



Cisco WebEx Social Release Notes, Release 3.0 SR1

Revised September 6, 2012

These release notes provide important information for Cisco WebEx Social 3.0 SR1 build 3.0.1.10100-436.

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Overview

Cisco WebEx Social is a collaboration platform that enables content creation, real-time communications, and other collaborations in a personalized manner. Cisco WebEx Social 3.0 is a major release that offers variety of enhancements including infrastructure hardening, a completely redesigned user interface, email and MicroSoft Office integrations, a rich set of APIs, an SDK developer program, video calling, and more. These enhancements are designed to significantly improve user experience and drive user adoption by engaging users where they work.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

What's New in Cisco WebEx Social

The following sections describe major new features and functions in the Cisco WebEx Social 3.0 release:

- [What's New in Release 3.0, page 2](#)
- [What's New in Release 3.0 SR1, page 2](#)

What's New in Release 3.0

This Cisco WebEx Social release represents the next generation Cisco WebEx Social platform. Major new features and functions in this release include the following:

- Redesigned user interface—A redesigned user interface provides a simplified and intuitive experience for all users, regardless of their Cisco WebEx Social role
- Calendaring and WebEx enhancements—User Exchange and WebEx calendars are integrated with Cisco WebEx Social personal calendar, the user calendar is available on every Cisco WebEx Social page, and meetings can be started, joined, or viewed from a personal calendar
- E-mail integration and notification enhancements—Bidirectional e-mail integration simplifies communication and automatic notifications of important events keep users informed
- Video call capability—Support for high-definition and high-fidelity browser-based video calls on a variety of devices
- Jabber click-to-chat—Click to launch a Jabber chat session
- Microsoft Office integration—Publish directly to Cisco WebEx Social from Microsoft Word, Excel, or PowerPoint through the WebEx Social for Office plugin
- Worker role—This new role improves system performance and user interaction by handling asynchronous and background processing tasks and interacting with various other roles
- Improved security certificate management—Upload certificates using the Director
- Unified access password—Configure a single password and designate components that can be accessed with this password
- New System Health page—The Health window in the Director displays the health status of various services that run on each Cisco WebEx Social node
- System Statistics—The new Stats window in the Director lets you to view statistics and metrics for various Cisco WebEx Social components
- System Metrics—The new WebEx Social Metrics window in the Portal drawer lets you view information and generate reports about the use of Cisco WebEx Social
- SDK additions—Includes Cisco WebEx social API enhancements (new activitystream.ms- and OpenSearch-compliant operations, and new document library and document folder operations), OpenSocial gadget implementation enhancements, and Cisco Developer Network enhancements

What's New in Release 3.0 SR1

Major new updates in Cisco WebEx Social 3.0 SR1 include the following:

- Visual redesign of the Bookmark app.
- The Video Call plugin (Cisco Web Communicator plugin) is production quality.

- Email plugin allows creating content or replying to posts from within an e-mail client.
- During the upgrade to this release, all instances of the no-longer supported Actions portlet are removed automatically. In addition, the message that indicates that this application has been undeployed no longer appears in Cisco WebEx Social.
- The search feature now provides the **In my communities** and the **In last visited community** boxes that can be used to refine the scope of a search.

Important Notes

This section describes limitation, restrictions, and other important information that applies to this release of Cisco WebEx Social.

- Although the CAS tab appears in the Account Settings > Portal > Settings > Authentication window, Cisco WebEx Social does not support Central Authentication Service (CAS) and the fields in this tab are not used.
- This release supports only US English as the display language.
- After a fresh installation on an upgrade to this release of Cisco WebEx Social, “ERROR” may appear for some nodes in the Topology window in the Director. To work around this issue, use an SSH client to access the Director, log in as the admin user, and enter **sudo puppetrun FQDN**, where *FQDN* is the fully-qualified domain name of the server that shows “ERROR.” For more information, use the Bug Toolkit to access the defect number CSCub12237 (see the “[Using the Bug Toolkit](#)” section on page 4).
- A WebEx Instant Meeting may not start when the Cisco WebEx Social system is experiencing a heavy load. For more information, use the Bug Toolkit to access the defect number CSCua77088 (see the “[Using the Bug Toolkit](#)” section on page 4).
- When using Show & Share release 5.3 with Cisco WebEx Social, do not install Show & Share patch1.
- If SSO is enabled in Cisco WebEx Social, a user must enter a chat password to use OCS.

Installation and Upgrade Notes

When you perform the procedure in the “Installing Cisco WebEx Social 3.0” section in *Cisco WebEx Social Installation and Upgrade Guide, Release 3.0*, do not configure settings in the Notifier area in the Configuration window of the Director when you configure settings as described in Step 4 of that procedure.

