

# FAQ and Solutions

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## **FAQ and Solutions**

## Some gadgets for Jabber Desktop client do not show standard buttons

## Applies to

- UC Suite <= Summer 2021 and Jabber Desktop for Windows < 12
- Call Recording and Digital Fax gadgets for Jabber Desktop

## Description

Call Recording gadget for Jabber does not show all the standard buttons. In particular: the arrow to go back, the icon to download recording files and recording details.



Digital Fax gadget for Jabber Desktop does not allow downloading incoming/outgoing fax document in PDF format.



#### Cause

Registry key restrictions on Internet Explorer on the client PC that prevent gadget to be loaded correctly.

## Solution

- Open the Windows Registry (Start | Run | regedit.exe)
- Browse the registry to:
- Computer\HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings
- Set to **0** the **DisableCachingOfSSLPages** key.
- Clear the cash of Internet Explorer
- Restart the Jabber Client and make a new test with Callrecording gadget

Editor del Registro di sistema					
File Modifica Visualizza Preferiti ?					
Computer\HKEY_CURRENT_USER\Software\Microsoft\W	ndows\CurrentVersion\Internet Settin	ngs			
CurrentVersion	Nome	Tipo	Dati		
AdvertisingInfo	ab (Predefinito)	REG SZ	(valore non impostato)		
> AppHost	100 CertificateRevocation	REG DWORD	0x00000001 (1)		
> Applets	BisableCachingOfSSI Pages	REG DWORD	0x0000000 (0)		
ApplicationAssociationTo		REG DWORD	0x00000001 (1)		
> - ApplicationFrame	ab IES IIA Backup Elag	REG SZ	50		
> AppX	MigrateProv	REG DWORD	0×00000001 (1)		
Audio		REG DWORD	0×00000001 (1)		
> Authentication		REG_DWORD	0.0000000 (0)		
> - BackgroundAccessApplic		REG_DWORD	0.00000-00 (3600)		
	SecureProtocols	REG_DWORD			
> ClickNote	User Agent	REG_SZ	Mozilia/4.0 (compatible; MSIE 8.0; WIN32)		
S	WarnonZoneCrossing	REG_DWORD	0x00000000 (0)		
ClosedCaptioning	ZonesSecurityUpgrade	REG_BINARY	32 3b f9 e0 /3 2d d3 01		
CloudStore					
ContentDeliveryManager					
Controls Folder					
Controls Folder (Wowb4)					
> Curated lileCollections					
> DeviceAccess					
DeviceCapabilities					
> Diagnostics					
> Explorer					
>EXT					
Extensions					
FileAssociations					
ComeDVD					
GameDVK					
GroConv					
Holographic					
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# How to disable "Imagicle One Desktop" download option in Speedy Gadget for Jabber

Applies from Application Suite 2018.1.1

## **Applies to:**

Imagicle Application Suite gadgets for jabber

#### **Description:**

How to disable "Imagicle One Desktop" download option in the Gadget Jabber

Cerca	o chiama		
<b>L</b> ntatti	Imagicle Speedy Enterprise Contacts	Click here to download Imagicle One Desktop	0 3
hat	Q Search contact	ADVANCI	ED SEARCH
D	SEARCHING ALL DIRECTORIES		
centi	Personal Contacts (2) Personal		^
	C		

## How-to:

- 1. Go in <StonevoiceAS>\Apps\Speedy\Web\Embedded\
- 2. Edit the file Jabber.html (make a backup copy first)
- 3. Move around line 173
- 4. Delete the relevant rows: <div id="downloadOneDesktop"></div> <div id="downloadOneDesktopIcon"></div> 5. Save and close
- 5. Save and close

## MRA Imagicle Desktop Jabber Gadget Fix

## **Applies to:**

Imagicle Application Suite 2017.6.4 and newer.

## **Description**:

In some situations, Imagicle Jabber Gadget(s) for may no longer be working, resulting in an error page trying to connect to the Imagicle Server.

#### Cause:

Jabber not properly handling communication through MRA

#### Solution

#### **Requirements**

The following table summarises requirements and limitations to Imagicle Gadget(s) depending on Cisco Jabber working in MRA or not.

