

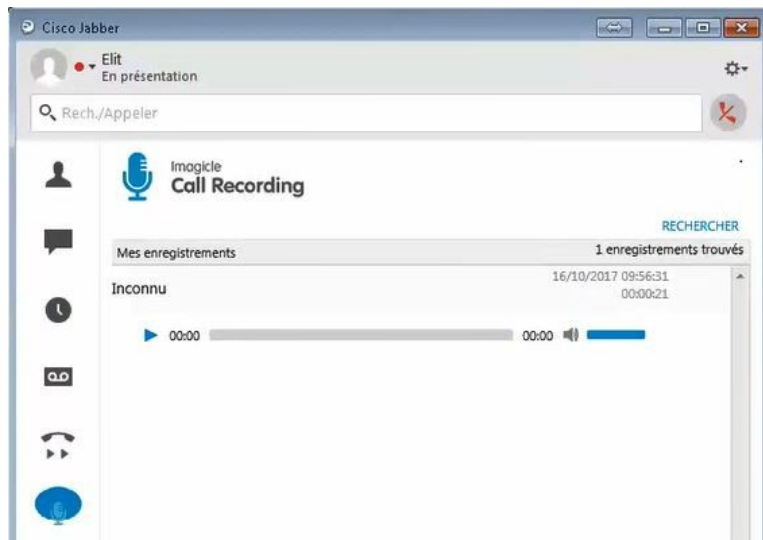
Some gadgets for Jabber Desktop client do not show standard buttons

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

