

Release Notes for Cisco Jabber for Mac 12.6

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Build Number for 12.6

Version	Build Number
12.6(1)	12.6.1.284405
12.6	12.6.0.281201

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

Release	File Name
12.6(1)	Install_Cisco_Jabber-Mac-12.6.1.284405-10721488-MCOCFCd7spWTv7LzVJy_Yo+D61BpxAhUAiPaL7_VOzXLv28XUxLFC_mMLzip
12.6	Install_Cisco_Jabber-Mac-12.6.0.281201-10709431-MCwCFCMMhndf5k7Y3EzYSVtpODKAhRIZpRTVpS_cbrNfjLygg5PQ!zip

DownloadURL

The DownloadURL file element refers to the Cisco Jabber for Mac installation file. The installation file on the update server must be renamed to match this DownloadURL file element name.

You can also download the manual installation file, if your users install the client manually.



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

What's New in Cisco Jabber for Mac 12.6(1)

Cisco Headset Controls

There are new audio settings available for users of Cisco 561 and 562 headsets. Users can adjust the sidetone and equalizer settings of the headset, check what firmware version is installed, and reset the headset to its default state. These features require Headset Firmware Release 1.5 and Cisco Unified Call Manager 12.5(1)SU1. For more information, see the [Cisco Unified Communications Manager Administration Guide](#).

Disable Mute Tone

You can now turn off the audio tone that plays by default when a user mutes themselves during a call. For more information, refer to the SelfMuteTone parameter in the [Parameters Reference Guide for Cisco Jabber 12.6](#).

Keypad Enhancements

We've expanded the Jabber keypad to include two symbols: the comma (,) and the plus sign (+).

Support for Viewing ECM Files

In team messaging mode, users are now able to view files sent to them via Enterprise Content Management (ECM) rather than from a local directory. Selecting a shared ECM file will cross-launch a web browser where the file can be viewed.

Resolved Caveats

This release provides fixes for a number of known issues. See the Resolved Caveats 12.6(1) section for a list of caveats fixed in this release.

What's New in Cisco Jabber for Mac 12.6

Jabber Team Messaging Mode

This feature was released in 12.5 as a preview, and in 12.6, we are happy to announce it is a fully supported feature, with support on mobile clients now also added.

Chat features—You can now format text and flag messages.

Upgrade Profiles—You can create upgrade profiles on the Webex Control Hub for individual users. Use the upgrade profiles to control which version of Jabber team messaging mode your users are on. For more information about setting up upgrade profiles, see how to *Add Upgrade Profiles in the Webex Control Hub in Cloud and Hybrid Deployments for Cisco Jabber 12.6*.

Search on CI, UDS and LDAP—Users with Jabber team messaging mode can now search for contacts and their profiles from the company directory (on UDS/LDAP), even if the contact is not in the CI. With the search results, you'll see the person's profile picture, and be able to call them. To define the scope of contacts search, CI-only search is the default behavior. For more information, check out the ContactProfileSource and ContactSearchSource parameters in the [Parameters Reference Guide for Cisco Jabber 12.6](#).

File Policy—You can control the file policy for your users on Jabber team messaging mode by restricting if users can share files. Set the file policy in the Cisco Webex Control Hub.

Meetings

Meeting Controls for Video Device-Enabled Meetings—Users can join Cisco Collaboration Meeting Rooms from Jabber, where they can see the participant list, change the video layout, lock and record the meeting, mute, unmute, and remove participants, and assign host privileges. Jabber supports using PIN numbers to access video device-enabled Webex meetings.

ActiveControl Support Over the MRA Expressway—ActiveControl is accessible to users who are outside of the corporate network by using the Expressway for Mobile and Remote Access (MRA). Using ActiveControl over MRA is done using SIP oAuth or CAPF enrollment. For environments without secure phones, users can now authenticate to the network using their username and password when moving onto MRA.

For information about setting up ActiveControl, see [Feature Configuration for Cisco Jabber 12.6](#).

Improved Video Resolution—Jabber now supports HD video at 1080p/30FPS bidirectionally (transmit/receive) at the same time. The CPU must be Intel Core i5 or later, with a bandwidth of between 2 and 4 Mbps.

Keypad Support—When users go to their **Call** tab in Jabber, a keypad is now available for them to use to make a call using their mouse, if they don't want to use their keyboard for the **Search or Call** bar.

On-Premises Proximity and Wireless Screen Sharing—Users can now share their screen with this on-premises proximity feature to share the screen from their computers on a video device using ultrasound. If the Auto-connection toggle is on, the Jabber client will connect automatically to a nearby video device. Supported devices include Cisco MX, SX, DX, IX, and the Cisco Webex Room Series.

This feature is on by default. To turn it off, change the EnableProximity parameter to false. For more information about the parameter, see the [Parameters Reference Guide for Cisco Jabber 12.6](#).

Screen Sharing in Webex—We've improved screen sharing for Mac users in IM only desktop share for Webex messenger deployment, to bring the experience inline with what you can do in Cisco Jabber for Windows.

Feature Improvements

Offline Message Support For Jabber and Webex Teams—We have improved the experience for Webex Messenger users who are enabled for interoperability between Cisco Jabber and Cisco Webex Teams. Now when users who have been using Cisco Webex Teams sign back in to Jabber after a period being offline, they will no longer get an alert telling them that new messages are available in Webex Teams, with a link to the Webex Teams web client. Instead, they will receive their new messages in Jabber for their missed one-to-one conversations.

