

FAQ and Solutions

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FAQ and Solutions

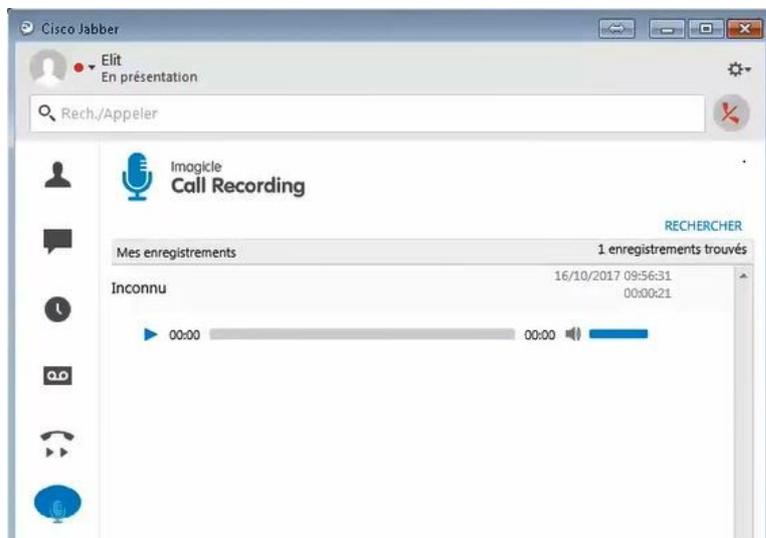
Some gadgets for Jabber Desktop client do not show standard buttons

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.

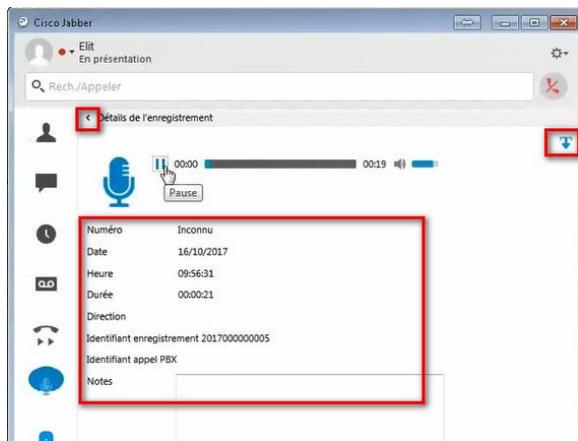
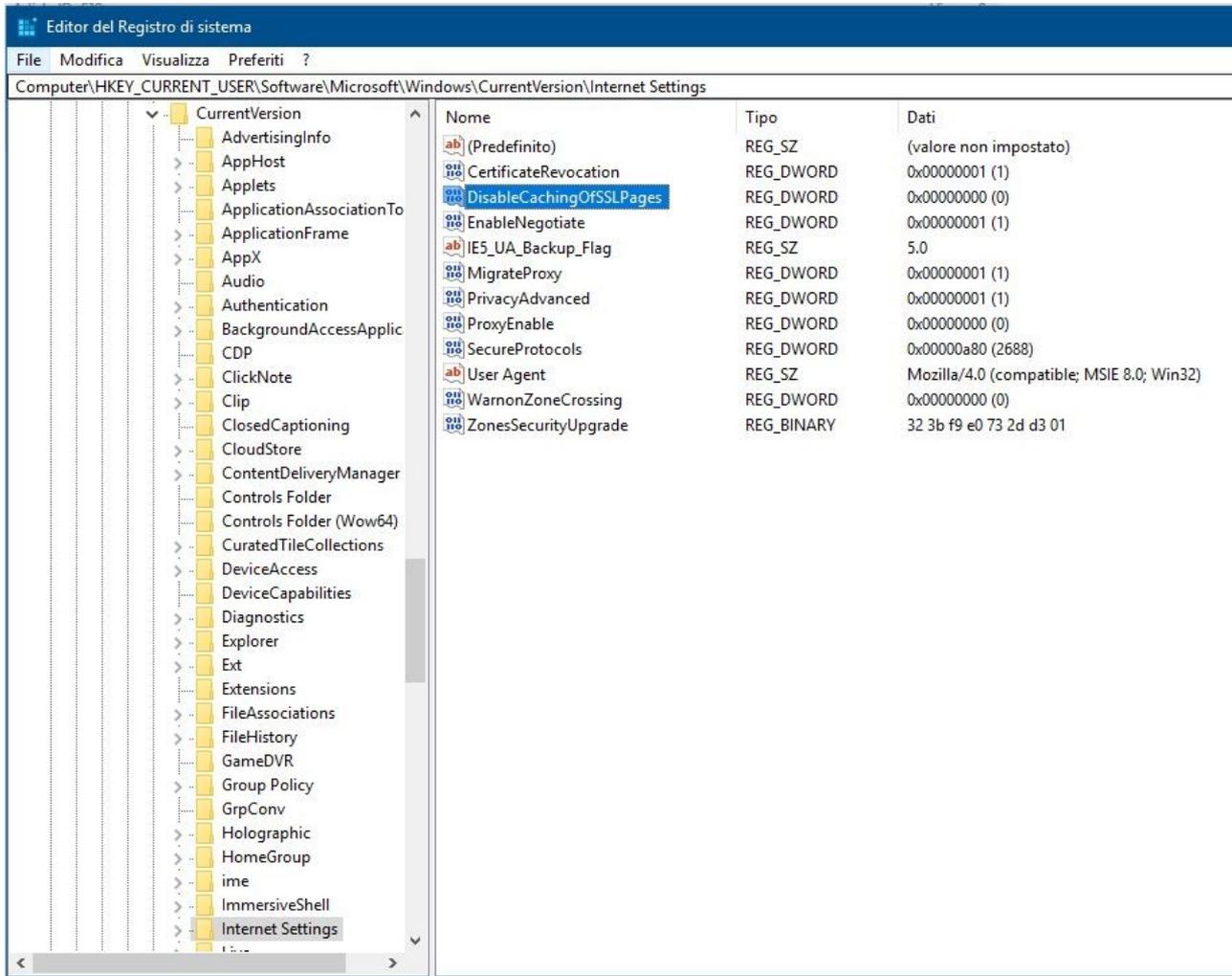


