Jabber Release Notes for 15.3

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Related documents

- Planning guide for Cisco Jabber 14.1 (and later)
- On-Premises Deployment for Cisco Jabber 14.1 (and later)
- Feature Configuration for Cisco Jabber 14.1 (and later)
- Parameters Reference Guide for Cisco Jabber 14.1 (and later)
- Cisco Jabber Administration Tasks
- Cisco Jabber User Guide

New build numbers

Jabber for Windows

Version	Build Number
15.3.1	15.3.1.61358 Build 311358

Jabber for Mac

Version	Build Number
15.3.1	15.3.1.311358

Download URL: Install_Cisco-Jabber-Mac-15.3.1.311358-251028106-2UWI29gaMRqV9IG5FsyQTQysBvLBOCg1IdNMem9o556KTfajud+VjRxWah2dOKJvn9CbWa4TJxZUvzuRPDvICQ==.zip

Jabber for iOS

Version	Build Number
15.3.1	15.3.1. 311358

Jabber for Android

Version	Build Number
15.3.1	15.3.1.311364

Jabber for VDI

Version	Build Number
NA	NA

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New and updated features

Enforce a Minimum RSA key length of 3072 bits for Common Criteria

Released in 15.3.1.

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

To meet CNSA 1.0 compliance, when Common Criteria is enabled, the RSA key length must be at least 3072 bits. To configure the RSA key length, read about how to *Create and Configure Cisco Jabber Devices* in the *On-Premises Deployment Guide for Cisco Jabber 12.5*.

New Supported Android devices in 15.3.1

Brand	Device Model	Supported OS Version	Notes
Samsung	Galaxy S26 Ultra	Android 16 or later	
Zebra	HC25, HC55	Android 13	

Noise Removal

Released in 15.3.

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

Users can turn on noise removal to get better audio experience. IT admin can also set a default value for their users.

Config Key: **EnableNoiseRemoval**

Set a default state of the noise removal feature. End users can still change the value from the app settings.

- true(default)-noise removal is enabled
- false-noise removal is disabled

Virtual Background

Released in 15.3.

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

Users can blur their background, change their background or add their own background for video calls.

Config Key: **EnableVirtualBackground**

Specifies if the Virtual Background feature is allowed to use.

- true(default)-virtual background is allowed

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- false-virtual background is disallowed. All functions (including background blur, Cisco preset images, and user-uploaded custom images) are disabled and hidden from the app user interface.

Note: The following config keys will only take effect when **EnableVirtualBackground** is set to true.

Config Key: **EnableBlurVideoBackground**

Specifies if the users have the background blur option.

- true(default)-blur background is allowed
- false-blur background is disallowed.

Config Key: **EnableVirtualBackgroundCiscoPreset**

Specifies if the users have the Cisco-provided preset virtual background images in the app settings.

- true(default)- users can select from a set of Cisco predefined background images
- false- these Cisco preset images are not shown in the background option

Config Key: **EnableVirtualBackgroundCustomerized**

Specifies if the users can upload custom images as the background.

- true(default)-users can upload, manage (add or delete), and apply their own background images.
- false-no user option to upload or use custom image

Note: Virtual background requires additional system requirements:

Windows

- Operating system: Windows 11 64-bit (x86-64 and AMD64)
- Processor:
  - Intel Core 3, 5, or 7 4000 series processor or higher
  - Intel Core 9 dual-core processor or higher
  - Intel Xeon dual-core processor or higher
  - Other Intel processors: 6 cores or higher
  - AMD Ryzen 5,7,9 with 4 cores processor or later
  - Other AMD processors: 4 cores at 3Ghz or higher, or more than 4 cores, excluding AMD embedded G-series processors
- Memory: 8GB or more of RAM
- GPU mode: Intel® HD Graphics Driver version 26.20 and later

Mac

- Operating system: macOS High Sierra (version 10.13) and later
- Processor:
  - Apple silicon processors with 4 cores or more
  - Intel Core i9 dual-core processor or higher

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- Intel Core i7 5000 series dual-core processor or higher
- Intel Core i7 3000 series quad-core processor or higher
- Intel Core i5 6000 series dual-core processor or higher
- Intel Core i5 3000 series quad-core processor or higher

iOS

- Device models:
  - iPhone 12 and later
  - iPad 8th generation or later
  - iPad Air 4th generation or later
  - iPad Pro 4th generation or later
  - iPad mini 5th generation or later

