



Release Notes for Cisco Jabber for Mac Release 8.6.x

- [Overview of Cisco Jabber for Mac, page 1](#)
- [Features of Cisco Jabber for Mac, page 1](#)
- [What's new in Cisco Jabber for Mac, page 3](#)
- [System Requirements, page 4](#)
- [Network Requirements, page 4](#)
- [Compatibility, page 7](#)
- [Client Requirements, page 9](#)
- [Audio Properties, page 11](#)
- [Limitations and Restrictions, page 12](#)
- [Caveats, page 18](#)
- [Troubleshooting, page 57](#)
- [Further Support and Documentation, page 57](#)

Overview of Cisco Jabber for Mac

Cisco Jabber for Mac streamlines communications and enhances productivity by unifying availability, instant messaging, voice, voice messaging, video*, desktop sharing, and conferencing capabilities securely into one client on your desktop. Cisco Jabber for Mac delivers secure, clear and reliable communications, offers flexible deployment models, is built on open standards and integrates with commonly used desktop applications. Communicate and collaborate effectively from anywhere you have an Internet connection.

*Video support will be added in a future release.

Features of Cisco Jabber for Mac

The features of Cisco Jabber for Mac include:

IM/Availability

- 1:1 chat
- Group chat
- Offline instant messaging¹
- Standard and rich availability states
 - Standard: Available, Away, Do not disturb
 - Rich: In a WebEx Meeting², Presenting², On a call, In a meeting¹
- In-line chat history
- XMPP federation
- AOL federation
- OCS and Sametime federation (requires establishment of XMPP gateway)

Use your computer or desk phone for phone calls (requires Cisco UC Integration)

- Computer phone and desk phone controls
- Forward calls
- Conference calls
- Park calls
- Send calls to mobile
- CTI Servitude
- Forced Authorization Codes/Client Matter Codes

Voicemail (requires Cisco UC Integration)

- Visual Voicemail
- Voice Message Transcripts (powered by Cisco SpeechView)

Meetings

- View a list of your WebEx meetings²
- Start/Join scheduled WebEx meeting from your meeting list or from meeting reminders²
- Start an instant meeting²
- Transition from an IM session to an instant meeting
 - WebEx meeting
 - Unified MeetingPlace meeting¹
- Start/Join a MeetingPlace meeting¹
- Start/Join a WebEx meeting

Additional Features

- Desktop Share²
- File Transfer
- Predictive search of contact list, Address Book contacts, and corporate directory

Security/Administration

- Policy enforcement
- IM, signaling, and media encryption
- Single Sign-On²
- Auto-upgrade²
- Survivable Remote Site Telephony
- High-Availability Failover

¹Features available only for on-premises (Cisco Unified Presence server IM/Availability) deployments.

²Features available only for on-demand (Cisco Collaboration Cloud IM/Availability) deployments.

What's new in Cisco Jabber for Mac

Release 8.6.2

The following features were added to Cisco Jabber for Mac Release 8.6.2:

- Support for OS X Lion (version 10.7.x).
- Support for click-to-IM in addition to click-to-call from embedded tel: or xmpp: links.
- The **Sign In** tab under **Preferences > General** has been renamed **General**.

Release 8.6.3

The development effort for this release concentrated on bug fixes. Consult the Limitations and Restrictions and Caveats sections of the Release Notes for details.

Release 8.6.4

The following improvements have been made in Cisco Jabber for Mac Release 8.6.4:

- Desktop share for OS X Lion stability issues resolved, and desktop share reenabled.
- Improved connectivity of phone/voicemail services whenever there's network interface change.
- Improved overall stability of softphone feature.
- Visual enhancements to chat tabs for a consistent look and feel.
- Enhanced phone services icons in hub menu to ensure proper color when selected.
- Space character now permitted in user ID in CUP mode.

- Enhanced CUCM failover and fallback.
- Improved CUP failover, especially during abrupt shutdowns.
- Improved display of contact photos in OS X Lion.
- VPN support expanded to include Cisco VPN release 5.0 and Cisco AnyConnect.

Release 8.6.5

The following improvements have been made in Cisco Jabber for Mac Release 8.6.5:

- Added support for Mac OS 10.8.
- Enhancements to support the MacBook Pro with Retina Display.

This release also includes numerous bug fixes. Consult the Limitations and Restrictions and Caveats sections of the Release Notes for details.

System Requirements

The minimum system requirements for running Cisco Jabber for Mac are listed below.

- Intel Core 2 Duo or later processors in any of the following Apple hardware:
 - Mac Pro
 - MacBook Pro
 - MacBook
 - MacBook Air
 - iMac
 - Mac Mini
- 1 GB of RAM
- OS X Lion, version 10.7.3 (or later) or OS X Snow Leopard, version 10.6.8 (or later)
- 300 MB free disk space

Network Requirements

Network ports used by Cisco Jabber

The following table lists the ports used by Cisco Jabber. These ports must be open on all firewalls for Cisco Jabber to function properly.

Port	Protocol	Description
Inbound		

16384-32766	UDP	Receives Real-Time Transport Protocol (RTP) media streams. These ports are configured in Cisco Unified Communications Manager. Note This range of ports represents the total possible range. The actual range will be determined by CUCM, and will be much narrower.
Outbound		
69	UDP	Connects to the Trivial File Transfer Protocol (TFTP) server to download the TFTP file.
80	TCP HTTP	Connects to services such as Cisco Unified MeetingPlace or Cisco WebEx for meetings, Cisco Unity or Cisco Unity Connection for voicemail features.
143	IMAP (TCP / TLS)	Connects to Cisco Unity or Cisco Unity Connection to retrieve and manage the list of voice messages for the user, and the voice messages themselves.
389	TCP	Connects to the LDAP server for contact searches.
443	TCP HTTPS FTP	Connects to services such as Cisco Unified MeetingPlace or Cisco WebEx for meetings, Cisco Unity or Cisco Unity Connection for voicemail features. This port is also used for file transfers through an SSL gateway in an on-demand deployment.
636	LDAPS	Connects to the secure LDAP server for contact searches. Note Cisco Jabber for Mac does not support port 3269 (Active Directory Global Catalog over LDAPS).
993	IMAP (SSL)	Connects to Cisco Unity or Cisco Unity Connection to retrieve and manage the list of voice messages for the user, and the voice messages themselves.
1080	FTP	File transfer between peers or when using a server proxy in on-premises deployment. Note if port 1080 is in use, try ports 1081 through 1089.

2748	TCP	Connects to the CTI gateway, which is the CTIManager component of Cisco Unified Communications Manager.
5060	UDP / TCP	Provides Session Initiation Protocol (SIP) call signaling.
5061	TCP	Provides secure SIP call signaling.
5222	TCP (XMPP)	Connects to the Cisco Unified Presence server for availability status and instant messaging features.
7993	IMAP (TLS)	Connects to Cisco Unity Connection to retrieve and manage the list of secure voice messages for the user, and the secure voice messages themselves.
8191	TCP	Connects to the local port to provide Simple Object Access Protocol (SOAP) web services.
8443	TCP	Connects to the Cisco Unified Communications Manager IP Phone (CCMCIP) server to get a list of currently assigned devices.
16384-32766	UDP	Sends RTP media streams. Note This range of ports represents the total possible range. The actual range will be determined by CUCM, and will be much narrower.
44442	HTTP	The client listens for events from Cisco Unified Client Services Framework.

Routing access control lists for Cisco Jabber

You must configure switching and routing access control lists (ACLs) so that Cisco Jabber can communicate with servers and endpoints that might be connected to the VLAN that carries voice traffic. Using ACLs permits Cisco Jabber to connect to each server through the appropriate protocol. For example, you can allow UDP traffic in the port range that Cisco Unified Personal Communicator uses for RTP, and then label it with the appropriate Quality of Service (QoS) actions.

For more information about ACLs, how to configure the voice VLAN, and how to configure QoS actions, see the switching and routing documentation for your network products.

Network Address Translation and Cisco Jabber

Cisco Jabber is not compatible with Network Address Translation (NAT); it cannot use Simple Traversal of UDP through NAT (STUN), Traversal using NAT (TURN), or any other NAT-traversal scheme.

Cisco Jabber must be running through a VPN connection to traverse NAT.

Cisco Jabber VPN support

Cisco Jabber for Mac supports the following software VPN clients.

- Cisco AnyConnect release 3.0.5
- Cisco AnyConnect releases 2.2, 2.3, and 2.4
- Cisco VPN client release 5.0
- Cisco VPN client release 4.9.01

Compatibility

Support Matrix

The following products are supported and certified to operate with Cisco Jabber for Mac.

