Release Notes for Cisco Jabber 12.9

First Published: 2020-07-09

Last Modified: 2022-01-19

C O N T E N T S

C H A P T E R 3   **Caveats** **39**

What's New in Release 12.9

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(7)	12.9.7.57303 Build 307303
12.9(6)	12.9.6.55898 Build 305898
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(8)	12.9.8.307303
12.9(7)	12.9.7.305996
12.9(6)	12.9.6.305455
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(8)	Install_Cisco-Jabber-Mac-12.9.8.307303-119641179-MC0CFCYEi940SCtNlkKDiDCx8cPA1tcNAhUAjuGt_QUnx4z0TQo0gs7Bc6HjPwc!.zip
12.9(7)	Install_Cisco-Jabber-Mac-12.9.7.305996-118774040-MC0CFEvHBdogP+Qq90_haf4CNWE9q+hTAhUAl1uRvrTqfpDLS43sSw3gdkr8Cto!.zip
12.9(6)	Install_Cisco-Jabber-Mac-12.9.6.305455-118777787-MCwCFCuCUV3P3JRVh5E_rP7bripGoqk+AhQS5qYmVsBeXNFRlRjkkj2DMAKEJg!!.zip
12.9(5)	Install_Cisco-Jabber-Mac-12.9.5.305096-118665981-MCwCFGldicoxTlviBzkEHiu3fugQD9KWAhRGB_9gQIGowdcnUtCfzytZ8_6YUA!!.zip
12.9(4)	Install_Cisco-Jabber-Mac-12.9.4.304807-118648557-MCwCFFvJoBr1ZgpXDeSQ0NONGCpcT5cJAhRyEMB8wOyNfqHg6Gqst7eOdb2Drw!!.zip
12.9(3)	Install_Cisco-Jabber-Mac-12.9.3.304356-118646266-MCwCFHvsGVcpUayHLet9AawUZ_zRdx60AhR3WHfIxIkVQ4KkeGsXRQpyiQlGuQ!!.zip
12.9(2)	Install_Cisco-Jabber-Mac-12.9.2.304242-118630270-MCwCFCelOqvpQHxidF26QrPv6MiH_SFhAhRBQD71eoU2Ui_dEVrOwRYyIS1tVQ!!.zip
12.9(1)	Install_Cisco-Jabber-Mac-12.9.1.303943-118589754-MCwCFB89AEipWP8U5zRQyQlOFJplV7lMAhRoFrNQdybVvnK0iBXMwO_C83WetQ!!.zip
12.9	Install_Cisco-Jabber-Mac-12.9.0.303467-118354551-MCwCFB+FBSwTZHNNgwzT5Jgpji5CNu5lAhRdn9b0iHTpHCt3s5BtuvS0YTPDww!!.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(7)

This maintenance release contains caveat updates. See Caveats, on page 39 for details.

This maintenance release contains security fixes for Windows.

12.9(6)

This maintenance release contains caveat updates. See Caveats, on page 39 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, on page 39 for details.

12.9(4)

This maintenance release contains caveat updates. See Caveats, on page 39 for details.

This release also includes Recording Tone Duration, on page 8.

12.9(3)

This maintenance release contains caveat updates. See Caveats, on page 39 for details.

12.9(2)

This maintenance release contains caveat updates. See Caveats, on page 39 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, on page 39 for details.

Jabber for Mac

12.9(8)

This maintenance release contains security fixes 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, on page 39 for details.

12.9(3)

This maintenance release contains caveat updates. See Caveats, on page 39 for details.

12.9(2)

This maintenance release contains caveat updates. See Caveats, on page 39 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, on page 39 for details.

Jabber for Android

12.9(6)

This maintenance release contains caveat updates. See Caveats, on page 39 for details.

12.9(5)

This maintenance release contains caveat updates. See Caveats, on page 39 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, on page 39 for details.

12.9(3)

This maintenance release contains caveat updates. See Caveats, on page 39 for details.

12.9(2)

This maintenance release contains caveat updates. See Caveats, on page 39 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, on page 39 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, on page 39 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, on page 39 for details.

12.9(3)

This maintenance release contains caveat updates. See Caveats, on page 39 for details.

12.9(2)

This maintenance release contains caveat updates. See Caveats, on page 39 for details.

- iOS 14 Supported, on page 13
- 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, on page 39 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.

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 increse 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, on page 39 for details.

Limitations

Cisco Jabber for Windows

These are the limitations that apply to the Jabber for Windows client.

Limitations for All Deployments

These limitations apply to all Jabber for Windows deployments.

Allow Paste Operations via Script

Jabber versions 11.8.5 and later may have issues with Copy/Paste when the policy **Allow paste operations via script** is enabled for Internet Explorer at **Windows Components** > **Internet Explorer** > **Internet Control Panel** > **Security Page** > **Internet zone**.

Automatic Detection of Proxy Settings (WPAD)

Cisco Jabber doesn't support Web Proxy Auto-Discovery (WPAD) proxy discovery. For information about how to configure proxy settings for Cisco Jabber, see *Configure Proxy Settings* in the *On-Premises Deployment for Cisco Jabber* guide.

Bluetooth Connectivity Unsupported with Cisco Headset 56x

Cisco Jabber doesn't support the use of Bluetooth with Model 56x Cisco headsets. You can use these headsets with a USB-C to USB connector cable.

Call Transfers

When you're transferring a call to a third party, the third party must respond to the call before you can complete the transfer. You can't currently dial the third party and connect the first party while waiting for the call to connect (also known as a blind transfer).

Prior to Release 12.7(1), Cisco Jabber doesn't correctly inform Unified Communications Manager that a call being transferred is on hold. This behavior results in incorrect reporting when you use Jabber with Cisco Finesse.

Cameras with shutters

For cameras with shutters, such as the Cisco Desk Camera 1080p, Jabber doesn't support the close/open shutter operation when the camera is used during a video call.

If the user closes the camera shutter during the call for more than 5 seconds and then reopens it, the video does not come back.

If the user closes the camera shutter before placing a call, then opens the shutter during the call, video may not be available.

Cannot Copy Image

You can't right-click over an image in a conversation in Jabber and select copy. Instead, highlight the image and then right-click to copy it.

Chat Reply and No Voicemail Profile

If the user has no voicemail profile configured, the chat reply feature doesn't work. If the user selects **Chat reply** in an incoming call, the call continues to ring and the **Chat reply** and **Answer** options are grayed out. CSCux75667 documents this limitation.

Chat Behavior During Transition to MRA

Jabber loses chat messages that are sent while the Jabber client is transitioning from an on-premises network connection to an MRA network connection, or vice versa. Users receive an error message when they try to send chat messages during this transition period.

Cisco AnyConnect Secure Mobility Client

Cisco Jabber for Windows supports Cisco AnyConnect Secure Mobility Client version 4.0 and later. CSCuy14721 documents this limitation.

Cisco IP Communicator

Cisco IP Communicator isn't supported as a controlled device on Jabber when users choose to use their desk phone for calls.

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 doesn't support Cisco Unity Connection dispatch messages. CSCuw31908 documents this limitation..

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.

Emails to a Group of Contacts

There's a limit of 2083 characters in the **To** field when sending an email to a group of contacts. With long email addresses or many recipients, 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.

Extension Mobility

Jabber doesn't support the Cisco Extension Mobility Cross Cluster (EMCC) feature.

Device Name with Extension Mobility

When Extension Mobility is enabled, the controlled devices menu in Jabber displays the phone type only, instead of the phone type and user name.

Do Not Disturb (DND)

If Jabber is controlling the Deskphone and if Do Not Disturb (DND) is set on the Deskphone,the presence status of the Jabber client does not change.

This behavior indicates that the Jabber client is functioning as designed. No action is required from the user.

HTML Sanitization Code

The Jabber HTML sanitization code has been modified to disallow 'masked' links in XMPP message payloads due to its potential abuse in phishing attacks. These links are no longer allowed for security reasons.

It is recommended that Jabber Administrators educate potential users who may be affected by this feature enhancement.

IBM Notes Contact Search

When searching for an IBM Notes contact, entering either " or \ as the first character in the search string won't find the correct contact.