To enable this feature, see how to [Set Up Interoperability for Cisco Webex Teams and Jabber](#).

Save Chat History to Office 365—We've added support for modern authentication with Office 365, which means that users can save their Jabber chat history to cloud-based Exchange servers. For more information on setting this up, see the *Chat History in Microsoft Outlook* section in [Feature Configuration for Cisco Jabber 12.6](#).

Spam Prevention—We've enhanced the privacy settings available for users in Cisco Webex Messenger deployments. Users can choose to block incoming messages globally and add trusted contacts or domains to their allow list.

Hide Persistent Chat Room Members—Jabber now supports a setting in Cisco Unified Communications Manager that lets you decide whether members and administrators of a persistent chat room are listed in the room even when they don't have the chat window open. Changes to this setting apply only to restricted rooms that are created after the change has been made. For more information, see the *Persistent Chat Rooms* section in [Feature Configuration for Cisco Jabber 12.6](#).

UDS Failover—If your Cisco Unified Communications Manager User Data Service server (UDS1(UCM1) becomes unavailable, Jabber can now dynamically failover to the UDS2(UCM2) server for contact resolution and search. For more information, see [Planning Guide for Cisco Jabber 12.6](#).

Support for Special Characters—Jabber now supports special characters in usernames during login.

Requirements

Cisco Jabber Requirements

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

Operating System for Cisco Jabber for Mac

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

- macOS Catalina 10.15 (or later)
- macOS Mojave 10.14 (or later)
- macOS High Sierra 10.13 (or later)
- macOS Sierra 10.12 (or later)

Hardware Requirements for Desktop Clients

Requirement	Cisco Jabber for Windows	Cisco Jabber for Mac
Installed RAM	2-GB RAM	2-GB RAM
Free physical memory	128 MB	1 GB
Free disk space	256 MB	300 MB
CPU speed and type	AMD Mobile Sempron Processor 3600+ 2 GHz Intel Core 2 Duo Processor T7400 @ 2.16 GHz	Intel Core 2 Duo or later processors in any of the following Apple hardware: <ul style="list-style-type: none"> • iMac Pro • MacBook Pro (including Retina Display model) • MacBook • MacBook Air • iMac • Mac Mini
GPU	DirectX11 on Microsoft Windows 7	N/A
I/O ports	USB 2.0 for USB camera and audio devices.	USB 2.0 for USB camera and audio devices

CTI Supported Devices

To view the list of Computer Telephony Integration (CTI) supported devices for your Unified Communications Manager:

1. From the **Cisco Unified Reporting** page, select **Unified CM Phone Feature List** from the **System Reports** menu.
2. After opening the report, select **CTI controlled** from the **Feature** drop-down list.

Limitations and Restrictions

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.

Caveats

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

Search for Bugs

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

Procedure

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- Step 1** To access the Bug Search Tool, go to <https://tools.cisco.com/bugsearch/search>.
 - Step 2** Sign in with your Cisco.com user ID and password.

Step 3 To look for information about a specific problem, enter the bug ID number in the **Search for** field, then press **Enter**. Alternatively, you can search by product and release.

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

Bug Severity Levels

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

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

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

Open Caveats in Release 12.6(1)

Identifier	Severity	Headline
CSCvp22805	3	Random Crash when perform jabber call in macOS 10.14.4 and machine with 2 graphics cards

Open Caveats in Release 12.6

Identifier	Severity	Headline
CSCvp13607	3	Messages & Files search results fetched are not same as Teams client.
CSCvp13633	3	Contact service 'search more' API return empty result.

Identifier	Severity	Headline
CSCvp13646	3	Inconsistent presence in Jabber teams mode against Webex Teams client.
CSCvp13667	3	No space list is shown after login.
CSCvp13693	3	Unexpected unread status for one old space after sign out.
CSCvp13702	3	Many trivial threads created by cprest when day0 login.
CSCvp22805	3	[J4M] Random Crash when performing a Jabber call in macOS 10.14.4 and machine with 2 graphics cards.

Resolved Caveats in Release 12.6.x

Resolved caveats in release 12.6.1

Identifier	Severity	Headline
CSCvp45112	2	DTMF digits not transferred in time (within 50ms)
CSCvp74650	3	Jabber 12.6 fails to call URIs containing webex.com if conference profile applied
CSCvp95654	3	Jabber 12.6 choppy audio for outbound calls
CSCvq13800	3	Jabber does not show hunt pilot information

Resolved caveats in release 12.6

Identifier	Severity	Headline
CSCvo43107	2	Jabber with Hybrid (WebEx Messenger) and on-prem phone services is getting forced to sign-out.
CSCvm60187	3	Cisco Jabber Client Framework (JCF) Insecure Directory Permissions Vulnerability.
CSCvn42926	3	Jabber would generate a Webex trace in /tmp folder when signed in.
CSCvn50852	3	[J4M] Incorrect CSS style leads to bullet points < li > in wrong vertical position in chat window
CSCvo13089	3	Cisco Jabber for Mac has incorrect year in call History.
CSCvo27156	3	Jabber bot HTML formatted messages do not render/work correctly.
CSCvo59911	4	Jabber for Mac is wrongly resolving numbers in format +99(0)12 3123456.

