

Communicator (Desktop)

Release Notes

Release 22.9.12

Document Version 1

Cisco® Guide

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1 Introduction

This document includes the Communicator for Desktop Release Notes for the following:

- Release 22.9.12.105 for Windows
- Release 22.9.58.16 for Mac OS/OS X
- Release 22.9.12.103 for Windows with Microsoft Skype for Business (S4B) integration

Section [2 Changes Since Previous Release](#) summarizes the changes since the previous release. Section [3 Upgrade Information](#) provides important information for upgrading from the previous release. Section [4 Known Issues](#) lists the known issues and their corresponding workarounds.

2 Changes Since Previous Release

This section describes the new features, improvements, and major bug fixes since the previous product release. For a more extensive description of the features, see the product documentation.

2.1 New Features

The following enhancements are introduced with this release:

- XMPP failover enhancement for remaining in the primary node.
- Service assurance.
- Active Communications button visibility enhancement.
- HTTP Messaging enhancement.
- Forced Client Update from Collaborate/SaaS/WxCalling to Webex Teams.

Important Notes

- When using automatic upgrade from 22.7 to 22.9 it is mandatory to first go via 22.7.15 or 22.7.16. Otherwise, automatic upgrade will fail. Manual upgrade can be used as a workaround.
- Outlook Plugin UX has changed in 22.9 clients to not use right-click context menus but rather hovering and buttons on Outlook side. As a separate DLL is no longer used, the Outlook Plugin is also not visible in Outlook's add-in list. Furthermore, it is not supported to run many client versions at the same time in a deployment to avoid side effects. Instead the new 22.9 installation must replace the old one.
- Communicator Release 22.4.0 and later do not support OS X /Mac OS 10.10.x (Yosemite).
- After upgrading to Communicator Release 22.1.x or newer, downgrading to earlier versions leads to invisible Chat History. The workaround is to remove *comms_encrypted.db* from the profile folder before reverting to an old client version. Local Chat History will be lost in the process. This is due to improved encryption key management for improved privacy.
- Communicator Releases 21.6.0 to 22.2.0 do not support Web Collaboration. Only Sharing Server (USS)-share is supported between Release 21.6.0 and Release 22.2.0. Release 22.2.1 re-introduced support for Web Collaboration using an external browser window.
- Starting with Communicator Release 21.2.0, self-signed certificates are not supported with Sharing Server (USS)-share starting.
- Starting with Communicator Release 21.3.0, the BroadSoft Media Engine (BME) is used as the default media framework. The previous media engine no longer receives features or maintenance updates. Instead, all bug fixes and new feature enhancements moving forward are to be added to the BME. The preview feature Dynamic Video Bitrate Adaptation (DVBA) is similar to Automatic bitRate Selection (ARS) in adapting video bitrate in adverse network conditions to improve video quality. The supported codecs are G.711 aLaw and uLaw, G.729ab, and G.722 64kbit/sec for audio and H.264 Baseline constrained profile for video. The three items are to be added in subsequent releases and support for additional codecs may be added in the future. Although the BME is highly recommended, it is possible to enable the previous

media engine via configuration file settings, for example, if any of the three unsupported items are required.

For more information, see the *Communicator (Android and iOS Mobile, Android and iOS Tablet) Configuration Guide* for Release 21.2.0.

2.2 Improvements and Bug Fixes

The following improvements and bug fixes are introduced with this release:

- BTUC-23952 [TAC] Desktop 22.9.8 SIP Failover & 503 response handling.
- BTUC-23880 [TAC] Email link and project rooms missing.
- BTUC-23606 [TAC] Team Telephony in UC-One - How do I get rid of it.
- BTUC-23779 Forced Client Update from Collaborate/SaaS/WxCalling to Webex Teams.
- BTUC-24074 [TAC] UC-One 3.9.11 audio issues.
- BTUC-24069 [TAC] Recent missed call - count missing.
- BTUC-24052 Version Control should remind daily of an available optional upgrade.
- BTUC-24049 [TAC] Communicator for Desktop Branding.
- BTUC-24019 XMPP Failover Enhancement.
- BTUC-24000 Service assurance - Collect call metrics by polling BME in given interval.
- BTUC-23996 [TAC] Defect #1914 Number of waiting voicemail messages to be heard vanishes after some time and is replaced by a circle (MAC and Windows PC Client).
- BTUC-23973 [TAC] UC-One SaaS: Joining My Room dials PSTN number instead of VoIP call to My Room.
- BTUC-23971 [TAC] Desktop S4B 22.9.8 - cannot see Call History.
- BTUC-23968 [TAC] Webex Teams spaces with softphone license on UCSaaS.
- BTUC-23954 [TAC] Email button in MAC Communicator.
- BTUC-23863 [TAC] UC-One SaaS My Room email invite issue.
- BTUC-23861 [TAC] Dial pad shortcut not working on UC-One SaaS.
- BTUC-23849 [TAC] UC-One SaaS guest invite no video.
- BTUC-23829 [TAC] UMS High CPU: Desktop Client sending high volume of msg/history requests.
- BTUC-23828 Change default tel uri to webextel from uconetel in the branding tools.
- BTUC-23788 [TAC] Call recording "On Demand with User Initiated start" fails to start when triggered from UC when call is picked up from Polycom phone.
- BTUC-23781 [TAC] VNGS:: Communicator Client - Call control banner behavior in Communicator 22.9.8.118.
- BTUC-23779 Forced Client Update from Collaborate/SaaS/WxCalling to Webex Teams.
- BTUC-23994 [TAC] Communicator Client 22.9.10 – Wrong Rendering of German Umlaut.
- BTUC-23979 Mid-call buttons not visible during active call.
- BTUC-23895 Crash in 3.9.10 My Room.
- BTUC-23552 [TAC] UC-One SaaS desktop client cannot receive calls after receiving a call from xxxxxx.