Technology	Version
Cisco Unified Communications Manager (<i>Standard and Business Edition</i>)	• 9.0 release • 8.6(1) or later 8.6(x) releases • 8.5(1) or later 8.5(x) releases • 8.0(1) or later 8.0(x) releases • 7.1(3) or later 7.1(x) releases • 7.0(2) or later 7.0(x) releases
Cisco Unified Presence	• 9.0 release • 8.6(1) or later 8.6(x) releases • 8.5(1) or later 8.5(x) releases • 8.0(2) or later 8.0(x) releases

Virtual Private Network (VPN)	• Cisco AnyConnect 3.0.5 • Cisco AnyConnect 2.2, 2.3, and 2.4 • Cisco VPN Client 5.0 • Cisco VPN Client 4.9.01
Lightweight Directory Access Protocol (LDAP)	• Microsoft Active Directory 2008 • Microsoft Active Directory 2003 • OpenLDAP 2.4.2
Cisco IP Phones (<i>CTI Enabled</i>)	• Cisco Unified IP Phones 9900 Series • Cisco Unified IP Phones 8900 Series • Cisco Unified IP Phones 7900 Series • Cisco Unified IP Phones 6900 Series
Cisco Conferencing	Cisco Unified MeetingPlace • 6.x (MeetingPlace scheduling) • 7.x (MeetingPlace scheduling) • 8.0 (MeetingPlace and WebEx scheduling) • 8.5 (WebEx scheduling) Cisco WebEx Meeting Center • T27SP21 • XML API5.8
Voicemail Playback	• Cisco Unity Connection 7.1(4) or later 7.1(x) releases, 8.0(1) or later 8.0(x) releases, 8.5(1), 9.0 • Cisco Unity 8.0 with Microsoft Exchange 2003 on the same server, on another server, or in a failover configuration • Cisco Unity 8.0 with Microsoft Exchange 2007 on another server, or in a failover configuration

Cisco Unified Survivable Remote Site Telephony	• 8.0 with Cisco Unified Communications Manager Release 8.0 • 7.1 with IOS 12.4(24)T with Cisco Unified Communications Manager Release 7.1(2) • 7.0 with IOS 12.4(20)T with Cisco Unified Communications Manager Release 7.0(1) • 4.2 with IOS 12.4(11)XW5 with Cisco Unified Communications Manager Release 6.1(3)
Cisco ASA Adaptive Security Appliance	(Recommended for SIP interdomain federation) Cisco ASA 5500 Series Adaptive Security Appliances Software Release 8.3(0). For information on interdomain federation requirements, see the release notes for Cisco Unified Presence Release 8.0: http://www.cisco.com/en/US/products/ps6837/prod_release_notes_list.html

Client Requirements

Tested audio devices for Cisco Jabber for Mac

Headsets

The following headsets have been approved for use with Cisco Jabber for Mac:

- Jabra GN1900
- Jabra GN2000
- Jabra GO 6470*
- Jabra PRO 930*
- Jabra PRO 9470*
- Jabra Speak 410
- Jabra Supreme UC
- Jabra UC Voice 550 Duo
- Plantronics 470
- Plantronics Blackwire 420
- Plantronics Blackwire 435
- Plantronics Blackwire 620

- Plantronics C-Media
- Plantronics Calisto P420
- Plantronics Calisto P835
- Plantronics DSP 500
- Plantronics DSP 750
- Plantronics Savi 100
- Plantronics Savi 700
- Plantronics Vpro UC V2/BT300
- Somic EV-87
- Somic SH-991
- Voyager 510-USB Bluetooth

*Jabra PRO and Jabra GO devices are touchscreen devices that can connect with multiple devices at same time. If you are using a Jabra PRO or Jabra GO wireless device with Cisco Jabber for Mac, you must configure the device as follows:

- 1 Plug the supplied USB cable into the port marked on the base of the Jabra device.
- 2 Connect the USB cable to any available USB port on the Mac.
- 3 Tap the tool icon on the touchscreen to open the settings menu, and tap **Phone Settings > Connect Softphone (PC)**. Select **None (audio only)** in the setup wizard.
- 4 Touch **X** to reboot.
- 5 Launch Cisco Jabber for Mac and set the Jabra device as speaker and microphone in the audio configuration.

**Note**

All headsets were tested for audio sending and receiving only. Function buttons on particular headsets might not function correctly with Cisco Jabber. For additional call control functionality, you may need to install Plantronics or Jabra software. While Cisco does perform basic testing of third-party headsets and handsets for use with Cisco Jabber, it is ultimately the responsibility of the customer to test this equipment in their own environment to determine suitable performance.

Software integrations for Cisco Jabber for Mac

Cisco Jabber for Mac requires OS X Lion version 10.7.3 (or later) or OS X Snow Leopard version 10.6.8 (or later) in order to operate on the client computer, where it interacts with native OS X services to provide click-to-call and click-to-IM functionality, and Address Book integration.

Cisco Jabber for Mac also supports Growl notifications.

Audio Properties

Audio Codecs

The following audio codecs are compatible with Cisco Jabber:

- G.711a, mu-law
- G.722 (wide band)
- G.729a, G.729ab
- iLBC (Internet Low Bit Rate Codec)

IP Phone Requirements for Cisco Jabber

The following Cisco Unified IP Phone models are supported for Cisco Jabber.

- Cisco IP Communicator
- 69019, 6911, 6921, 6941, 6945, 6961
- 7902G6, 7905G6, 7906G, 7910G6, 7911G, 7912G6, 7920G6, 7921G, 7925G, 7931G7, 7940G, 7941G6, 7941G-GE6, 7942G, 7945G, 7960G, 7961G6, 7961G-GE6, 7962G, 7965G, 7970G6, 7971G6, 7975G, 7985G
- 8941, 8945, 8961
- 9951, 9971

Notes on audio quality in Cisco Jabber

Cisco Jabber is designed to provide premium voice quality under a variety of conditions; however, in some instances users may notice interruptions of transmission or temporary distortions (“artifacts”), which are considered a normal part of the application operation.

These artifacts should be infrequent and temporary when you use the following:

- Cisco Jabber on a workstation that meets the recommended configuration requirements
- A network that meets the recommended quality criteria in the Cisco Unified Communications Solution Reference Network Design (SRND): http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/8x/uc8x.html

Cisco takes reasonable measures to design products that interact with the operating system in ways that decrease interference with audio quality when you use your computer as a phone. However, the shared nature of system resources is different from a closed environment like Cisco IP Phones, and Cisco cannot guarantee equivalent performance.

The following conditions may cause artifacts:

- Spike in usage of the personal computer CPU—where CPU utilization is between 75 and 100%—due to launching applications, system processes, or processing within other applications
- The system is running low on available physical memory
- Other applications using large amounts of bandwidth to or from the workstation to the network
- Other network-bandwidth impairments
- Dynamic reduction in CPU clock speed due to power management policy (for example, laptops running on battery power) or thermal protection causing the CPU to run in a more highly loaded condition
- Any other condition that causes the application to lose timely access to the network or audio system; for example, interference from third-party software

Limitations and Restrictions

Important notes and known issues for Cisco Jabber

Important notes for Cisco Jabber for Mac Release 8.6.2

- Cisco Jabber for Mac no longer supports OS X Leopard (version 10.5.x).
- Enabling integration with the OS X Address Book may introduce instability when running Cisco Jabber for Mac on OS X Lion (version 10.7.x). For that reason, Address Book integration is disabled by default for Cisco Jabber for Mac running on OS X Lion.

Important notes for Cisco Jabber for Mac Release 8.6.3

- If you are deploying Cisco Jabber for Mac release 8.6.3 in an environment that also deploys Cisco Unified Personal Communicator, you must ensure that Cisco Unified Personal Communicator release 8.6.3 or later is installed. For more information, refer to bug ID [CSCtq21385](#).
- Audio devices such as deskphones or headsets must be associated with CCMCIP profiles. For more information on how to configure CCMCIP profiles when using Cisco Jabber on-demand using the Cisco Cloud, consult the consult the Cisco Webex Connect Administration Guide:

<http://www.webex.com/webexconnect/orgadmin/help/index.htm>

For more information on how to configure CCMCIP profiles in an on-premises deployment using Cisco Unified Presence, consult the Cisco Jabber for Mac Installation and Configuration Guide:

http://www.cisco.com/en/US/products/ps11764/prod_maintenance_guides_list.html

- Cisco Jabber for Mac Release 8.6.x does not support video; this can lead to instability when communicating with other versions of Cisco Jabber that do. For example, bug ID [CSCty32989](#) describes an issue where an audio call is dropped when a Cisco Jabber for Windows user attempts to initiate a video call with a Cisco Jabber for Mac user. This issue can be avoided by ensuring that CSF devices are not configured using Binary Floor Control Protocol (BFCP).

Known Issues (On-demand deployment using Cisco Collaboration Cloud)

Meetings Issues

- T27LSP22 is required for Mac Jabber IM to honor One-Click settings.
- T27LSP22 is required join meetings directly (browser-less meeting).
- XMLAPI version 5.7.1 is required for meeting reminder to work reliably.
- T27LSP19 is required for receiving meeting invitation when initiated in Chat session.
- The Join Meeting button appears in the Meeting List only between the scheduled start and end of the meeting.

Proxy

- Mac cannot start WebEx meeting when set proxy mode with NTLM (QAForum bug 420539).
- The call in number can't display in meeting client after start meeting from Cisco Jabber for TSP Site (QAForum bug 432782).
- Some known issues with ability to connect to phone services when using proxy authentication.