Jabber Config Change Detected Loop Scenario

A Jabber "Config Change Detected" loop can occur if you assign the Jabber Config Profile (jabber-config.xml) on UC service and in the Group Config file for Phone page/common phone profile, and then you remove the Jabber Config Profile from the UC Service while Fast Login is enabled. In this scenario, once you remove the Config Prilfe from UC Service, the config change detected loop is triggered.

Workaround: Disable Fast Login, see *Planning Guide for Cisco Jabber*.

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.

Joining Meetings by Meeting Number

In deployments that use a Cisco Webex Meeting Server, you cannot use the meeting number when joining by Webex. Use the meeting URL instead.

Joining Webex Meetings from Jabber

Webex site disclaimers don't appear when you join Webex meetings from Jabber. This limitation applies whether joining from the meeting reminder popup, or by selecting **Join in Webex** in Jabber.

LDAP Credential Delivery with Unified Communications Manager 12.5(1) SU2

In Unified Communications Manager Release 12.5(1) SU2, Unified CM added support for securely passing encrypted LDAP credentials in the Service Profile. This update secures access to your directory by ensuring that the password is always stored and sent in an encrypted format. This change includes encryption during directory access authentication, client configuration file downloads, BAT imports/exports, and upgrades.

In Jabber 12.8 with this Unified CM release or later, we take advantage of this capability by downloading the LDAP credentials as part of User Profile after end-user authentication.

In Jabber 12.7 and earlier with this Unified CM release or later, we can't use these credentials from the Service Profile as we did before. They pass an encrypted password to Active Directory which causes a connection failure. For these Jabber releases with the upgraded Unified CM, provide the LDAP credentials through the jabber-config.xml file.

For more details, see the *Release Notes for Cisco Unified Communications Manager and the IM and Presence Service, Release 12.5(1) SU2* and the section on LDAP Service Accounts in the *Planning Guide for Cisco Jabber*.

Limit of 450 Participants in a CMS Meeting

You can have a maximum of 450 people in a single CMS meeting.

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 now doesn't work for newly added domain users. Users in the initial domain are unaffected. CSCuu63734 documents this limitation.

Logitech Keyboard Display Changes

The built-in display for Logitech UC keyboard K725-C doesn't display caller or device information on incoming calls. Instead, the Cisco logo is displayed.

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.

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). CSCuo57172 documents this limitation.

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.

Multiline

Cisco Jabber can't make calls from any line, while there's an incoming call ringing on another line. While another line is ringing, the green **Call** button is dimmed and not available. Users can wait for the ringing to stop, or decline the incoming call.

168 Byte Limit for Transferred Filenames

When transferring a file, the filename cannot exceed 168 bytes (including extension). If you attempt to send a file with a longer name, you are notified that you have exceeded 168 bytes.

Phone Mode Deployments with Microsoft Lync

Disable Click-to-x functionality 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.

Presence indicators on Sharepoint 2016

When you sign-out of Jabber, the presence indicator bubbles are grayed out and do not refresh after signing back into Jabber.

You can resolve this behavior by refreshing the webpage. This will ensure that accurate presence information is displayed.

Real-Time Transport Control Protocol (RTCP)

Jabber sends RTCP packets even when disabled. RTCP is an integral component of Jabber Telephony services.

Remote Desktop Control over Mobile and Remote Access

Remote desktop control over Mobile and Remote Access isn't supported. This limitation is documented in CSCuz19139.

Removing Participants During Conference Calls

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

SAML Single Sign-On Limitations

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

For the same reason, when you configure SAML SSO on Cisco Unity Connection servers, use a fully qualified domain name (FQDN) in Cisco Unified Communications Manager Service Profile 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 isn't valid.

Schedule Meeting Button Disabled on Phone-Only Mode

When Outlook is installed, and the MacCalendarIntegrationType parameter is set to Outlook, the **Schedule Meeting** button is displayed. However in phone-only mode, the button is not shown.

Single Number Reach

For Cisco TelePresence Video Communication Server Control (VCS) versions earlier than 8.10.X, 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*.

Space Characters in Credentials

The following rules apply to space characters and credentials:

- Usernames can contain spaces in on-premises deployments.

  The first and last characters of usernames in on-premises deployments can't be spaces. This rule is also true for usernames synchronized from a directory source.

- Usernames can't contain spaces in cloud-based deployments.

- Passwords can't contain spaces in any deployment scenario.

Standard CTI Secure Connection User Group

Cisco Jabber for Windows doesn't currently support CTI connections over transport layer security (TLS). As a result, Cisco Jabber for Windows users can't 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.

Supported Characters in a Cisco Jabber User ID/E-mail Address

The following characters are supported in a Cisco Jabber user ID/E-mail Address:

- Uppercase (A to Z) and lowercase (a to z) characters

- Numbers (0-9)

- Period (.)

- Hyphen (-)

- Underscore (_)

- Tilde (~)

TIFF Images Not Supported

In this release, if users have a .tiff image as their avatar, then Jabber displays the default icon image instead. To use a personal avatar, users must upload an image in a supported format, such as jpg, bmp, or png.

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.

VAD with BIB

Jabber doesn't support VAD enabled in any upstream devices when BIB is enabled.

If any upstream device enables VAD, Jabber with BIB enabled does not sync the two forked recording streams.

The user may hear disordered audio in the recording server.

Video Calls

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.

Voicemail Credential Popup during Sign-in

In a hybrid deployment, if Webex messenger, Call Manager and Unity connection are all SSO enabled, and voicemail credentials have been previously saved to cloud, users may see the **Update Credentials** popup for voicemail during the sign-in process. The workaround is not to configure voicemail server address on the cloud server but only configure it in the service profile or the `jabber-config.xml` file.

Windows 10 Crash Using Cisco 700 Series Headsets

If you use Cisco 700 Series headsets, you might experience Windows OS crashes (Blue screen). This occurs on Windows 10 version 1803 and earlier versions. Update to a later version of Windows 10 to correct the problem.

Limitations for On-Premise Deployments

These limitations apply to Jabber for Windows 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.

Port Contention Disrupts Sennheiser Plug-In

Call control with the Sennheiser plug-in uses port 8001 by default. If another application uses this port, it can cause issues.

As a workaround, you can change the EPOS SDK's PortNumber parameter to another port in the appropriate file:

- Windows—`%LOCALAPPDATA%\Sennheiser\SDKCore\PDS\config.dat`

- Mac—`/Library/Application Support/Sennheiser/SenncomSDK/secomSFSDK.dat`

Note Consult Sennheiser for more information about these files.

Shut down Jabber before changing the port in the SDK. Then, restart Jabber after you change the port.

Limitations for Cloud Deployments

These limitations apply to Jabber for Windows on Webex Messenger and Team Messaging Mode 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. Use 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 credentials, see the following article, https://help.webex.com/en-us/yhq7pw/Reset-Forgotten-Password-in-Cisco-Jabber.

Cisco Jabber for Mac

These are the limitations that apply to the Jabber for Mac client.

Limitations for All Deployments

These limitations apply to all Jabber for Mac deployments.

Chat Behavior During Transition to MRA

Jabber loses chat messages that are sent while the Jabber client is transitioning from an on-premises network connection to an MRA network connection, or vice versa. Users receive an error message when they try to send chat messages during this transition period.

Limit of 450 Participants in a CMS Meeting

You can have a maximum of 450 people in a single CMS meeting.

New Certificate Requirements for macOS 10.15

Apple has new requirements for trusted certificates in macOS 10.15 (see https://support.apple.com/en-us/HT210176). Ensure that the certificates on the Unified Communications Mananger, IM & Presence, and Expressway servers meet these requirements. If your certificates don't meet these requirements, users are prompted to accept the certificates for each session.

Webex Site Disclaimers

Webex site disclaimers don't appear when you join Webex meetings from Jabber. This limitation applies whether joining from the meeting reminder popup, or by selecting **Join in Webex** in Jabber.

Single Number Reach

For Cisco TelePresence Video Communication Server Control (VCS) versions earlier than 8.10.X, 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, Outlook won't save images that are sent in chats. However, Outlook does save any emoji in the chats.