NOTE 1: To benefit from vCard fetch improvements, a DM-configuration file change is required. For more information, see the *Communicator for Desktop Configuration Guide* for Release 22.7.0 or later.

NOTE 2: Starting from Release 21.2.1, the password field is cleared when the username or login Uniform Resource Locator (URL) is modified. This is to make sure password safety for the user in case the “Remember Password” option is checked.

NOTE 3: The Web Collaboration library is incompatible with the version used in Communicator Release 10.0.3 or earlier. To share your desktop with a client Release 10.0.3 or earlier, paste the link of the Desktop Share session into your Chat window.

3 Upgrade Information

Communicator Release 22.9.12 is compatible with configuration files from older client releases. For more information on the configuration changes and for complete installation instructions, see the *Communicator for Desktop Configuration Guide*.

NOTE 1: If moving back from the Release 22.9.12 to any older client versions, the old client versions are unable to show contact groups, favorites, and contact details. Contact management is disabled (that is, read-only). There is no workaround for this. Data is not lost when resuming usage of Release 21.2.x or newer versions.

Before upgrading to Release 22.9.12, make sure that you uncheck the *Sign in automatically* option on all old installed client versions of Communicator (Release 20.0.2 or older) to avoid clients logging in automatically. This prevents any accidental contact list corruption from occurring.

NOTE 2: Due to the new features introduced in Release 21.2.0 (and later releases), a change to the Contact List data structure was implemented. **After users upgrade to a Release 21.2.x or newer version of Communicator, they can no longer make changes to the contact list when using older client versions.** For example, if running Release 20.0.x on another desktop PC or mobile phone, you can log in but cannot edit or add new contacts until you upgrade that device to a Release 21.2.x version of the Communicator client. In addition, calling with older client versions are in most cases unavailable.

When upgrading, upgrade all instances of Communicator clients on all devices. Alternating between Release 22.9.12 and older client releases can have unexpected effects such as loss of contacts or subscriptions. This also applies to using older versions on a different device from where Release 22.9.12 is already installed.

Upon upgrading to Release 21.6.x or newer, the previously stored “Always On Top” is not retained from previous pre-Release 21.6.x or older installations. This is due the security enhancements introduced in Release 21.6.0. There is no workaround (BTUC-12848).

4 Known Issues

This section describes known limitations and issues that affect the service related to the client software. Whenever possible, suggested workarounds are provided.

The following are known limitations for Desktop:

- BTUC-23487 [TAC] UC-One graphics errors.
- BTUC-19966 [Desktop] Locking account after password change.
- BTUC-18643 Join My Room showing for federated users.
- BTUC-17239 Do not see avatars in Guest Client.
- BTUC-18166 Guest show JID in My Room.
- BTUC-23005 [Meet] No local video on Mac and no video is sent out.
- BTUC-19865 2nd incoming video call fails.
- BTUC-19142 Choppy audio.
- BTUC-9438 Sharing secondary 4K displays in Windows.
- BTUC-8041 Xsi conference calls do not work when Call Recording is enabled.
- BTUC-5826 OS X camera management without internal device (BTUC-11466, BTUC-5693, BTUC-6140).
- BTUC-22577 Client hangs when call held and unable sign in after killing the application.
- BTUC-22657 BME crash when calling to My Room.
- BTUC-20548 [TAC] Multiple REGISTER message from PC client during overload condition.
- BTUC-22297 Call toaster steals focus on touch screen equipped computer.
- BTUC-20602 [TAC] Retry-header is not honored by the PC client.
- BTUC-21376 SIP Failover enhancement – failback.
- BTUC-21168 [TAC] xxx = odd behavior on Communicator.
- BTUC-22792 Unknown caller where SIP is already established.
- BTUC-21484 [TAC] Parallel outgoing call once via Fixe fone and desktop client does not work.
- BTUC-15466 [TAC] ONB – BroadSoft – Configuration/Provisioning.
- BTUC-15834 [TAC] Risk ID#63 UC-One Communicator – Missing Certificate validation.
- BTUC-22361 Name of Service visible / follow-up use cases.
- BTUC-23468 Logs filled instantly when XMPP disconnected.
- BTUC-20568 Share not updating after network disconnect on group session.
- BTUC-19870 No early video shown.
- BTUC-18882 CLONE – Applications do not Install Visual Studio Runtime.
- BTUC-23576 Client crashed when idle.

- BTUC-23486 Revoke Webex refresh token.
- BTUC-23785 [BroadCloud Fed] No Audio/Media when tested between test accounts in Fed Prod.
- BTUC-24040 [TAC] Calls disconnecting from UC-One Desktop client version 3.9.10 after about 2 minutes.
- BTUC-24021 XML encoded usernames are not displayed correctly in client chat area.
- BTUC-23885 Call is failing after P-CSCF TCP reset after a couple of minutes.
- BTUC-23635 [TAC] User A shows as hold when they add a 3rd or 4th participant to the already running n-way call.
- BTUC-22996 [TAC] Defect 1721 - Desktop displays user identity from 18x, not reflecting privacy request from 200 OK.
- BTUC-24047 [BEMS01088132] Contact called 2 times when conferencing.
- BTUC-24007 Subscribe uses badly-formed contact header; mostly unSubscribes.
- BTUC-23884 Webex Calling interworking with MPP video phone.
- BTUC-23992 [TAC] User is unable to log onto Unison Desktop Softclient.
- BTUC-23567 Participant list does not get updated properly.

