# Cisco Jabber for Mac 10.6.x Release Notes


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# Release Notes

## Introduction

### Build Number

#### Release 10.6(1)

The build number for this release is:
`10.6.1.209355`

The DownloadURL file element in the XML file for automatic updates is:
`Cisco-Jabber-Mac-10.6.1.209355-59205389-MC4CFQCSDwae1qBE2x4mxdwlFwuaoeXfJQIVAJQhyTa0wRcYJLVDm9Cs0LPAIiww.zip`

#### Release 10.6

The build number for this release is:
`10.6.0.202336`

The DownloadURL file element in the XML file for automatic updates is:
`Cisco-Jabber-Mac-10.6.0.202336-56594529-MC0CFQCIYuRG610LxknBogSWxE3GbzFazQIUVbw5fSs9lGmfjXwilF8ZE7zcCPE!.zip`

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

### New and Changed Features in Release 10.6(1)

#### Personal Rooms

Cisco Jabber for Mac supports escalation to personal rooms.

#### Resolved Caveats

This release includes a number of resolved caveats. For more information, see the *Resolved Caveats in Release 10.6.1*.

### New and Changed Features in Release 10.6

#### User Management

- Custom contacts—Custom contacts are supported in on-premises deployments. Custom contacts are contact entries for people who are not part of your organizations directory.

  Custom contacts support up to six phone numbers or SIP URI addresses.

- Phone only mode—Cisco Jabber for Mac supports Phone only deployments. The user's primary authentication is to Cisco Unified Communications Manager. Deploy phone mode by provisioning users with devices for voice and video capabilities. Optionally configure additional services such as voicemail.
- Single Sign On using Expressway Mobile and Remote Access—Single sign-on (SSO) is supported when users are providing their credentials from outside the corporate firewall using Cisco Expressway series for Cisco Unified Communications Manager 10.5(2). Ensure that the Identity Provider (IdP) used has the same internal and external URL. If the URL is different the user may be prompted to log in again when changing from inside to outside the corporate firewall and vice versa.

  For more information on Single Sign-on, see the *Cisco Jabber 10.6 Deployment and Installation Guide*.
- Mandatory Upgrade—You can now enable the client to require users to upgrade their client. To set mandatory upgrades for on-premises deployments, you set the Mandatory parameter in the `upgrade.xml` file to true. If you do not define mandatory upgrades, or you set it to false, then users can choose to install the update. If you set the mandatory parameter to true, then users can only select to install the update or exit the client.

  **Note** For on-premises deployments, upgrades including mandatory upgrades are not supported when connecting using Expressway Mobile and Remote Access.
- Flexible Jabber ID—Cisco Jabber 10.6 supports multiple presence domain architecture models for on premises deployments when the domains are on the same presence architecture, for example users in example-us.com and example-uk.com.

  To support multi domain models, all components of the deployment require the following versions:

  - Cisco Unified Communications IM and Presence server nodes and call control nodes version 10.x or later.
  - All Cisco Jabber clients on Windows, Mac, IOS and Android version 10.6 or later.

  Only deploy Cisco Jabber with multiple domain architecture in the following scenarios:

  - Cisco Jabber 10.6 or later is deployed as a new installation to all users in your organization on all platforms (Windows, Mac, IOS and Android, including Android based IP Phones such as the DX series).
  - Before making any domain or IM address changes on the presence server, Cisco Jabber is upgraded to version 10.6 or later for all users on all platforms (Windows, Mac, IOS and Android, including Android based IP Phones such as the DX series).

  When setting up Cisco Jabber the Jabber ID that identifies the users can be mapped to the Directory URI field on Cisco Unified Communications Manager. This allows Cisco Jabber to identify the users by their AD mail attribute or the AD msRTCSIP-primaryuseraddress attribute. A user can log into Cisco Jabber with their sAMAccountName attribute, while the Jabber ID is mapped to the Directory URI field. For more information see the IM Address Scheme section in the *Cisco Jabber 10.6 Deployment and Installation Guide*.

### Chat and Presence

- Chat Themes—Users can select from three different types of chat themes, default, aligned, and minimal.

### Sharing

- File Transfer Enhancements
  - File transfer inline message

The client presents an inline file transfer message indicating the status of the file transfer. This is in addition to the file transfers window, available at **Jabber** > **Window** > **File Transfers**.

- File transfer file size limit

  Administrators can define a file size for Cisco Jabber users when transferring files.

- File transfer compliance

  File transfers and screen captures are transferred via Cisco Unified Communications Manager IM and Presence Service and they can be sent to a compliance server for audit and policy control. This feature is only available on Cisco Unified Communications Manager IM and Presence Service 10.5(2) or later.

- Group chat file transfer

  Users can transfer files and screen captures in group chats.

For more information on file transfer enhancements see the *Cisco Jabber 10.6 Deployment and Installation Guide*.

For more information on compliance see the *Instant Messaging Compliance for IM and Presence Service on Cisco Unified Communications Manager 10.5(1)* guide.

#### Voice and Video

- Mute before answer—Users can mute their call during call setup, allowing users join conference calls without taking the microphone or camera focus.

