Release Notes for Cisco Jabber for Mac 12.5

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Build Number for 12.5

Version	Build Number
12.5(1)	12.5.1.277406
12.5	12.5.0.272870

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

Release	File Name
12.5(1)	Install_Cisco-Jabber-Mac-12.5.1.277406-98008072-MC0CFFuLzVBAsF9xMKT_SVcsZ32a2C7KAhUAlbmMrIYWsbhhR60IS1GlFTgn7B4!.zip
12.5	Install_Cisco-Jabber-Mac-12.5.0.272870-97969984-MCwCFEpX2mM7UcqJQ++DVyNhtZa0YQy1AhQQMJEU6_kg8UjZ9PZVQTAO3JDwxw!!.zip

DownloadURL

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**.

What's New in Cisco Jabber for Mac 12.5(1)

Resolved Caveats

This release provides fixes for a number of known issues. See the Resolved Caveats 12.5(1) section for a list of caveats fixed in this release.

What's New in Cisco Jabber for Mac 12.5

Newly Supported Features

With the release with *Cisco Unified Communications Manager Release 12.5(1)* and *Cisco Expressway for Mobile and Remote Access X12.5*, the following features are now fully supported in Jabber:

- **UC Manager Configuration Tool**—Move your configuration from the `jabber-config.xml` file into the UC Manager, using our new configuration tool to simplify Jabber deployment. This feature requires Cisco UC Manager 12.5.

  For more information about how it works and how to use it, see the *Parameters Reference Guide for Cisco Jabber 12.5*.

- **SIP OAuth Support**—Jabber now supports the OAuth protocol to authorize Jabber clients to use secure tokens for RTP and SIP traffic. We've built on the OAuth support from previous releases by now allowing SIP traffic to be encrypted. You set up SIP OAuth on the Cisco Unified Communications Manager. This feature requires UC Manager 12.5.

  For more information, see the *Planning Guide for Cisco Jabber 12.5*. To set up SIP Oauth, see the Feature Configuration Guide for Cisco Unified Communications Manager, Release 12.5(1).

- **ICE Media Support**—Improve user experience when on the Expressway for Mobile and Remote Access. Clients that are outside the corporate network can use the ICE protocol to share media directly with each other. This feature requires Cisco Expressway X12.5.

  To find out more about how ICE media works, see the *Planning Guide for Cisco Jabber 12.5*. To set up ICE media, see the Mobile and Remote Access via Expressway Deployment Guide X12.5 and later.

Preview Features

Preview Features Disclaimer: Some features in this release are provided in preview status only, because they have known limitations or incomplete software dependencies. Cisco reserves the right to disable preview features at any time without notice. Preview features should not be relied on in your production environment. Cisco Technical Support will provide limited assistance (Severity 4) to customers who want to use preview features.

Jabber team messaging mode—Jabber for Mac and Windows users have a new cloud-based deployment option that lets your users work together in a team messaging mode from their Jabber client. In team messaging mode, users get a new **Chats** tab in their client that they can use for group discussions. They'll be able to collaborate together by sending and reading messages, and create new spaces, add people, mute and moderate spaces. For a detailed look at what Jabber team messaging mode is and how it works, see the *Cloud-Based Deployment Scenarios* in the *Planning Guide for Cisco Jabber 12.5* and the new workflow in the *Cloud and Hybrid Deployments for Cisco Jabber 12.5*.

For team messaging mode, Jabber will only support the last two versions of Jabber team messaging mode. Four months after a major version is released, the version from two releases prior will go end-of-support. For other deployments, Jabber will follow the standard end-of-support strategy. Check the End-Of-Support Notices *for details.*

Improved Collaboration

- **ActiveControl**— ActiveControl provides enhanced conferencing features to Cisco Jabber, like the ability to choose the video layout, record the call, mute and unmute yourself and others, and locking the conference call. You set up ActiveControl in Cisco Meeting Server 2.3 or later and need Cisco Unified

Communications Manager 10.5 or later. We've put more information in the *Features Guide for Cisco Jabber 12.5* about how to set it up.

- **New User Experience**—Jabber looks even better now, with updated icons and a better layout.

Hardware

- **Firmware for Cisco Headsets**—This release includes a firmware update for Cisco 500 Series headset models. Users are automatically prompted to update when they connect to Jabber.