4.1 Installation, Start-up, and Logout

When using automatic upgrade from 22.7 to 22.9, it is mandatory to first go via 22.7.15 or 22.7.16. Otherwise, automatic upgrade will fail.

When SSO is used, it is not possible to change userid in login without restarting the browser.

Some Windows computers are unable to access Device Management using Hypertext Transfer Protocol Secure Sockets (HTTPS). The workaround is to reconfigure the URL to use Hypertext Transfer Protocol (HTTP). Another possible workaround is to update the certification authority (CA) root certificates from Windows Update:

<http://download.windowsupdate.com/msdownload/update/v3/static/trustedr/en/rootupd.exe>.

In some situations, audio devices connected to docking stations do not work. The workaround is to attach the audio devices directly to the laptop.

Communicator becomes unresponsive if Xming applications are activated (BTUC-4783). There is no workaround. Unresponsive Communicator clients can be terminated with the Task Manager (on Windows) or Force Quit (on OS X).

If a third-party connector is deployed in the *Connectors* folder, it is deleted from the *Connectors* folder after a client upgrade (BTUC-7222).

Client Release 21.0.0 and again in Release 21.6.0 introduced a new icon for the client. On some installations on Windows, the application icon does not update automatically after the client is upgraded. This is related to Windows operating systems icon cache. The workaround is to rebuild the icon cache:

<http://www.sevenforums.com/tutorials/49819-icon-cache-rebuild.html>.

Communicator Release 21.3.x and later does not come with a Plantronics connector. The included standard Human Interface Device (HID) connector offers the same functionality as before with the exception that volume controls on Plantronics devices only control the operating system's volume, and not the master volume of the Communicator client.

On some Dell laptops, uninstallation of the UC-One application fails (BTUC-8140). This is due to a bug in the KACE K1000 Systems Management Appliance (K1-14072). The workaround is to turn off the metering service prior to uninstallation (or upgrade) of UC-One. This is done through Windows *Task Manager* → *Services* → *Dell KACE Software Meter*. Select *Stop Service*.

The client must have access to DNS to resolve Session Initiation Protocol (SIP), Extensible Messaging and Presence Protocol (XMPP), Xtended Services Platform (Xsp), and Sharing Server (USS) addresses.

If `<api-provider enabled="true">` configuration is changed to `<api-provider enabled="false">` while Communicator is running, a crash may result when accessing *Preferences* → *Extensions* after login.

In some cases, Windows video drivers have been faulty and cause stability issues. Communicator is not validating third-party elements such as drivers; instead, it is expected that the end user or IT administration manage driver updates.

At logout, if there is an ongoing Xsi group call, the resulting confirmation dialog is saying that ongoing calls will be lost when the Xsi calls will continue on other devices. This dialog text can be changed via branding before subsequent releases provide an updated text.

Long login times may be experienced if History contains a large number of Chat entries.

Mac OS Sierra is no longer officially supported in Release 22.9.2 and later. The reference build will fail to install. The workaround is to install a branded build.

Login feature Run program at start-up cannot be controlled in the login view, only after login or in the installer.

The SSO login web view will not follow Communicator language until the Cisco BroadWorks AuthService patch to pass on the locale from the client is deployed.

When trying to perform SSO login using internal browser while having configured the client to use either client proxy or system proxy (for HTTP and HTTPS), login will fail. The workaround is as follows:

- 1) Configure the client to use “client proxy”.
- 2) Use external browser for SSO.

In some Mac OS machines (typically retina), the embedded browser used at login for SSO may have display distortions. The workaround is to use the system browser (BTUC-23487).

4.2 Configuration

If used with a configuration file from Release 9.0, then the Xtended Services Interface (Xsi) features do not work. The solution is to update the configuration file according to the instructions in the *Communicator for Desktop Configuration Guide*.

If used with a configuration file from Release 9.2, then some codecs are not available. In addition, codec order priorities and dynamic payload identifiers for certain codecs are not configurable. The solution is to update the configuration file according to the instructions in the *Communicator for Desktop Configuration Guide*.

If used with any configuration file from Release 9.3.2 or earlier, then the new features introduced in Releases 10.0.x, 10.1.x, and 20.0.x are disabled.

When enabling Team Telephony (Busy Lamp Field [BLF]), note that using the same configuration file for Release 20.2.x clients results in main window UI issues. It is recommended to use <extended-configs> when running both Release 20.2.x and 21.x clients in the same deployment with BLF enabled. For details on <extended-configs> usage, see the *Communicator for Desktop Configuration Guide*.

Occasionally, some Communication buttons may appear in the UI even if the features are disabled in the configuration file. There is no workaround (BTUC-6492, BTUC-6624).

4.3 Localization

Some strings are not dynamically updated when changing language in this release. Restarting the client should solve the issue. With some languages, minor UI issues may exist.

4.4 Connectivity

In some networks, Network Address Translation (NAT) devices, firewalls, home routers, and so on have interfered with the SIP registration, and therefore, a successfully completed client login process. The workaround is to check the NAT or firewall settings and verify whether they allow SIP traffic.