Group Chat

- The client does not honor the Org Admin group chat user preference configuration. By default, users will receive an invitation to any group chat they are invited to.

UC Integration

- Menu items, icons about Voice (CUCM) services appearing in the application when you don't have CUCI integration.

Closed caveats for Cisco Jabber for Mac (on-demand deployment)

Release 8.6.2

Review the following list before working with Cisco Jabber for Mac Release 8.6.2 in an on-demand deployment. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the product.

For more information about an individual limitation, including workarounds, click the associated link in the table to access the online record in Bug Toolkit for that defect. (For information about accessing Bug Toolkit, see [How to use the Bug Toolkit](#)).

For information about open caveats, see [Open caveats for Cisco Jabber for Mac \(on-demand deployment\)](#), on page 19 and [Open caveats for Cisco Jabber for Mac \(on-premises deployment\)](#), on page 32.

Identifier	Component	Severity	Headline
CSCts84074	proxy	2	Desktop sharing can not be started via NTLM authentication proxy support.

Release 8.6.3

Review the following list before working with Cisco Jabber for Mac Release 8.6.3 in an on-demand deployment. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the product.

For more information about an individual limitation, including workarounds, click the associated link in the table to access the online record in Bug Toolkit for that defect. (For information about accessing Bug Toolkit, see [How to use the Bug Toolkit](#)).

For information about open caveats, see [Open caveats for Cisco Jabber for Mac \(on-demand deployment\)](#), on page 19 and [Open caveats for Cisco Jabber for Mac \(on-premises deployment\)](#), on page 32.

Identifier	Component	Severity	Headline
CSCtx98668	presence	4	Cloud user does not always see the CUP account presence, CUP user does not see cloud user's presence most of the time.
CSCtx98688	im-cloud	4	Experiencing One-way IM between alpha CUP account and cisco.com WebEx Connect account.

Release 8.6.5

Review the following list before working with Cisco Jabber for Mac Release 8.6.5 in an on-demand deployment. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the product.

For more information about an individual limitation, including workarounds, click the associated link in the table to access the online record in Bug Toolkit for that defect. (For information about accessing Bug Toolkit, see [How to use the Bug Toolkit](#)).

For information about open caveats, see [Open caveats for Cisco Jabber for Mac \(on-demand deployment\)](#), on page 19 and [Open caveats for Cisco Jabber for Mac \(on-premises deployment\)](#), on page 32.

Identifier	Component	Severity	Headline
CSCts59378	presence	3	Host's presence should change to Presenting when sharing desktop in a WebEx meeting.
CSCts59935	deskphone	3	Pref:Phones-Previously logged in users DP are displayed in current use.
CSCtu22637	presence	3	Presence does not change to Presenting when sharing in WebEx meeting.

CSCtu31066	file-transfer	3	File transfer progress bar does not progress on the sender's side.
CSCtx35900	presence	3	At times, presence does not show on a call if user has active call on DP.
CSCtx49311	presence	3	"Status unavailable" showing for some directory contacts after network change.
CSCtx56234	presence	3	Presence does not change to any Auto-presence (system created presence such as "On a call" or "In a WebEx meeting") if in Manual-presence.
CSCtx60248	login	3	Jabber did not reconnect after user reconnected to the network.
CSCtx62828	system	3	Jabber did not reconnect after user reconnected to the VPN.
CSCtx62991	context-menus	3	Add to Group menu doesn't show checkmark for contact.
CSCtx66306	presence	3	When user joins a WebEx meeting, Jabber for Mac changes status to away instead of In a WebEx meeting.
CSCtx75418	contact-mgmt	3	No photos & contacts info populated via VPN/CVO connection.
CSCtx75470	meetings-integratn	3	Cannot connect to meeting server.
CSCty33031	presence	3	"In a WebEx meeting" status message persists after user exits meeting.
CSCty33052	presence	3	User is in a WebEx meeting, but presence still showing 'Available'.

CSCty49732	meetings-integratn	3	Meeting queue not synched, especially when a meeting gets rescheduled.
CSCty49913	meetings-integratn	3	Launching a WebEx meeting from a reminder fails for specific users.
CSCtz68162	softphone	3	CUCM9.0: When in conference, participant list has duplicate name.
CSCtz68298	contact-mgmt	3	Deleted contact still shows up in contact list in predictive search.
CSCtz82087	softphone	3	When in active call CUCM goes down/up, phone services reconnect says limit.
CSCtz82098	softphone	3	Client becomes unresponsive if user does not close the call preservation view.
CSCtz86464	softphone	3	Unknown Calling Number displayed when IMs conference.
CSCtz97568	softphone	3	User tries to transfer a call to a user on IM phoneview and ICW displayed.

Closed caveats for Cisco Jabber for Mac (on-premises deployment)

Release 8.6.3

Review the following list before working with Cisco Jabber for Mac Release 8.6.3 in an on-premises deployment. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the product.

For more information about an individual limitation, including workarounds, click the associated link in the table to access the online record in Bug Toolkit for that defect. (For information about accessing Bug Toolkit, see [How to use the Bug Toolkit](#)).

For information about open caveats, see [Open caveats for Cisco Jabber for Mac \(on-demand deployment\)](#), on page 19 and [Open caveats for Cisco Jabber for Mac \(on-premises deployment\)](#), on page 32.

Identifier	Component	Severity	Headline
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CSCtx98668	presence	4	Cloud user does not always see the CUP account presence, CUP user does not see cloud user's presence most of the time.
CSCtx98688	im-cloud	4	Experiencing One-way IM between alpha CUP account and cisco.com WebEx Connect account.

Release 8.6.5

This section lists caveats that are closed for Cisco Jabber for Mac Release 8.6.5 and may have been open in previous releases.

Identifier	Component	Severity	Headline
CSCts59935	deskphone	3	Deskphones of previously logged in users are displayed until the user selects "Send audio through Desk phone".
CSCtu18990	deskphone	3	Presence reverted to Available in Deskphone mode.
CSCtx35900	presence	3	At times, presence does not show on a call if user has active call on DP.
CSCtx60248	login	3	Jabber does not reconnect after user reconnects to a network.
CSCtx62828	system	3	Jabber does not automatically reconnect after the user reconnects to VPN.
CSCtx62985	contact-mgmt	3	Can't add federated contact in CUP mode.
CSCtx62991	context-menus	3	Add to Group menu doesn't show checkmark for contact.
CSCtx75470	meetings-integratn	3	Cannot connect to meeting server.

CSCtx98258	presence	3	DND/Away presence doesn't reset to Available after sign out /in.
CSCtz68162	softphone	3	CUCM9.0: When in conference, participant list has duplicate name.
CSCtz68298	contact-mgmt	3	Deleted contact still show up as in contact list in predictive search.
CSCtz82098	softphone	3	Client becomes unresponsive if user does not close the call preservation view.
CSCtz83985	startup-shutdown	3	Jabber fail to connect after resume from sleep in wireless network.
CSCtz86464	softphone	3	Unknown Calling Number displayed when IMS conference.
CSCtz97568	softphone	3	User tries to transfer a call to a user on IM phoneview and ICW displayed.

Caveats

How to use the Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

Before you begin

You can search for problems by using the Cisco Software Bug Toolkit. To access the Toolkit, you need these items:

- Internet connection
- Web browser

- Cisco.com user ID and password

Procedure

- 1 To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- 2 Sign in with your Cisco.com user ID and password.
- 3 Enter the ID number in the **Search for Bug ID** field, and click **Go** to look for information about a specific problem.

For more information about how to search for bugs, create saved searches, and create bug groups, click **Help** on the Bug Toolkit page.

Open caveats for Cisco Jabber for Mac (on-demand deployment)

Release 8.6.1

The caveats in this table describe possible unexpected behavior in Cisco Jabber for Mac Release 8.6.1 when deployed in an on-demand environment.

Identifier	Component	Severity	Headline
CSCts84074	proxy	2	Desktop sharing cannot be started via NTLM authentication proxy support.
CSCts59236	desktop-share	3	User cannot start desktop sharing by PAC file of Squid server support.
CSCts59240	file-transfer	3	File transfer consistently fails for a specific user.
CSCts59285	desktop-share	3	Desktop-share 3 Can't launch desktop sharing with org bts6.webex.com.
CSCts59288	desktop-share	3	Desktop Sharing and File Transfer function are disabled when AES is enabled.
CSCts59334	startup-shutdown	3	Poor performance when loading a large contact list.
CSCts59335	system	3	Poor performance when adding a large directory group.

Open caveats for Cisco Jabber for Mac (on-demand deployment)

CSCts59346	voicemail	3	The configuration of VoiceMail in Cisco WebEx Connect Administration affects the Cisco Jabber client.
CSCts59381	sso	3	SSO logout won't go to the login page.
CSCts59916	srst	3	User hears dead air while on SRST failover and call ends.
CSCts67721	presence	3	Can't invite temporary user into group chat.
CSCts79651	documentation	3	Online help not displaying correctly in Chrome.
CSCts83159	presence	3	Presence sticks to DND if changed manually while sharing from WebEx meeting.
CSCts84055	logging	3	Client info in report (client type and version) not shown in WebEx Connect Administration.
CSCts67970	context-menus	4	Inconsistent wording around deletion of groups in contact list.
CSCts70073	person-mgmt	4	Group cannot be dragged and dropped onto People field on invite to chat.
CSCts70104	person-mgmt	4	Should pop up tip message when user invites blackberry mobile IM user.
CSCts83477	upgrade	6	Jabber client should pop up the optional upgrade.
CSCts84052	comm-history	6	User initiated events are not showing up in the IM transcript.