Audio Device Setting After Upgrade

When users upgrade the client, it can intermittently result in a reset of their selected audio devices. To resolve this issue, set the audio devices in the **Audio/Video Preferences** window. CSCva48136 documents this limitation.

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's a known issue signing into Cisco Jabber for some users who have migrated to Common Identity. If users receive an *Incorrect username 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're creating devices for users in Cisco Unified Communications Manager 11.0, you can now specify a key order as either:

- **RSA Only**

- **EC Only**

- **EC Preferred, RSA Backup**

However, Cisco Jabber doesn't support the **EC Only** option. 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 verify certificate status, Cisco Jabber expects a response time of less than 5 seconds. Connections fail if the response time is greater than the 5 seconds.

Network Disconnection When Using Cisco Jabber on Audio or Video Call

There's 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 doesn't currently support CTI connections over transport layer security (TLS). As a result, Cisco Jabber for Mac users can't 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. When you add an enterprise group to your users' contact lists or they clear their local cache, they originally only see each person's username and domain. More information appears when they next hover over or interact with a person.

Bluetooth Connectivity Unsupported with Cisco Headset 56x

Cisco Jabber doesn't support the use of Bluetooth with Model 56x Cisco headsets. You can use these headsets with a USB-C to USB connector cable.

Poly Headset Plug-in Removed

Cisco Jabber for Mac 12.8 removed the Poly headset plug-in. The plug-in caused a monitor keyboard input alert on macOS 10.15. Without the plug-in, we can't support call controls (answer, decline, hold, and resume) on the headsets.

When there's a fix for the plug-in, we'll add it back into Jabber.

Windows 10 Crash Using Cisco 700 Series Headsets

If you use Cisco 700 Series headsets, you might experience Windows OS crashes (Blue screen). This occurs on Windows 10 version 1803 and earlier versions. Update to a later version of Windows 10 to correct the problem.

Joining Meetings by Meeting Number

In deployments that use a Cisco Webex Meeting Server, you cannot use the meeting number when joining by Webex. Use the meeting URL instead.

168 Byte Limit for Transferred Filenames

When transferring a file, the filename cannot exceed 168 bytes (including extension). If you attempt to send a file with a longer name, you are notified that you have exceeded 168 bytes.

Limitations for On-Premise Deployments

These limitations apply to Jabber for Mac on-premises deployments.

Port Contention Disrupts Sennheiser Plug-In

Call control with the Sennheiser plug-in uses port 8001 by default. If another application uses this port, it can cause issues.

As a workaround, you can change the EPOS SDK's PortNumber parameter to another port in the appropriate file:

- Windows—`%LOCALAPPDATA%\Sennheiser\SDKCore\PDS\config.dat`

- Mac—`/Library/Application Support/Sennheiser/SenncomSDK/secomSFSDK.dat`

✎

Note Consult Sennheiser for more information about these files.

Shut down Jabber before changing the port in the SDK. Then, restart Jabber after you change the port.

Cisco Jabber for Android

These are the limitations that apply to the Jabber for Android client.

Limitations for All Deployments

These limitations apply to all Jabber for Android deployments.

Jabber for Android does not Receive Location Information

Device location information is not shared while the application is running in background.

Chat Behavior During Transition to MRA

Jabber loses chat messages that are sent while the Jabber client is transitioning from an on-premises network connection to an MRA network connection, or vice versa. Users receive an error message when they try to send chat messages during this transition period.

Limit of 450 Participants in a CMS Meeting

You can have a maximum of 450 people in a single CMS meeting.

Jabber for Android Doesn't Start with the OS

As of Release 12.7, Jabber for Android doesn't support automatically starting with the OS.

Webex Site Disclaimers Don't Appear When Joining Meetings

Webex site disclaimers don't appear when you join Webex meetings from Jabber. This limitation applies whether joining from the meeting reminder popup, or by selecting **Join in Webex** in Jabber.

Video Calls Don't Start if Chromebook Camera Is Already in Use

If another app is using the camera, Jabber for Android can't start video calls from your Chromebook.

Voicemail Server Might Not Display URI of Missed Call

Because of a limitation of Cisco Unity Connection, the voicemail server can't display the URI for a missed call. This issue occurs when you decline an incoming Cisco Jabber call from a URI and the call diverts to voicemail. If the contact information for the caller contains only a URI, the voicemail server displays the caller as Unknown. If the contact information contains a URI and a directory number, the voicemail server displays the directory number for that contact.

Music Apps Keep Playing When You Start Video Call

When you play music with a third-party application, the music doesn't automatically pause when you make or receive a Cisco Jabber for Android video call. To work around this issue, you can open the third-party application to pause and resume the music.

Audio Issues on Calls over MRA

If you make a Cisco Jabber for Android call using Expressway for Mobile and Remote Access over a 2G, 3G, or 4G network, you may experience audio quality issues from network instability.

Conflicts with Cisco AnyConnect and SafeNet MobilePASS

If you use Cisco AnyConnect Secure Mobility Client, MobilePASS one-time password generator from SafeNet, and Cisco Jabber for Android on the same device, you may experience problems due to compatibility issues between these applications. For example, during a Cisco Jabber for Android call, you may hear no audio or one-way audio, or you may experience delays if you transfer the call.

Contact Resolution for Enterprise Groups

Jabber resolves contacts in enterprise groups individually, not all at once. So, when you add an enterprise group to your users' contact lists—or if they clear their local cache—they see only the username and domain for each person until they hover over or interact with that contact.

Creating and Configuring Devices for Users in Cisco Unified Communications Manager 11.0

If you're creating devices for users in Cisco Unified Communications Manager 11.0, you can specify a key order:

- RSA Only
- EC Only
- EC Preferred
- RSA Backup

However, Jabber doesn't support the EC Only option, and if you select it, the client fails to connect to the server.

Network Reconnection in a MRA Non-SSO Environment

In a Mobile and Remote Access non-SSO environment, when Jabber loses its connection to the Cisco VCS Expressway server, there's an interval of 120 seconds between sending connection requests. This interval prevents multiple requests to the server from multiple clients. During this 120-seconds interval, even if your network connection is active, Jabber remains inactive.

Samsung Unmonitored App List

When you install Jabber for the first time, Samsung devices automatically put Jabber in the unmonitored apps list. The device doesn't put unmonitored apps to sleep while they run in the background. However, if you upgrade your Samsung OS from a version without unmonitored apps list, you have to add Jabber to the unmonitored apps list manually.

Cisco TelePresence Video Communication Server Control Earlier than 8.10

For Cisco TelePresence Video Communication Server Control (VCS) versions earlier than 8.10.X, 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 the limitations in the "Enable Single Number Reach" section of the *Feature Configuration Guide for Cisco Jabber*.

Sign-In Issues with Jabber in SSO Mode

If your users have issues with signing into Cisco Jabber in SSO mode, they can upgrade Android System WebView and Chrome browser to resolve the issue. Users can upgrade Android System WebView and Chrome browser from Google Play Store.

HTTP Basic SAML SSO Authentication

Sign in might fail when switching users with the **Reset Jabber** option. Reset Cisco Jabber, quit the application fully in the Android OS, and try again.

Issues with tel:// URI Feature

Because of the large number of third-party applications that support the tel:// URI feature, we can't guarantee interoperability of this feature on all third-party applications. In some third-party applications, this feature allows you to click a tel:// link and select Cisco Jabber for Android to call.

168 Byte Limit for Transferred Filenames

When transferring a file, the filename cannot exceed 168 bytes (including extension). If you attempt to send a file with a longer name, you are notified that you have exceeded 168 bytes.

SRST Not Supported From Release 10.6

Security Survivable Remote Site Telephony (SRST) is not supported in Cisco Jabber for Android Release 10.6 or later.

Connection Issues With Invalid Certificates

With the Cisco Unified Communications Manager 11.0 and later, not accepting invalid certificates quickly can cause issues with your server connections. If you don't accept an invalid certificate when prompted in 10 seconds, for some HTTPS connections, you might have issues, such as, inability to download some configuration or inability to connect to the phone service or the voicemail.