Related Documentation and Training Videos

The following Cisco WebEx Social documents are available at http://www.cisco.com/en/US/products/ps10668/tsd_products_support_series_home.html.

- *Cisco WebEx Social Administration Guide, Release 3.0*
- *Cisco WebEx Social Installation and Upgrade Guide, Release 3.0*
- *Cisco WebEx Social Server: Getting Started Guide, Release 3.0*
- *Cisco WebEx Social API Reference Guide, Release 3.0*

- *Cisco WebEx Social Troubleshooting Guide, Release 3.0* (available soon)
- *Cisco WebEx Social Disaster Recovery Using Snapshots, Release 3.0*
- *Cisco WebEx Social Compatibility Guide*
- *Open Source Used In Cisco WebEx Social 3.0*

Cisco WebEx Social training videos are available at <http://howdoi.webex.com>.

Defects

This section includes these topics:

- [Using the Bug Toolkit, page 4](#)
- [Known Defects, page 5](#)
- [Resolved Defects, page 6](#)

Using the Bug Toolkit

You can use the Bug Toolkit to find information about defects for the this release, including a description of the issues and available workarounds. The Bug Toolkit lists open and resolved defects.

To use the Bug Toolkit, follow these steps:

Procedure

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- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log 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 bug ID** field, then click **Go**.
- Step 4** To look for information if you do not know the bug ID number:
- Choose **Collaboration** from the Select Product Category menu.
 - Choose Cisco WebEx Social from the Select Product menu.
 - Choose the version number from the Software Version menu.
 - Under Advanced Options, choose **Use default settings** or **Use custom settings**. The default settings search for severity 1, 2 and 3 bugs, open and fixed bugs, and only bugs containing bug details. Use the custom settings to change the severity and status parameters, or to search for keywords within the bug headline and description.
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Known Defects

[Table 1](#) lists known defects in this release.



Note

Because defect status continually changes, be aware that [Table 1](#) reflects a snapshot of the defects at the time that the release notes were compiled.

Table 1 **Known Defects**

Identifier	Headline
CSCtn97112	Users with 2000+ contacts unable to save edits to their posts
CSCto59029	Cannot get WebEx Social RSS feeds from a WebEx Social blog
CSCts82843	Navigating to a community with many user groups is slow
CSCtx16063	Quad 2.5.2 has Japanese language issue
CSCtx53620	CSS added to post appears in raw format in mail notification
CSCty01010	CUPS presence is failing, chat works fine
CSCty17547	Unable to comment on a new post from mobile client in 2.5.2 SR2
CSCty71164	Incorrect response for the wrong API request when deleting a community
CSCtz35274	Exchange URL will not be correct if exchange server name is longer
CSCtz54026	Access/save DefinePermissions link in User Roles is very slow (45+ minutes)
CSCtz76401	SSO integration locks out AD account if Notifier SSO not enabled
CSCtz99944	Profile images and company logos are broken links in notification e-mails
CSCua05646	Visual Voice Mail stopped working after Kerberos SSO
CSCua47851	Search (within posts, blogs) results not sorted by relevance and date
CSCua77079	No indication for incoming call during chat settings save
CSCua77081	My View import: Admin is not able to import lar files
CSCua77088	Cannot start WebEx instant meeting under heavy load
CSCua77093	Compliance officer is able to see Edit button in case of reported micropost at full view page
CSCua77117	LDAP attributes are not seen from users setting pages
CSCua77129	Blogs: Previous activities disappear with refresh when we add a comment/reply or edit a blog
CSCua77353	Video stream does not start if user has selected not to share video automatically
CSCua77362	Chat dialog does not look good if a call is initiated before the plugin is completely loaded
CSCua77372	No or very low audio on MAC
CSCua77998	Auto reject does not work when the user is on another call
CSCua77999	HTML reply to a post is converted to plain text when sent from OWA 2003
CSCua78008	No warning message or something that will warn the user he does not have a web cam
CSCua78010	In chat window, video call controls not keyboard accessible