Cause

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



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

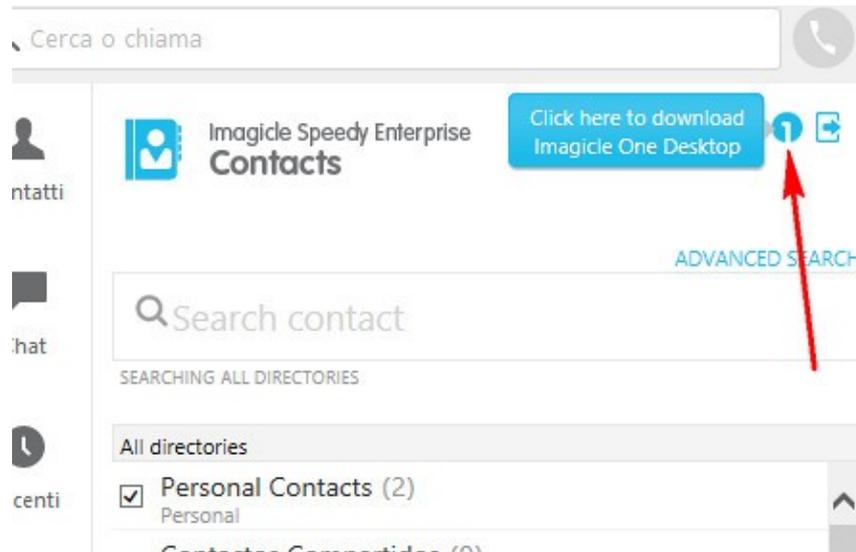
Applies from Application Suite 2018.1.1

Applies to:

Imagicle Application Suite gadgets for jabber

Description:

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



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

MRA Imagicle Desktop Jabber Gadget Fix

Applies to:

Imagicle Application Suite 2017.6.4 and newer.