Android

- Operating system: Android 64-bit
- Device models:
  - Google Pixel 5, Pixel 6, Pixel 7
  - Samsung Galaxy S20, S21, S22, S23, S24, S25, S26 Ultra
  - Samsung Galaxy XCover6 Pro, XCover7 Pro
  - Samsung Galaxy A54 5G
  - Samsung Galaxy Tab Active 5
  - Samsung Galaxy Tab S8+ / S8 Ultra
  - Samsung Galaxy Tab S10 FE / S10+ / S10 Ultra
  - Other devices with equivalent processors that have 8 or more cores
- Memory: 8GB or more of RAM

(Preview)Cross Launch CMS web client to join a meeting

Released in 15.3.

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

Users can join CMS meetings by cross-launching CMS web client to get advanced AI features such as noise removal. Default behavior is still joining CMS meetings within Jabber.

Config Key: **EnableCrossLaunchCMSWeb**

Specifies whether the Jabber client should cross-launch the CMS Web application.

- true-join CMS meetings by cross-launching CMS web client.

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- false(default)-join CMS meetings within Jabber.

Config Key: **CMSVideoAddressDomains**

Specifies a list of CMS Video Address domains. These can be configured in the CMS Web Admin and viewed in the CMS Web App. If there are multiple domains, separate them with semicolons.

Example:

<CMSVideoAddressDomains>CMSSipDomain1.com;CMSSipDomain2.com</CMSVideoAddressDomains>

Config Key: **CMSWebAdminHostNamesAndPorts**

Specifies a list of CMS Web Admin hostnames and ports. If there are multiple entries, separate them with semicolons.

Example:

<CMSWebAdminHostNamesAndPorts>CMSHost1.com:port1;CMSHost2.com:port2</CMSWebAdminHostNamesAndPorts>

Note 1: this feature requires CMS 3.13 or higher.

Note 2: CMS hasn't released a version that supports Jabber user authentication, so it's a preview feature.

Jabber for iPhone and iPad: Liquid Glass Design Support

Released in 15.3.

Windows	Mac	iPhone and iPad	Android
No	No	Yes	No

Jabber supports the iOS 26 liquid glass design language, so users will get native app experience.

Jabber for Mac: Outlook Calendar Integration with CMS meetings

Released in 15.3.

Windows	Mac	iPhone and iPad	Android
Yes	Yes	No	No

Following Windows, users can join meetings directly from their Cisco Jabber calendar or from the pop-up meeting notification, and they don't need to go to Outlook to click the CMS web link.

When users click the Join button in their Cisco Jabber calendar or the pop-up, the CMS web app automatically opens the meeting URL.

To enable this feature, you must add the CMS meeting domains in the Jabber configuration file:

Key name: **CMSMeetingDomains**

Key value: Specifies a list of CMS meeting domains. If there are multiple entries, separate them with semicolons.

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Example:

<CMSMeetingDomains>CMSDomain1.com; CMSDomain2.com</CMSMeetingDomains>

Jabber for Windows: Support to use msiexec command line to configure LOGIN_HINT in Jabber-bootstrap.properties

Released in 15.3.

Windows	Mac	iPhone and iPad	Android
Yes	No	No	No

Once the admin configures LOGIN_HINT in the jabber-bootstrap.properties, they can use msi command to install jabber with pre-populating the value of bootstrap properties.

Example:

Install Jabber and configure CUP plus Login Hint:

- msiexec.exe /i CiscoJabberSetup.msi CLEAR=1 AUTHENTICATOR=CUP CUP_ADDRESS=x.x.x.x LOGIN_HINT=ID@<domain>

Support special character "<" in CMS space names

Released in 15.3.

Windows	Mac	iPhone and iPad	Android
Yes	Yes	Yes	Yes

Jabber can accept incoming calls from CMS space name which contains "<".

Config Key: **EnableAngleBracketInDisplayName**

Specifies whether the Jabber client should accept the character "<" in CMS space name.

- true-Jabber accepts incoming calls from CMS space name which contains "<".
- false(default)-Jabber rejects incoming calls from CMS space name which contains "<" due to parsing error.