	VPN	MRA
	All IAS versions	IAS 2017.6.2 or newer Jabber 10.5.5 or newer
Jabber Desktop for Windows	Call Recording Gadget only: For Jabber 12.1 or newer, IAS 2018.6.1 hotfix 6 or newer required (contact Imagicle Support for more info)	Call Recording Gadget only: For Jabber 12.1 or newer, IAS 2018.6.1 hotfix 6 or newer required (contact Imagicle Support for more info)
Jabber Desktop for Mac OS	All IAS versionsIAS 2017.6.2 or newer Jabber 10.5.5 or newerAll IAS versionsIAS 2017.6.2 or newer Jabber 10.5.5 or newerWindowsCall Recording Gadget only: For Jabber 12.1 or newer, IAS 2018.6.1 hotfix 6 or newer required (contact Imagicle Support for more info)IAS 2017.6.2 or newerAbber Desktop for Mac OSIAS 2017.6.4 or newerIAS 2018.6.1 hotfix 6 or newer required (contact Imagicle Support for more info)Jabber Desktop for Mac OSIAS 2017.6.4 or newerIAS 2017.6.4 or newer IAS 2017.6.4 or newerJabber Mobile (Android/IOS)IAS 2019.1.1 or newerIAS 2019.1.1 or newer	IAS 2017.6.4 or newer IAS web portal accessible from internet Specific jabber config file (see below paragraph" Cisco Jabber for Mac")
Jabber Mobile (Android/iOS)	IAS 2019.1.1 or newer	IAS 2019.3.1 or newer IAS web portal accessible from internet Specific jabber config file (see below paragraph" Cisco Jabber for Mac")

## Check the Gadget URL in Jabber-config file

IAS prior to version 2020.1.1 was exploiting a bug in Jabber-config generation from Imagicle web portal, the problem was that the protocol part of the URL of gadgets was written in capital case, first thing to verify: the protocol keywords 'http' or 'https' of the URLs must be written **lowercase**.

#### **Cisco Jabber for Windows**

Imagicle Jabber Gadgets fully support Cisco Jabber for Windows through MRA with this requirements:

- IAS 2017.6.4 (2017.Summer.4) or newer
- Cisco Jabber for Windows 10.5.5 or newer

Anyway, after upgrading IAS to 2017.6.4 or newer, Jabber for Windows may still not be able to load Gadgets through MRA, due to internal cache.

Follow steps below to fix the issue:

- In case of Cisco Jabber version newer that 12.0, exit Jabber Client and reset it. Login in back.
- In case Cisco Jabber version earlier than 11.9.3, then:
  - 1. Exit Jabber
  - 2. Clear Internet Explorer cache:
    - 1. Open Internet Explorer 11
      - 2. On the very right-hand side of the browser, click on the gear icon, also called the Tools icon, followed by Safety, and finally "Delete browsing history...."



3. In the Delete Browsing History window that appears,

1. check at least these options

- 1. "Temporary Internet files and website files"
- 2. "Cookies and website data"
- 2. Uncheck option "Preserve Favorites website data"

Jelete Browsing History	)
Preserve Favorites website data	
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.	•
Temporary Internet files and website files	
Copies of webpages, images, and media that are saved for faster viewing.	
Cookies and website data	
Files or databases stored on your computer by websites to save preferences or improve website performance.	
History	
List of websites you have visited.	
Download History List of files you have downloaded.	
🗌 Form data	
Saved information that you have typed into forms.	
Passwords	
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	
☐ Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing deta about your visit, and exceptions to Do Not Track requests.	ails
Delate Correl	_
About deleting browsing history Delete Cancel	

- 4. Click the Delete button at the bottom of the window.
- 5. The Delete Browsing History window will disappear and you might notice your mouse icon go busy for a few moments.