Release 8.6.2

The caveats in this table describe possible unexpected behavior in Cisco Jabber for Mac Release 8.6.2 when deployed in an on-demand environment. These caveats may also be open in previous releases.

Identifier	Component	Severity	Headline
CSCts59236	desktop-share	3	User cannot start desktop sharing by PAC file of Squid server support.
CSCts59240	file-transfer	3	File transfer consistently fails for a specific user.
CSCts59285	desktop-share	3	Desktop-share 3 Can't launch desktop sharing with org bts6.webex.com.
CSCts59288	desktop-share	3	Desktop Sharing and File Transfer function are disabled when AES is enabled.
CSCts59334	startup-shutdown	3	Poor performance when loading a large contact list.
CSCts59335	system	3	Poor performance when adding a large directory group.
CSCts59346	voicemail	3	The configuration of VoiceMail in Cisco WebEx Connect Administration affects the Cisco Jabber client.
CSCts59916	srst	3	Jabber for Mac users hear dead air while on SRST failover.
CSCts67721	presence	3	Can't invite temporary user into group chat.
CSCts79651	documentation	3	Online help not displaying correctly in Chrome.
CSCts84055	logging	3	Client info in report (client type and version) not shown in WebEx Connect Administration.
CSCtt42256	softphone	3	Shared line indicator is not dismissed after the call is ended on DP.
CSCtt96918	userinterface	3	Jabber for Mac plays sound for both sign on and sign off during sign on.

CSCtt97187	userinterface	3	Sound for Event Group Chat Message Sent is actually Chat Message Sent.
CSCtt97220	userinterface	3	File Transfer Complete sound doesn't take effect.
CSCtu00904	meetings-integratn	3	Multiple meetings launch when different versions of WebEx folders exist.
CSCtu01081	userinterface	3	Meeting Reminder sound not working and dock always bounces once.
CSCtu03688	userinterface	3	Growl 1.3 Events in Preference are grayed out. Install Growl is enabled.
CSCtu07404	presence	3	Manually changed presence when in a meeting is not preserved if display sleeps.
CSCtu08110	contact-mgmt	3	Contact card does not close upon user sign out from Jabber.
CSCtu21726	userinterface	3	No sounds playing for IM messages.
CSCtu21766	context-menus	3	Disable Join/Start button on meeting reminders if user is in a WebEx meeting.
CSCtu22637	presence	3	Presence does not change to Presenting when sharing in WebEx meeting.
CSCtu25342	presence	3	Custom away/DND status is not preserved when a call is dialed out.
CSCts67970	context-menus	4	Inconsistent wording around deletion of groups in contact list.
CSCts70073	person-mgmt	4	Group cannot be dragged and dropped onto People field on invite to chat.

CSCts70104	person-mgmt	4	Should pop up tip message when user invites blackberry mobile IM user.
CSCtt45293	presence	4	"In a WebEx meeting" persists when user edits custom presence while in a Webex meeting.
CSCts83477	upgrade	6	Jabber for Mac client should pop up the optional upgrade.
CSCts84052	comm-history	6	User initiated events are not showing up in the IM transcript.

Release 8.6.3

The caveats in this table describe possible unexpected behavior in Cisco Jabber for Mac Release 8.6.3 when deployed in an on-demand environment. These caveats may also be open in previous releases.

Identifier	Component	Severity	Headline
CSCts59240	file-transfer	3	File transfer consistently fails for a specific user.
CSCts59247	softphone	3	Forwarding calls to Voicemail or Mobile does not work and ICW is displayed.
CSCts59250	deskphone	3	Desk Phone mode: FAC code entered from Jabber (from phone view) is not processed by the client.
CSCts59251	deskphone	3	Desk Phone mode: CMC code entered from Jabber (from phone view) is not processed by the client.
CSCts59252	softphone	3	Hold reversion is not working.
CSCts59378	presence	3	Host's presence should change to Presenting when sharing desktop in a WebEx meeting.

Open caveats for Cisco Jabber for Mac (on-demand deployment)

CSCts59425	softphone	3	Client has to be reset (or cache emptied) to download updated dial rules.
CSCts59907	softphone	3	When call forwarding is enabled, call history stores it as a placed call.
CSCts59935	deskphone	3	Deskphones of previously logged in users are displayed until the user selects "Send audio through Desk phone".
CSCtu22637	presence	3	Presence does not change to "Presenting" automatically when user shares the desktop in a WebEx meeting.
CSCtu27864	presence	3	Cannot set custom DND when in Deskphone mode.
CSCtu31066	file-transfer	3	File transfer progress bar does not progress on the sender's side.
CSCtx35900	presence	3	At times, presence does not show on a call if user has active call on DP.
CSCtx40554	im-cloud	3	User image scaled incorrectly in chat window.
CSCtx46369	accessibility	3	Search results for Predictive Search is presented in a menu flyout and is not accessible to Voice Over.
CSCtx46531	person-mgmt	3	If a group name has changed, offline contacts are displayed.
CSCtx49311	presence	3	"Status unavailable" showing for some directory contacts after network change.
CSCtx49437	contact-mgmt	3	Phone number is converted to scientific notation.

CSCtx55921	im-cloud	3	Bottom line of the chats get clipped.
CSCtx56234	presence	3	Presence does not change to any Auto-presence (system created presence such as "On a call" or "In a WebEx meeting") if in Manual-presence.
CSCtx60248	login	3	Jabber did not reconnect after user reconnected to the network.
CSCtx62828	system	3	Jabber did not reconnect after user reconnected to the VPN.
CSCtx62991	context-menus	3	Add to Group menu doesn't show checkmark for contact.
CSCtx66306	presence	3	When user joins a WebEx meeting, Jabber for Mac changes status to away instead of In a WebEx meeting.
CSCtx75418	contact-mgmt	3	No photos & contacts info populated via VPN/CVO connection.
CSCtx75470	meetings-integratn	3	Cannot connect to meeting server.
CSCtx77803	desktop-share	3	Cannot do desktop share with Jabber on Windows users.
CSCty33031	presence	3	"In a WebEx meeting" status message persists after user exits meeting.
CSCty33052	presence	3	User is in a WebEx meeting, but presence still showing 'Available'.
CSCtx77930	softphone	4	Preserve the exact number the user typed in the keypad so redial works.
CSCtx87556	presence	4	Cloud: Presence shows Available instead of In a WebEx meeting.

Open caveats for Cisco Jabber for Mac (on-demand deployment)

CSCty07623	presence	4	In a webex meeting presence sticks to Available for some network reconnections.
CSCty33072	presence	4	Two 'In a WebEx meeting' presence states listed (both are system-derived).
CSCty11690	presence	5	Call dropped on call park retrieve.
CSCty32989	p2p-audio	6	Call drop on BFCP-enabled CSF device on video escalation request .

Release 8.6.4

The caveats in this table describe possible unexpected behavior in Cisco Jabber for Mac Release 8.6.4 when deployed in an on-demand environment. These caveats may also be open in previous releases.

Identifier	Component	Severity	Headline
CSCts59247	softphone	3	Forwarding calls to Voicemail or Mobile does not work and ICW is displayed.
CSCts59250	deskphone	3	Desk Phone mode: FAC code entered from Jabber (from phone view) is not processed by the client.
CSCts59251	deskphone	3	Desk Phone mode: CMC code entered from Jabber (from phone view) is not processed by the client.
CSCts59378	presence	3	Host's presence should change to Presenting when sharing desktop in a WebEx meeting.
CSCts59425	softphone	3	Client has to be reset (or cache emptied) to download updated dial rules.
CSCts59907	softphone	3	When call forwarding is enabled, call history stores it as a placed call.

CSCts59935	deskphone	3	Deskphones of previously logged in users are displayed until the user selects "Send audio through Desk phone".
CSCtu22637	presence	3	Presence does not change to "Presenting" automatically when user shares the desktop in a WebEx meeting.
CSCtu27864	presence	3	Cannot set custom DND when in Deskphone mode.
CSCtu31066	file-transfer	3	File transfer progress bar does not progress on the sender's side.
CSCtx35900	presence	3	At times, presence does not show on a call if user has active call on DP.
CSCtx40554	im-cloud	3	User image scaled incorrectly in chat window.
CSCtx46369	accessibility	3	Search results for Predictive Search is presented in a menu flyout and is not accessible to Voice Over.
CSCtx46531	person-mgmt	3	If a group name has changed, offline contacts are displayed.
CSCtx49311	presence	3	"Status unavailable" showing for some directory contacts after network change.
CSCtx55921	im-cloud	3	Bottom line of the chats get clipped.
CSCtx56234	presence	3	Presence does not change to any Auto-presence (system created presence such as "On a call" or "In a WebEx meeting") if in Manual-presence.