New Supported Chromebook devices in 15.3

Brand	Device Model	Supported OS Version	Notes
ASUS	CX3402CV	Chrome OS 148 or higher	

New Supported Android devices in 15.3

Brand	Device Model	Supported OS Version	Notes
Samsung	A56	Android 15 or later	
Samsung	A57	Android 16 or later	

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Supported operating system requirements

Windows

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

- Microsoft Windows 11 (desktop mode)
- Microsoft Windows 10 (desktop mode)

Cisco Jabber for Windows does not require the Microsoft .NET Framework or any Java modules.

Important Notice: Starting with the next Jabber major release, Jabber will not be supported on Windows 10 32-bit devices. Jabber 15.3.x will be the last version supporting Windows 10 32-bit systems.

MacOS

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

- macOS Golden Gate 27
- macOS Tahoe 26
- macOS Sequoia 15

Android

The latest Cisco Jabber for Android Release is supported on Android OS 11 or later.
Important Notice #1: Starting with the next Jabber major release, Jabber will not be supported on Android 11 or 32-bit Android devices. Jabber 15.3.x will be the last version supporting 32-bit systems and Android OS 11.

Important Notice #2: Starting with Jabber 15.3.1, Jabber will no longer support Android Auto and Wear OS/Android wearable devices.

iOS and iPadOS

The latest versions of Cisco Jabber for iPhone and iPad only support the latest versions of iOS and iPadOS.

Important Notice: Starting with the next Jabber major release, Jabber will no longer support Apple Watch/watchOS.

Supported device requirements

Supported Android devices

Brand	Device Model	Supported OS Version	Notes
Ascom	Myco 4 Slim	Android OS 14	
Honeywell	EDA57	Android OS 12.0	
Google	Pixel 2/Pixel 2 XL	Android OS 11.0 or later	During a Jabber call, if the user switches audio from a mobile device to a handset, there may be some issues with the audio for a few seconds.
	Pixel 3/Pixel 3 XL	Android OS 11.0 or later	If the user uses the attached headset with a phone, there may be issues with the audio for a few seconds.
	Pixel 4/Pixel 4 XL	Android OS 11.0 or later	
	Pixel 4a 5G	Android OS 11.0 or later	
	Pixel 5	Android OS 11.0 or later	
	Pixel 6/Pixel 6 Pro	Android OS 12.0 or later	

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Brand	Device Model	Supported OS Version	Notes
	Pixel 7/Pixel 7 Pro	Android OS 13.0 or later	
Nokia	Nokia 8.1	Android OS 11.0 or later	
OnePlus	6/6T	Android OS 11.0 or later	
	7T	Android OS 11.0 or later	
	8/8 Pro/8T	Android OS 11.0 or later	
Samsung	S10/S10 +	Android OS 11.0 or later	
	S20/S20 +/S20 Ultra	Android OS 11.0 or later	
	S21/S21 +/S21 Ultra	Android OS 12.0 or later	
	S22/S22 +/S22 Ultra	Android OS 12.0 or later	
	S24+/S24 Ultra	Android OS 14.0 or later	
	S25+/S25 Ultra	Android OS 15.0 or later	
	S26 Ultra	Android OS 16.0 or later	
	Note 10/Note 10+	Android OS 11.0 or later	
	Note 20/Note 20+	Android OS 11.0 or later	
	A51/A52	Android OS 11.0 or later	
	A53	Android OS 13.0 or later	
	A54	Android OS 13.0 or later	
	A56	Android OS 15.0 or later	
	A57	Android OS 16.0 or later	
	Xcover 5	Android OS 12, 13 and 14	User may experience no sound for a short time when the call is connected
	Xcover 6 Pro	Android OS 13 and 14	
	Xcover 7	Android OS 14 and 15	
	Xcover 7 Pro	Android OS 15	
Sharp	AQUOS SH-M210	Android OS 11.0	
Sony	Xperia 5 Mark II	Android OS 11.0 or later	
Xiaomi	Mi 10	Android OS 11.0 and later	
	Mi 10 Ultra	Android OS 11.0 and later	
Zebra	HC25	Android OS 13	
	HC55	Android OS 13	

Supported Chromebook models

Chromebook must have Chrome OS version 53 or later. Users can download Cisco Jabber for Android from Google Play Store.

