Release Notes for Cisco Jabber for Mac 9.2.2

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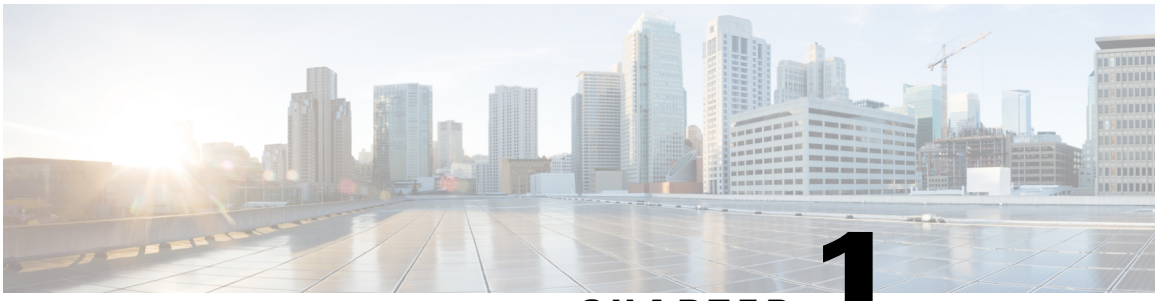

CHAPTER 1

Overview of Cisco Jabber for Mac

Cisco Jabber for Mac streamlines communications and enhances productivity by unifying availability, instant messaging, voice, voice messaging, desktop sharing, and conferencing capabilities securely into one client on your desktop. Cisco Jabber for Mac delivers secure, clear and reliable communications, offers flexible deployment models, is built on open standards and integrates with commonly used desktop applications. Communicate and collaborate effectively from anywhere you have an Internet connection.

Note Cisco highly recommends that all users upgrade to the latest version of Cisco Jabber for Mac if possible.

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- What's new in Cisco Jabber for Mac, page 3

Features of Cisco Jabber for Mac

The features of Cisco Jabber for Mac include:

Localization

IM/Availability

- 1:1 chat
- 1:1 chat history
- Group chat
- Offline instant messaging[1]
- Standard and rich availability states
  - Standard: Available, Away, Do not disturb
  - Rich: In a WebEx Meeting[2], Presenting[2], On a call, In a meeting[1]
- XMPP federation
- AOL federation

- OCS and Sametime federation (requires establishment of XMPP gateway)

Use your computer or desk phone for phone calls (requires Cisco UC Integration)

- Computer phone and desk phone controls
- Forward calls
- Conference (via Merge)
- CTI Servitude

Voicemail (requires Cisco UC Integration)

- Visual Voicemail

Meetings

- View a list of your WebEx meetings[2]
- Start or join an instant WebEx meeting
- Start or join scheduled WebEx meeting from your meeting list or from meeting reminders[2]
- Transition from an IM session to an instant meeting (WebEx only)

Additional Features

- Desktop Share [2]
- File Transfer
- Predictive search of contact list, Address Book contacts, and corporate directory

Security/Administration

- Single Sign-On[2]
- Policy enforcement
- Auto-upgrade[2]
- Signaling encryption
- Voice/video encryption(sRTP)
- IM message encryption
- Multiple resource login
- Survivable Remote Site Telephony
- High-Availability Failover

[1]Features available only for on-premises (Cisco Unified Presence server IM/Availability) deployments.

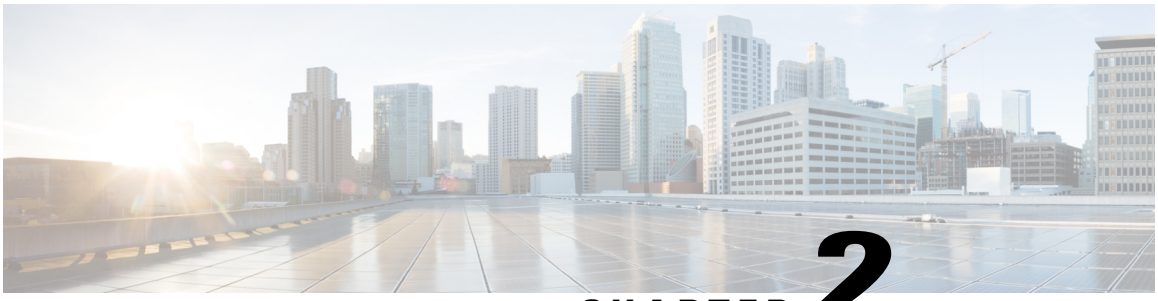
[2]Features available only for on-demand (Cisco Collaboration Cloud IM/Availability) deployments.