Android Webview Impact on Jabber in SSO Mode

For users with an SSO account, Jabber stops working if the Android Webview is reset, upgraded, or restarted.

Compression of Transferred Files

During file transfer, only files with JPEG file format are compressed.

MRA and WebEx Meetings with siteType "Orion"

If the meeting siteType is "ORION", then Jabber mobile clients can't start WebEx Meeting over Expressway for Mobile and Remote Access network.

Auto Authentication Not Supported from 12.7

Auto authentication at startup is no longer supported from Release 12.7.

Wi-Fi Turned Off When Answering Call

Jabber turns off Wi-Fi when you answer a call on cellular network to avoid call drops.

Limitations for Cloud Deployments

These limitations apply to all Jabber for Android on Webex Messenger and Team Messaging Mode deployments.

Team Messaging Mode Doesn't Support Android Wear Devices

Jabber team messaging mode doesn't support notifications on Android Wear devices.

Cisco Jabber for iPhone and iPad

These are the limitations that apply to the Jabber for iPhone and iPad client.

Limitations for All Deployments

These limitations apply to all Jabber for iPhone and iPad deployments.

Chat Behavior During Transition to MRA

Jabber loses chat messages that are sent while the Jabber client is transitioning from an on-premises network connection to an MRA network connection, or vice versa. Users receive an error message when they try to send chat messages during this transition period.

Limit of 450 Participants in a CMS Meeting

You can have a maximum of 450 people in a single CMS meeting.

New Apple Certificate Requirements for iOS 13

Apple has new requirements for trusted certificates in iOS 13 (see https://support.apple.com/en-us/HT210176). Ensure that the certificates on the Unified Communications Manager (Unified CM), IM & Presence, and Expressway servers meet these requirements. If your certificates don't meet these requirements, Jabber prompts users to accept the certificates for each session.

Webex Site Disclaimers Don't Show When Joining From Jabber

Webex site disclaimers don't appear when you join Webex meetings from Jabber. This limitation applies whether joining from the meeting reminder popup, or by selecting **Join in Webex** in Jabber.

Audio Issues with MRA over 2G, 3G, and 4G Networks

If you make a Cisco Jabber for iPhone and iPad call using Expressway for Mobile and Remote Access over a 2G, 3G, or 4G network, you may experience audio quality issues from network instability.

Single Number Reach with MRA on TelePresence Video Communication Server Control

Applies to Cisco TelePresence Video Communication Server Control (VCS) versions earlier than 8.10.X.

Configure the editable inbound rules to enable single number reach for users who use 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*.

Favorite Icon Doesn't Show with Phone-Only Accounts

Cisco Jabber for mobile clients don't show the **Favorite** icon for users with Phone Only account.

Apple Push Notifications Required with Jabber

Without Apple Push Notifications (APNs), iOS doesn't wake Cisco Jabber when Jabber receives an incoming call or chat. The call or instant message appears on the device after several minutes or when you bring Cisco Jabber the foreground. As a workaround, reset the network settings for your iOS device by going to **Settings** > **General** > **Reset** > **Reset Network Settings**.

Editing Phone Services Servers

Users can no longer edit their Phone Services servers manually, except when they are in hybrid cloud mode. In hybrid deployments, administrators can configure the Phone Services servers to be editable.

Certificate Installation for Secure Phone Feature

To enable the Secure Phone functionality properly, use it first on your corporate network or VPN to ensure proper certificate installation.

Voice Recognition of Voicemail PIN

Voice recognition for voicemail PIN is highly sensitive to background noise. The system may interpret background noise as user input, even when the user doesn't input anything. See *System Administration Guide for Cisco Unity Connection* to disable this function:
https://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-maintenance-guides-list.html.

Don't Use Intermediate Certificate Authorities with Unified CM

Certificate validation windows you use a certificate from an intermediate certificate authority on Unified CM. Use a certificate that is signed with the root, rather than an intermediate certificate authority.

Jabber Account-Related Files Aren't Backed Up on iCloud and iTunes

From Release 10.5 onward, all the Cisco Jabber account-related files aren't backed up on the iCloud and iTunes due to privacy reasons. This restriction includes files such as the Configuration, Contacts, Credentials, History, Logs, and Photo.

Don't Use "EC Only" Key Order when Configuring Devices in Unified CM

When you create devices for users in Unified CM 11.0, you can specify a key order as RSA Only, EC Only, EC Preferred, or RSA Backup. However, Jabber doesn't support the EC Only option. If you select it, the client fails to connect to the server.

Jabber Might Reconnect Slowly When a Device Moves Between Networks

When you move between networks, for example, from WiFi to 3G, with Jabber in the background, the client disconnects from the servers. The client might not reconnect for several minutes which can lead to missed calls. To avoid missed calls, enable the Apple Push Notification service.

CallKit Unavailable in China

CallKit functionality is deactivated in China due to government regulations.

MRA and WebEx Meetings with siteType "Orion"

If the meeting siteType is "ORION", then Jabber mobile clients can't start WebEx Meeting over Expressway for Mobile and Remote Access network.

Use Single Number Reach on iOS for Maximum Reliability

If your users require 100% reliability in call notifications, enable the Single Number Reach (SNR) feature for Cisco Jabber running on iOS. SNR mitigates these limitations:

- iOS may shut down Cisco Jabber and other applications that are running in the background to preserve resources. While the client attempts to relaunch, you might miss calls. To minimize the impact, enable Apple Push Notification service.

- Without Apple Push Notifications (APNs), the device sometimes switches connection from the Wi-Fi data network to the mobile voice network while the device is in Sleep mode. You might miss incoming

calls due to this issue. To prevent this issue, go to the iPhone Settings and turn off **Cellular Data** or alternatively turn on **SNR**.

- The VPN can disconnect when Connect-On-Demand is enabled and the user changes networks. Cisco Jabber for iPhone and iPad may take up to 11 minutes to reconnect through the VPN. This issue can lead to missing incoming calls. This occurs when the Wi-Fi signal is not stable or sometimes the mobile network takes priority and it switches between Wi-Fi and mobile network, while Jabber is unable to quickly connect to phone services during the handover. After the client reconnects, users who have voicemail enabled receive voicemail notifications for any missed calls that went to voicemail. To minimize the time to reconnect, users can bring the app to the foreground after changing connection environments. To minimize the impact, enable Apple Push Notification service.

Dial via Office - Reverse (DVO-R) on iOS

If you are setting up Dial via Office - Reverse (DVO-R) on Unified CM consider the following:

- The feature only applies to iPhone; it is not supported on iPad or iPod Touch devices because it requires that the device can access a mobile network.

- The feature requires Unified CM Release 8.6.2 SU4, 9.1.2, or 10.x.

- You can make DvO-R calls over Expressway for Mobile and Remote Access when you are outside corporate network. DVO-R is supported over Cisco Expressway X8.7 and Unified CM 11.0(1a)SU1.

- DVO enabled devices may encounter issues registering with Unified CM 8.6 and above. Resetting the device from the Unified CM administrative interface fixes this issue.

- You can't use the feature with the Secure Call feature. Secure calls can't be established if DVO-R is enabled.

- If the user places a DVO-R call to an invalid phone number over a SIP trunk, a Unified CM limitation causes the user to hear several seconds of silence, instead of an audio message that the number was invalid.

iPhone—CM Node Failover Issue with Packet Loss

If Cisco Jabber on iPhone is unable to reach the primary subscriber due to packet loss, it does not failover to secondary CM node. For more information, see CSCux83785.

iPhone—Incoming Mobile Call Places Unified CM Call on Hold

If the user is on a Unified CM call and receives an incoming mobile call, iPhone starts ringing and prompts the user to answer or decline the mobile call. At the same time, the Unified CM call on Cisco Jabber goes on hold automatically.