The client automatically notices whether the network interface it uses becomes disconnected. The client also tries to reconnect using another network interface, if available. Depending on the operating system, there is a delay of up to one minute to detect the lost connection.

If a client exits while establishing a connection to a SIP Proxy that is responding slowly or not responding at all, the client process is only terminated once the connection establishment has timed out (TAC-77000).

If *Use System Proxy* is selected in Communicator while under the Windows *Proxy* settings and the manual *proxy host name* is set but the check box is unmarked, Communicator may still use *Proxy*. The workaround is to clear the *proxy host name* or select a different *Proxy* setting in Communicator.

If OS proxy settings (Internet options) for HTTP and HTTPS are not the same proxy server, the client will not detect the difference, and it will use http-proxy address for both HTTP and HTTPS. The workaround is to configure the proxy settings inside Communicator *Preferences*.

Using the “Use System Proxies”-option slows the login procedure significantly on Windows (BTUC-3291).

XMPP credentials are re-used from local cache (*credentials_encrypted.dat*) if *DM-file* omits them after one successful login to XMPP (BTUC-5280); therefore, XMPP cannot be disabled by only setting empty credentials into the *DM-file*.

If the SIP TCP connection is reset by the server, failover is triggered instead of retrying to create the TCP connection (BTUC-23885).

In mixed TCP/UDP environments, TCP connection failure may make calls unavailable. The workaround is to restart the client or move to pure TCP.

4.5 Presence

If presence authorizations are set using third-party XMPP applications while Communicator is not connected, presence can be unidirectional. In these cases, Communicator users may not see the presence status correctly. The workaround is to unsubscribe and then subscribe operations under *Options* to trigger an authorization query again. Once the peer has accepted the buddy request, the presence once again has two directions. In future releases of Communicator, the unidirectional presence subscription is to be revisited.

Location data is only visible for users using Communicator Release 10.0.0 and higher. Manually set location and time zone data are only visible to users running Release 10.0.2 and higher.

Location data is acquired based on the public IP address. This may lead to incorrect location data being published. There is no workaround.

Local time zone is similarly acquired from the network and does not always recognize daylight savings time. Therefore, the local time may be off by one hour. If the PC has the correct local time, then select the *Computer time* option from the drop-down menu.

Lync presence occasionally does not return to *Available* after the call is terminated (BTUC-7780). There is no workaround.

4.6 Chat

The Chat area is invisible on certain Windows setups when using the client over a remote desktop.

The Chat History for a group session is not accessible after a user leaves the Chat session (BTUC-3824).

On Windows, Alt+Enter does not work for dividing Chat text onto different rows. There is no workaround.

When selecting received or sent Chat text, there are no right-click menus, for example, for copying the selected text. There is no workaround.

In the *Chat* window, the notification of new unseen messages indicator introduced in client Release 21.5.0 is only used when Message Sync is enabled.

Chat History view does not render the Emojis and/or emoticons; instead, it uses ASCII (BTUC-13578).

Emojis in a Chat are black and white on Windows 7. Also on Windows, the text input uses black and white graphics to display Emojis. In the Chat area, those are rendered in color.

The implementation of Emojis is different between Release 22.1 and 22.2 and later so sending Emojis between those may not fully work. Especially on Windows 7, there are Emojis that do not render properly. For troubleshooting tips (BTUC-17720, BTUC-17081), see the *Troubleshooting* section in the *Communicator for Desktop User Guide* for Release 22.9.4.

4.7 Multiple Devices

Running several instances of Communicator Desktop with the same account client simultaneously is not supported. This is due to Cisco BroadWorks defining one line port for each device type. In these cases, calls are routed to the last device that performed or refreshed SIP registration. Making calls can fail for the same reason.

Meet-Me moderator controls are not fully handling the situation where the same contact joins the Meet-Me session from two devices. In addition, a participant is not cleared from the My Room participant list after dismissal if the moderator does not join the call.

4.8 Call Logs/History

The *Call Logs* content in the History view is only refreshed once the view is accessed.

Call log entry for the ongoing call might show incorrect duration for that particular call. Even refreshing the *Call Logs* view might not set correct duration for the entry. Client re-login fixes this (BTUC-20744).

4.9 Service Management

To limit the amount of Xsi traffic to the server, the *Call Settings* view is only refreshed once opened.

4.10 Search

Xtended Services Interface search currently matches to local contacts, and sometimes it is possible to end up in a situation where contacts are only being represented with the Jabber Identifier (JID) in the contact list (BTUC-6405).

4.11 Audio Calls

Some iMac users have had the experience that even though the Mute button is activated, the call is not actually muted. There is no workaround.

For OS X, if a user has configured the client to use a Universal Serial Bus (USB) audio device and the user unplugs that device, then the client does not automatically detect that the device was removed. Consequently, playing audio (ring signal, call audio, or notifications for incoming messages) fails until the audio device has been reconfigured in *Preferences*.

If call participants talk simultaneously, the current media framework decreases the volume of one peer so that one talker can be heard more clearly. There is no workaround.

Disabling Automatic Gain Control (AGC) also affects echo cancellation. To re-enable AGC, check the *use Automatic Gain Control* under *Preferences* → *Audio*.

When using Call Recording together with Music On Hold (MOH), N-Way calls may drop (and server-side enhancement is under analysis). There is no workaround other than not using Call Recording.