CSCtx60248	login	3	Jabber did not reconnect after user reconnected to the network.
CSCtx62828	system	3	Jabber did not reconnect after user reconnected to the VPN.
CSCtx62991	context-menus	3	Add to Group menu doesn't show checkmark for contact.
CSCtx66306	presence	3	When user joins a WebEx meeting, Jabber for Mac changes status to away instead of In a WebEx meeting.
CSCtx75418	contact-mgmt	3	No photos & contacts info populated via VPN/CVO connection.
CSCtx75470	meetings-integratn	3	Cannot connect to meeting server.
CSCtx77803	desktop-share	3	Cannot do desktop share with Jabber on Windows users.
CSCty33031	presence	3	"In a WebEx meeting" status message persists after user exits meeting.
CSCty33052	presence	3	User is in a WebEx meeting, but presence still showing 'Available'.
CSCty49659	softphone	3	On the first attempt, when user clicks answer, call never connects.
CSCty49732	meetings-integratn	3	Meeting queue not synched, especially when a meeting gets rescheduled.
CSCty49913	meetings-integratn	3	Launching a WebEx meeting from a reminder fails for specific users.
CSCtz05489	presence	3	DND does not change to Available in DP mode if user change presence on DP.

CSCtz18558	softphone	3	AnyConnect: Jabber shows incoming DN as Conference for audio call.
CSCtz59867	softphone	3	When in meeting, user answers call, both ICW and phoneview displayed.
CSCtz68162	softphone	3	CUCM9.0: When in conference, participant list has duplicate name.
CSCtz68298	contact-mgmt	3	Deleted contact still shows up in contact list in predictive search.
CSCtz71234	softphone	3	During AnyConnect transition state, Incoming call DN is shown twice.
CSCtz76204	presence	3	Presence stuck in "On Call" after ending "Preserved Call".
CSCtz81738	presence	3	Presence was stuck at Away even when logged in to another machine.
CSCtz82087	softphone	3	When in active call CUCM goes down/up, phone services reconnect says limit.
CSCtz82098	softphone	3	Client becomes unresponsive if user does not close the call preservation view.
CSCtz83985	startup-shutdown	3	Jabber fails to connect after resume from sleep in wireless network.
CSCtz86464	softphone	3	Unknown Calling Number displayed when IMs conference.
CSCtz87145	other	3	Jabber for Mac system diagnostics failed to display CUCM failover status.
CSCtz95168	softphone	3	MR3 new GIPS engine: Noise level is little more compared to old GIPS.

CSCtz97568	softphone	3	User tries to transfer a call to a user on IM phoneview and ICW displayed.
CSCua19634	system	3	Jabber notification stays until popup window is closed.
CSCua23846	softphone	3	Placing a call from Jabber breaks wireless network connection completely.
CSCtx77930	softphone	4	Preserve the exact number the user typed in the keypad so redial works.
CSCtx87556	presence	4	Cloud: Presence shows Available instead of In a WebEx meeting.
CSCty33072	presence	4	Two 'In a WebEx meeting' presence states listed (both are system-derived).
CSCtz38086	voicemail	4	Phone window displays pilot number instead of VoiceMail.
CSCtz51109	softphone	4	Phone UI with "Call Preservation" stays forever unless manually closed
CSCtz51590	softphone	4	System Diagnostics shows CallManager connected even though not connected.
CSCtz70806	ucpresence	4	Jabber crash after decline file transfer invite when in DND and option 2.
CSCtz76487	userinterface	4	User's image scaled incorrectly in meeting tab.
CSCtz78642	meetings-intgratn	4	Meeting Tab show more meetings than in cisco.webex.com.
CSCua08301	softphone	4	History: Park number is stored along with extension after call is retrieved.

CSCua23654	configuration	4	When Chat theme is changed, the preview text is lost on OS X Lion.
CSCty11690	presence	5	Call dropped on call park retrieve.
CSCty32989	p2p-audio	6	Call drop on BFCP-enabled CSF device on video escalation request.
CSCua10622	contact-mgmt	6	Inactive accounts show up in the Directory category when searched.

Release 8.6.5

The caveats in this table describe possible unexpected behavior in Cisco Jabber for Mac Release 8.6.5 when deployed in an on-demand environment. These caveats may also be open in previous releases.

Identifier	Component	Severity	Headline
CSCub02154	core	3	Cisco IT Version of Mac Jabber Client 8.6.4 Crashed
CSCuc04793	ucpreference	3	Desktop share invite send even user set to DND and option 2.
CSCuc04535	system	3	Core foundation crash - Crash coming out of sleep.
CSCuc04511	audio	3	Audio/HAL crash - Unexpected crash of Jabber.
CSCub92772	federation	3	Fed Contact presence is status unavailable after user delete fed contact.
CSCua28663	softphone	4	DTMF tones not being played for FAC/CMC.
CSCub24261	call-control	3	Jabber for MAC Unregisters with CUCM after Several Minutes.
CSCub93192	ucpreference	3	Chat Theme in Preference Preview not working when chat window is open.

Open caveats for Cisco Jabber for Mac (on-premises deployment)

CSCub91084	setup-assistant	3	Password remember even remember password checkbox uncheck in setup assit.
CSCub77722	deskphone	3	Jabber crashes on updating EX90.
CSCub56923	userinterface	3	Audio call using iLBC codec was modified to G.729.
CSCub56561	softphone	3	Music does not go on Hold when call is resumed after hold.
CSCub43772	integr-conv-window	3	Retina:Tooltip for "Actions" icon in ICW disappears too soon.
CSCuc06954	comp	3	Extreme slowness with desktop share happens with limited bandwidth.

Open caveats for Cisco Jabber for Mac (on-premises deployment)

Release 8.6.1

The caveats in this table describe possible unexpected behavior in Cisco Jabber for Mac Release 8.6.1 when deployed in an on-premises environment.

Identifier	Component	Severity	Headline
CSCts59238	contact-mgmt	3	Privacy preferences: Policies: Changing the contact list request options to block requests actually blocks the contact.
CSCts59247	softphone	3	Forwarding calls to Voicemail or Mobile does not work and ICW is displayed.
CSCts59383	presence	3	No consistency between the behavior of DND option 2 incoming IMs when the IM window is already open.

CSCts59384	presence	3	Getting invitations for meetings as well as file transfer when the user is in DND status with option 2.
CSCts59426	login	3	Jabber client is not automatically logged out when CUPC connects.
CSCts59907	softphone	3	When call forwarding is enabled, call history stores it as a placed call.
CSCts59910	predictive-search	3	Predictive search results can't find contact - found in CUPC 7.
CSCts59916	srst	3	Jabber user hears dead air while on SRST failover.
CSCts59947	context-menus	3	Add to Group/Group name is grayed out if user adds a contact to a different group, moves to a different group and removes the contact.
CSCts79651	documentation	3	Online help not displaying correctly in Chrome.
CSCts67740	person-mgmt	4	There should not be any presence ball and status displayed for third party IM contacts.
CSCts67742	person-mgmt	4	Application View Menu shortcuts are not working properly.
CSCts67886	presence	4	Custom Available message should show "custom message, on a call" when the user is in a call.
CSCts67970	context-menus	4	Inconsistent wording around deletion of groups in contact list.
CSCts70076	person-mgmt	4	CUP user cannot invite a cloud user to Group chat; however, a cloud user can invite a CUP user.

Open caveats for Cisco Jabber for Mac (on-premises deployment)

CSCts84068	userinterface	6	Inconsistent behavior in UI regarding clickable email address and phone
CSCts84071	meetings-integration	6	Failure to log in to WebEx site for type II MeetingPlace 7.0 configuration

Release 8.6.2

The caveats in this table describe possible unexpected behavior in Cisco Jabber for Mac Release 8.6.2 when deployed in an on-premises environment. These caveats may also be open in previous releases.

Identifier	Component	Severity	Headline
CSCts59247	softphone	3	Forwarding calls to Voicemail or Mobile does not work and ICW is displayed.
CSCts59384	presence	3	Getting invitations for meetings as well as file transfer when the user is in DND status with option 2.
CSCts59426	login	3	Jabber client is not automatically logged out when CUPC connects.
CSCts59907	softphone	3	When call forwarding is enabled, call history stores that as a placed call.
CSCts59916	srst	3	Jabber user hears dead air while on SRST failover.
CSCts59920	contact-mgmt	3	Contact is not checked and group name not grayed out in Add To Group.
CSCts59947	context-menus	3	Add to Group/Group name is grayed out if user adds a contact to a different group, moves to a different group and removes the contact.

CSCts79651	documentation	3	Online help not displaying correctly in Chrome.
CSCtt15798	upgrade	3	Super Admin download link is used even though custom rule is set.
CSCts67886	presence	4	Custom Available message should show "custom message, on a call" when the user is in a call.
CSCts67970	context-menus	4	Inconsistent wording around deletion of groups in contact list.
CSCts70076	person-mgmt	4	CUP user cannot invite a cloud user to Group chat; however, a cloud user can invite a CUP user.
CSCts84071	meetings-integration	6	Failure to log in to WebEx site for type II MeetingPlace 7.0 configuration.

