Release Notes for Cisco Jabber for iPhone and iPad 12.8

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EMM Support for Microsoft Intune and BlackBerry Dynamics

Enterprise Mobility Management (EMM) supports two new clients:

- Cisco Jabber for Intune

- Cisco Jabber for BlackBerry

Your organization can deploy these clients to enforce policies for using Jabber on mobile devices in deployments that allow "Bring Your Own Device".

Use the new EMMType parameter to control the Jabber clients on which your users can sign in.

For details, see the following guides:

- *Planning Guide for Cisco Jabber*

- Jabber deployment guides

- *Parameters Reference Guide for Cisco Jabber*

Cisco Jabber for Intune

For Microsoft Intune, your administrator sets up protection policies in Microsoft Azure to control use of the Jabber for Intune client. Users download the new client from the App Store or Google Play Store. When the user runs the new client, it synchs with the policies that the administrator created.

For Android devices, users first install and sign into the Intune Company Portal on their device to get the protection policies from Azure.

Cisco Jabber for BlackBerry

For BlackBerry Dynamics, your administrator sets up policies in the BlackBerry Unified Endpoint Management (UEM) to control use of the Jabber for BlackBerry client. Users download the new client from the App Store or Google Play Store. The new client has integrated the BlackBerry SDK and can directly fetch the policies from BlackBerry UEM.

Cisco Jabber for BlackBerry Release 12.8(1)

Cisco Jabber for BlackBerry 12.8(1) is now available in the App Store and Google Play Store. Jabber for BlackBerry is undergoing BlackBerry certification and isn't yet available in BlackBerry Marketplace.

This release on iOS adds support for these features:

- Using BlackBerry Works to send emails. Your administrator has to enable the DLP policy in the BlackBerry UEM.

- Using BlackBerry Access for SSO authentication. Your administrator has to enable **Use native browser** for iOS on Expressway and Unified Communications Manager. They also have to the `ciscojabber` scheme to the BlackBerry access policies in the BlackBerry UEM.

- Support for some MDM parameters, such as ServicesDomain, VoiceServicesDomain, ServiceDiscoveryExcludedServices, and ServicesDomainSsoEmailPrompt.

Cisco Jabber for BlackBerry Release 12.8(2)

Cisco Jabber for BlackBerry 12.8(2) contains stability improvements.

Additional Maintenance Releases

For additional maintenance release information, refer to:

- **Feature enhancements** — see https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-release-notes-list.html for the latest version of release notes.

- **Caveats** — see https://bst.cloudapps.cisco.com/bugsearch/ for latest caveat updates.

- **Security Advisories** — see https://tools.cisco.com/security/center/publicationListing.x for a listing of the latest advisories.

What's New in Release 12.8(3)

Customized Deployments with Automatic Sign-In

We've added a way to deploy Jabber so that it signs in and connects to services automatically, without a user manually entering a username and password. For these customized deployments, you must use a third-party enterprise mobility management (EMM) system, such as Microsoft Intune. To set up this feature, your EMM configuration must include the ServicesDomain parameter and two new parameters: AutoLoginUserName and AutoLoginUserPassword. For more information, see the chapter "Deploy Cisco Jabber Applications and Jabber Softphone for VDI" in the deployment guides.

What's New in Release 12.8(2)

Answer Calls Automatically with Guided Access

You can now configure Jabber for iPhone and iPad to answer calls automatically, which lets callers connect to users who aren't able to answer calls on their own. The AutoAnswerForGuidedAccess parameter lets you add this option to the client settings. This parameter works together with Guided Access, an accessibility feature of iOS that limits a device to a single app. See the *Parameters Reference Guide* for more information.

What's New in Release 12.8(1)

Force a Reset When User Signs Out

This release adds the ResetOnLogOutOnMobile parameter to force an automatic reset of the client when the user signs out. The **Sign Out** button changes to **Reset Jabber** when you set this parameter.

More Visible Phone Service Disconnection Warnings

This release adds the GlobalPhoneServiceErrorOnMobile parameter to make the error message more visible to the user when the phone service is registered on another device. When you set this parameter to true, the error message appears at the top of the client, rather than in the **Calls** tab.

