Cisco Jabber for iPad 9.3(2) Release Notes

First Published: August 05, 2013

C O N T E N T S

Release and General Information

This section contains general information about Cisco Jabber for iPad and the current release of the application.

Introduction

Cisco Jabber for iPad is a Unified Communications application that provides instant messaging (IM), video and voice calling, corporate directory search, presence, and voicemail. The current version of the application is 9.3(2).

Cisco Jabber for iPad allows you to:

- Set up video and voice calling accounts in Settings if you are signed in with an IM account
- Turn on **Remember My Password** when you sign in to the application
- Place video and voice calls to a mobile phone number, work phone number, video address (URI), computer, or mobile device
- Use a keypad to search by name or phone number and to start a call
- Answer and decline calls
- Hold, resume, merge, and transfer calls
- Add a call (conference)
- Mute and unmute sending audio
- Start and stop sending video
- Show and hide self-view before and during a call
- Work with either the front or the back camera on the iPad device

- View and add IM and TelePresence contacts

- Perform predictive search of contacts in the corporate and TelePresence directories

- Add and delete contacts

- Add contacts to Favorites

- View dialed, received, and missed calls, call back, and check visual and audio voicemail in Recents

- Send chat messages and view your own and others' availability status

- Customize your availability status

- Start Cisco WebEx meetings (Cisco WebEx Messenger users only)

- Join Cisco WebEx meetings (Cisco WebEx Messenger users only)

- Send problem reports by email

- Log details for video problems

- Turn on or off sounds for sending chats, receiving chats, receiving requests, and receiving calls

- Create an individual account for Cisco Jabber Video for TelePresence from within the application.

System and Network Requirements

Network Requirements

If you are in the office and using any of these accounts, you must connect your iPad device to your corporate Wi-Fi network:

- Cisco Unified Communications Manager

- Cisco Unified Presence

- Cisco TelePresence Video Communication Server (VCS) without VCS Expressway

When you are away from the office, you can connect to your corporate network over any other Wi-Fi network, such as home DSL or public Wi-Fi, using a VPN (virtual private network) connection. You must use Cisco AnyConnect Secure Mobility Client to use the Connect on Demand VPN feature.

If you are using any of these accounts, you can connect to any Wi-Fi network and are not required to use a VPN connection when you are outside your corporate network:

- Cisco WebEx Messenger

- Cisco WebEx TelePresence

- Cisco Jabber Video for TelePresence

- Cisco TelePresence Video Communication Server (VCS) with VCS Expressway

The video and voice quality of calls varies depending on the Wi-Fi or mobile data network connection. Cisco does not troubleshoot connectivity issues when you use Jabber for iPad on 3G or 4G mobile data networks

or non-corporate Wi-Fi networks over a VPN connection using applications such as Cisco AnyConnect Secure Mobility Client.

Cisco Jabber for iPad supports the following application releases:

Application	Release
Cisco WebEx Web IM	• 6.6
Cisco WebEx Messenger	• 7.1 • 7.2
Cisco Unified Presence	• 8.0 • 8.5 • 8.6 • 9.0 • 9.1

Cisco Unified Communications Manager	• Voice:
	  ◦ 7.1.5
	• Voice and Video:
	  ◦ 8.0.3
	  ◦ 8.5.1
	  ◦ 8.6.2
	  ◦ 9.0
	  ◦ 9.1

Cisco TelePresence Video Communication Server (VCS)	• 6.0 and later **Note** VCS also requires Cisco TelePresence Management Suite (TMS) 13.1 or later.
Cisco Unity Connection	• 8.5 • 8.6 • 9.0 • 9.1

Cisco Jabber for iPad supports the following codecs for calling and voicemail:

Function	Codec
Calling	• G.711 mu-law • G.711 A-law • G.722.1 • H.264 VGA encoding
Voicemail	• G.711 mu-law (default) • G.711 A-law • Linear PCM • GSM 6.10

Cisco Jabber for iPad supports the Microsoft Active Directory 2008 and Open LDAP 2.4.23 implementations of the Lightweight Directory Access Protocol (LDAP) for integration with corporate directories.