When you receive an incoming call on your iPhone, the iPhone automatically disables the microphone for all other applications. There is no time to inform your current caller that you need to take another call. If you accept the new incoming call, your Unified CM call in Jabber is automatically placed on hold, and you can't return to it until you end the iPhone call. To work around this issue, decline the call and then tap **Resume** so that your current caller can hear you again. If your device is locked, quickly press the **On/Off Sleep/Wake** button twice to decline the call, and then tap **Resume**.

iPhone—Turn on Jabber Sound Settings

To ensure that you do not miss incoming Cisco Jabber chats and calls, go to **iOS Settings** > **Notification Center** and check that the Cisco Jabber sound setting is turned on.

iPhone—Incoming Unified CM Calls Sent to Voicemail While on VoIP Call

If you receive a Unified CM call, while placing a VoIP call, the client sends the incoming call to voicemail. If you do not have voicemail, Jabber ignores the call.

iPhone—Maximum Participants for Ad-hoc Conference

The maximum number of participants for ad-hoc conferences is limited to three; this is the maximum number of calls for TCT devices. You can configure the maximum participants for ad-hoc conference on Unified CM in **Service Parameter Configuration** > **Clusterwide Parameters** > **Maximum Ad Hoc Conference Required**.

iPhone—Quality Issues on Some Connections

Voice and video quality over non-corporate Wi-Fi or mobile data networks can't be guaranteed.

The quality of video calls varies depending on the network connection. Cisco Technical Assistance Center (TAC) can't troubleshoot video quality when you use 3G or 4G networks to connect Cisco Jabber for iPhone and iPad with Cisco AnyConnect Secure Mobility Client or another VPN client.

iPhone—SIP Digest Authentication

SIP Digest Authentication is not supported.

iPhone—Device Capacity of Unified CM as a Directory Source

Unified CM as a directory source is capable of scaling to 50% of the device capacity that a Unified CM node can handle.

iPhone—Call Notification When Device Is Locked

When the device is in Do Not Disturb (DND) mode and locked, it vibrates upon receiving a Cisco Jabber call.

iPhone—Jabber Relaunches After Hours in Background

When in the background for a few hours, Jabber relaunches without notification.

Apple Watch—No Call Notifications

With iOS versions 10 and 11 with Cisco Jabber 12.0, you can't receive call notifications on Apple Watch because CallKit can't work with Apple Watch. This is an Apple iOS limitation.

iPad—Inaccurate Status During Network Transitions

When users transition between networks, their availability status may not be accurate.

Jabber With Cisco TelePresence System

Cisco Jabber for iPhone and iPad supports interoperability and optimal video quality with Cisco TelePresence System (CTS) devices if you use a TelePresence or video bridge to connect the devices. The number of devices

that you can use for joining a video call will be determined by the Multipoint Control Unit (MCU) and settings defined for the conference bridge.

Required versions and settings for CTS interoperability
VCS call control environment: All CTS devices must be using 1.9.1(68) or a later firmware version.

Unified CM call control environment:
 	
• All CTS devices must be using 1.9.1(68) or a later firmware version.
 	
• Create Media Regions for iPad and CTS by following these steps:
 	
  1. Provision two media regions with the first region for CTS using a maximum video call bit rate of 32000 Kbps and second region for iPad using a maximum video call bit rate of 768 Kbps.
 	
  2. Create a region relationship from the CTS region to the iPad region, described in step 1, using a maximum video call bit rate of 512 Kbps.

To verify your VCS firmware and hardware codec versions, check the Device information screen in the Cisco TelePresence System Administration.

Consult the Unified CM Administration documentation for details about setup.

iPad—Blocking and Deleting Contacts

You cannot block contacts who are within your own organization.

If you delete a group of contacts on a device other than an iPad, you might not see the change immediately in Cisco Jabber for iPhone and iPad. Sign out and then sign in again for the changes to take effect.

iPad—Don't Send Jabber to the Background Before the Current Operation Completes

If you start an action, such as signing in or tapping **Webex Meeting** to start a meeting, and then bring Cisco Jabber for iPhone and iPad to the background before the action completes, you can't successfully complete the action.

iPad—Starting Webex Meetings

If you tap **Webex Meeting** to start a meeting, the system sends a meeting invitation when either the meeting starts or 60 seconds has elapsed.

iPad—Recording Indicator Mistakenly Comes On When Jabber Put In the Background

When on a Cisco Jabber call and you put Cisco Jabber to the background, sometimes the call indicator shows Cisco Jabber recording, depending on the iOS versions.

Multiple Resource Login

When a user signs in to multiple instances of the client at the same time, the chat feature behaves as follows:

• The first incoming chat message is sent to all the clients.

• The first client to reply to the incoming chat message gets all the subsequent messages. The other clients do not get these subsequent incoming messages.

- If the client does not use the chat feature for 5 minutes, the next incoming message is sent to all the clients again.

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.

168 Byte Limit for Transferred Filenames

When transferring a file, the filename cannot exceed 168 bytes (including extension). If you attempt to send a file with a longer name, you are notified that you have exceeded 168 bytes.

Limitations for Cloud Deployments

These limitations apply to all Jabber for iPhone and iPad on Webex Messenger and Team Messaging Mode deployments.

Apple Watch—Notifications Aren't Supported in TMM

Notifications aren't supported on Apple Watch in Jabber Team Messaging Mode (TMM).

Caveats

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 disrupts other devices on the network. No workarounds exist.
2 Severe	Important functions are unusable and workarounds don't exist. Other functions and the rest of the network is operating normally.
3 Moderate	Failures occur in unusual circumstances, or minor features don't work at all, or failures have low-impact workarounds. This severity is the highest level for documentation bugs.
4 Minor	Failures occur under unusual circumstances, but operation essentially recovers without intervention. Users don't need to install any workarounds and performance impact is tolerable.
5 Cosmetic	Defects don't 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.

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.

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

Cisco Jabber for Windows

These are the defects that apply to this release of Jabber for Windows.

Resolved Caveats in Release 12.9(7)

Identifier	Severity	Headline
CSCwc24382	3	Cisco Jabber Security Vulnerability: XMPP Stanza Smuggling with stream:stream tag

Open Caveats in 12.9(5)

Identifier	Severity	Headline
CSCvw25486	3	Contact search for 'Add mention' goes beyond screen
CSCvw16499	3	J4W 12.9 add members to the room now - does not notify invitee
CSCvw16215	2	Bad voice quality when recording is enabled
CSCvv92950	3	Directory contact search - name displays on the wrong side.
CSCvv85622	3	When uninstalling Jabber it will sometimes not clear its registry keys
CSCvv48257	3	J4W over MRA: both local ringback and remote media are heard if SIP 183 is followed by 180.
CSCvw06691	3	[Jabber doesn't clean up registries for C2x when uninstalled
CSCvw80168	2	Jabber for Windows sends logout request with valid auth token to an untrusted server
CSCvs57616	3	[Headset] Mute indicator not appear on Jabber call window when pressing mute button on Jabra Evolve

Identifier	Severity	Headline
CSCvw22276	3	Cisco Jabber changes Stream ID during small network disconnect
CSCvx29176	3	Jabber is sending queries for SRV records every 60 seconds when it's connected over MRA

Resolved Caveats in 12.9(5)

Identifier	Severity	Headline
CSCvw09657	3	Jabber for VDI 12.9 planning guide should be updated regarding Virtual Environment Requirements
CSCvw65188	3	Cisco Jabber for Windows Chat window with wrong timestamp
CSCvw81005	3	Wrong ports for IM-Only share in Jabber Planning Guide
CSCvw93493	3	Jabber Windows crash after incoming call being received
CSCvw96073	1	Cisco Jabber for Windows Arbitrary Program Execution Vulnerability
CSCvw96075	3	Cisco Jabber for Windows Information Disclosure Vulnerability
CSCvw96079	3	Cisco Jabber for Windows Denial of Service Vulnerability
CSCvw97199	3	Screenshots sent in Jabber not shown in "Cisco Jabber Chats" Folder in outlook
CSCvx12128	2	Jabber restoring dynamic negotiated codec at Re-Invite
CSCvx19064	2	Jabber 12.9.4 crashes when the group name changes in the contacts
CSCvx23947	3	Jabber does not store the credentials for phone services connectivity
CSCvx25130	3	the format when the number more than 4 digits paste into excel
CSCvx25506	3	Jabber 12.9.4 is not displaying entire message when "@" mention is used in the message
CSCvx26692	3	Top part of buttons cannot be clicked in forwarded call toast
CSCvx32189	2	Jabber incorrectly connects to Alphelia when setting up locus meetings support
CSCvx35754	3	Jabber login fails until reset
CSCvx36425	2	Run Arbitrary Commands via window.open
CSCvx36433	3	Cisco Jabber Arbitrary Program Execution Vulnerability
CSCvx36438	3	CEF Network Restriction Bypasses
CSCvx42039	3	Bold/Italic applied incorrectly in chat
CSCvx44399	3	Jabber Windows 12.9 Crash when resuming after a long period of non-usage
CSCvx47262	3	Jabber not considering otherPhone attribute in reverse lookup query against AD
CSCvx49697	6	Jabber is cutting out the audio output on a outbound call after welcome prompt
CSCvx54096	3	A blank page in Cisco Headset -Advanced setting
CSCvx56937	3	Jabber Blank Upgrade Toast on Windows