If you hold the call immediately when the other end picks up, the call ends up in a permanent hold state without the possibility to unhold it.

On Windows platforms, the client sometimes has a noticeable delay before it starts ringing.

The Call Transfer button is visible but disabled in the active communications row even if the Call Transfer feature is disabled (BTUC-6492).

If a call is held immediately after pick-up, the user may not have possibility to unhold it. The workaround is to terminate the call (BTUC-6604).

Echo cancellation may not work occasionally (BTUC-7359 / BME-89). As a preventative measure, perform the following:

- Disable Noise Reduction through the operating system's audio settings:
 - On Windows: *Control Panel* → *Sound* → *Recording* → *Properties* → *Enhancements* → *Noise Cancellation*
 - On OS X: *System Preferences* → *Sound* → *Input* → *Use Ambient Noise Reduction* (uncheck)
- Disable Speex on Windows (if applicable to used hardware):
 - *Control Panel* → *Sound* → *Recording* → *Microphone Array* → *IDT High Definition audio codec* → *Properties* → *Speex*
- Make sure that input device and output device have identical sampling rates (usually presented in Hertz [Hz]) for playback and capturing:
 - On Windows: *Control Panel* → *Sound* → *Recording/Playback* → *Properties* → *Advanced*
 - On OS X: *Audio MIDI Setup*

Xtended Services Interface conference calls do not work when Call Recording is enabled and Video Server (UVS) conferences are used (BTUC-8041). The workaround is to release and then re-hold the held call leg on the desk phone during conference setup.

Microsoft Lync's contact name is not always displayed in the Communicator *In Call* window (BTUC-7844).

On Windows advanced audio settings, after manually changing the audio default format to use the highest possible audio quality (24-bit, 192 kHz), audio devices such as headsets do not fully work. The workaround is to use any other sample rate and bit depth available in the settings (BTUC-8082, BME-201).

On MacBook laptops, the UC-One client only uses the right speaker for audio playback to reduce the potential echo issues. This is due to the built-in microphones residing next to the left speaker.

In Team Telephony after picking up the executive call, the assistant may be unable to make a consultative call to an executive via their context menu as all calling inclusive menu items may be missing. There is no workaround.

In Team Telephony, if the assistant makes a consultative call to the executive (for example, via the contact mouseover), the active call under active communications of the assistant may indicate that they are in an active call with the original caller instead of the actual executive. There is no workaround.

Occasionally audio playback stops or causes low static humming. Sometimes this lasts for just brief moments and on some machines terminating the calls and calling back is needed to fix this (BME-281).

4.12 Video Calls

The VP9 codec is a preview feature in current Communicator clients. For deployments involving Release 21.6.x or 22.0.x of the client interworking with Release 21.4.x (or older versions), the VP9 codec should not be enabled due to cross-version incompatibilities affecting video calls. For more information on how to configure codec priorities, see the *Communicator for Desktop Configuration Guide*.

Intermittent interoperability issues have occurred with BroadCloud-hosted video servers. The problem results in slow or failed video connections. Select lower video resolution from *Preferences* → *Video*.

If a video call is started with part of the video window outside of the screen, the outside area is sometimes black. There is no workaround.

The incoming video stream sometimes freezes with certain Video Conference services. There is no workaround.

The video call to group does not work. The video call is downgraded to an audio call.

Video calls can fail on some Dell laptops that have higher resolutions. The problem relates to the camera drivers. There is no workaround; however, using lower resolutions allows users to make video calls. The resolution is changed through *Preferences* → *Video* → *Video Size*.

Video calls can be dropped if the *Preferences* window is accessed during a video call. There is no workaround.

Using high resolutions (HD or large) on older Apple Mac small computers can trigger flickering in the video area.

Resuming a held video call with Polycom VVX sometimes takes dozens of seconds when Secure Real-time Transport Protocol (SRTP) is used.

Callee's video may not work when the video payload types differ between the user and the conference server (for example, 104 versus 109) and the participant joining the conference has Call Recording set to "on".

On OS X, intermittent camera selection problems occur when no built-in camera is present, and an external camera is removed during a video call. The call is not downgraded to an audio call. In the subsequent calls (with the camera connected), the captured image may be split in half (BTUC-5826). Restarting the client resolves the issue.

4.13 Conference Calls

When conducting a conference call through contact multi-select, participants are added directly to the conference call without the initiator having the option to check whether the call has been forwarded to voice mail.

A participant in a Meet-Me My Room session is not following conference-info events (including own Mute state). There is no workaround.

Conference does not work from contact search results. The workaround is to add the person as a contact and then do a conference with the newly created contact.

If someone joins user A's Meet-Me conference with a moderator pin, the joined moderator is not listed in the owner's participant list.

Meet-Me moderator controls do not work with the on-demand event channel (BTUC-6496).

The following Cisco BroadWorks patches are required for Meet-Me moderator controls.

Release	Patches	Description
20.0	AP.as.20.0.606.ap234941	Xsi: Subscription requests trampling over each other.
	AP.as.20.0.606.ap235444	MMC – Xsi events are sent for a non-started conference (that is, when a moderator is required but has not joined).
	AP.as.20.0.606.ap235107	Conference event package requires Shared Call Appearance to be assigned and configured with the location.
20.sp1	AP.as.20.sp1.606.ap234941	Xsi: Subscription requests trampling over each other.
	AP.as.20.sp1.606.ap235444	MMC – Xsi events are sent for a non-started conference (that is, when a moderator is required but has not joined).
	AP.as.20.sp1.606.ap235107	Conference event package requires Shared Call Appearance to be assigned and configured with the location.