Requirements for Users and Devices

Cisco Jabber for iPad is available from the App Store.

The device requirements are:

- iPad 2, iPad with Retina display (3rd and 4th generation), or iPad Mini
- iOS 6.0
- iOS 6.1

Cisco supports Cisco Jabber releases only on the latest major iOS release. Apple maintains iOS, provides free iOS updates, and actively encourages users to upgrade to new iOS releases. To help enterprise customers transition to new major iOS updates, Cisco supports the last dot release of the previous major release for three months after a new release is introduced.

Note   See also Network requirements.

Interoperability Requirements for Applications, Devices, and Servers

Cisco Jabber for iPad supports these devices, applications, and servers:

Devices
Cisco Unified IP Phones 8961 (SIP version 9.2.4.x) and 9971 (SIP version 9-2-3-27)
Cisco Virtualization Experience Client (VXC) 2111 and 2211
Polycom HDX 4002 and Polycom HDX 9000
Cisco TelePresence: • Cisco TelePresence System 3010 (CTS1.9.1) • Cisco TelePresence System 1300 (CTS1.9.1) • Cisco TelePresence TX9000 (CTS1.9.1) • Cisco TelePresence System 500 Series (CTS1.9.1) • Cisco TelePresence System EX90 (TE6.0.0) and EX60 (TC5.0.0) • Cisco IP Video Phone E20 (TE4.1.1 on Unified CM and TE6.0.0 on VCS) • Cisco TelePresence 1700 MXP (F9.0 PAL) • Cisco TelePresence MX200 (TC5.1.1)—Supported in VCS only • Cisco TelePresence System Quick Set C20 (TC5.1.0) • Cisco TelePresence System Codec C40 and C60 (TC5.1.0) • Cisco TelePresence SX20 Quick Set (TC6.0.0)
Bluetooth Devices: Cisco Jabber for iPad generally supports all the Bluetooth devices that work well with native iOS applications. The following devices have been specifically tested with the application: • Jawbone ICON for Cisco   **Note**   Users may need to enable A2DP for older models of the Jawbone ICON for Cisco. • JAMBOX by Jawbone Wireless Speaker • Plantronics Backbeat 903+ Bluetooth Stereo Headphones with Mic • Plantronics Marque M155 • Plantronics Voyager UC2 • Plantronics Voyager Pro Plus • SONY Bluetooth Wireless Stereo Headset DR-BT140Q • Jabra Supreme • H800 Logitech Headset

Applications and servers
Cisco Unified Personal Communicator 8.5 and later
Cisco WebEx Messenger C7.5 server
Cisco Jabber for Mac 8.6 and later
Cisco Jabber for Windows
Cisco Jabber IM for BlackBerry, Cisco Jabber IM for iPhone, and Cisco Jabber IM for Cius
Cisco Jabber Video for TelePresence for Windows and Mac
Cisco Unified Video Advantage 2.2.3 and later

See the sections Important Considerations, on page 10 and Open Caveats, on page 14 for further information on supported devices and software.

Bluetooth and Network Interference

Bluetooth headsets use the same 2.4 GHz frequency as 802.11b, 802.11g, and 802.11n wireless networks as well as other devices such as microwave ovens and cordless phones. Interference from such devices is likely to impact Bluetooth transmissions and Bluetooth headsets may interfere with wireless connections to the iPad. This issue is not specific to Cisco Jabber for iPad but can result in dropped or interrupted calls and voice quality issues.

Minimize interference to wireless networks from Bluetooth headsets by ensuring a strong wireless network signal is available throughout the coverage area.

Cisco cannot troubleshoot these issues.

The following Apple support articles contain useful information on these issues:

- AirPort and Bluetooth: Potential sources of wireless interference
- Bluetooth: Static heard on Bluetooth headset

Supported languages

Cisco Jabber for iPad supports the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- Danish
- Dutch
- English (US)
- French

- German

- Italian

- Japanese

- Korean

- Portugese (Brazil)

- Russian

- Spanish (Spain)

- Swedish

- Hungarian

- Slovak

- Croatian

- Romanian

New and Changed Information

Refer to this section for release specific information.