Requirements

Cisco Jabber Requirements

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

Operating System for Cisco Jabber for Mac

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

- macOS Mojave 10.14 or later

- macOS High Sierra 10.13 (or later)

- macOS Sierra 10.12 (or later)

- OS X El Capitan 10.11 (or later)

Hardware Requirements for Desktop Clients

Requirement	Cisco Jabber for Windows	Cisco Jabber for Mac
Installed RAM	2-GB RAM on Microsoft Windows 7 and Windows 8	2-GB RAM
Free physical memory	128 MB	1 GB
Free disk space	256 MB	300 MB
CPU speed and type	AMD Mobile Sempron Processor 3600+ 2 GHz Intel Core 2 Duo Processor T7400 @ 2.16 GHz	Intel Core 2 Duo or later processors in any of the following Apple hardware: • iMac Pro • MacBook Pro (including Retina Display model) • MacBook • MacBook Air • iMac • Mac Mini

Requirement	Cisco Jabber for Windows	Cisco Jabber for Mac
GPU	DirectX11 on Microsoft Windows 7	N/A
I/O ports	USB 2.0 for USB camera and audio devices.	USB 2.0 for USB camera and audio devices

CTI Supported Devices

To view the list of Computer Telephony Integration (CTI) supported devices: From Cisco Unified Reporting, select **Unified CM Phone Feature List**. From the **Feature** drop-down list, select **CTI controlled**.

Limitations and Restrictions

Single Number Reach

For Cisco TelePresence Video Communication Server Control (VCS) versions earlier than 8.10.X, you need to configure the editable inbound rules to enable the single number reach for users who are using Cisco Jabber over Mobile and Remote Access. For more information, see *Limitations* in *Enable Single Number Reach* section from the *Feature Configuration Guide for Cisco Jabber 12.0*.

Save Chats to Outlook

When you use Outlook 2016, all images sent in chats are not saved in Outlook, however any emoji sent in chats are saved in Outlook.

Audio Device Setting After Upgrade

When users upgrade the client, intermittently this results in a reset of their selected audio devices. To resolve this issue, set the audio devices in the **Audio/Video Preferences** window. This limitation is documented in CSCva48136.

Antivirus

When the client connects to Cisco Unity Connection on a device that has antivirus software, users can have issues with voicemail connections. To resolve this issue, add the Cisco Unity Connection server information to the exceptions list for the antivirus software.

Users in Common Identity

There is a known issue 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.

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 supported by Cisco Jabber, and if you select it, the client fails to connect to the server.

Certificate Validation for CTI Connections

Cisco Jabber uses certificate validation for CTI connections. We recommend using either Public CA or Private CA to sign certificates.

Connecting to Cisco Unified Communications Manager using a self-signed certificate, results in a certificate validation failure, to resolve this issue do one of the following:

- The user accepts the invalid Cisco Unified Communications Manager self-signed certificate on first certificate validation failure and Cisco Jabber saves this certificate to the trust store.

- Deploy the certificates using a certificate deployment management application.

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.

Network Disconnection When Using Cisco Jabber on Audio or Video Call

There is a known issue in the Mac OS where network interfaces 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**.

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.

Contact Resolution for Enterprise Groups

Jabber resolves contacts in enterprise groups individually rather than all at once. As a result, when you add an enterprise group to your users' contact lists—or if they clear their local cache—they'll only see the username and domain for each person until they hover over or interact with them.

Caveats

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

Search for Bugs

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

Procedure

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.

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.

Resolved Caveats in Release 12.5(1)

Identifier	Severity	Headline
CSCvn57810	3	Jabber Does Not Sync 1404 Credentials Even if 2100 Phone Credentials is Obtained.
CSCvn45751	3	Jabber "All Rooms" tab does not load.

Resolved Caveats in Release 12.5

Identifier	Severity	Headline
CSCvj58903	3	Jabber keeps Rollover Counter and SSRC of SRTP stream after transfer.
CSCvj58906	3	Jabber keeps Rollover Counter and SSRC of SRTP stream after hold/resume.

Identifier	Severity	Headline
CSCvk48746	3	Jabber for Mac user authentication with IM&P does not time out.
CSCvm77105	3	Typing a complete phone number may result in dialing a number from 'Contacts and recents' list.
CSCvm85867	3	Webex meeting call-in Jabber doesn't work on Mac.