If someone else joins a Meet-Me conference using a moderator pin, the joined moderator is not listed in the owner's participant list (BTUC-6572).

Moderator controls do not fully work for participants who have joined from multiple devices; some call legs may not be muted or held correctly (BTUC-6550). There is no workaround.

Microsoft Lync integration does not support N-Way calls (BTUC-7859).

Microsoft Lync integration does not support direct dialing to conference bridges. The Microsoft Lync software development kit (SDK) does not support the pause character. There is no workaround (BTUC-7763).

When adding a fourth participant to the ad hoc conference call, the call states for the active calls may be misleading. There is no workaround (BTUC-23635).

4.14 Screen Share

Starting Desktop Share in one-to-one communications requires two steps. To initialize the session, press the **Share** button and then to start sharing, press the **Play** button.

Screen sharing on OS X does not work if proxies that require authentication are used for HTTPS connections (WEBC-500).

Communicator sharing functionality is not compatible with sharing in older client versions. To share your desktop with a client of Release 10.0.3 or earlier, paste the link of the Desktop Share session into the Chat window. With this link, participants can join the Desktop Share using the full Web Collaboration client (web or download). This client version can join Desktop Shares started by Release 10.0.3 clients.

Communicator supports the Cisco BroadWorks Sharing Server (USS) share library. If this library is used according to the configuration required, the old share library is disabled. Sharing Server share and traditional screen share are not compatible with each other. There is no workaround.

In Meet-Me moderator controls in My Room, if a participant joins using *old-webcollab(ilinc)*, the participant list is not updated with the share information.

Viewing share does not work if the VPN is connected after client start-up.

When sharing from a high-resolution screen (3200x1800), only part of the screen is shared (USS-202, BTUC-7155).

On OS X with Retina display, application sharing the Microsoft Word for Mac 2011 leads to seriously distorted image quality. This affects Microsoft Word versions older than 14.2.5. Upgrading to that version or newer fixes the problem (BTUC-9874).

When using application share on some configurations, ToolTips, ribbons, and menus are not shared. This is a more common problem when using Windows 7. The workaround is to use screen sharing (BTUC-9626).

Opening new tabs in Internet Explorer (IE) stops active share if IE is shared through application share. The workaround is to select **Play** to restart share or use screen sharing with IE (BTUC-10211).

The Communicator client does not always use correct names for monitors with share selector window. Instead, the client lists the monitors with the name "Generic PnP display". There is no workaround (BTUC-9786).

Some applications are listed without an application icon in the share selector window. There is no workaround (BTUC-9607).

Share selector shows all applications as disabled if any of the applications is in a non-responding state. There is no workaround (BTUC-10276).

Shared Outlook can flicker in the preview panel and on the receiving end when a new email is opened. There is no workaround (BTUC-9868).

Some applications such as Windows Explorer and Control Panel are sometimes not listed in share selector. There is no workaround (BTUC-9780).

4.15 Communication Window/Communication Tab

In rare cases, inviting participants to My Room does not work properly. Participants can still join the room by right-clicking the host and then selecting **Join Room**.

The combo box used to choose an optional phone number for a selected contact when transferring a call or adding a participant to a Communication session does not support keyboard navigation.

The *Communication* window uses Open Graphics Library (OpenGL). On some workstations, OpenGL does not function optimally and some rendering issues occur. HP ProBook 6450b and 6560b have been identified as models that experience this issue. There is no workaround; however, hardware drive updates from the hardware vendor may solve the problem in the future.

The Transfer Call button in active Communication is still visible when Call Transfer is disabled.

Updating the callee's display when a call is transferred does not always work. This occurs if a call is transferred from a different group or does not exist in the user's contacts list.

The Communicator client limits the amount of open Communication sessions to preserve resources. When the maximum session count is reached, new sessions are prevented from opening and the user is warned. Upon an incoming call when the maximum session count is reached, the oldest inactive session which does not contain a call is closed. On Windows, the maximum session count is 10. On OS X, the user can have 20 active communications.

In rare cases, the contact information panel can be (partially) hidden when the window is resized. The panel can be forced visible with the information icon.

Sometimes Conference and Transfer Call actions are unnecessarily disabled in the *Options* menu of the *Communication* window.

4.16 Accessibility

To see recommended settings for the operating system when various accessibility tools are used, see the *Communicator for Desktop User Guide*.

On Mac OS /OS X, it is suggested to disable ToolTips under *Preferences* → *General* → *Accessibility* if VoiceOver is used (BTUC-13621).

On Windows, when Screen Reader is used, toggling on/off-switches in *Preferences* with the space bar on keyboard, the Screen Reader reads out the word “space”. There is no workaround (BTUC-13927).

Users cannot easily move focus (with keyboard) to notification windows (toasters). The workaround is to use main menu and keyboard shortcuts to answer calls. Chats can be accessed from the *main* window → *active communications* (BTUC-14108, BTUC-14109).

On OS X, the volume slider may not work when the VoiceOver cursor is enabled. The workaround is to use the master volume on OS X (BTUC-13902).

On Windows, some input fields do not accept input when the user dictates words and uses “insert” on the opened dictation input pop-up. There is no workaround (BTUC-14124).

Occasionally on computers with touch screen it is not possible to answer calls using keyboard shortcuts. There is no workaround (BTUC-20683).