Identifier	Severity	Headline
CSCvx56977	4	Jabber not displaying contact information when returned number contains spaces
CSCvx43270	2	Improper Handling of Null Characters when Parsing Certificate
CSCvv25846	6	Jabber for windows : Recording icon is presented, even if the record-invoker is set to "silent"
CSCvx75594	3	Disable Locus CMR Meeting while meeting site is FedRAMP
CSCvx74361	3	Jabber 12.9.3 cannot start group chat in video call

Open Caveats in 12.9(4)

Identifier	Severity	Headline
CSCvw93493	3	Jabber Windows crash after incoming call being received
CSCvw25486	3	Contact search for 'Add mention' goes beyond screen
CSCvw16499	3	J4W 12.9 add members to the room now - does not notify invitee
CSCvw16215	2	Bad voice quality when recording is enabled
CSCvv92950	3	Directory contact search - name displays on the wrong side.
CSCvv85622	3	When uninstalling Jabber it will sometimes not clear its registry keys

Resolved Caveats in 12.9(4)

Identifier	Severity	Headline
CSCvv46809	2	J4W 12.9.x via AnyConnect VPN is not registering for phone services
CSCvv91387	2	IM-only mode - Jabber causes high CPU due to many UDS requests
CSCvs32858	3	Jabber for Windows shows wrong time after daylight time saving shift
CSCvu40378	3	Jabber for VDI seeing black screen during RDP automatically
CSCvv33864	3	Jabber not showing presence bubble in Chats Tab after unchecking Show contact pictures
CSCvv60200	3	Phone Services will not re-register after Anyconnect terminates for a period of time
CSCvv61952	3	Jabber sends encrypted credentials to LDAP server causing bind failure.
CSCvv64789	3	Jabber - lost outlook credentials after upgrade
CSCvv81457	3	video transmission issue is seen after resuming in Hold-Resume call between Jabber(MRA) and WxT(BSC
CSCvv84082	3	Jabber Deskphone re-select do not reconnect to CTI Server after a long CTI Server disconnect.
CSCvv92961	3	Jabber revokes Access token for all services when 401 Unauthorized received from Unity Connection

Identifier	Severity	Headline
CSCvv94594	3	jabber client on windows crashes when in Teams mode
CSCvv97561	3	Jabber 12.9 crash related to exchange services
CSCvv97879	3	Cisco Jabber for Windows 12.9(2) custom tab icons not displayed
CSCvw06512	3	J4W uses CCMCIP server hostname to build SIP URI
CSCvw07149	3	Jabber does not perform voicemail-sso login if Jabber receives Voicemail config via Webex first
CSCvw10791	3	J4W crash when persistent chat room is deleted
CSCvw13801	3	Jabber Windows fails to register in SIP OAuth mode when primary CUCM is inaccessible
CSCvw14090	3	Profile edit disable from webex profile do not work on Jabber
CSCvw16331	3	J4w sending single search uri queries in burst causing high utilization in uds-tomcat.
CSCvw24042	3	Outlook integration error
CSCvw24093	3	CFA doesn't work (keeps spinning/loading) on Jabber 12.9
CSCvw39654	3	Jabber for Windows 12.9.1 cause high CPU 20-30%
CSCvw43077	3	Jabber should not failover to single queries upon receiving 503 to bulk request
CSCvw49026	3	Incorrect Size of Emoticons in Dark Mode
CSCvw50869	3	Jabber Windows crashes intermittently with Logitech Stereo H650e headset
CSCvw52428	3	Jabber Windows 12.9 error with Copy/Paste to Word Doc
CSCvw61405	3	when using Jabber for Windows 12.9.2 persistent chat rooms there is delay when search for group
CSCvw65188	3	Cisco Jabber for Windows Chat window with wrong timestamp
CSCvw66496	3	Jabber 12.8.1 crash during a while user is on the call
CSCvw89783	3	Jabber 12.9.2 recording tones plays on both sides local , and remote after mute/unmute
CSCvw92528	3	Jabber for Windows 12.9.2/12.9.3 causes high CPU (20-30%) when maximized
CSCvw92904	3	Jabber Screen Freezes during changing layout while doing BFCP share

.

Resolved Caveats in 12.9(3)

Identifier	Severity	Headline
CSCvv88490	1	Cisco Jabber Cross-Site Scripting leading to RCE
CSCvv88491	3	Cisco Jabber Password Hash Stealing Information Disclosure
CSCvv88492	2	Cisco Jabber Custom Protocol Handler Command Injection

Identifier	Severity	Headline
CSCvw38030	1	Jabber Client Empty a Tags Not Processed by the Hyperlink Replacer Leads to XSS
CSCvw39218	3	Jabber Client Clickjacking
CSCvw39231	3	Jabber Client Javascript Functions for Downloading and Opening Files Need No Confirmation
CSCvw39224	2	Jabber Client Protocol Handler Command Injection
CSCvv93402	3	Jabber for Windows 12.9.2 chat window's contact display name shows base64 encoded
CSCvw27512	3	Cisco Jabber 12.9.X mixed History Chats in p2p conversation
CSCvw66496	3	Jabber 12.8.1 crash during a while user is on the call

Open Caveats in 12.9(2)

Identifier	Severity	Headline
CSCvs57616	3	[Headset] Mute indicator not appear on Jabber call window when pressing mute button on Jabra Evolve
CSCvu38469	3	Jabber is crashing with error "OpenSSL internal error, assertion failed: 0"
CSCvu40378	3	Jabber for VDI seeing black screen during RDP automatically
CSCvv04594	3	Persistent chat room is displaying as joined even after entering the wrong password
CSCvv26566	3	Jabber for Windows 12.9 Crashes when initiating Screenshare randomly
CSCvv48257	3	J4W over MRA: both local ringback and remote media are heard if SIP 183 is followed by 180
CSCvv53586	3	Jabber shows shared screen red outline on wrong screen
CSCvv68823	3	Jabber 12.9 no audio if using G729 when Call_Center_Audio_Enhance_Mode is set to true
CSCvv76727	3	Jabber doesn't alert user to sign out when VoiceServicesDomain is changed
CSCvv84082	3	Jabber Deskphone re-select do not reconnect to CTI Server after a long CTI Server disconnect.
CSCvv64789	3	Jabber - lost outlook credentials after upgrade

Resolved Caveats in 12.9(2)