Release 9.3(2)

Cisco Jabber for iPad 9.3(2) contains numerous fixes to functionality. See Resolved Caveats, on page 15 for information on these fixes.

Cisco Jabber for iPad 9.3(2) introduces the following features:

- **Cisco Unified Communications Manager 9.1 support**

- **Cisco Unified Communications Manager IM and Presence Service 9.1 support**

- **Cisco Unity Connection 9.1 support**

- **Ability to view contact photos in Cisco TelePresence Video Communication Server-only deployment model.**

- **Administrative control of automatic sign-out in Cisco TelePresence Video Communication Server-only deployment model.**

- **Administrative control of password saving in Cisco TelePresence Video Communication Server-only deployment model.**

- **Ability to enter an alias when adding a contact to the Contact list or Favorites in Cisco TelePresence Video Communication Server-only deployment model.**

- **Ability to show multiple contact methods in the phonebook from an Active Directory in Cisco TelePresence Video Communication Server-only deployment model.**

Limitations and Restrictions

This section contains information on the current limitations and restrictions of the application.

Known Issues

The following issues are known in Cisco Jabber for iPad:

- **General Issues**

  ○ Cisco Jabber for iPad does not support Global Site Backup (GSB). To resolve problems related to this issue, try closing Cisco Jabber for iPad, starting it, and then signing in again.

  ○ Users of Cisco WebEx free accounts cannot add contacts using email addresses. When adding contacts, they must know their Jabber user IDs.

  ○ If the title of a group chat you started in Cisco Unified Personal Communicator contains a space, the space will be shown as `\20`, instead of a space, in Cisco Jabber for iPad.

  ○ If you are signed in with your IM account on multiple devices and answer an incoming call on the iPad, the incoming call dialog box remains on the other devices.

  ○ You cannot start device calls with contacts using Cisco Jabber for Mac and Cisco Jabber for Windows. Cisco Jabber for iPad also cannot display error messages when such calls cannot be started.

- **Cisco WebEx Messenger**

  ○ Users of Cisco WebEx Messenger 7.0.1 cannot make a device call.

  ○ If you have the same sign-in information for your Cisco WebEx Messenger and Cisco Jabber Video for TelePresence accounts, you can sign in to Cisco WebEx Messenger only.

  ○ Cisco WebEx meeting invitations are not sent from Cisco Jabber for iPad if **Settings** > **Status** > **Automatic Sign-out** is set to **Sign out on Exit**.

- **Cisco Unified Presence**

◦ If you are signed in using a Cisco Unified Presence account, your profile images may appear compressed.

• **Cisco Jabber Video for TelePresence**

◦ If you have the same sign-in information for your Cisco WebEx Messenger and Cisco Jabber Video for TelePresence accounts, you can sign in to Cisco WebEx Messenger only.

Important Considerations

Note the following important considerations when using Cisco Jabber for iPad:

• **General Considerations**

◦ **Attention:** Apple plans to remove the Always Connect option in the near future. After the Always Connect option is removed, users can select the Connect If Needed option. In some cases, Cisco Jabber users may have issues when using the Connect If Needed option. For example, if the hostname for the Cisco Unified Communications Manager is resolvable outside the corporate network, iOS will not trigger a VPN connection. The user can work around this issue by manually launching Cisco AnyConnect Secure Mobility Client before making a call.

◦ Cisco Jabber for iPad does not remember server information and credentials when changing server types.

◦ If you transition between networks, your availability status may not be accurate.

◦ It may take up to 10 minutes for your availability status updates to appear for other contacts.

◦ Cisco Jabber for iPad supports interoperability and optimal video quality with Cisco TelePresence System (CTS) devices if you use a TelePresence or video bridge to connect the devices. The number of devices that you can use for joining a video call will be determined by the Multipoint Control Unit (MCU) and settings defined for the conference bridge.