Starting ad hoc multi-party communication sessions is not supported with a keyboard. Usage of the My Room is encouraged instead (contacts can be invited to My Room using the keyboard).

4.17 Outlook, Outlook Add-in, and Lightweight Directory Access Protocol

Outlook integration is only supported on Windows. See the important notes in section [2 Changes Since Previous Release](#) for information on Release 22.9 usage of the Outlook Add-in.

Presence in Outlook might not work in the case where a contact has ended up having two IM addresses in Outlook. This is not a supported state. The workaround is to delete the wrong IM address from Outlook (BTUC-18099).

Outlook search does not support Distribution Lists (Contact Groups) (BTUC-11559).

Lync integration cannot be used with the Outlook Add-in.

If previous Outlook Add-in installations were done using the “Install for all users” option, the same option should be selected (by the user) in subsequent re-installs/updates otherwise the Outlook Add-in may not start correctly.

It is recommended to start Outlook before the Communicator client. In case of misaligned presence states or missing Communication context menus in Outlook, restart both applications.

On rare occasions, Outlook may become unresponsive if started while Communicator is running. The workaround is to restart both applications.

If the Outlook Add-in is installed and used with Outlook, then the option of not starting Communicator when Windows starts up may not be followed.

On rare occasions, after the first launch of Communicator and Outlook, the UI option to start chats might work and/or calls with Skype for Business appears disabled. The workaround is to restart the clients once more (BTUC-17945).

The Lightweight Directory Access Protocol (LDAP) credentials get copied to the WebCollab credentials section during upgrade from one version to another version. They can be manually changed (BTUC-6266).

There are very rare reports of receiving the following error message when using Outlook integration (BTUC-5435):

“Cannot open this item. 'C:\Program Files (x86)\BroadSoft\UC-One\RedemptionRunner32\RedemptionRunner.exe' exited without properly closing your Outlook data file.....”

When the error occurs, Outlook becomes unusable until restart.

When Google sync is enabled with Outlook, several “Redemption” processes can hang, and the Outlook service becomes unusable (BTUC-7201, BTUC-7252). The workaround is to not shut down Outlook before Communicator is terminated.

Search from Outlook (Office 365) is slow if local caching of Outlook content is disabled (BTUC-7977).

On some networks and hardware systems, there may be a delay when establishing LAN connection that the LDAP error persists over the network change from WiFi to a LAN. The workaround is to try again and then when you make a new search, the error is resolved (BTUC-9382).

The current version of the Outlook Plugin cannot be used if you have Microsoft Office Communicator, Skype version 6.1 or above installed. You must uninstall Office Communicator and Skype if you want to use this Plugin.

NOTE: During Office/Outlook 2013 installation, the installer installs Lync by default. You must uncheck Lync and then proceed with the installation.

Sometimes presence does not show properly for buddy contacts selected from the global address book.

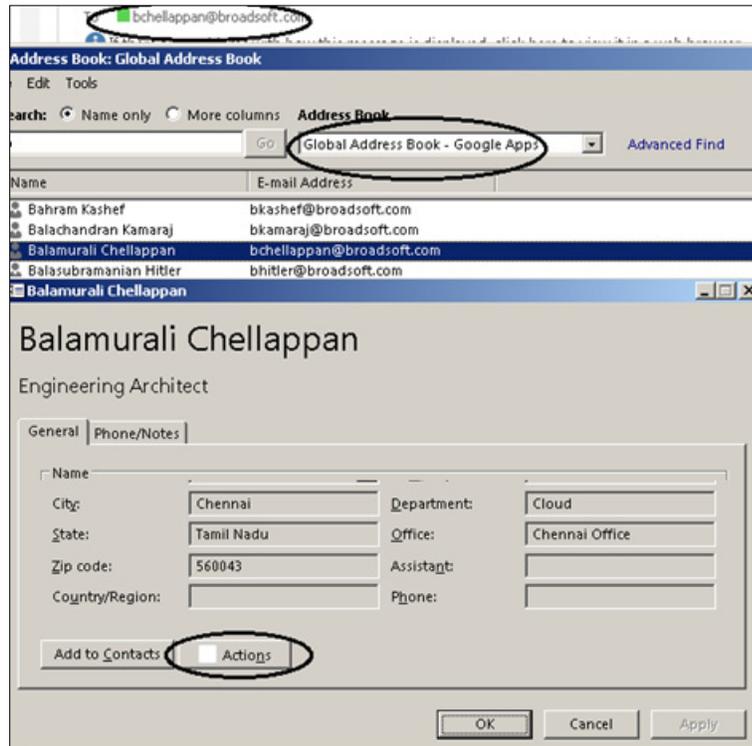


Figure 1 Outlook Global Address Book

4.18 S4B Integration

For more information on the UX change to submenus that took place in Release 22.1, see the *UC-One Add-in for Microsoft S4B Product Guide*.

When S4B integration is enabled, some of the Call History contacts may not display the number in the submenu. A "User not found" error will be displayed instead. There is no workaround, but other views can be used for calling the same number.

In some cases, at first login, the S4B submenu may not display initially, but starts to work after a period of time. The workaround is to restart Communicator or wait for a short period of time (around one minute).

On some machines with Lync 2013 Basic, the S4B submenu may not be displayed. The workaround is to install Windows updates, which has worked on most machines.