Table 1 **Known Defects (continued)**

Identifier	Headline
CSCua78057	Community Email dialogue: Needs horizontal scroll
CSCua80210	Content Misuse: Previous profile picture is getting updated while uploading new pic
CSCua87466	OpenAPI returns contentState: MARK_FOR-DELETE for deleted
CSCua91362	Cannot create or update tags with special characters
CSCua92584	Video call: No warning message shown to both the users when one tries to log out when a call is placed
CSCua92597	Video call: call window disappears if hovered outside the window
CSCua92601	Video call not terminated after going to voice mail
CSCua92609	Video call issue: web cam light on even after ending the call (call did not end)
CSCua95062	Search in Community Categories simply returns all communities
CSCua96842	Q A: Editing a question that is in answered state (? followed by tick)
CSCua96844	Q A: After unmarking one of the answered responses back to normal response
CSCua98112	User sometimes does not receives notification that the other side closes
CSCua98133	OpenAPI returns incorrect timestamp for all/my post, search results
CSCua98160	OCS: When disconnecting from Internet, user is still available
CSCua99198	[Decoupled chat] Desktop chat client is not launched when click on user in My Contacts barlet
CSCua99200	Empty reply from Thunderbird includes the template
CSCua99205	Strange symbols in the beginning of a plain text file attached to an incoming message
CSCua99206	Ending call from chat dialog does not work properly if the user has desk phone device
CSCub01070	Cannot switch to DeskPhone mode
CSCub01076	Wrong default devices are listed in user Call and Conversation dialog
CSCub03233	Some icons are missing in editor window of blog in community
CSCub03236	IE7 New post multiple styling issues
CSCub03239	Device phone lines are not shown in Call Settings until the user save
CSCub06988	User is able to type and send messages while end conversation alert is displayed
CSCub06994	HTML code /XSS is executed in push share post notifications when it is added as personal note
CSCub06997	View post: Add padding/gap between the last replied comment and the next
CSCub48505	Setting property does not pick Extension Mobility as default WebDialer
CSCub57630	Upgrading from 3.0 to 3.0 SR1—migration does not kick in

Resolved Defects

Table 2 lists resolved defects in this release.

Table 2 **Resolved Defects**

Identifier	Headline
CSCtz41264	CWC fails to apply application dial rules
CSCua71262	QuickTime plugin crashes when playing a voice message
CSCua77053	Delay in follow action on portal and via OpenAPI
CSCua77082	Cannot create a post or micropost if user name is very long (more than 75 characters)
CSCua77099	EDR portlet pointing to top menu bar: Top menu bar appearing twice on HTTP
CSCua77145	REST API for Watchlist breaks for some use cases
CSCua77351	User does not hear the beginning of the voice mail message - when using the plugin as call device
CSCua77355	Close button from call ending alert has undefined behavior
CSCua77363	Call session does not end on closing conversation dialog if user has desk phone
CSCua77994	Video frame and controls disappear if the user picks up the desk phone receiver
CSCua78011	If a call put on hold is terminated the other party is not notified
CSCua78060	IE8 Video status bar flicks when user moves mouse inside-outside the video
CSCua83531	Fix of "Incorrect image max size behavior" makes performance degradation of outgoing e-mail
CSCua89549	URL: Few images from previous build still have view permissions enabled
CSCua92593	Video call issue: Call plugin crashes frequently
CSCua92596	Video call issue: Disabling video call
CSCua98060	[Decoupled chat] The presence Available (Not for chat) is missing
CSCua98074	[Email Client Lotus and OL2003] Communities are not updated after changing the credentials
CSCua98075	User options dropdown menu on home page is not visible if the chat is not connected
CSCua98080	Chat conversation gets hidden during a call
CSCua98085	The order of comment/reply in Stream portlet is wrong
CSCua98087	Duplicate update while trying to update the Mark as Read flag for discussion boards
CSCua98110	No warning message when user tries to set default device one that is not connected
CSCua98113	Inconsistent message when try to close Chat tab if there is active call
CSCua98116	Impossible to copy content from the chat history; chat jumps like mad
CSCua98119	Deactivated user subscribed to discussion category receives e-mail notifications
CSCua98124	rsyslog fails to detect the log file truncation
CSCua98157	Accept and Decline links in request to join community e-mail notification are not working properly
CSCub01066	Unable to use templates in a post in IE
CSCub01069	End Call button stays pressed during a call
CSCub01071	Search in bookmarks portlet does not return any results
CSCub01073	Compliance officer cannot process reported content when Welcome to community is reported

Table 2 **Resolved Defects (continued)**

Identifier	Headline
CSCub03226	Ending external call accepted from Incoming call notification toast does not close the chat tab automatically
CSCub03238	The URL for the username does not navigate to the user profile
CSCub06986	Restore button in a post does not work
CSCub06991	Mobile client gets 403 Forbidden error when it tries to get images in some posts
CSCub06995	WebEx Social has to be restarted multiple times when you change portal properties on the director UI in different pages

This document is to be used in conjunction with the documents listed in the “[Related Documentation and Training Videos](#)” section.

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