What's New in Release 12.8

Call Pickup Support

Users can now use Call Pickup on their mobile devices. Call Pickup allows users to pick up others' incoming calls in various answer groups. You configure answer groups on the server side. You configure this feature in Jabber using the following existing parameters:

- EnableCallPickup (default: false)

- EnableOtherGroupPickup (default: false)

- EnableGroupCallPickup (default: false)

For more information about how call pickup works, see the *Feature Configuration for Cisco Jabber* guide.

Hunt Group Enhancements

You can now sign in or out of hunt groups on mobile clients.

For more information, see the hunt group section in the *Feature Configuration for Cisco Jabber* guide.

Voicemail Improvements

We extended the Release 12.7 voicemail improvements from the desktop clients to the mobile clients.

Users can create voicemails without making a call and then send the voicemail to one or more contacts. The voicemail server's administrator can also create distribution lists to which users can send voicemails. Users can select recipients from the voicemail server's catalog.

Users can directly reply to the sender of a voicemail or to all recipients of that message. Users can also forward voicemails to new recipients.

Custom Contacts for Team Messaging Mode

Jabber Team Messaging Mode deployments support custom contacts. You can now create, edit, and delete custom contacts on a desktop client. These contacts are also available in your mobile client. But, you can't create, edit, or delete custom contacts from the mobile client.

Jabber Analytics through Webex Control Hub

Note This release note describes a new feature in Webex Control Hub that impacts Jabber deployments. Because it's a change in Control Hub, you can access this feature for any release of Jabber.

If your deployment has Webex Control Hub configured, you can access Jabber analytics through the Control Hub. This feature is available for the following deployment modes:

- On-premises with full UC
- On-premises IM-Only
- On-premises Phone-Only
- Jabber with Webex Messenger

Jabber analytics provides key performance indicators with trending, such as:

- Active users
- Messages sent
- Calls made or received from Jabber
- Screen share from Jabber

See the *Feature Configuration for Cisco Jabber* guide for more information.

Requirements

Cisco Jabber Requirements

Many Cisco Jabber requirements are common between client types. Client specific requirements are documented in the *Release Notes*, all other requirements are documented in the *Planning Guide for Cisco Jabber*.

Operating Systems for Cisco Jabber for iPhone and iPad

Refer to the App Store for the latest supported operating system version information.

Important Cisco supports only the current App Store version of Cisco Jabber for iPhone and iPad. Defects found in any Cisco Jabber for iPhone and iPad release are evaluated against current versions.

Hardware Requirements for Cisco Jabber for iPhone and iPad

The following Apple devices are supported for Cisco Jabber for iPhone and iPad on iOS 12.X, iOS 13.X, and iPadOS. The devices that are not upgraded to these versions are not supported.

Apple Device	Version
iPad	5th, 6th, and 7th generation
iPad Air	Air 1, Air 2, and Air 3

Apple Device	Version
iPad Pro	9.7 and 10.5 inch
	12.9 inch, 1st, 2nd and 3rd generation
iPad mini	Mini 2, mini 3, mini 4, and mini 5
iPhone	5s, 6, 6 Plus, 6s, 6s Plus, 7, 7 Plus , 8, 8 Plus, X, Xs, Xs Max,11, 11 Pro, 11 Pro Max, XR and SE
iPod touch	6th generation
Apple Watch	WatchOS 5 running on Apple Watch and Apple Watch 2, 3 and 4.

The following Bluetooth headsets are supported on iPhone and iPad:

Manufacturer	Model(s)
Apple	AirPod
Cisco	561, 562
Jabra	BIZ 2400, Easygo, Evolve 65 UC Stereo, EXTREME 2, Motion[1], PRO 9470, Speak 450 for Cisco, Speak 510, Stealth Supreme UC, Wave +
Jawbone	ICON for Cisco Bluetooth Headset
Plantronics	Voyager Edge, Voyager Edge UC, Voyager Legend, Voyager Legend UC
Sony Eriksson	MW-600

[1] Supports Bluetooth control for Cisco Jabber calls. This feature is only supported with firmware version 3.72.

Accessibility

Screen Readers

Cisco Jabber for iPhone and iPad is compatible with the VoiceOver screen reader. Users who require screen readers should always use the most recent version to ensure the best possible user experience.