#### Changes to Documentation

Administrator Documentation—The administrator documentation set includes a *Planning Guide* and a *Deployment and Installation Guide*. The *Planning Guide* contains content from the previous release of the *Deployment and Installation Guide* and is intended to be used as a planning reference prior to installation. The *Deployment and Installation Guide* has several structural improvements which follows the installation process more closely, and has been rewritten to be more task-focused.

End User Documentation—The end-user documentation set includes a *Quick Start Guide* and a *User Guide*. The *User Guide* includes advanced topics, accessibility information, and troubleshooting information. It replaces the *Advanced Features Guide* and the *Accessibility Guide* from the previous release.

# Requirements

## Software Requirements

#### Operating Systems

- Apple OS X Mountain Lion 10.8.1 (or later)
- Apple OS X Mavericks 10.9 (or later)
- Apple OS X Yosemite 10.10 (or later)

#### On Premises Servers

- Cisco Unified Communications Manager version 8.6(2) or later

- Cisco Unified Presence version 8.6(2) or later
- Cisco Unity Connection version 8.6(2) or later
- Cisco WebEx Meetings Server version 2.0 or later
- Cisco Expressway Series for Cisco Unified Communications Manager
    - Cisco Expressway-E Version 8.1.1 or later
    - Cisco Expressway-C Version 8.1.1 or later
- Cisco TelePresence Video Communication Server
    - Cisco VCS Expressway Version 8.1.1 or later
    - Cisco VCS Control Version 8.1.1 or later

### Cloud-Based Servers

- Cisco WebEx Messenger service
- Cisco WebEx Meeting Center, minimum supported versions T27 or later

### Directory Servers

- Active Directory Domain Services for Windows Server 2012 R2
- Active Directory Domain Services for Windows Server 2008 R2
- Cisco Unified Communications Manager User Data Service (UDS)

  Cisco Jabber supports UDS with Cisco Unified Communications Manager version 9.1(2) with the COP file cmterm-cucm-uds-912-3.cop.sgn.
- OpenLDAP

## Hardware Requirements

### Installed RAM

2 GB RAM

### Free Physical Memory

1 GB

### Free Disk Space

300 MB

### CPU Speed and Type

Intel Core 2 Duo or later processors in any of the following Apple hardware:

- Mac 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.

## Network Requirements

### Ports and Protocols

| Port | Protocol | Description |
|---|---|---|
| 443 | TCP<br>(Extensible Messaging and Presence Protocol [XMPP] and HTTPS) | XMPP traffic to the WebEx Messenger service.<br>The client sends XMPP through this port in cloud-based deployments only. If port 443 is blocked, the client falls back to port 5222.<br>**Note** Cisco Jabber can also use this port for:<br>• HTTPS traffic to Cisco Unity Connection and Cisco WebEx Meetings Server.<br>• Saving chats to the Microsoft Exchange server. |
| 30000 to 39999 | FECC | The client uses this port for far end camera control. |
| 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<br>(XMPP) | XMPP traffic to Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence Service. |
| 8443 | TCP<br>( HTTPS ) | Traffic to Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service. |

| Port | Protocol | Description |
|---|---|---|
| 7080 | TCP<br>( 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.<br>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.<br>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. |

# Limitations and Restrictions

## Limitation During Upgrade

The following features and support are not available in this release.

- Voicemail transcripts
- Call Park
- Send to Mobile
- Forced Authorization Code/Client Matter Code
- Observer Contact List
- Group Chat History
- Compound search base
- Change Password[1]
- Mac OSX 10.7.4 support
- Cisco Medianet support

[1]On-premise (Cisco Unified Presence server IM/Availability) deployments only

## Performance and Behavior Notes

### Client Closes Unexpectedly after Apple Security Update

There is a known issue with Cisco Jabber for Mac 10.6 and earlier. When the client is running on a Mac OS X with Apple Security Update 2015-003, the client will close unexpectedly on sign in. This issue is documented in CSCut75924.

### Expressway for Mobile and Remote Access Deployment

For an Expressway for Mobile and Remote Access deployment, when using an online certificate status protocol (OCSP) or online certificate revocation lists (CRL) to obtain the revocation status of the certificates, the Cisco Jabber client expects a response time of less than 5 seconds. Connections will fail if the response time is greater than the expected 5 seconds.

### File Transfer

Cisco Jabber 10.6 clients and Cisco Unified Communications Manager IM and Presence Service 10.5(2) server introduce file transfer compliance and policy options for file transfer and screen capture. However, in scenarios where users are interacting with earlier versions of the Cisco Jabber client or earlier versions of the Cisco Unified Communications Manager IM and Presence servers, some file transfers will not complete or will revert from a managed file transfer to a peer to peer file transfer.

### Network Disconnection when using Cisco Jabber on audio or video call

There is a known issue in the Mac OS where network interfaces will drop intermittently when DSCP is enabled.

