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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.

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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

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Editor del Registro di sistema			
File Modifica Visualizza Preferiti ?			
Computer\HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings			
Computer\HKEY_CURRENT_USER\Software\Microsoft\Wir CurrentVersion AdvertisingInfo AppHost ApplicationAssociationTo ApplicationFrame Application Audio Audio BackgroundAccessApplic CDP	Nome (Predefinito) CertificateRevocation DisableCachingOfSSLPages EnableNegotiate IE5_UA_Backup_Flag MigrateProxy PrivacyAdvanced ProxyEnable SecureProtocols	Tipo REG_SZ REG_DWORD REG_DWORD REG_SZ REG_DWORD REG_DWORD REG_DWORD REG_DWORD	Dati (valore non impostato) 0x00000001 (1) 0x00000000 (0) 0x00000001 (1) 5.0 0x00000001 (1) 0x00000001 (1) 0x00000000 (0) 0x00000000 (0)
ClickNote Clip ClosedCaptioning CloudStore CloudStore Controls Folder Controls Folder Controls Folder Controls Folder Controls Folder Controls Folder Controls Folder DeviceAccess DeviceCapabilities Diagnostics Explorer Ext Extensions FileAssociations FileHistory GameDVR GameDVR Group Policy Group Policy Holographic HomeGroup ime HomeGroup Content Settings	 ➡ User Agent ₩ WarnonZoneCrossing ₩ ZonesSecurityUpgrade 	REG_SZ REG_DWORD REG_BINARY	Mozilla/4.0 (compatible; MSIE 8.0; Win32) 0x0000000 (0) 32 3b f9 e0 73 2d d3 01
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