Release 8.6.3

The caveats in this table describe possible unexpected behavior in Cisco Jabber for Mac Release 8.6.3 when deployed in an on-premises environment. These caveats may also be open in previous releases.

Identifier	Component	Severity	Headline
CSCts59247	softphone	3	Forwarding calls to Voicemail or Mobile does not work and ICW is displayed.
CSCts59250	deskphone	3	Desk Phone mode: FAC code entered from Jabber (from phone view) is not processed by the client, thus the call is not set up.
CSCts59251	deskphone	3	Desk Phone mode: CMC code entered from Jabber (from phone view) is not processed by the client, thus the call is not set up.

Open caveats for Cisco Jabber for Mac (on-premises deployment)

CSCts59252	softphone	3	Hold reversion is not working.
CSCts59425	softphone	3	Client has to be reset (or cache emptied) to download updated dial rules.
CSCts59907	softphone	3	When call forwarding is enabled, call history stores that as placed call.
CSCts59935	deskphone	3	Deskphones of previously logged in users are displayed until the user selects "Send audio through Desk phone".
CSCtu18990	deskphone	3	Presence reverted to Available in Deskphone mode.
CSCtu27864	ucpresence	3	Cannot set custom DND when in Deskphone mode.
CSCtx35900	presence	3	At times, presence does not show on a call if user has active call on DP.
CSCtx46369	accessibility	3	Search results for Predictive Search is presented in a menu flyout and is not accessible to Voice Over.
CSCtx46531	person-mgmt	3	If a group name has changed, offline contacts are displayed.
CSCtx49437	contact-mgmt	3	Phone number is converted to scientific notation.
CSCtx60248	login	3	Jabber does not reconnect after user reconnects to a network.
CSCtx62828	system	3	Jabber does not automatically reconnect after the user reconnects to VPN.
CSCtx62985	contact-mgmt	3	Can't add federated contact in CUP mode.

CSCtx62991	context-menus	3	Add to Group menu doesn't show checkmark for contact.
CSCtx75470	meetings-integratn	3	Cannot connect to meeting server.
CSCtx98258	presence	3	DND/Away presence doesn't reset to Available after sign out /in.
CSCts59286	meetings-integratn	4	Cannot connect successfully to a type 2 mtg server (WebEx) without selecting SSL.
CSCtu10918	presence	4	Presence status does not go back to Available after this sequence - idle/screensaver/sleep/resume or idle/sleep/resume.
CSCtx77930	softphone	4	Preserve the exact number the user typed in the keypad so redial works.
CSCtx83842	voicemail	4	Undeleting one voicemail from trash also deletes all other VMs.
CSCtx92898	contact-mgmt	4	Newly added federated contact does not show until user logs out and back in to Jabber.
CSCty32989	p2p-audio	6	Call drop on BFCP-enabled CSF device on video escalation request .

Release 8.6.4

The caveats in this table describe possible unexpected behavior in Cisco Jabber for Mac Release 8.6.4 when deployed in an on-premises environment. These caveats may also be open in previous releases.

Identifier	Component	Severity	Headline
CSCts59247	softphone	3	Forwarding calls to Voicemail or Mobile does not work and ICW is displayed.

Open caveats for Cisco Jabber for Mac (on-premises deployment)

CSCts59250	deskphone	3	Desk Phone mode: FAC code entered from Jabber (from phone view) is not processed by the client, thus the call is not set up.
CSCts59251	deskphone	3	Desk Phone mode: CMC code entered from Jabber (from phone view) is not processed by the client, thus the call is not set up.
CSCts59425	softphone	3	Client has to be reset (or cache emptied) to download updated dial rules.
CSCts59907	softphone	3	When call forwarding is enabled, call history stores that as placed call.
CSCts59935	deskphone	3	Deskphones of previously logged in users are displayed until the user selects "Send audio through Desk phone".
CSCtu18990	deskphone	3	Presence reverted to Available in Deskphone mode.
CSCtu27864	ucpresence	3	Cannot set custom DND when in Deskphone mode.
CSCtx35900	presence	3	At times, presence does not show on a call if user has active call on DP.
CSCtx46369	accessibility	3	Search results for Predictive Search is presented in a menu flyout and is not accessible to Voice Over.
CSCtx46531	person-mgmt	3	If a group name has changed, offline contacts are displayed.
CSCtx60248	login	3	Jabber does not reconnect after user reconnects to a network.

CSCtx62828	system	3	Jabber does not automatically reconnect after the user reconnects to VPN.
CSCtx62985	contact-mgmt	3	Can't add federated contact in CUP mode.
CSCtx62991	context-menus	3	Add to Group menu doesn't show checkmark for contact.
CSCtx75470	meetings-integratn	3	Cannot connect to meeting server.
CSCtx98258	presence	3	DND/Away presence doesn't reset to Available after sign out /in.
CSCty49659	softphone	3	On the first attempt, when I click answer, call never connects.
CSCty88888	contact-mgmt	3	Cannot copy or delete or edit contact .
CSCtz05489	presence	3	DND not change to Available in DP mode if user change presence on DP.
CSCtz18558	softphone	3	AnyConnect: Jabber shows incoming DN as Conference for audio call.
CSCtz50685	contact-mgmt	3	Federated contact display name and info is gone after quit and log in.
CSCtz59867	softphone	3	When in mtg, user answers call, both ICW and phoneview displayed.
CSCtz68162	softphone	3	CUCM9.0: When in conference,participant list has duplicate name.
CSCtz68298	contact-mgmt	3	Deleted contact still show up as in contact list in predictive search.
CSCtz71234	softphone	3	During AnyConnect transition state, incoming call DN is shown twice.

Open caveats for Cisco Jabber for Mac (on-premises deployment)

CSCtz76204	presence	3	Presence Stuck in "On Call" after Ending "Preserved Call".
CSCtz81738	presence	3	Presence was stuck at Away even when logged in to another machine.
CSCtz82087	softphone	3	When in active call CUCM goes down/up phone services reconnect says limit.
CSCtz82098	softphone	3	Client becomes unresponsive if user does not close the call preservation view.
CSCtz83985	startup-shutdown	3	Jabber fail to connect after resume from sleep in wireless network.
CSCtz86464	softphone	3	Unknown Calling Number displayed when IMS conference.
CSCtz87145	other	3	Aries system diagnostics failed to display CUCM failover status.
CSCtz95168	softphone	3	MR3 new GIPS engine: Noise level is little more compared to old GIPS.
CSCtz97568	softphone	3	User tries to transfer a call to a user on IM phoneview and ICW displayed.
CSCua19634	system	3	Jabber notification stay until popup window is closed.
CSCua23846	softphone	3	Place a call from Jabber breaks wireless network connection completely.
CSCts59286	meetings-integratn	4	Cannot connect successfully to a type 2 mtg server (WebEx) without selecting SSL.

CSCtu10918	presence	4	Presence status does not go back to Available after this sequence - idle/screensaver/sleep/resume or idle/sleep/resume.
CSCtx77930	softphone	4	Preserve the exact number the user typed in the keypad so redial works.
CSCtx83842	voicemail	4	Undeleting one voicemail from trash also deletes all other VMs.
CSCtx92898	contact-mgmt	4	Newly added federated contact does not show until user logs out and back in to Jabber.
CSCtz38086	voicemail	4	Phone window displays pilot number instead of VoiceMail.
CSCtz51109	softphone	4	Phone UI with Call Preservation stays forever unless manually closed.
CSCtz51590	softphone	4	System Diagnostics shows CallManager connected even though not connected.
CSCtz70806	ucpresence	4	Jabber crash after decline file transfer invite when in DND and option 2.
CSCua08301	softphone	4	History: Park number is stored along with extension after callretrieved.
CSCua20987	login	4	No warning message for nonexistent CUP server. Jabber stuck on log in.
CSCua21068	login	4	User can log in to Jabber using anything as server.
CSCua23654	configuration	4	When Chat theme is changed, the preview text is lost in Lion machine.

Open caveats for Cisco Jabber for Mac (on-premises deployment)

CSCty32989	p2p-audio	6	Call drop on BFCP-enabled CSF device on video escalation request.
CSCua10622	contact-mgmt	6	Inactive accounts show up in the Directory category during search.

Release 8.6.5

The caveats in this table describe possible unexpected behavior in Cisco Jabber for Mac Release 8.6.5 when deployed in an on-premises environment. These caveats may also be open in previous releases.

Identifier	Component	Severity	Headline
CSCua73991	contact-mgmt	4	Cannot revert contacts display name to LDAP default (on prem)
CSCub06335	documentation	3	Require Field Missing from Jabber for MAC.
CSCua38748	contact-mgmt	4	It is possible to add two exactly the same non-IM contacts.
CSCua68133	mp-integration	6	Error message is popped when user has a MP Type II integration..
CSCua73991	contact-mgmt	4	Cannot revert contacts display name to LDAP default (on prem).
CSCub93217	presence	3	CUP mode: When on active call, presence stays in custom available.
CSCub91074	contact-mgmt	3	Fed contact presence status unavailable if fed contact deny sub request.
CSCub68854	system	2	10.8-Password fields are empty in account preference for phone and mtgs.
CSCub62138	directorysearch	3	LDAP not working in Mountain Lion 10.8.
CSCua28663	softphone	4	DTMF tones not being played for FAC/CMC.