What's new in Cisco Jabber for Mac

Release 9.2.2

The following improvements have been made in Cisco Jabber for Mac Release 9.2.2:

- Localization
  - Supported languages in this release: English, French, Japanese, German, Italian, Portuguese (Brazil), Dutch, Russian, Chinese (China), Chinese (Taiwan), Korean, Danish, Swedish, Spanish, Polish, and Turkish



CHAPTER 2

Limitations

- Important notes and known issues for Cisco Jabber, page 5
- Performance and Behavior Notes, page 5

Important notes and known issues for Cisco Jabber

The following are known issues when using these products

Identifier	Component	Headline
CSCuh85645	Telepresence Server	Lipsync problems caused by packet loss
CSCui77595	HD USB Camera	PHD doesn't work if plugged in while other camera is on

Network Disconnection when using Cisco Jabber for Mac on audio or video call

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

If you encounter this issue, do the following:

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

Performance and Behavior Notes

Multiple Resource Login

The following issues currently apply to multiple resource login with Cisco Jabber for Mac:

- Availability states change to "Available"on all clients when users resume from hibernate on one client.
- Resuming from idle overrides custom availability states.
- In on-premises deployments, signing in on one client changes custom availability states to "Available" on other clients.

- In on-premises deployments, 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.
- Users who are signed in to multiple Cisco Jabber for Mac clients can join group chats from only one client.
- Cisco Jabber for Mac does not always reformat incoming text correctly when the sender is signed in to a client other than Cisco Jabber for Mac.

CHAPTER 3

Requirements

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- Audio and Video Properties, page 12

System Requirements

The minimum system requirements for running Cisco Jabber for Mac are listed below.

- 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
- 2 GB of RAM
- Apple OS X Lion Version 10.7.4 (or later) or Apple OS X Mountain Lion Version 10.8.1 (or later) or Apple OS X Mavericks Version 10.9 (or later).
- 300 MB free disk space

Network Requirements for Cisco Jabber

Network ports used by Cisco Jabber

The following table lists the ports used by Cisco Jabber. These ports must be open on all firewalls for Cisco Jabber to function properly.

Port	Protocol	Description
Inbound		
16384-32766	UDP	Real-Time Transport Protocol (RTP) media streams for audio
Outbound		
69	UDP	Trivial File Transfer Protocol (TFTP)
80	TCP HTTP	Cisco Unified Communications Manager administrator and user web pages
443	TCP (HTTPS and XMPP)	Cisco WebEx Meetings Server for on-premises conferencing Cisco Unity Connection for voicemail Cisco WebEx Messenger service in cloud-based deployments **Note** The client sends XMPP through port 443 in cloud-based deployments. If port 443 is blocked, the client falls back to port 5222
7080	TCP (HTTPS)	Cisco Unity Connection for notifications of voice messages
389	UDP/TCP	LDAP directory server
636	LDAPS	LDAP directory server(secure) **Note** Cisco Jabber for Mac does not support port 3269 (Active Directory Global Catalog over LDAPS).
3268	TCP	Global Catalog server
2748	TCP	CTI gateway
5060	UDP / TCP	Session Initiation Protocol (SIP) call signaling

5061	TCP	Provides secure SIP call signaling.
5222	TCP (XMPP)	Cisco Unified Presence or Cisco Unified Communications IM and Presence in on-premises deployments **Note** In on-premises deployments, the client sends XMPP traffic through port 5222. In cloud-based deployments, the client uses port 5222 as fallback for XMPP traffic to the Cisco WebEx Messenger service if port 443 is blocked.
8443	TCP	Connection to the Cisco Unified Communications Manager IP Phone (CCMCIP) server to get a list of currently assigned devices.
16384-32766	UDP	Sends RTP media streams.
53	UDP/TCP	Domain Name System (DNS) traffic
1080	SOCKS5 Bytestreams	Peer to peer file transfers. If port 1080 is in use, the client attempts to use the next available port in the ranges from 1081 to 1089
3804	TCP	Locally Significant Certificates (LSC) for IP phones This is the listening port for Cisco Unified Communications Manager Certificate Authority Proxy Function (CAPF) enrollment.
44442	HTTP	The client listens for events from Cisco Unified Client Services Framework.

Routing access control lists for Cisco Jabber

You must configure switching and routing access control lists (ACLs) so that Cisco Jabber can communicate with servers and endpoints that might be connected to the VLAN that carries voice traffic. Using ACLs permits Cisco Jabber to connect to each server through the appropriate protocol. For example, you can allow UDP traffic in the port range that Cisco Unified Personal Communicator uses for RTP, and then label it with the appropriate Quality of Service (QoS) actions.