- ASUS Chromebook Flip C302
- ASUS Chromebook Flip C434 (with i5-8200Y)
- ASUS Chromebook CX3402CV (with Chrome OS 148 or higher)
- Dell Latitude 5400 (with i5-8265U)
- HP Chromebook 13 G1 Notebook PC
- Google Chromebook Pixel
- Google Chromebook Pixelbook
- Samsung Chromebook Pro

Supported iPhone and iPad devices

Jabber supports the following Apple devices.

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Apple Device	Models
iPhone	SE(2nd, 3rd Gen), 11, 12, 13, 14, 15, 16, 17 and iPhone Air
iPad Pro	11 inch, 1st, 2nd, 3rd and 4th generation 11 inch (M4, M5) 12.9 inch, 3rd, 4th, 5th and 6th generation 13 inch (M4, M5)
iPad Air	Air 3rd, 4th and 5th generation Air 11 inch (M2,M3,M4) and 13 inch (M2,M3,M4)
iPad mini	mini 5th and 6th generation mini A17 Pro(7Th generation)
iPad	7th, 8th, 9th and 10th generation

Limitations

Limitations for All Clients (Windows/Mac/iOS/Android/VDI)

Selective recording

Selective recording will not work for calls between User A and User B if a shared line is configured between them.

Jabber for Windows Limitations

These limitations 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.

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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.

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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 Prolife 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.

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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.

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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.

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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 (~)

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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-Premises 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.

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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.

Jabber for Mac Limitations

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 Manager, 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.

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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.

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- 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 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.

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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.

Jabber for Android Limitations

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.

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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.

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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.

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.

Jabber for iPhone and iPad Limitations

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.

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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

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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.

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:

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- 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.

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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: a. 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. b. 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.

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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.

Caveats

Search for bugs

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

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

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- 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.

Jabber for Windows Caveats

Resolved caveats in Release 15.3.1

Bug number	Severity	Headline
CSCww12814		
CSCww36288	S3	Far end recording leg - no RTP sent by Jabber
CSCww36300	S3	Jabber 15.2.3 audio is delayed behind video during Jabber-to-Jabber calls
CSCwv99198	S3	Intermittent Call recording failure for one of the recording leg.

Resolved caveats in Release 15.3

Bug number	Severity	Headline
CSCwt78615	S3	Jabber BiB not sending any RTP for call recording leg to NICE Engage recording server
CSCwt61363	S2	Jabber crashes after send or recieve messages
CSCwi99573	S3	Jabber rejects calls if there is "<" in display name in SIP From Header
CSCwu78674	S3	Jabber crashes when searching in Persistent Chat Room

Jabber for Mac Caveats

Resolved caveats in Release 15.3.1

Bug number	Severity	Headline
CSCww12814		
CSCww36288	S3	Far end recording leg - no RTP sent by Jabber
CSCww36300	S3	Jabber 15.2.3 audio is delayed behind video during Jabber-to-Jabber calls
CSCwv99198	S3	Intermittent Call recording failure for one of the recording leg.

Resolved caveats in Release 15.3

Bug number	Severity	Headline
CSCwi99573	S3	Jabber rejects calls if there is "<" in display name in SIP From Header

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Jabber for Android Caveats

Resolved caveats in Release 15.3.1

Bug number	Severity	Headline
CSCww12814		
CSCww36288	S3	Far end recording leg - no RTP sent by Jabber
CSCww36300	S3	Jabber 15.2.3 audio is delayed behind video during Jabber-to-Jabber calls
CSCwv99198	S3	Intermittent Call recording failure for one of the recording leg.

Resolved caveats in Release 15.3

Bug number	Severity	Headline
CSCwu48567	S3	Jabber Android DVO enabled, cellular call received when Voice over IP set
CSCwi99573	S3	Jabber rejects calls if there is "<" in display name in SIP From Header

Jabber for iPhone and iPad Caveats

Resolved caveats in Release 15.3.1

Bug number	Severity	Headline
CSCww12814		
CSCww36288	S3	Far end recording leg - no RTP sent by Jabber
CSCww36300		
CSCww06570	S3	Jabber Push Notifications(LPNS) failing on Iphone
CSCwv99198	S3	Intermittent Call recording failure for one of the recording leg.

Resolved caveats in Release 15.3

Bug number	Severity	Headline
CSCwi99573	S3	Jabber rejects calls if there is "<" in display name in SIP From Header

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