	Jabber for windows need to change in phrase "Add Company Contact"
CSCux31765	6	Jabber4Windows unable to connect error message

Open Caveats in Release 11.5(1)

Identifier	Severity	Headline
CSCux67536	2	J4W: No-way audio happens with Jabra handset
CSCux94469	2	SSO Oauth token refresh causes call drop
CSCuw23422	3	J4W :Jabber crash in uiautomationcore
CSCuw94449	3	Notes contact lookup fails on bad installation
CSCux30509	3	Jabber dp video intermittently broken due to MSI issue
CSCux55744	3	Jabber does not use EDI secondary server when primary fails
CSCux75667	3	Chat Reply with NoVoicemail configured - not functioning correctly
CSCux84075	3	J4W 11.5 - Slanted/Black/White BFCP Desktop Share
CSCux91042	3	Conference option is not available after removing a participant
CSCux91791	3	Jabber for Windows 11.5 - TelementaryService Crash
CSCux94270	3	Jabber for Windows will not pull contact info from the AD record source
CSCux94836	3	Jabber Numeric URI dialing shows only left-hand side

Resolved Caveats in Release 11.5(1)

Identifier	Severity	Headline
CSCux88529	2	Jabber client does not allow to enforce STARTTLS as required
CSCux41461	2	Evaluation of jabber-windows for OpenSSL December 2015 vulnerabilities
CSCux44307	2	libxml2 December 2015 parsing vulnerabilities
CSCux50088	3	Jabber for Windows - Unable to load file sourced embedded tab icons
CSCux40432	3	Jabber doesn't display the location
CSCux71903	3	Jabber - users unable to delete custom contact
CSCuv87622	3	Both local and remote ringback heard if SIP 180 is followed by 183
CSCux49417	3	New location prompted after sign out/sign in

Identifier	Severity	Headline
CSCux36820	3	Jabber not utilising more than 2 SRV records returned from DNS
CSCux81380	3	RUS: Jabber for Windows: "left" message on group chat is inappropriate.
CSCuu72134	3	Cannot join chat rooms from My Rooms tab
CSCux70332	3	Jabber unable to transfer file if file name contains Russian character
CSCux69757	3	Sort contacts search is doing twice, on service and client side
CSCuw99246	3	Offline user cannot receive invitation email
CSCux81904	3	Sort contact search not good
CSCux81966	3	Jabber phone mode integration with IBM lotus notes Address Book search
CSCux95405	3	Click to Call does not work with latest Firefox 43
CSCux35216	4	Mention search box is opened on wrong place
CSCuw59882	4	Jabber for Windows 11.1 can't dial from hub keypad on supervise transfer
CSCuw43401	4	Docked window frozen

Open Caveats in Release 11.5

Identifier	Severity	Headline
CSCux23357	2	In Customer NTLM environment, cannot setup meeting site
CSCux63123	3	Not possible to Login to WebEx Enterprise Site
CSCuv87622	3	Both local and remote ringback heard if SIP 180 is followed by 183
CSCux37164	3	New location prompted on each Jabber session start
CSCux38669	3	Plantronics dll loaded but isn't working
CSCuw99246	3	Offline user cannot receive invitation email
CSCuu48040	3	Custom tab not loaded when URL is transformed through expressway/MRA
CSCuv50354	3	Seeing start chat/call buttons for two contacts in contact
CSCuw91932	3	Remote Desktop is not shown after Take over sharing

Identifier	Severity	Headline
CSCux11240	3	Hangs when put computer to sleep then resume using Plantronics
CSCux30509	3	Jabber dp video intermittently is broke due to MSI issue
CSCux30543	3	Displaying 'Unable to load custom contact(s)' in phone only mode
CSCux34397	3	Not updating contact cache even after 24h over UDS
CSCux40432	3	Jabber doesn't displays the location
CSCux41262	3	Cannot connect to CUCM with long hostname

Resolved Caveats in Release 11.5

Identifier	Severity	Headline
CSCuw96644	2	Excessive Jabber calls to WAPI GetUserProfile API hit rate limit
CSCuw24341	2	Jabber 11 on Windows 10 w/ Atom Processor unable to make calls
CSCux01736	2	Jabber 11.1 on T10 tablet can't switch cameras
CSCux24427	3	.jp2 image filetype can crash Jabber
CSCux32159	3	Call strip updates slowly when Jabber in high DPI mode
CSCuv68845	3	(No Name) displayed in conversation window
CSCux27588	3	UserName with Chinese char cannot setup successfully
CSCux22582	3	Win10 using 3 monitors. notifications may not appear on primary monitor.
CSCux15753	3	Transfer 1st call greys out in J4W when 2nd waiting
CSCuw95838	3	No meeting reminder for non-WebEx meetings in Jabber
CSCux10431	3	MSVCP120.dll Error causes Lotus Notes crash after J4W 11.X installation
CSCux01741	3	enablesavechathistorytoexchange not working from OrgAdmin

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