- 6. As soon as your cursor returns to normal, or you notice the "finished deleting" message at the bottom of the screen, consider your temporary internet files deleted.
- 3. Clear Edge cache (Windows 10 only):
  - 1. Click the Hub icon
  - 2. Click the History icon
  - 3. Click the link labeled Clear all history.
  - 4. Check at least the boxes for:
    - 1. "Cookies and saved website data"
    - 2. "Cached data and files"



5. Click the Clear button. The message "All Clear!" will appear at the top when the data has been erased. 4. Open Jabber again and check Gadgets are now working properly.

#### Cisco Jabber for Mac, with CUCM <= 12.0

Due to a limitation of Cisco Jabber for Mac (currently under investigation), Imagicle Jabber Gadgets support Cisco Jabber for Mac through MRA with this requirements:

- IAS 2017.6.4 (2017.Summer.4) or newer
- IAS web portal must be reachable from internet (through https) using the same URL (e.g.: https://ias.mydomain.com) used within the intranet
- Jabber for Mac clients must use a customized jabber-config.xml file

To customize jabber configuration file, follow these steps:

- edit the standard jabber-config.xml file used by Cisco Jabber for Windows clients
- locate the <browser-plugin>...</browser-plugin> section, and replace the Imagicle Gadgets items with the following lines:

```
<!-- If you are already using a customized jabber-config.xml file, -->
<!-- please merge only this section to your current file
<page refresh="false" preload="true">
 <tooltip>Contacts</tooltip>
 <icon>https://ias.mydomain.com/JabberForMac/speedy.ppedy.png</icon>
 <url>https://ias.mydomain.com/JabberForMac/speedy?User=${UserID}</url>
</page>
<page refresh="false" preload="true">
 <tooltip>Fax</tooltip>
 <icon>https://ias.mydomain.com/JabberForMac/stonefax/stonefax.png</icon>
 <url>https://ias.mydomain.com/JabberForMac/stonefax?User=${UserID}</url>
</page>
<page refresh="false" preload="true">
 <tooltip>Call Analytics</tooltip>
 <icon>https://ias.mydomain.com/JabberForMac/billing/billing.png</icon>
```

```
<url>https://ias.mydomain.com/JabberForMac/billing?User=${UserID}</url>
</page>
<page refresh="false" preload="true">
 <tooltip>Phone Lock</tooltip>
 <icon>https://ias.mydomain.com/JabberForMac/stonelock/stonelock.png</icon>
 <url>https://ias.mydomain.com/JabberForMac/stonelock?User=${UserID}</url>
</page>
<page refresh="false" preload="true">
 <tooltip>Expense Management</tooltip>
 <icon>https://ias.mydomain.com/JabberForMac/budgetcontrol/budgetcontrol.png</icon>
 <url>https://ias.mydomain.com/JabberForMac/BudgetControl?User=${UserID}</url>
</page>
<page refresh="false" preload="true">
 <tooltip>Call Recording</tooltip>
 <icon>https://ias.mydomain.com/JabberForMac/callrecording/callrecording.png</icon>
 <url>https://ias.mydomain.com/JabberForMac/CallRecording?User=${UserID}</url>
</page>
```

- replace the URL ias.mydomain.com according to your environment
- in the jabber-config file, the protocol keywords 'http' or 'https' of the URLs must be written lowercase.
- save the file as jabber-config-mac.xml

To apply customized jabber configuration file to Jabber for Mac clients:

- 1. Upload customized configuration file (e.g.: *jabber-config-mac.xml*) to to the CallManager (see the detailed procedure <u>here</u>)
- 2. login to CuCM Administration portal
- 3. go to Device Menu, choose Phone
- 4. locate and edit phone for a Jabber for Mac client
- 5. within "Product Specific Configuration Layout" section and within "Desktop Client Settings" section, locate field **Cisco Support Field**
- 6. enter the name of the configuration file (e.g.: jabber-config-mac.xml)
- 7. save and Apply Config
- 8. Restart the Cisco Jabber client

#### Cisco Jabber for Mac, with CUCM >= 12.5

CuCM 12.5 allows to create multiple UC Services, related to specific Jabber configurations to associate to different Jabber clients type. Please read <u>here</u> about how to configure UC Service for your Mac client.