Assistive Touch

You can navigate Cisco Jabber for iPhone and iPad using Explore by Touch.

Limitations and Restrictions

- Apple has new requirements for trusted certificates in iOS 13 (see https://support.apple.com/en-us/HT210176). Ensure that the certificates on the Unified Communications Mananger, IM & Presence, and

Expressway servers meet these requirements. If your certificates don't meet these requirements, Jabber prompts users to accept the certificates for each session.

- Webex site disclaimers don't appear when you join Webex meetings from Jabber. This limitation applies whether joining from the meeting reminder popup, or by selecting **Join in Webex** in Jabber.

- If you make a Cisco Jabber for iPhone and iPad call using Expressway for Mobile and Remote Access over a 2G, 3G, or 4G network, you may experience audio quality issues from network instability.

- Applies to Cisco TelePresence Video Communication Server Control (VCS) versions earlier than 8.10.X.

  Configure the editable inbound rules to enable single number reach for those who use Cisco Jabber over Mobile and Remote Access. For more information, see *Limitations* in *Enable Single Number Reach* section from the *Feature Configuration Guide for Cisco Jabber 12.0*.

- Cisco Jabber for mobile clients don't show the **Favorite** icon for users with Phone Only account.

- Without Apple Push Notifications (APNs), when Cisco Jabber receives an incoming call or chat, the iOS doesn't wake Cisco Jabber. The call or instant message appears on the device after several minutes or when you bring Cisco Jabber the foreground. As a workaround, reset the network settings for your iOS device by going to **Settings** > **General** > **Reset** > **Reset Network Settings**.

- Users can no longer edit their Phone Services servers manually, except when they are in hybrid cloud mode. In hybrid deployments, administrators can configure the Phone Services servers to be editable.

- The first usage of Secure Phone functionality must be on the corporate network or VPN to ensure proper certificate installation.

- Voice recognition for voicemail PIN is highly sensitive to background noise. The system may interpret background noise as user input, even when the user doesn't input anything. See *System Administration Guide for Cisco Unity Connection* to disable this function.
  https://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-maintenance-guides-list.html

- Certificate validation windows pop up when the certificate on Cisco Unified Communications Manager is issued by an intermediate certificate authority. Use a certificate that is signing with the root rather than an intermediate certificate authority.

- From Release 10.5 onward, all the Cisco Jabber account related files, including Configuration, Contacts, Credentials, History, Logs, Photo and so on, aren't backed up on the iCloud and iTunes due to privacy reasons.

- Creating and Configuring Devices for Users in Cisco Unified Communications Manager 11.0—If you are creating devices for users in Cisco Unified Communications Manager 11.0, you can now specify a key order as RSA Only, EC Only, EC Preferred, or RSA Backup. However, the EC Only option is not currently supported by Cisco Jabber, and if you select it, the client fails to connect to the server.

- With Jabber running in the background, if users try moving between networks; for example, from WiFi to 3G, the client disconnects from the servers. It can take up to 11 minutes to reconnect and can lead to missed calls. To avoid missed calls, it is recommended to enable Apple Push Notification service.

- There is a known issue with signing into Cisco Jabber for some users who have migrated to Common Identity. If users receive an Incorrect user name or password error message when entering their username and password, see the following knowledge base article,
  https://cisco-support.webex.com/guest/articles/en_US/Troubleshooting/WBX000019555/myr=false.

- CallKit functionality is deactivated in China due to government regulations.

iPhone

- Due to some limitations when Cisco Jabber for iPhone and iPad is running on iOS, Configure the Single Number Reach (SNR) feature within Cisco Unified Communications Manager for users that require 100% reliability in call notifications. The limitations include:

  - iOS may shut down Cisco Jabber and other applications that are running in the background to preserve resources. While the client attempts to relaunch, there is a possibility that calls may be missed. To minimize the impact, it is recommended to enable Apple Push Notification service.

  - Without Apple Push Notifications (APNs), the device sometimes switches connection from the Wi-Fi data network to the mobile voice network while the device is in Sleep mode. Incoming calls may be missed due to this issue. To prevent this issue, go to the iPhone Settings and turn off **Cellular Data** or alternatively turn on **SNR**.