When Communicator is closed to the taskbar (end user hits the X-button of the window), Communicator is not automatically sent back to the task bar after a PSTN call from S4B. If Communicator is minimized before the S4B PSTN call, it will be auto-minimized after the call ends unless the window size is changed, the left pane view has changed, or a Chat session has started.

When a PSTN call arrives to Communicator, Communicator is not auto-minimized after the call ends.

4.19 Other

The client may crash at Personal Identity Verification (PIV) login on Windows 7 if the user enters non-numeric characters as the PIN. This is an operating system issue. There is no workaround (BTUC-18864).

When PIV-authentication is used, newly inserted cards do not appear on the certificate list. A client restart is needed to fetch the updated list. There is no workaround (BTUC-15574).

Due to limited support for ECC (ECDSA) certificates on Windows, especially on Windows 8.1 and Windows 10, the client is not always able to get certificates tied to the inserted card. This impacts PIV-authentication. There is no workaround (BTUC-15489).

Occasional crash on Windows 7 with PIV login if an ECC certificate is selected while a different card is inserted. The card reader driver crashes. There is no workaround (BTUC-15506).

On some PCs with lower-capability video cards, certain components of the user interface appear blurry. There is no workaround.

If an Xtended Services Interface password is changed while Communicator is logged in, the user account can become locked since the client continues to make HTTP requests with the old authentication credentials.

Periodically, there can be a crash if a user repeatedly logs in and out rapidly.

If a PC has *nView* desktop options enabled (on machines with an NVIDIA graphics card), window transparency is toggled when moving windows. Sometimes windows do not regain full “alpha” until you explicitly refocus the application. This is more of an issue with *nView* rather than the UC-One client. The workaround is to disable the *nView* option from the display settings.

If communication is started with an Outlook Plugin, the Communicator *Communication* window is not opened as the topmost window. This is due to a Windows feature that does not allow any other application to acquire the window focus when a user has some applications focused. Therefore, actions invoked through the Communicator application programming interface (API) (by, for example, the Outlook Plugin to initiate a call) cannot raise or focus Communicator windows. There is no workaround.

Changing the “Always on top” setting does not always work correctly after external monitors are connected or disconnected (BTUC-5663). The workaround is to restart the client.

Opening several *Communication* windows may cause the client to consume excessive amounts of memory (BTUC-6949 / TAC-120205). Therefore, the number of active windows is limited.

When headphones are disconnected from the MacBook Pro, a cracking sound is heard when the “new message” tone is played (BTUC-6310). There is no workaround.

The contact card window does not crop long contact names suitably. In addition, the star indicating a “favorite” state is rendered near the window edge occasionally (BTUC-5465). There is no workaround.

The client interface is not sharp on high-resolution screens on Windows (BTUC-7962).

Color selector window’s (branding assistance) keyboard shortcut is changed to cmd+alt+shift+c+s on OS X and Ctrl+Alt+Shift+c+s on Windows.

If the user’s preferred keyboard shortcut for highlight to call conflicts with a shortcut defined as a shortcut in some specific application, the shortcut may not trigger the desired action. The workaround is to select another shortcut.

Occasionally, a password expiration note may indicate the wrong time if the client loses network connectivity while it tries to fetch the expiration date for the password (BTUC-8956).

Acronyms and Abbreviations

AGC	Automatic Gain Control
API	Application Programming Interface
Auth	Authentication
BAM	Business Activity Monitoring
BG	Background
BLF	Busy Lamp Field
BME	BroadSoft Media Engine
BMS	Big Messaging Server
BT	Bluetooth
BWKS	BroadWorks
CA	Certificate Authority
CI	Common Identity
CLID	Calling Line ID
CM	Connect Mobile
CS	Circuit Switched
DLL	Dynamic Link Library
DM	Device Management
DMG	Disk Image file
DPI	Dots Per Inch
DT	Desktop
DTAF	Device Type Archive File
DTMF	Dual-Tone Multi-Frequency
ECC	Elliptic Curve Cryptography
HPBX	Hosted Private Branch Exchange
HTTP	Hypertext Transfer Protocol
IM&P	Instant Messaging and Presence
JID	Jabber Identifier
LDAP	Lightweight Directory Access Protocol
MWI	Message Waiting Indicator
P-CSCF	Proxy Call Session Control Function
PA	Personal Assistant
PAI	P-Asserted-Identity
PEM	P-Early-Media
PIV	Personal Identity Verification

PN	Push Notification
PSTN	Public Switched Telephone Network
RBT	Ringback Tone
RTP	Real-Time Transport Protocol
RTCP	Real-Time Control Protocol
SaaS	Software as a Service
SAML	Security Assertion Markup Language
SCA	Shared Call Appearance
SDK	Software Development Kit
SIP	Session Initiation Protocol
SNI	Server Name Indication
SRTP	Secure Real-time Transport Protocol
SSL	Secure Sockets Layer
SSO	Single Sign-On
TAC	Technical Assistance Center
TCP	Transmission Control Protocol
TLS	Transport Layer Security
TUI	Telephony User Interface
UAP	User Activation Portal
UC	Unified Communications
UCaaS	Unified Communications as a Service
UDP	User Datagram Protocol
UMS	Messaging Server
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
USB	Universal Serial Bus
USS	Sharing Server
UX	User Experience
VM	Voice Mail
VoIP	Voice over Internet Protocol
XMPP	Extensible Messaging and Presence Protocol
XR	Extended Report
Xsi	Xtended Services Interface
Xsp	Xtended Services Platform