Identifier	Severity	Headline
CSCvu62704	2	Jabber Windows high CPU usage for large CMS hosted conference with ActiveControl enabled
CSCvq11501	3	Jabber for Windows J4W does not refresh access token in failover scenario over MRA
CSCvu67532	3	[Headset] Jabber Install Error: Install fails due to "Sennheiser" folder in programdata/application
CSCvv17590	3	Contacts are randomly shown as URI instead of Display Name.
CSCvv35948	3	Jabber for Windows crash at DatabaseVoicemailStorage::setAudioAttachmentsforVoicemail
CSCvv50578	3	JabberCallHistory is missing:ChangeClientUser shouldn't be executed w/o 'PresenceDomain' configured.
CSCvv56660	3	Call logs not appearing for jabber version 12.x if more than 8 lines
CSCvv59501	3	Randomly names on incoming IM are not resolved and URI is displayed
CSCvv60133	3	Jabber re-registers softphone due to detected configuration changes
CSCvv60198	3	Users still receiving notification to upgrade to 12.9 even setting version to 12.8 in control hub
CSCvv61952	3	Jabber sends encrypted credentials to LDAP server causing bind failure.
CSCvv62417	3	Messages for existing chats with external users are not syncing automatically on Jabber TMM client
CSCvv65267	3	Blank chat window when chatting with user whose JID contains single quote
CSCvv66064	3	Jabber VDI full screen icon issue
CSCvv85621	3	Files icon is not displaying in High contrast mode of Team messaging mode

Open Caveats in 12.9(1)

Identifier	Severity	Headline
CSCvu62704	2	Jabber Windows high CPU usage for large CMS hosted conference with ActiveControl enabled
CSCvs57616	3	Mute indicator not appear on Jabber call window when pressing mute button on Jabra Evolve

Identifier	Severity	Headline
CSCvu38469	3	Jabber is crashing with error "OpenSSL internal error, assertion failed: 0"
CSCvu40378	3	Jabber for VDI seeing black screen during RDP automatically
CSCvu67532	3	Jabber Install Error: Install fails due to "Sennheiser" folder in programdata/application
CSCvu96763	3	Jabber contact photo refresh for all group chat members
CSCvv04594	3	Persistent chat room is displaying as joined even after entering the wrong password
CSCvv17590	3	Contacts are randomly shown as URI instead of Display Name.
CSCvv26566	3	Jabber for Windows 12.9 Crashes when initiating Screenshare
CSCvv48257	3	both local ringback and remote media are heard if SIP 183 is followed by 180
CSCvv50578	3	JabberCallHistory is missing:ChangeClientUser shouldn't be executed w/o 'PresenceDomain' configured.
CSCvv53586	3	Jabber shows shared screen red outline on wrong screen

Resolved Caveats in Release 12.9(1)

Identifier	Severity	Headline
CSCvu71173	2	Cisco Jabber for Windows Message Handling Arbitrary Code Execution Vulnerability
CSCvu71180	2	Jabber Sensitive Data Disclosure through crafted chat message
CSCvu71188	2	Jabber Sensitive Data Disclosure Through malicious link
CSCvu74172	2	Jabber - Plantronics Savi 700 Headsets Disconnect in Desk Phone Mode w/Accessories Manager Enabled
CSCvu96368	2	Cisco Jabber for Windows Protocol Handler Command Injection Vulnerability
CSCvv13694	2	Jabber 12.9 release note needs to be updated with the information on Silent Monitor support
CSCvv29966	2	Jabber doesn't alert user to sign out when Default Domain is changed in centralized IM&P
CSCvu31526	3	Jabber translating "In a meeting" incorrectly in German
CSCvu61968	3	Jabber 12.8.1.302494 in Teams Mode will disable file sharing and screenshot
CSCvu99870	3	Chat messages from SfB or Lync clients are not rendered by Jabber client intermittently
CSCvv04450	3	Alert when available feature doesn't work for temp contact

Identifier	Severity	Headline
CSCvv04694	3	Refresh icon in persistent chat room is not displaying in High Contrast Mode of CJW
CSCvv10379	3	Ldap person record source did not bind successfully after VPN connected
CSCvv15165	3	No Line number on the bottom left corner of Jabber window.
CSCvv17334	3	Jabber 12.9 should always start RDP share on the top right corner of call view
CSCvv31772	3	During multi line conference call,mismatch in call hold call details dashboard and active call panel
CSCvv35692	3	Cisco Jabber 12.9 Crash when "Fallback Authenticator" is configured
CSCvv35948	3	Jabber for Windows crash at DatabaseVoicemailStorage::setAudioAttachmentsforVoicemail
CSCvv51458	3	Jabber Meetings Tab missing "Join in Webex" option

Open Caveats in Release 12.9

Identifier	Severity	Headline
CSCvu62704	2	Jabber Windows high CPU usage for large CMS hosted conference with ActiveControl enabled
CSCvu74172	2	Jabber - Plantronics Savi 700 Headsets Disconnect in Desk Phone Mode w/Accessories Manager Enabled
CSCvs57616	3	Mute indicator not appear on Jabber call window when pressing mute button on Jabra Evolve
CSCvu38469	3	Jabber is crashing with error "OpenSSL internal error, assertion failed: 0"
CSCvu40378	3	Jabber for VDI seeing black screen during RDP automatically
CSCvu61968	3	Jabber in Teams Mode will disable file sharing and screenshot
CSCvu67532	3	Jabber Install Error: Install fails due to "Sennheiser" folder in programdata/application

Resolved Caveats in Release 12.9

Identifier	Severity	Headline
CSCvs58596	2	Original Called Number not shown in Jabber Popup when call via Hunt Group
CSCvu25647	2	Jabber VDI changes the Status within 1 minute

Identifier	Severity	Headline
CSCvu27580	2	BFCP share intermittently fails to stop when user click stop share button on Jabber
CSCvu33113	2	Jabber does not stop sending CTI request,with invalid access token to CUCM, causing high CPU on CUCM
CSCvu64467	2	J4W 12.8.x via AnyConnect VPN is not registering for phone services
CSCvp28473	3	Jabber doesn't play 300 milliseconds of initial audio in the Whisper announcement (UCCE feature)
CSCvr82552	3	Unable to share the screen from contacts tab in Cisco Jabber for Windows
CSCvs44353	3	J4W 12.7.1 may crash in PLT headset plugin dll when launch at Windows startup
CSCvs88159	3	Text is not well formatted in saved chat HTML file
CSCvt01967	3	Cannot control mute button when calling in to a webex meeting without a webex account
CSCvt79915	3	Jabber 12.8.1 can open multiple instances on same PC when switching UI mode
CSCvu20056	3	Nonfunctional admit button exposed when connected to CMS meeting
CSCvu25845	3	When user joins meeting from Jabber Meeting Pop Up the symbol (') is added to the URL
CSCvu30275	3	Jabber becomes the active window unexpectedly after switching to another app
CSCvu37567	3	Chat bubble not visible when Jabber calls to CMS cospace.
CSCvu38455	3	J4W crashing with AMX camera
CSCvu48152	3	Persistent Chat rooms refresh is timing out as the number of persistent chat rooms increase
CSCvu54694	3	Jabber does not blink on taskbar if its in the system tray
CSCvu59673	3	No notifications for participants on Persistent Chat Room escalation to a conference
CSCvu60143	3	Jabber does not allow leaving Space when right-click 1:1 space
CSCvu61316	3	Incoming call shows SIP uri instead of number when Jabber is deskphone mode
CSCvu73173	3	ForceLogoutTimer does not clean the Oauth token store

Identifier	Severity	Headline
CSCvr25302	6	Photos are not displayed for contacts immediately after adding Directory Group

Cisco Jabber for Mac

These are the defects that apply to this release of Jabber for Mac.