For the best video experience when establishing a direct video call between Cisco Jabber for iPad and a CTS device, use the required versions and settings. Otherwise, video quality in Cisco Jabber for iPad will be impacted; resulting video quality may include low frame-rate video with high or increasing latency, lack of lip synchronization, or excessive video artifacting. For more information, see **CSCtx47090** in Open caveats.

Required versions and settings for CTS interoperability
VCS call control environment: All CTS devices must be using 1.9.1(68) or a later firmware version.

Required versions and settings for CTS interoperability

Unified Communications Manager call control environment:
 	
    • All CTS devices must be using 1.9.1(68) or a later firmware version.
 	
    • Create Media Regions for iPad and CTS by following these steps:
 	
      1 Provision two media regions with the first region for CTS using a maximum video call bit rate of 32000 Kbps and second region for iPad using a maximum video call bit rate of 768 Kbps.
 	
      2 Create a region relationship from the CTS region to the iPad region, described in step 1, using a maximum video call bit rate of 512 Kbps.

To verify your VCS firmware and hardware codec versions, check the Device information screen in the Cisco TelePresence System Administration.

Consult the Cisco Unified Communications Manager Administration documentation for details about setup.

◦ Cisco Jabber for iPad bandwidth has been limited to 384 kbps due to CPU constraints on the supported iPad hardware.

• **Cisco WebEx Messenger**

◦ You cannot block contacts who are within your own organization.

◦ You cannot join a conference call if the call is placed by a Cisco WebEx Messenger user from a group chat started on his or her computer.

◦ If you delete a group of contacts on a device other than iPad, the group will still appear in Cisco Jabber for iPad.

• **Cisco Unified Presence**

◦ If you delete a group of contacts on a device other than iPad, the group will still appear in Cisco Jabber for iPad.

◦ You cannot block contacts who are within your own organization.

Note   Cisco Jabber for iPad does not support joining Cisco WebEx Meeting Server (CWMS) meeting when sign-in with the Cisco Unified Presence account.

• **Cisco WebEx Meetings**

◦ If you start an action, such as signing in or tapping **WebEx Meeting** to start a meeting, and then bring Cisco Jabber for iPad to the background before the action is completed, you cannot successfully complete the action.

◦ Invitees will receive meeting invitations whether or not the meeting has been started.

◦ If you tap **WebEx Meeting** to start a meeting, a meeting invitation is sent immediately. If the invitee selects the meeting link immediately but the meeting is still in the process of starting, the invitee receives an error message and, as a result, cannot join the meeting again.

◦ If you sign in using a Cisco WebEx Meetings account, you can use instant messaging (IM), but you cannot start a WebEx meeting from Cisco Jabber for iPad.

• **Cisco TelePresence Video Communication Server**

◦ Cisco Jabber for iPad does not support proxy server setup if you are using Cisco TelePresence Video Communication Server (VCS) or Cisco Jabber Video for TelePresence.

◦ Cisco Jabber for iPad may experience limitations with interworked calls when registered to VCS running version X6.0.

• **Cisco Jabber Video for TelePresence / Cisco WebEx TelePresence**

◦ Cisco Jabber for iPad does not support proxy server setup if you are using Cisco TelePresence Video Communication Server (VCS) or Cisco Jabber Video for TelePresence.

◦ If you sign in to Cisco Jabber for iPad using a Cisco Jabber Video for TelePresence or Cisco WebEx TelePresence account for the first time, your contact list is empty. You will need to add contacts.

• **Single Sign On**

◦ Cisco Jabber for iPad does not support ID search in directories and Contacts.

◦ Cisco Jabber for iPad supports only form-based authentication. You cannot sign in if your organization uses only basic authentication.

C H A P T E R 3

Caveats

This section contains information on the caveats currently associated with Cisco Jabber for iPad.

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 except severity level 6 enhancement requests

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection

- Web browser

- Cisco.com user ID and password

Procedure

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**.