CSCub24261	call-control	3	Jabber for MAC Unregisters with CUCM after Several Minutes.
CSCub93192	ucpreference	3	Chat Theme in Preference Preview not working when chat window is open
CSCub91084	setup-assistant	3	Password remember even remember password checkbox uncheck in setup assit.
CSCub77722	deskphone	3	Jabber crashes on updating EX90.
CSCub56923	userinterface	3	Audio call using iLBC codec was modified to G.729
CSCub56561	softphone	3	Music does not go on Hold when call is resumed after hold.
CSCub43772	integr-conv-window	3	Retina:Tooltip for "Actions" icon in ICW disappears too soon

Unreproducible Caveats for Cisco Jabber for Mac (on-premises deployment)

Release 8.6.5

This section lists caveats that are unreproducible for Cisco Jabber for Mac Release 8.6.5 and may have been open in previous releases.

Identifier	Component	Severity	Headline
CSCts59247	softphone	3	Forwarding calls to Voicemail or Mobile does not work and ICW is displayed.
CSCts59250	deskphone	3	Desk Phone mode: FAC code entered from Jabber (from phone view) is not processed by the client, thus the call is not set up.

Unreproducible Caveats for Cisco Jabber for Mac (on-demand deployment)

CSCts59251	deskphone	3	Desk Phone mode: CMC code entered from Jabber (from phone view) is not processed by the client, thus the call is not set up.
CSCty49659	softphone	3	On the first attempt, when I click answer, call never connects.
CSCtz50685	contact-mgmt	3	Federated contact display name and info is gone after quit and log in.
CSCtz59867	softphone	3	When in mtg, user answers call, both ICW and phoneview displayed.
CSCua23846	softphone	3	Place a call from Jabber breaks wireless network connection completely.
CSCua08301	softphone	4	History: Park number is stored along with extension after callretrieved.

Unreproducible Caveats for Cisco Jabber for Mac (on-demand deployment)

Release 8.6.5

This section lists caveats that are unreproducible for Cisco Jabber for Mac Release 8.6.5 and may have been open in previous releases.

Identifier	Component	Severity	Headline
CSCts59247	softphone	3	Forwarding calls to Voicemail or Mobile does not work and ICW is displayed.
CSCts59250	deskphone	3	Desk Phone mode: FAC code entered from Jabber (from phone view) is not processed by the client.
CSCts59251	deskphone	3	Desk Phone mode: CMC code entered from Jabber (from phone view) is not processed by the client.

CSCty49659	softphone	3	On the first attempt, when user clicks answer, call never connects.
CSCtz59867	softphone	3	When in meeting, user answers call, both ICW and phoneview displayed.
CSCua23846	softphone	3	Placing a call from Jabber breaks wireless network connection completely.
CSCua08301	softphone	4	History: Park number is stored along with extension after call is retrieved.

Resolved caveats for Cisco Jabber for Mac (on-demand deployment)

Release 8.6.2

This section lists caveats that are resolved in Cisco Jabber for Mac Release 8.6.2 and may have been open in previous releases.

Identifier	Component	Severity	Headline
CSCtt94042	core	2	Crash on cache timer trigger.
CSCts59241	presence	3	Presence stuck in Away state after Idle followed by sleep/resume.
CSCts59243	presence	3	Presence and other user presence change to DND automatically.
CSCts59309	login	3	Shouldn't pop up an optional upgrade dialog before setting time.
CSCts59365	presence	3	Guest presence does not change to Presenting when the host stops.
CSCts59378	presence	3	Host's presence should change to Presenting when sharing desktop.
CSCts59381	sso	3	SSO logout won't go to login page.

Resolved caveats for Cisco Jabber for Mac (on-demand deployment)

CSCts59383	presence	3	No consistency between the behavior of DND option to incoming IMs when the IM window is already open.
CSCts59398	presence	3	Self Presence PIP disappears for some time.
CSCts59399	security	3	It should only show two restrictions in change password dialog like C7.
CSCts59410	presence	3	Presence pop-up list has Presenting auto status message.
CSCts59938	call-control	3	Phone window shows wrong user (participant) in conference call.
CSCts59949	person-mgmt	3	Not getting reliable contact resolution.
CSCts72751	softphone	3	Shows "conference" as a participant in conferencing, SP mode issue.
CSCts83159	presence	3	Presence sticks to DND if changed manually while sharing from WebEx meeting.
CSCtt15297	presence	3	Presence status remains Away instead of Available after sleep/resume.
CSCtt27099	presence	3	Presence stuck to "In a WebEx meeting" after a meeting has ended.
CSCtt45324	presence	3	Presence PIP is not consistent across Hub, Dock and Menu.
CSCts67723	person-mgmt	4	Cont. Menus: Part. List: Mult. Selection: Block/Unblock MI is missing.

CSCts67734	person-mgmt	4	During a move the contact is moved from a wrong group to a target group.
CSCts67742	person-mgmt	4	Application View Menu shortcuts are not working properly.
CSCts67768	person-mgmt	4	Predictive Search: Returning results from directory with 1 letter.
CSCts67783	predictive-search	4	Search criteria not cleared after user is selected from search results.
CSCts67891	context-menus	4	Call context menu inconsistent for each user.
CSCts67934	menus	4	Application's View Menu showing incorrect menu items in certain configurations.
CSCts67940	contact-mgmt	4	Inconsistent contact list person resolution.
CSCts68072	softphone	4	Spotlight menus can go off the screen.
CSCts68077	softphone	4	Presence refactoring to bottleneck calls to obtain presence.
CSCts70111	menus	4	View menu mappings incorrect.
CSCts68084	context-menus	5	VM tab Single select Edit should be disabled for VM with only phone info.
CSCts68090	context-menus	5	Calls tab Single select Edit should disable for VM with only phone info.

Release 8.6.3

This section lists caveats that are resolved for Cisco Jabber for Mac Release 8.6.3 and may have been open in previous releases.

Identifier	Component	Severity	Headline
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Resolved caveats for Cisco Jabber for Mac (on-demand deployment)

CSCts59916	srst	3	Jabber user hears dead air while on SRST failover.
CSCts83159	presence	3	Presence sticks to DND if changed manually while sharing from WebEx meeting.
CSCts84055	logging	3	Client info in report (client type and version) not shown in WebEx Connect Administration.
CSCtt96918	userinterface	3	Jabber for Mac plays sound for both sign on and sign off during sign on.
CSCtt97187	userinterface	3	Sound for Event Group Chat Message Sent is actually Chat Message Sent.
CSCtt97220	userinterface	3	File Transfer Complete sound doesn't take effect.
CSCtu01081	userinterface	3	Meeting Reminder sound not working and dock always bounces once.
CSCtu03688	userinterface	3	Growl 1.3 Events in Preference are grayed out. Install Growl is enabled.
CSCtu07404	presence	3	Manually changed presence when in a meeting is not preserved if display sleeps.
CSCtu08110	contact-mgmt	3	Contact card does not close upon user sign out from Jabber.
CSCtu21726	userinterface	3	No sounds playing for IM messages.
CSCtu25342	presence	3	Custom away/DND status is not preserved when a call is dialed out.
CSCtw44595	configuration	3	Jabber for Mac tries to tftp download non-existent CSF device.
CSCts83477	upgrade	6	Jabber client should pop up the optional upgrade.

Release 8.6.4

This section lists caveats that are resolved for Cisco Jabber for Mac Release 8.6.4 and may have been open in previous releases.

Identifier	Component	Severity	Headline
CSCtz62604	softphone	2	CTI servitude:Jabber crashes if a conference is initiated from CUPC.
CSCts59281	file-transfer	3	File transfer complete, but the app/UI still thinks it is in-progress.
CSCts59941	desktop-share	3	Terrible screen artifacts on 10.7.
CSCtt42256	softphone	3	Shared line indicator is not dismissed after the call is ended on DP.
CSCtx40554	im-cloud	3	User's image scaled incorrectly in chat window.
CSCtx87678	meetings-integratn	3	Jabber meetings tab shows incorrect meeting start time for IST timezone.
CSCty01660	meetings-integratn	3	10.7.3 meeting invite is not sent to the remote users.
CSCty55384	deskphone	3	Single number reach-incoming toast is not dismissed if answered on mobile.
CSCty95340	other	3	Jabber for Mac not failing over to secondary CUCM server.
CSCtz18094	userinterface	3	Group chat invitation text is clipped.
CSCtz27165	person-mgmt	3	Crash in csf::URLAddress.
CSCtz42252	meetings-integratn	3	Not able to start meeting from Cisco Jabber-Meeting Server Disconnected.