  - The VPN can disconnect when Connect-On-Demand is enabled and the user changes networks. Cisco Jabber for iPhone and iPad may take up to 11 minutes to reconnect through the VPN. This issue can lead to missing incoming calls. This occurs when the Wi-Fi signal is not stable or sometimes the mobile network takes priority and it switches between Wi-Fi and mobile network, while Jabber is unable to quickly connect to phone services during the handover. After Cisco Jabber for iPhone and iPad reconnects, users who have voicemail enabled in their account receive voicemail notifications for any missed calls that went to voicemail. To minimize the time to reconnect, users can bring the app to the foreground after changing connection environments. It is also recommended to enable Apple Push Notification service.

- **Cisco Webex Meetings**— If the meeting siteType is ORION, then Cisco Jabber for iPhone and iPad cannot start Webex Meetings over Expressway for Mobile and Remote Access network.

- If Cisco Jabber on iPhone is unable to reach the primary subscriber due to packet loss, it does not failover to secondary CM node. For more information, see CSCux83785.

- If you are setting up Dial via Office - Reverse (DVO-R) on Cisco Unified Communications Manager consider the following:

  - The feature only applies to iPhone; it is not supported on iPad or iPod Touch devices because it requires that the device can access a mobile network.

  - You can make DvO-R calls over Expressway for Mobile and Remote Access when you are outside corporate network. DVO-R is supported over Cisco Expressway X8.7 and Cisco Unified Communications Manager 11.0(1a)SU1.

  - DVO enabled devices may encounter issues registering with Cisco Unified Communications Manager 8.6 and above. Resetting the device from the Cisco Unified Communications Manager administrative interface fixes this issue.

  - The feature requires Cisco Unified Communications Manager Release 8.6.2 SU4, 9.1.2, or 10.x.

  - The feature cannot be used in conjunction with the Secure Call feature. Secure calls cannot be established if DVO-R is enabled.

  - Due to a limitation with Cisco Unified Communications Manager, if the user places a DVO-R call to an invalid phone number over a SIP trunk, the user hears several seconds of silence instead of an audio message stating the number was invalid.

- If the user is on a Cisco Unified Communications Manager call and receives an incoming mobile call, iPhone starts ringing and prompts the user to answer or decline the mobile call. At the same time, the Cisco Unified Communications Manager call on Cisco Jabber goes on hold automatically.

- To ensure that you do not miss incoming Cisco Jabber chats and calls, go to **iOS Settings** > **Notification Center** and check that the Cisco Jabber sound setting is turned on.

- If you receive a Cisco Unified Communication Manager call, while placing a VoIP call, Cisco Jabber for iPhone and iPad sends the incoming call to voicemail. If you do not have voicemail, Cisco Jabber for iPhone and iPad ignores the call.

- The maximum number of participants for ad-hoc conferences is limited to three; this is the maximum number of calls for TCT devices. The maximum participants for ad-hoc conference is configured on Cisco Unified Communication Manager in **Service Parameter Configuration** > **Clusterwide Parameters** > **Maximum Ad Hoc Conference Required**.

- Voice and video quality over non-corporate Wi-Fi or mobile data networks cannot be guaranteed.

- The quality of video calls varies depending on the network connection. Cisco Technical Assistance Center (TAC) cannot troubleshoot video quality when you use 3G or 4G networks to connect Cisco Jabber for iPhone and iPad with Cisco AnyConnect Secure Mobility Client or another VPN client.

- If you receive an incoming call on your iPhone, the iPhone automatically disables the microphone for all other applications, and there is no time to inform your current caller that you need to take another call. If you accept the new incoming call, your Cisco Jabber for iPhone and iPad Cisco Unified Communications Manager call is automatically placed on hold, and you cannot return to it until you end the iPhone call. To work around this issue, decline the call and then tap Resume so that your current caller can hear you again. If your device is locked, quickly press the On/Off Sleep/Wake button twice to decline the call, and then tap Resume.

- SIP Digest Authentication is not supported.

- Cisco Unified Communications Manager as a directory source is capable of scaling to 50% of the device capacity that a Cisco Unified Communications Manager node can handle.