Description:

In some situations, Imagicle Jabber Gadget(s) 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
Jabber Desktop for Windows	All IAS versions 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)	IAS 2017.6.2 or newer Jabber 10.5.5 or newer 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	IAS 2017.6.4 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

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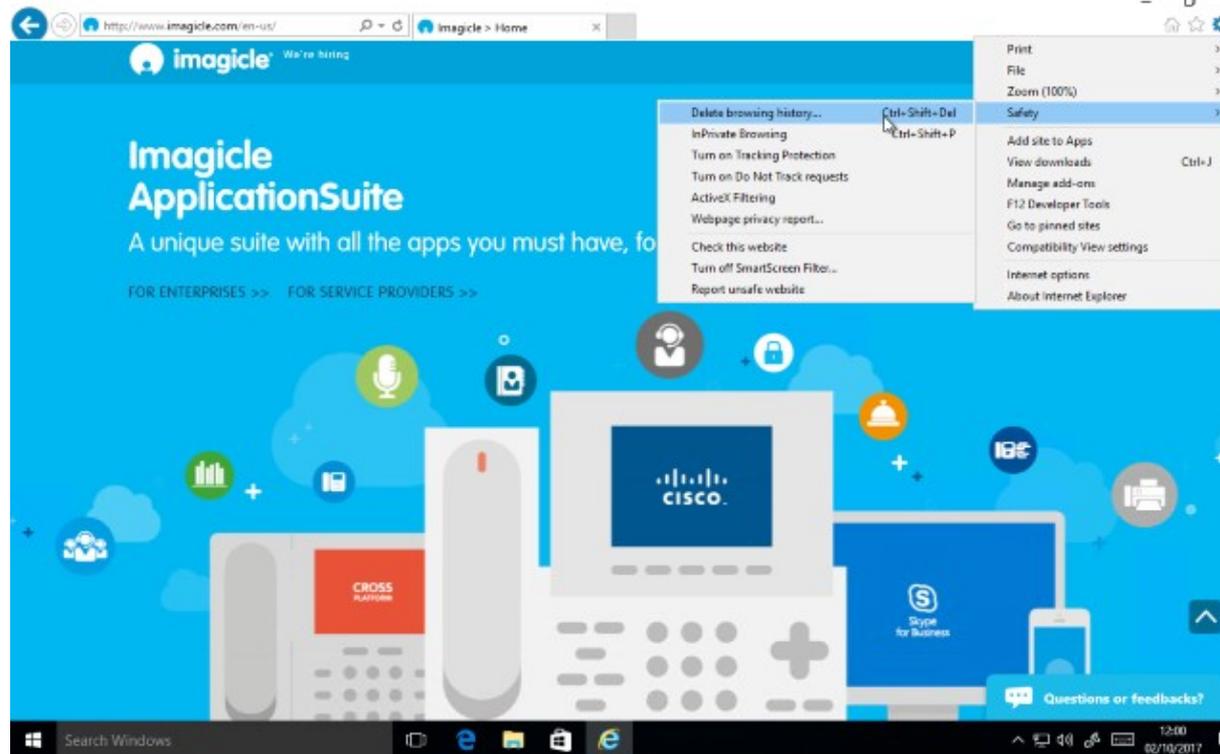
Anyway, after upgrading IAS to 2017.6.4 or newer, Jabber for Windows may still not be able to load Gadgets through MRA, due to internal cache.

Follow steps below to fix the issue:

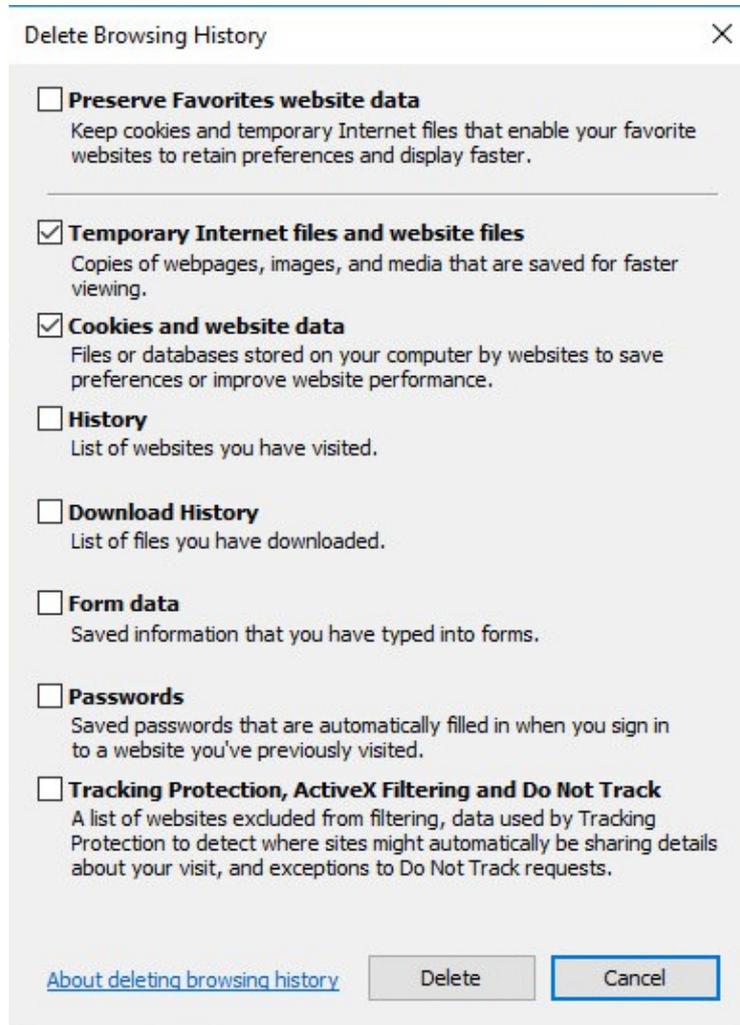
- In case of Cisco Jabber version newer than **12.0**, exit Jabber Client and reset it. Login in back.

- In case Cisco Jabber version earlier than **11.9.3**, then:

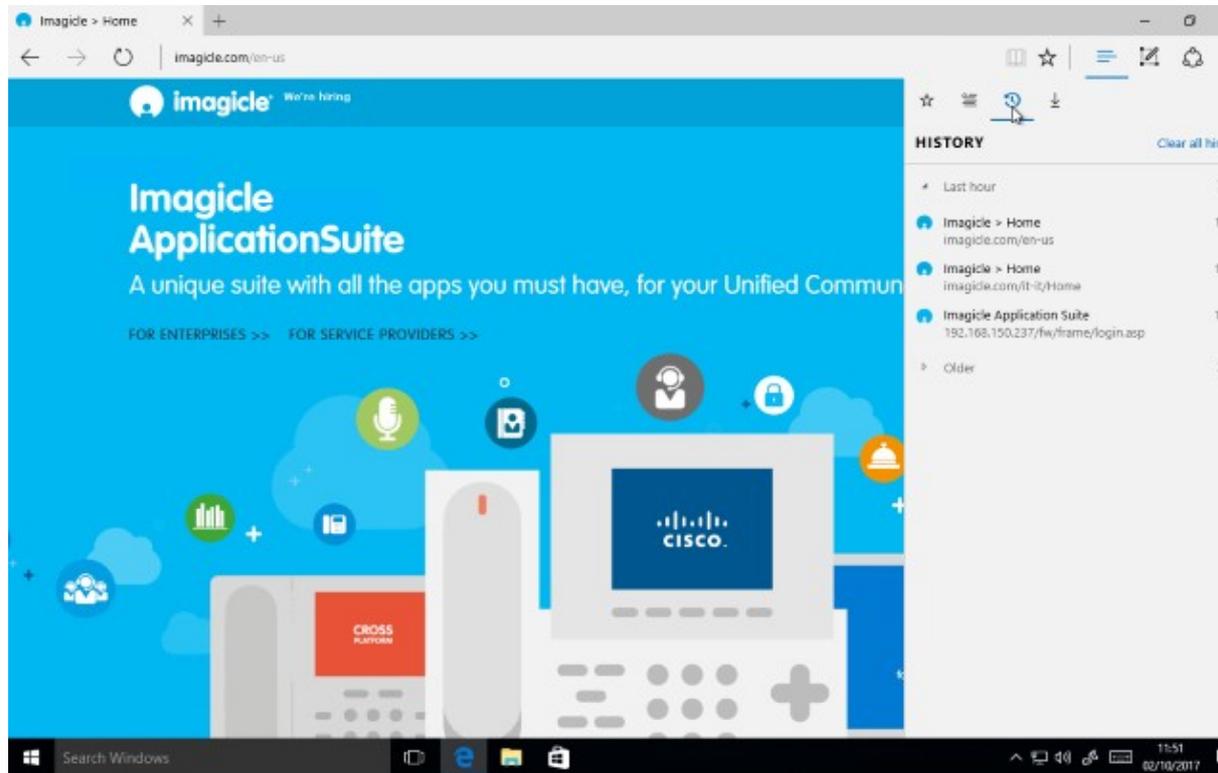
1. Exit Jabber
2. Clear Internet Explorer cache:
 1. Open Internet Explorer 11
 2. On the very right-hand side of the browser, click on the gear icon, also called the Tools icon, followed by Safety, and finally "Delete browsing history...."