Resolved caveats for Cisco Jabber for Mac (on-demand deployment)

CSCtz42298	meetings-integratn	3	Should be able to join WebEx meeting even if Meeting/WebEx account is offline.
CSCtz54181	comm-history	3	Call history: Display name says "fake-display" for calls from meetingplace.
CSCtz59620	softphone	3	CMC: If an invalid number is dialed access code is displayed in clear text.
CSCtz59820	deskphone	3	Deskphone mode doesn't work after leaving computer awake overnight.
CSCtz65498	softphone	3	VPN: Cannot connect to Phone services.
CSCtz68282	system	3	Jabber crashes after adding a contact in the same company to blocked list.
CSCtz79219	softphone	3	Phone services cannot connect if both wired/wireless connected.
CSCua17395	softphone	3	Send to mobile does not work on Jabber.
CSCua21869	softphone	3	Softphone service should re-register as soon as network interface changes.
CSCtz64064	core	4	Cisco Jabber for Mac should allow for a "space" in UID.

Release 8.6.5

This section lists caveats that are resolved for Cisco Jabber for Mac Release 8.6.5 and may have been open in previous releases.

Identifier	Component	Severity	Headline
CSCtx40554	im-cloud	3	User image scaled incorrectly in chat window.

CSCty11690	presence	5	Call dropped on call park retrieve.
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Resolved caveats for Cisco Jabber for Mac (on-premises deployment)

Release 8.6.2

This section lists caveats that are resolved for Cisco Jabber for Mac Release 8.6.2 and may have been open in previous releases.

Identifier	Component	Severity	Headline
CSCtu08231	meetings-integratn	2	Cannot join type 2 ad-hoc meetings.
CSCts59238	contact-mgmt	3	Privacy preferences: Policies: Changing the contact list request options to block requests actually blocks the contact.
CSCts59244	presence	3	Status changes back and forth.
CSCts59248	context-menus	3	Personal contact is not removed from old group after a move to new one.
CSCts59345	login	3	Proper error message is not displayed when connection to CUP server fails.
CSCts59383	presence	3	No consistency between the behavior of DND option 2 incoming IMs when the IM window is already open.
CSCts59396	presence	3	Presence does not stick to the status manually set by user previously.
CSCts59408	presence	3	Presence reverted to Available after sleep/resume.
CSCts59411	presence	3	System derived Away should not take precedence over the custom.

Resolved caveats for Cisco Jabber for Mac (on-premises deployment)

CSCts59909	contact-mgmt	3	Moving personal contacts - can't move and then move back without relaunching.
CSCts59938	call-control	3	Phone window shows wrong user (participant) in conference call.
CSCts59949	person-mgmt	3	Not getting reliable person resolution.
CSCts67234	im-onprem	3	One way group chat if enabled blocks requests for people outside user organization.
CSCts72751	softphone	3	Shows "conference" as a participant in conferencing, SP mode issue.
CSCts83254	presence	3	Sticky presence in some scenarios.
CSCtt13378	configuration	3	Voicemail and MeetingPlace passwords may not update when syncing.
CSCtt97207	presence	3	Presence ball is red with away status if screen saver starts.
CSCtt97329	presence	3	When user locks the screen, presence says away but the ball is red.
CSCtu14209	presence	3	Cannot change back to available after custom available is set.
CSCts67723	person-mgmt	4	Cont. Menus: Part. List: Mult. Selection: Block/Unblock MI is missing.
CSCts67734	person-mgmt	4	During a move the contact is moved from a wrong group to a target group.

CSCts67740	person-mgmt	4	There should not be any presence ball and status displayed for third party IM contacts.
CSCts67742	person-mgmt	4	Application View Menu shortcuts are not working properly.
CSCts67768	person-mgmt	4	Predictive Search: Returning results from directory with 1 letter.
CSCts67783	predictive-search	4	Search criteria not cleared after user is selected from search results.
CSCts67891	context-menus	4	Call context menu inconsistent for each user.
CSCts67934	menus	4	Application's View Menu showing incorrect menu items in certain configurations.
CSCts67940	contact-mgmt	4	Inconsistent contact list person resolution.
CSCts68072	softphone	4	Spotlight menus can go off the screen.
CSCts68077	softphone	4	Presence refactoring to bottleneck calls to obtain presence for a person.
CSCts70111	menus	4	View menu mappings incorrect.
CSCts68084	context-menus	5	VM tab Single select Edit should be disabled for VM with only phone info.
CSCts68090	context-menus	5	Calls tab Single select Edit should be disabled for VM with only phone info.

Release 8.6.3

This section lists caveats that are resolved for Cisco Jabber for Mac Release 8.6.3 and may have been open in previous releases.

Identifier	Component	Severity	Headline
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Resolved caveats for Cisco Jabber for Mac (on-premises deployment)

CSCts59916	srst	3	Jabber user hears dead air while on SRST failover.
CSCts83159	presence	3	Presence sticks to DND if changed manually while sharing from WebEx meeting.
CSCts84055	logging	3	Client info in report (client type and version) not shown in WebEx Connect Administration.
CSCtw44595	configuration	3	Jabber for Mac tries to tftp download non-existent CSF device.
CSCtw47559	system	3	LDAP server fails to respond to a connection test query.
CSCtw47854	system	3	Jabber for Mac unable to contact the LDAP server on login.
CSCty04666	configuration	3	User-level LDAP configuration overrides admin LDAP profile configuration.
CSCts67740	person-mgmt	4	There should not be any presence ball and status displayed for third party IM contacts.
CSCts67742	person-mgmt	4	Application View Menu shortcuts are not working properly.
CSCts83477	upgrade	6	Jabber client should pop up the optional upgrade.
CSCts84068	userinterface	6	Inconsistent behavior in UI regarding clickable email address and phone.

Release 8.6.4

This section lists caveats that are resolved for Cisco Jabber for Mac Release 8.6.4 and may have been open in previous releases.

Identifier	Component	Severity	Headline
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CSCtz62604	softphone	2	CTI servitude: Jabber crashes if a conference is initiated from CUPC.
CSCts59281	file-transfer	3	File transfer complete, but the app/UI still thinks it is in progress.
CSCtt42256	softphone	3	Shared line indicator is not dismissed after the call is ended on DP.
CSCtx40554	im-cloud	3	User's image scaled incorrectly in chat window.
CSCtx87678	meetings-integratn	3	Jabber meetings tab shows incorrect meeting start time for IST time zone.
CSCty01660	meetings-integratn	3	10.7.3 meeting invite is not sent to the remote users.
CSCty46923	presence	3	Unable to failover when CUP Publisher is shut down.
CSCty49913	meetings-integratn	3	Launching a WebEx meeting from a reminder fails for specific users.
CSCty55384	deskphone	3	Single number reach-incoming toast is not dismissed if answered on mobile.
CSCty95340	other	3	Jabber for Mac not failing over to secondary CUCM server.
CSCtz18094	userinterface	3	Group chat invitation text is clipped.
CSCtz25679	contact-mgmt	3	Jabber for Mac 8.6.3 - phone and email not displayed for contacts.
CSCtz27165	person-mgmt	3	Crash in csf::URLAddress.
CSCtz42252	meetings-integratn	3	Not able to start meeting from Cisco Jabber-Meeting Server Disconnected.

Resolved caveats for Cisco Jabber for Mac (on-premises deployment)

CSCtz42298	meetings-integratn	3	Should be able to join WebEx meeting even if Meeting/WebEx account is offline.
CSCtz54181	comm-history	3	Call history: Display name says "fake-display" for calls from meetingplace.
CSCtz59620	softphone	3	CMC: If an invalid number is dialed access code is displayed in clear text.
CSCtz59820	deskphone	3	Deskphone mode doesn't work after leaving computer awake overnight.
CSCtz65231	ucpreference	3	On-prem: CUP login password is stored in clear text.
CSCtz65498	softphone	3	VPN: Cannot connect to Phone services.
CSCtz79219	softphone	3	Phone services cannot connect if both wired/wireless connected.
CSCua17395	softphone	3	Send to mobile does not work on Jabber.
CSCua21869	softphone	3	Softphone service should re-register as soon as network interface change.
CSCtz64064	core	4	Cisco Jabber for Mac should allow for a "space" in UID.
CSCtz87673	documentation	4	Additional port information for Cisco Jabber for Mac Installation Guide.

Release 8.6.5

This section lists caveats that are resolved for Cisco Jabber for Mac Release 8.6.5 and may have been open in previous releases.

Identifier	Component	Severity	Headline
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CSCtz77749	deskphone	3	for Mac crashes when controlling Desk phone + sidecars attached.
CSCua73951	security	3	LDAP password shown in clear text in console logs.

Troubleshooting

Problem You are unable to select "Dial With Cisco Jabber" in the options menu after highlighting a phone number in an application.

Possible Cause This is a configuration issue on your Mac.

Solution 1. Open System Preferences and select **Keyboard**. 2. Select the **Keyboard Shortcuts** tab. 3. Select **Services** on the left side. 4. Expand the **Text** list on the right side and check the box beside "Dial with Cisco Jabber". 5. Close System Preferences. You may need to relaunch Jabber for changes to take effect.

Further Support and Documentation

You can get additional support for Cisco Jabber for Mac online at Cisco.com:

<http://www.cisco.com/en/US/products/ps11764/>