What to Do Next

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

Open Caveats

The following caveats are open against Cisco Jabber for iPad. This caveat list was generated on 19th July.

Identifier	Severity	Component	Headline
CSCud57822	3	general	Unable to sign in VCS through TCP if TLS is disabled on VCS server
CSCue32123	4	general	Call button disappears in dial pad and doesn't work in profile page
CSCuf35576	4	general	[Jabber video for telepresence] No video and voice between J4iPad
CSCuf77927	4	general	Call is not completely closed after BYE message
CSCuf82345	3	general	Black video on hardphone cp-9971 after exit from conference call
CSCuf84838	4	general	Crash happens when binding CUCM account after reconnecting
CSCug05381	3	general	Jabber Video for TelePresence reconnects very slowly
CSCug05391	3	general	Jabber failed to reconnect VCS after idle for around 10 mins
CSCug57371	3	im-presence	Jabber iPad presence status do not sync up with other jabber apps
CSCug57852	3	im-presence	iPad presence status did not sync up with Jabber for Windows
CSCug58403	3	general	Bad voice quality when speaking closely with microphone
CSCug60507	3	im-presence	<CUP>Reconnect network, offline IM has lost
CSCuh32637	3	general	Selfview of Jabber-iPad doesn't work after ATA 187 does unattened transf

Closed Caveats

The following caveats have been closed for Cisco Jabber for iPad.

Identifier	Severity	Component	Headline
CSCtz62386	3	general	lost audio during 1.5 hour call and video is blur
CSCuc31027	3	general	Jabber cannot receive call after running in background with VPN(Apple bug)
CSCue17842	3	general	Jabber in background cannot get wifi available event(Apple bug)
CSCue17893	3	general	Wifi drops to cellular, causes jabber to miss incoming calls(Apple bug)
CSCuf00424	3	general	Jabber crash when input IM quickly(Apple Bug).
CSCuf35109	3	general	Sometime Jabber crashed when hold/resume EX90 or end call---Apple Bug
CSCuf41363	2	im-presence	Inconsistent Jabber iPad 9.3 presence with other Jabber clients
CSCuf81278	3	im-presence	DNS resolution may take too long time when sign-in or reconnect IM&P
CSCuh24285	3	general	Self view of video call is reflected in the transferred audio call

Resolved Caveats

The following caveats have been resolved in Cisco Jabber for iPad.

Release 9.3(2)

Identifier	Severity	Component	Headline
CSCuf64988	3	im-presence	(WebEx)Self presence show " available" but actually offline
CSCuf77800	4	general	WebEx account is not deleted after relaunch Jabber
CSCuf81504	6	vcs-signaling	Jabber for iPad AD Auth : Send NTLMv2 response only. Refuse LM & NTLM
CSCug05064	3	general	Jabber iPad crashed after double hold with ex90
CSCug18821	3	general	Jabber iPad intermittent no media with ICE enabled
CSCug20547	3	general	Jabber Ipad to TPS with hold/resume causes intermittent hung call
CSCug36005	3	general	(CUCM)DTMF key shouldn't be printed in log file
CSCuh11796	3	general	Displaying wrong DN in Jabber for iPad

Identifier	Severity	Component	Headline
CSCuh23891	3	general	Jabber shouldn't cache internal proxy when switch to 3G network
CSCuh32696	3	general	Displaying wrong DN information in Jabber for iPad
CSCuh35812	3	general	Connect on Demand fails when "Preset wireless network" config is blank
CSCuh40262	2	general	Jabber crash when sign in if enable auto HTTP Proxy
CSCuh56432	3	meetings	Jabber for iPad get stuck while escalating to the CWMS WebEx Meeting
CSCuh62508	2	general	Jabber crash when sign in
CSCuh85514	3	general	LDAP search result takes 2 min to come back
CSCui08550	3	general	(VCS)Jabber can't sign in successfully if only configure SRV for VCSE
CSCui10866	3	general	J4iPad: JPN: truncation of "Reset password" and no link of "Send PRT"