If you encounter this issue, do the following:

1. Select **Preferences > Calls > Advanced**.
2. Uncheck **Enable Differentiated Service for Calls**.

### Custom Contact Photos

There is a known issue when creating custom contacts without a contact photo. If the contact photo is not added when the custom contact is created and the user selects edit contact to add a photo, the photo is not saved. The user must edit the contact a second time to add the contact photo. This issue is documented in CSCus51836.

### Standard CTI Secure Connection User Group

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

# Caveats

## Search for Bugs

### Bug Classification

Known defects, or bugs, have a severity level that indicates the priority of the defect. Development managers define the bug severity. Severity helps the product team focus on bug fixes for future releases and prioritize fixes.

The following table describes the bug severity levels:

| 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.<br>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, do the following:

1. Go to https://tools.cisco.com/bugsearch
2. Sign in with your Cisco.com user ID and password.
3. Enter a bug ID or specify search parameters.

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

## Open Caveats in Release 10.6(1)

The following caveats are open at the time of release.

| Identifier | Headline |
|---|---|
| CSCus51829 | Cannot resume held call on shared line when controlling an EX90 |
| CSCuq45234 | Missing resources because of corrupt Jabber for Mac update/ installation |
| CSCus51836 | Custom contact's edited photo lost on exit/sign out |
| CSCus49965 | Service discovery fails with username containing special characters |
| CSCus53116 | Client quits unexpectedly when sending screen capture |
| CSCut36297 | Unable to join an adhoc meeting in Jabber |

## Resolved Caveats in Release 10.6(1)

The following caveats are open at the time of release.

| Identifier | Headline |
|---|---|
| CSCus51836 | Custom contact's edited photo lost on exit/sign out |
| CSCut02010 | First IM fails when AES enabled |
| CSCus97414 | Unable to add numbers to user's WebEx profile in (10.6.0) and up |
| CSCut08125 | Contact search doesn't work after upgrade to 10.6 |
| CSCus66283 | Cisco WebEx user is getting phone mode unexpectedly |
| CSCus40498 | Jabber for Mac fails to transfer from MRA to VPN |
| CSCus77115 | Invalid certificate prompt when a CTI Connection is made |
| CSCus51851 | After network disconnect & end call presence always return to Available |
| CSCus85961 | IDP Page returning with 0,0 size not being displayed |
| CSCus77491 | Desktop share issue when bridge number mapped to client end user profile |
| CSCut43176 | Contacts cache is corrupted when there are multiple lines in an AD field |
| CSCus53286 | Desktop share intermittently not working with earlier client versions |
| CSCut84574 | Contacts cache is corrupted when there are multiple lines in an AD field |
| CSCut75924 | Client terminates on sign in after OS X Security Update 2015-003 |
| CSCut57952 | Unable to send a screen capture when AES encryption is enabled |

## Open Caveats in Release 10.6

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| Identifier | Headline |
|---|---|
| CSCus51829 | Cannot resume held call on shared line when controlling an EX90 |
| CSCuq45234 | Missing resources because of corrupt Jabber for Mac update/ installation |
| CSCus51836 | Custom contact's edited photo lost on exit/sign out |
| CSCus49965 | Service discovery fails with username containing special characters |
| CSCus66283 | Cisco WebEx user is getting phone mode |

## Resolved Caveats in Release 10.6

The following caveats are resolved in this release.

| Identifier | Headline |
|---|---|
| CSCuq39807 | No ringback tone heard when using Plantronics headsets |
| CSCuq83493 | CPU score sometimes too low on Macbooks |
| CSCur55879 | Client loses contact details when roaming from external to internal |
| CSCur38118 | Client not sending http request via Proxy |
| CSCuq54699 | Client tries to authenticate multiple times when using MRA |
| CSCus53385 | User cannot login to Jabber for Mac after upgrade |
| CSCus03678 | Allow fall back to form based login when Kerberos SSO fails |
| CSCus03688 | Contact resolution LDAP queries delays predictive search queries |
| CSCur35266 | Selecting Call Using iPhone will call via Jabber |

# Documentation Resources

The following documents are available for Cisco Jabber for Mac.

- *Cisco Jabber for Mac Release Notes* - Provide administrators with a summary of information about the release, which include feature enhancements, requirements, limitations and restrictions of the software, and caveats overview.
- *Cisco Jabber Deployment and Installation Guide* - Provides administrators with task-based information for all Cisco Jabber clients. It contains end-to-end client deployment procedures, deployment scenarios, workflows, infrastructure configuration of services, and client configuration and installation.
- *Cisco Jabber Planning Guide* - Provides administrators with background and reference material to plan the deployment and installation of all Cisco Jabber clients. This guide contains information that helps you make decisions about how you are going to deploy the product, such as a product overview, planning considerations, deployment information, and requirements.
- *Cisco Jabber for Mac Licensing Information* - This Licensing information document provides information on the open source libraries used by the application.
- *Cisco Jabber for Mac Quick Start Guide* - Instructions to help navigate end users around Cisco Jabber for Mac for the first time and use a few key features.
- *Cisco Jabber for Mac User Guide* - Provides an overview of task-based information about end user operation of the client, including accessibility information.

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