Resolved Caveats in Release 12.9(8)

Identifier	Severity	Headline
CSCwc24382	3	Cisco Jabber Security Vulnerability: XMPP Stanza Smuggling with stream:stream tag

Resolved Caveats in 12.9(4)

Identifier	Severity	Headline
CSCvv88490	1	Cisco Jabber Cross-Site Scripting leading to RCE
CSCvv88491	3	Cisco Jabber Password Hash Stealing Information Disclosure
CSCvw38030	1	Jabber Client Empty a Tags Not Processed by the Hyperlink Replacer Leads to XSS
CSCvv78391	3	Jabber crash observed while logging in with version 12.9.0
CSCvw45499	2	No audio when accepting a call on Jabber with MAC
CSCvw12828	3	High memory consumption by Jabber MAC 12.9.0.303467
CSCvu60880	3	J4M - Audio output selection issue

Resolved Caveats in 12.9(3)

Identifier	Severity	Headline
CSCvw15210	3	Jabber for Mac 12.9.2 chat window contact display name becomes base64 encoded

Resolved Caveats in 12.9(2)

Identifier	Severity	Headline
CSCvu62715	2	Jabber Mac high CPU usage for large CMS hosted conference with ActiveControl enabled
CSCvv54803	2	Jabber for Mac version 12.9 crashes when it tries to synch up with ical meetings
CSCvu78790	3	Webex meetings created in iCal does not display descriptions and participant list

Open Caveats in 12.9(1)

Identifier	Severity	Headline
CSCvu62715	2	Jabber Mac high CPU usage for large CMS hosted conference with ActiveControl enabled

Resolved Caveats in Release 12.9(1)

Identifier	Severity	Headline
CSCvu89568	3	Jabber for Mac not accepting all SIP URI pattern
CSCvv06604	3	Jabber chats display in 24 hour (military) time regardless of OS setting

Open Caveats in Release 12.9

Identifier	Severity	Headline
CSCvu62715	2	Jabber Mac high CPU usage for large CMS hosted conference with ActiveControl enabled
CSCvu89568	3	Jabber for Mac not accepting all SIP URI pattern
CSCvt74277	3	Voicemail credentials should be locked in Jabber when service profile is set to use IM&P credentials

Resolved Caveats in Release 12.9

Identifier	Severity	Headline
CSCvu52721	3	Jabber calendar invites show host and attendees as UNKNOWN
CSCvu55829	3	Jabber for Mac cannot register softphone using IPv6

Identifier	Severity	Headline
CSCvu64082	3	Jabber OAuth Login Error 'Cannot open page, try again later' with Jabber 12.8.1 over MRA without SSO
CSCvr53640	4	Jabber for Mac 12.7 - wrong date in conversation window
CSCvu46726	4	Jabber calls on MAC does not hear audio once webex content sharing is optimized for motion and video
CSCvk26728	6	Jabber MAC sends multiple requests to the same authorise URL for authentication to IDP

Cisco Jabber for Android

These are the defects that apply to this release of Jabber for Android.

Resolved Caveats in 12.9(6)

Identifier	Severity	Headline
CSCvx14691	2	Cisco Jabber Android -MRA- Phone Services no connecting

Resolved Caveats in 12.9(5)

Identifier	Severity	Headline
CSCvw81390	3	Robotic audio when using USB C headset on Jabber for Android

Resolved Caveats in 12.9(4)

Identifier	Severity	Headline
CSCvw63261	3	Not able to dial personal contacts from Jabber for Android
CSCvw38030	1	Jabber Client Empty a Tags Not Processed by the Hyperlink Replacer Leads to XSS

Resolved Caveats in 12.9(3)

Identifier	Severity	Headline
CSCvv26509	2	Jabber on Android 12.9 cannot register to phone services over MRA
CSCvw13878	3	Jabber for Android 12.9.2 chat window contact display name becomes base64 encoded

Identifier	Severity	Headline
CSCvw17417	3	Jaber for Chromebook - invalid alert being present while logging in

Resolved Caveats in 12.9(2)

Identifier	Severity	Headline
CSCvu62730	2	Jabber Android high CPU usage for large CMS hosted conference with ActiveControl enabled
CSCvv81782	2	Jabber android 12.9 MRA: Issue with phone services
CSCvv24893	3	Microphone is not working for Samsung Galaxy Tab S6 (SM-T865)
CSCvv81757	3	Not able to dial personal contacts from Jabber for Android

Resolved Caveats in Release 12.9(1)

Identifier	Severity	Headline
CSCvq36013	2	Jabber for Android loses incoming call in background
CSCvv34909	2	Jabber Sensitive Data Disclosure
CSCvu46139	3	Custom tabs over MRA does not properly work
CSCvu82188	3	Call is ringing on Jabber TAB & Jabber BOT device when DND is enabled on TAB in CUCM for shared line
CSCvu82753	3	[Jabber]DND behaviour is not consistent when jabber is in foreground and background on TAB Device
CSCvv24893	3	J4A - Microphone is not working for Galaxy Tab S6/S5e

Open Caveats in Release 12.9

Identifier	Severity	Headline
CSCvu62730	2	Jabber Android high CPU usage for large CMS hosted conference with ActiveControl enabled
CSCvu89867	2	Multiple Vulnerabilities in sqlite
CSCvu46139	3	Custom tabs over MRA does not properly work

Resolved Caveats in Release 12.9

Identifier	Severity	Headline
CSCvr77314	2	SQLite whereLoopAddBtreeIndex Denial of Service Vulnerability
CSCvs76920	2	libxml2 xmlParseBalancedChunkMemoryRecover Memory Leak Vulnerability
CSCvs77077	2	cURL FILE: URL Creation Vulnerability
CSCvt29355	2	No answer option on Jabber for Knox when device and Knox are locked
CSCvr43753	3	Jabber phone registration fails due to (null) in SIP header
CSCvt56315	3	[Jabber Android] emoticon replace by &#39, the display is wrong
CSCvt70955	3	Cisco Jabber for Android Call States Protection Levels Enhancement
CSCvu05454	3	Jabber Android 12.8.1 logs out when InvalidCredentialsLogout is True
CSCvu19513	3	Jabber for Android does not refresh access token intermittently when setting timer in the background
CSCvu59372	3	Jabber does not reconnect to voice services after network bounce
CSCvu34357	4	Jabber login failed on Android 12.8.1.302528 over MRA while InvalidCredentialsLogout configured

Cisco Jabber for iPhone and iPad

These are the defects that apply to this release of Jabber for iPhone and iPad.

Resolved Caveats in 12.9(5)

Identifier	Severity	Headline
CSCvv68322	3	IM APNs not showing IM and instead show You have a new message due to inability to read encrypt key
CSCvw71082	3	Escalation to video call after Transfer puts current call on hold and calls out transferor again
CSCvw96370	3	Jabber Mobile disconnects active call when resuming another call on hold

Resolved Caveats in 12.9(4)

Identifier	Severity	Headline
CSCvw38030	1	Jabber Client Empty a Tags Not Processed by the Hyperlink Replacer Leads to XSS

Identifier	Severity	Headline
CSCvw21257	3	Jabber client gets stuck after a missing call from Hunt Pilot
CSCvv74385	3	Phone service disconnects immediately over MRA
CSCvv82129	3	Retrieving VM after Voice APNs with CFNA crashes Jabber App 12.9
CSCvv88382	6	J4I Join Conference Call notification presented in chat list window instead of group chat window
CSCvw49326	3	Jabber running IOS 14.2 Unable to make conference call

Resolved Caveats in 12.9(3)

Identifier	Severity	Headline
CSCvw09838	3	Jabber for iPhone 12.9 should support iOS 12.X.
CSCvw13873	3	Jabber for iPhone 12.9.2 chat window contact display name becomes base64 encoded

Resolved Caveats in 12.9(2)

Identifier	Severity	Headline
CSCvu6272	2	Jabber iOS high CPU usage for large CMS hosted conference with ActiveControl enabled
CSCvv78680	3	Jabber 12.9.1.303973 on iOS 13.6.1 some users may not be able to receive/send message to other users
CSCvv84724	3	User receives the notification "There is a new message" after in background mode for 36 hours
CSCvv68322	3	IM APNs not showing IM and instead show You have a new message

Open Caveats in 12.9(1)

Identifier	Severity	Headline
CSCvu62721	2	Jabber iOS high CPU usage for large CMS hosted conference with ActiveControl enabled

Open Caveats in Release 12.9

Identifier	Severity	Headline
CSCvu62721	2	Jabber iOS high CPU usage for large CMS hosted conference with ActiveControl enabled
CSCvu43878	3	Custom tabs over MRA does not properly work
CSCvu47711	3	5~6 seconds audio delay after call pickup on Jabber for iPhone
CSCvu59790	3	Jabber for iOS does not process Set-Cookie from 401 Unauthorized response

Resolved Caveats in Release 12.9

Identifier	Severity	Headline
CSCvt34957	3	Jabber for iOS DND silence calls
CSCvu35276	3	Jabber for Mobile recieved mdm:read XMPP stanza early than mdm:rcvd XMPP stanza