For more information about ACLs, how to configure the voice VLAN, and how to configure QoS actions, see the switching and routing documentation for your network products.

Network Address Translation and Cisco Jabber

Cisco Jabber is not compatible with Network Address Translation (NAT); it cannot use Simple Traversal of UDP through NAT (STUN), Traversal using NAT (TURN), or any other NAT-traversal scheme.

Cisco Jabber must be running through a VPN connection to traverse NAT.

Cisco Jabber VPN support

Cisco Jabber for Mac supports the following software VPN clients.

- Cisco AnyConnect release 3.0.5
- Cisco AnyConnect releases 2.2, 2.3, and 2.4
- Cisco VPN client release 5.0
- Cisco VPN client release 4.9.01

Compatibility

Support Matrix

The following products are supported and certified to operate with Cisco Jabber for Mac.

Technology	Version
Cisco Unified Communications Manager *(Standard and Business Edition)*	• 10.0(1) or later 10.1(x) releases • 9.1 or later 9.1(x) releases • 8.6(1) or later 8.6(x) releases • 7.1(3) or later 7.1(x) releases
Virtual Private Network (VPN)	• Cisco AnyConnect 3.0.5 • Cisco AnyConnect 2.2, 2.3, and 2.4 • Cisco VPN Client 5.0 • Cisco VPN Client 4.9.01

Lightweight Directory Access Protocol (LDAP)	• Microsoft Active Directory 2008 • Microsoft Active Directory 2003 • OpenLDAP 2.4.2 • Active Directory Lightweight Directory Service (AD-LDS)
Cisco IP Phones *(CTI Enabled)*	• Cisco Unified IP Phones 9900 Series • Cisco Unified IP Phones 8900 Series • Cisco Unified IP Phones 7900 Series • Cisco Unified IP Phones 6900 Series
Cisco Conferencing	Cisco WebEx Meeting Center • T27SP21 • XML API5.8
Voicemail Playback	Cisco Unity Connection 8.5 or later
Cisco ASA Adaptive Security Appliance	(Recommended for SIP interdomain federation) Cisco ASA 5500 Series Adaptive Security Appliances Software Release 8.3(0). For information on interdomain federation requirements, see the release notes for Cisco Unified Presence Release 8.0: http://www.cisco.com/en/US/products/ps6837/prod_release_notes_list.html
IM and Presence	Cisco Unified Presence (Cisco Unified Communications Manager IM and Presence Service) 8.5 or later

Client Requirements

Audio devices for Cisco Jabber for Mac

Headsets

Note the following when using a headset with Cisco Jabber for Mac:

- Cisco Jabber for Mac supports the use of any plug-in headset.

- Cisco Jabber for Mac only supports Bluetooth headsets that are supported by a USB dongle.

Note It is strongly suggested that prior to deciding on a specific headset device type, and to eliminate any peculiar device drivers to platform interactions, that the device be tried and verified to work correctly with Jabber for Mac. If you encounter difficulties with using a headset with Cisco Jabber for Mac, please contact the headset manufacturer.

Software integrations for Cisco Jabber for Mac

Cisco Jabber for Mac requires Mac OS X Lion version 10.7.4 (or later) or Apple OS X Mountain Lion version 10.8.1 (or later) in order to operate on the client computer, where it interacts with native OS X services to provide click-to-call and click-to-IM functionality, and Address Book integration.

Cisco Jabber for Mac also supports Growl notifications.

Audio and Video Properties

Audio Codecs

The following audio codecs are compatible with Cisco Jabber:

- G722.1
- G729A
- PCMU / PCMA / G711A, mu-law

Video Codecs

The following video codecs are compatible with Cisco Jabber:

- H.264/AVC

IP Phone Requirements for Cisco Jabber

The following Cisco Unified IP Phone models are supported for Cisco Jabber.

- 6900 series
- 7900 series

Notes on audio quality in Cisco Jabber

Cisco Jabber is designed to provide premium voice quality under a variety of conditions; however, in some instances users may notice interruptions of transmission or temporary distortions (“artifacts”), which are considered a normal part of the application operation.