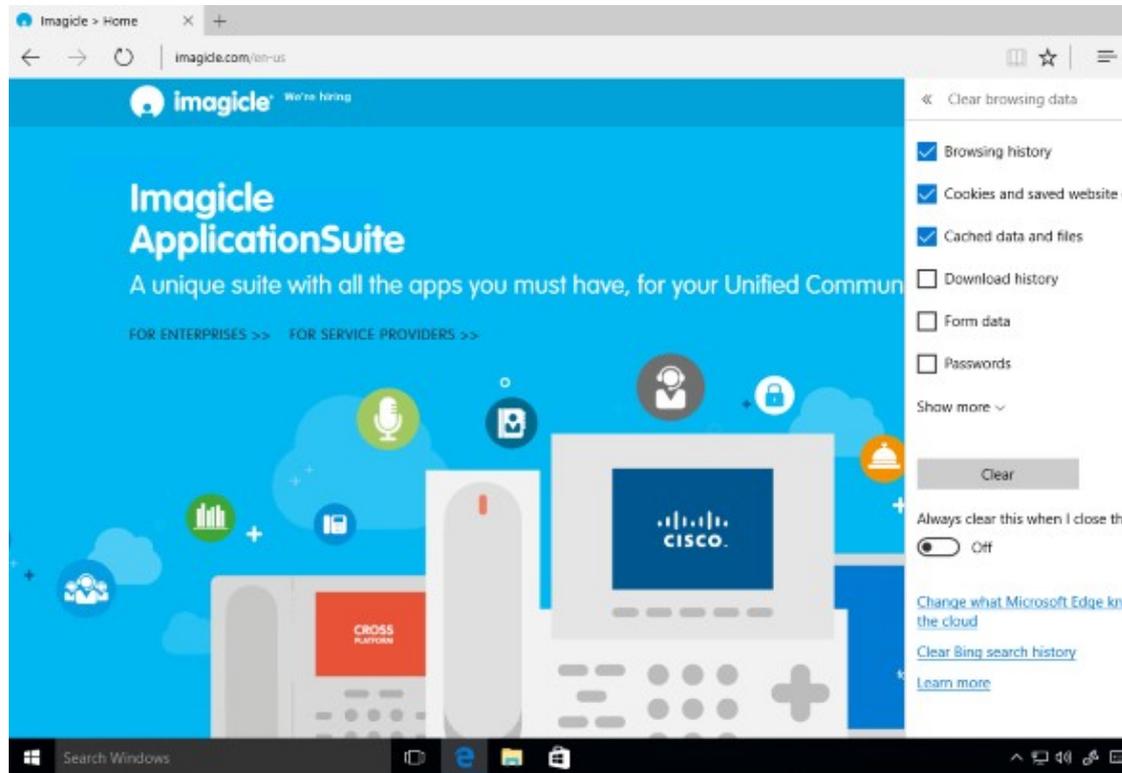
3. In the Delete Browsing History window that appears,
 1. check at least these options
 1. "Temporary Internet files and website files"
 2. "Cookies and website data"
 2. Uncheck option "Preserve Favorites website data"



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:

```
<!-- ***** IMAGICLE GADGETS ***** -->
<!-- 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/speedy.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>
```

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```
<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>
<!-- ***** End of Imagicle Gadgets section ***** -->
```

- 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 [here](#))
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 [here](#) about how to configure UC Service for your Mac client.