- When the device is in Do Not Disturb (DND) mode and locked, then it vibrates upon receiving a Cisco Jabber call.

- With iOS versions 10 and 11 with Cisco Jabber 12.0, you cannot receive call notifications on Apple Watch because CallKit can't work with Apple Watch. This is an Apple iOS limitation.

- When in the background for a few hours, Jabber relaunches without notification.

iPad

- When users transition between networks, their availability status may not be accurate.

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

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

Required versions and settings for CTS interoperability

Cisco 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.

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

• If you delete a group of contacts on another device other than an iPad, they may still appear in Cisco Jabber for iPhone and iPad. Sign out and then sign in again for the changes to take effect.

• If you start an action, such as signing in or tapping **Webex Meeting** to start a meeting, and then bring Cisco Jabber for iPhone and iPad to the background before the action completes, you can't successfully complete the action.

• If you tap **Webex Meeting** to start a meeting, the system sends a meeting invitation when either the meeting starts or 60 seconds has elapsed.

• When on a Cisco Jabber call and you put Cisco Jabber to the background, sometimes the call indicator shows Cisco Jabber recording, depending on the iOS versions.

Apple Watch

Notifications aren't supported on Apple Watch in Jabber team messaging mode.

Performance and Behavior Notes

Multiple Resource Login

When a user signs in to multiple instances of the client at the same time, the chat feature behaves as follows:

• The first incoming chat message is sent to all the clients.

• The first client to reply to the incoming chat message gets all the subsequent messages. The other clients do not get these subsequent incoming messages.

• If the client does not use the chat feature for 5 minutes, the next incoming message is sent to all the clients again.

Contact Resolution for Enterprise Groups

Jabber resolves contacts in enterprise groups individually rather than all at once. As a result, when you add an enterprise group to your users' contact lists—or if they clear their local cache—they'll only see the username and domain for each person until they hover over or interact with them.

Caveats

Caveats describe unexpected behavior. The following sections describe how to obtain the latest information.

Bug Severity Levels

Known defects, or bugs, have a severity level that indicates the priority of the defect. These release notes include the following bug types:

- All severity level 1 or 2 bugs

- Significant severity level 3 bugs

- All customer-found bugs except severity level 6 enhancement requests

Severity Level	Description
1 Catastrophic	Reasonably common circumstances cause the entire system to fail, or a major subsystem to stop working, or other devices on the network to be disrupted. No workarounds exist.
2 Severe	Important functions are unusable and workarounds do not exist. Other functions and the rest of the network is operating normally.
3 Moderate	Failures occur in unusual circumstances, or minor features do not work at all, or other failures occur but low-impact workarounds exist. This is the highest level for documentation bugs.
4 Minor	Failures occur under very unusual circumstances, but operation essentially recovers without intervention. Users do not need to install any workarounds and performance impact is tolerable.
5 Cosmetic	Defects do not cause any detrimental effect on system functionality.
6 Enhancement	Requests for new functionality or feature improvements.

Search for Bugs

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

Procedure

Step 1 To access the Bug Search Tool, go to https://tools.cisco.com/bugsearch/search.

Step 2 Sign 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** field, then press **Enter**. Alternatively, you can search by product and release.

Resolved Caveats in Release 12.8(3)

Identifier	Severity	Headline
CSCvt95763	3	Jabber 12.8.1 and 12.8.2 fails to get phone services over MRA

Resolved Caveats in Release 12.8(1)

Identifier	Severity	Headline
CSCvt17368	3	Jabber for iOS 12.8 unable to login via MRA using OAuth2.0

Open Caveats in Release 12.8

Identifier	Severity	Headline
CSCvs56188	3	Jabber iOS (Non APNS setup) goes offline after keeping Jabber Idle for 3-8 Mins - after iOS upgrade
CSCvs58595	3	Mute all in CMR meeting cannot work after assign host

Resolved Caveats in Release 12.8

Identifier	Severity	Headline
CSCvr12542	3	Jabber does not refresh access token in failover scenario over MRA
CSCvr97701	3	Jabber for iOS crashes when searching contacts
CSCvs51394	3	Jabber for iPhone version 12.7 the search menu disappears when seraching contacts