Cisco Jabber Video for TelePresence Version 4.4.3.14479

Software Release Notes
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Introduction

Cisco Jabber Video for TelePresence 4.4 is a maintenance release. These release notes describe feature and capability changes as well as issues resolved in Jabber Video for Windows and Mac OS X since version 4.3.

Product documentation

The following documents provide guidance on installation, initial configuration, and operation of the product:

- *Cisco Jabber Video for TelePresence Administrator Guide*
- *Cisco Jabber Video for TelePresence User Guide* for Windows and Mac OS X.

New functionality in Jabber Video 4.4

Support for pre-configuring the Windows client with an empty string value

When pre-configuring the Windows client, you can now use **<empty>** to ensure that any old or existing values on the local computer are overridden with an empty string.

For detail on pre-configuration syntax, see *Cisco Jabber Video for TelePresence Administrator Guide (4.4)*.

Resolved issues

The following issues were found in previous releases and were resolved in 4.4.

Identifier	Description
CSCtx48552	Improved reliability of ICE when using TCP relay.
CSCtx48544	Cease bandwidth adaptation when no quality improvement results.
CSCtx48555	Fixed typographical error in "Unable to connect" error message.
CSCtx48550	Resolved issue causing bandwidth adaptation to fail in constant packet loss situations.
CSCtx48553	Resolved issue where TURN probing would sometimes hang when reaching open port 80.
CSCtx48546	When ICE is enabled and TURN server port allocation fails due to VPN connection, allocation will now time out faster.
CSCtx48554	Improved handling of incomplete provisioning templates. Related stability issue resolved.
CSCtx54674	Corrected handling of the pre-configuration option to make network settings unavailable to users ("hideadvancedlogin), improved information to user when network settings are controlled by administrator and not editable.
CSCtx54670	Downgrade option using MSIExec is not supported by Jabber Video and has now been disabled.
CSCtx54669	Restricted bandwidth probing from going beyond the maximum provisioned outgoing bandwidth.
CSCty06893	Resolved issue causing poor media quality and call disruption in some scenarios involving ICE on lower bandwidths.
CSCty06888	Improved handling of heavy packet loss on call setup.
CSCty06897	Solved issue that would sometimes interrupt the download of an upgrade or downgrade.
CSCtx48548	Resolved multiple stability issues.

Open issues

The following issues apply to this version of Cisco Jabber Video for TelePresence.

Identifier	Description
CSCtr40210	Windows XP only: Sharing Internet Explorer 6.0 or 8.0 as a presentation makes the presentation video flash.
CSCtr40204	When user ends a call while having another call on hold, the presence status erroneously changes to "Online". When the second call is resumed, the status remains "Online".

Limitations

The following limitations affect this release of Cisco Jabber Video for TelePresence.

Description	Workaround/solution
Due to application-specific support for Windows APIs, not all applications can be shared with Jabber Video at this time. Platforms known to cause presentation sharing issues in Jabber Video include Adobe AIR and GTK+.	Sharing the entire screen rather than the application window works for most applications.

Description	Workaround/solution
Mac OS X 10.7: The 3ivx MPEG-4 video codec used by QuickTime causes Jabber Video to crash when attempting to make a call or opening Self-View.	Upgrade 3ivx MPEG-4 to version 5.0.4 or later.
Users of the Cisco Security Agent (CSA) may encounter an issue where Jabber Video freezes during camera selection or call setup. No applications will then be able access audio devices, and the computer must be restarted for audio functionality to resume. The issue only affects users with a USB microphone or USB camera that includes a microphone. The issue is also most likely to arise under low battery conditions (Cisco Security Agent issue identifier CSCtu24103)	In the Windows registry, under **\HKLM\System\currentcontrolset\services\csahook** , create a new REG_DWORD called **MediaEnable** and set it to *0*.
Mac OS X only: It is not possible to share full-screen PowerPoint presentations.	Share the presentation without going to full-screen mode.

Upgrading

The process of upgrading Jabber Video is controlled by the IT administrator through four provisioning options in Cisco TelePresence Management Suite:

- **Windows Software URL** and **OS X Software URL**.
- **Windows Software Version**. and **OS X Software Version**

We recommend that the administrator immediately test and verify that the provisioned URLs work and are available to all provisioned users on the network. When these two options are correctly configured, users will receive a prompt when they sign in asking them whether they want to upgrade immediately:

- If the user accepts, the new installer will be downloaded and started automatically. Restarting the computer after installation is not necessary.
- If the user accepts, but the download is not available—for example because the user is connecting from outside the company network, the user will be notified of the failure and the prompt will return the next time the user signs in.
- If the user clicks **Ask Later**, the prompt will return the next time the user signs in.

If you want to make absolutely sure that all clients are upgraded, you can instead opt to use your deployment tool(s) to force the upgrade.

Upgrading to Jabber Video 4.4 from versions earlier than 4.3

Due to changes in product name and brand in version 4.3, the Jabber Video 4.4 installers will make some changes to previous installations. On Mac OS X, the user must manually remove the old application after installing and launching Jabber Video 4.4.

Windows

During installation:

- Jabber Video 4.4 installs itself to the program file paths described under File locations.
- Jabber Video registers itself as the default SIP protocol handler.

When Jabber Video is launched:

- If upgrading from version 4.1 or later: Existing profile folders and registry settings are renamed from **~\Cisco\Movi\2.0\~** to **~\Cisco\JabberVideo\~**.
- If upgrading from version older than 4.1: Existing profile folders and registry settings are renamed from **~\TANDBERG\Movi\2.0\~** to **~\Cisco\JabberVideo\~**.

Mac OS X

Be sure to install and start up Jabber Video before removing Movi, as settings are imported on first startup.

When installing:

- Jabber Video installs itself as a new application alongside Cisco TelePresence Movi.
- Jabber Video registers itself as the default SIP protocol handler.
- The program bundle identifier is now **com.cisco.JabberVideo**.

When Jabber Video is launched:

- Preferences, Favorites, and History are imported from Movi.
- Stored passwords are not imported and must be re-entered.

Default file locations

Files	Windows location	Mac OS X location
Program file	■ Windows Vista and 7 (64 bit): **%Program Files (x86)%\Cisco** ■ Windows Vista and 7 (32 bit) : **%Program Files%\Cisco** ■ Windows XP: **~\Program Files\Cisco**	**/Applications/Jabber Video**
Favorites and History	**%APPDATA%\Cisco\JabberVideo**	**~/Library/Application Support/Jabber Video/**
Log files for debugging purposes	**<CSIDL_LOCAL_APPDATA>\Cisco\JabberVideo\Logs**. The <CSIDL_LOCAL_APPDATA> directory is hidden by default and can be found at ■ Windows XP: **%USERPROFILE%\Local Settings\Application Data** ■ Windows Vista and Windows 7: **%LOCALAPPDATA%** (typically **%USERPROFILE%\AppData**)	**~/Library/Logs/Jabber Video/**

On a Windows computer, the Favorites and History are individual to each user logging on to Jabber Video.

On Mac OS X, the Favorites and History are specific to the Mac OS X user account, regardless of which Jabber Video user is logged in.

Downgrading

The provisioning options for software URL and version also make it possible to provision a downgrade, taking users to an earlier version of Cisco Jabber Video for TelePresence.

The downgrade process is similar to the upgrade process.

When downgrading to an earlier version, the user's Favorites, History, and settings are kept intact. Logs and log settings are deleted.

Note that a complete downgrade to versions earlier than 4.3 is not possible.

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