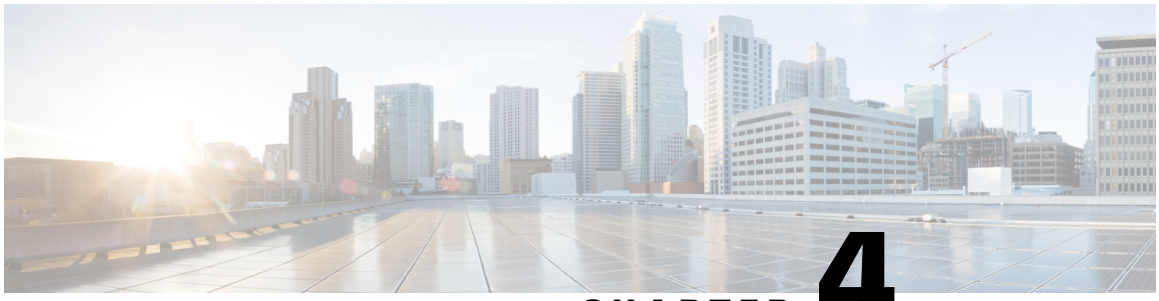
These artifacts should be infrequent and temporary when you use the following:

- Cisco Jabber on a workstation that meets the recommended configuration requirements
- A network that meets the recommended quality criteria in the Cisco Unified Communications Solution Reference Network Design (SRND): http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/8x/uc8x.html

Cisco takes reasonable measures to design products that interact with the operating system in ways that decrease interference with audio quality when you use your computer as a phone. However, the shared nature of system resources is different from a closed environment like Cisco IP Phones, and Cisco cannot guarantee equivalent performance.

The following conditions may cause artifacts:

- Spike in usage of the personal computer CPU—where CPU utilization is between 75 and 100%—due to launching applications, system processes, or processing within other applications
- The system is running low on available physical memory
- Other applications using large amounts of bandwidth to or from the workstation to the network
- Other network-bandwidth impairments
- Dynamic reduction in CPU clock speed due to power management policy (for example, laptops running on battery power) or thermal protection causing the CPU to run in a more highly loaded condition
- Any other condition that causes the application to lose timely access to the network or audio system; for example, interference from third-party software



CHAPTER 4

Caveats

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Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

Before you begin

You can search for problems by using the Cisco Software Bug Toolkit. To access the Toolkit, you need these items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

1 To access the Bug Toolkit, go to https://tools.cisco.com/Bugsearch/search.

2 Sign in with your Cisco.com user ID and password.

3 Enter the ID number in the **Search for Bug ID** field, and click **Go** to look for information about a specific problem.

For more information about how to search for bugs, create saved searches, and create bug groups, click **Help** on the Bug Toolkit page.

Migration Considerations

The following features are not available in releases 9.2.1 or later.

- Voicemail transcripts
- Call Transfer
- Call Park
- Send to Mobile
- Forced Authorization Code/Client Matter Code
- Observer Contact List
- Group Chat History
- Custom Contacts[1]
- Compound search base
- Change Password[2]
- Mac OSX 10.6.8 support

[1]On-demand (Cisco Collaboration Cloud IM/Availability)deployments only

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

Open in this Release

Identifier	Headline
CSCum49341	The client doesn't keep original called number in call history
CSCum17575	No reconnect notification sound after login from sleep
CSCul35635	The client is slow to connect to CCM/Unity over wired Thunderbolt
CSCul32173	Failed to connect to Microsoft AD through SSL port 636
CSCul90593	Directory results not yielding the correct jid
CSCul56304	Search doesn't work in Jabber when VoiceOver is enabled in Mac settings
CSCul58378	Unable to block contacts inside your organization
CSCul58570	The top Jabber menu appears behind apps that are in full screen mode

Identifier	Headline
CSCul46868	Client did not auto select previously selected audio devices

Closed Caveats

Identifier	Headline
CSCuj98311	Apostrophe shows incorrectly in group chat when remote user uses Pidgin

Resolved Caveats

Identifier	Headline
CSCul09148	Cloud SSO user could not login after logout
CSCuj93860	Client terminated unexpectedly while calling into telepresence bridge
CSCuj59409	Jabber - Video is not working for newer versions of MacBook Air.
CSCuj73725	Client terminated intermittently while doing nothing
CSCuj48593	Client terminated while in idle

Troubleshooting

Problem You are unable to select "Dial With Cisco Jabber" in the options menu after highlighting a phone number in an application.

Possible Cause This is a configuration issue on your Mac.

1. Open **System Preferences**.
2. Select **Keyboard**.
3. Select the **Keyboard Shortcuts** tab.
4. Select **Services** on the left side.
5. Expand the **Text** list on the right side and check the box beside **Dial with Cisco Jabber**.
6. Close **System Preferences**. You may need to relaunch Jabber for the changes to take effect.

Further Support and Documentation

You can get additional support for Cisco Jabber for Mac online at Cisco.com:

http://www.cisco.com/en/US/products/ps11764/