

Acano solution

iOS Apps 1.8.35 (Build 2016.0909.1712)

Release Notes

September 2016

76-1090-01-E

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1 Introduction

This document provides release notes for:

- iOS apps 1.8.35 1.8.35 (Build 2016.0909.1712)

Note: Some builds were not published.

Notes about certificates:

If you are using v1.8 apps then ensure that the XMPP certificate, supplied by the Acano server, contains the domain name as a Subject Alternative Name (SAN) within the certificate, in addition to the Common Name in the certificate being the same as the FQDN. Otherwise, Windows and OS X apps will display a warning message, before allowing the user to continue.

1.6, 1.7 and 1.8 apps validate the CA that signs the certificate, which was not done by v1.3 apps. Consequently, the XMPP certificate now needs to be a valid certificate signed by a trusted CA. If the certificate is signed by an Intermediate CA, the CA signing chain must also be presented as a bundle. Use the API command `xmpp certs` to configure the XMPP Server with the CA bundle. For example:

```
xmpp disable
xmpp certs xmppprivate.key xmppcertificate.crt cabundle.crt
xmpp enable
```

For more information on obtaining certificates, refer to the Certificate Guidelines that is most appropriate to your type of deployment on acano.com.

1.1 Installation Instructions

Install or update the Acano app from the App Store, and open it. If you have enabled Automatic Downloads in the Settings app, then the Acano app will automatically update.

2 New features in apps v1.8

2.1 Name change from coSpaces to Spaces

coSpaces are now called spaces. The new name is intended to reflect the versatility of a space. For instance, a space can be a project space, a team's collaboration space, or a place to meet external people.

2.2 Recording indicator (1.8.1 and later)

Users will see an a flashing red dot when a meeting is recorded. The system can be set up to record all meetings for a space or let users start and stop recording with touch tones.

Note: This must be configured on the server by the local administrator.

2.3 Multiple XMPP domains

The same Acano server can now host multiple XMPP domains. For example, example.com and example.org can exist on the same Acano server. This is only supported by 1.8 apps. Older versions can only let users sign in to the primary domain.

2.4 Different brands of Acano apps running at the same time

Previously only one instance of the Acano app could run on one computer or device at any time. Now users with access to different brands of the Acano app, e.g. a GoAcano app and an Acano app, can run them both at the same time.

2.5 Improved certificate information and certificate storing

The Cancel connection option is now highlighted in certificate failure warnings.

Users who choose to trust the certificate can select Don't show this warning again before selecting Connect anyway. A copy of the certificate will then be stored locally on the machine. As long as the certificate presented by the server matches the one stored locally, no further warnings are displayed, even if another user is signing in.

2.6 Touch tone control of SIP endpoint screen layout

When entering a call from a SIP endpoint, users can use the keypad to change the layout.

Note: This must be configured on the server by the local administrator.

2.7 Improved meeting lobby

As in previous releases, selected space members can be Activators who can initiate a call, while guests and other members are put on hold until an Activator enters the space.

A space can now be locked to prevent guests from entering in the middle of an ongoing discussion. Members can always access the space if an Activator is there. Guests who require activation wait in the meeting lobby until there is an Activator in the space and the space is unlocked.

Note: This must be configured on the server by the local administrator.

2.8 New voice prompts

The voice prompts have been re-recorded, some with new wording. There are also four new prompts to help you know what's going on when you don't have video:

- You have been disconnected from the meeting
- Your meeting has ended
- You are the only participant (on loop for audio-only calls)
- Waiting for your host to join (on loop for audio-only calls)

2.9 Added languages (v1.8.2 or later)

iOS now supports:

| | | | |
|-----------|---------|----------|---------------------|
| English | Italian | Japanese | Simplified Chinese |
| Swedish | Spanish | Korean | Traditional Chinese |
| Norwegian | French | | |

3 Feature comparison between Acano apps

| | Windows | OS X | iPad | iPhone | WebRTC |
|----------------------------------------------------------|---------|-------|-----------------|--------------|-------------|
| View screen share | Yes | Yes | Yes | Yes | Yes |
| Support for v1.8 Acano server | Yes | Yes | Yes | Yes | NA |
| Images in chat | Yes | Yes | Yes | Yes | NA |
| User-level permissions (e.g. can create space) | Yes | Yes | Yes | Yes | NA |
| Delete chat messages | Yes | Yes | Yes | Yes | NA |
| XMPP Registration | Yes | Yes | Yes | Yes | Yes |
| Audio | OPUS | OPUS | OPUS/ SPEEX* | OPUS/ SPEEX* | OPUS |
| Mic/speaker/camera configuration controls | Yes | Yes | NA | NA | Yes |
| Advanced controls (audio boost, ecan, noise suppression) | Yes | Yes | No | No | Yes |
| Video | H.264 | H.264 | H.264 | H.264 | VP8 |
| Layout control | Yes | Yes | Yes | Yes | Yes |
| Selfview | Yes | Yes | Yes | Yes | Yes |
| Desktop sharing | Yes | Yes | No | NA | Yes |
| Application sharing | Yes | Yes | No | NA | Yes |
| Chat | Yes | Yes | Yes | Yes | Yes |
| Unread message indicator | Yes | Yes | Yes | Yes | Yes |
| Incoming message notification configuration | Yes | Yes | No | No | No |
| Move call to external endpoint | Yes | Yes | Yes | Yes | Yes |
| Add participants | Yes | Yes | Yes | Yes | Yes |
| Send invitation | Yes | Yes | Yes | Yes | Yes |
| Send invitation via SMS | No | No | No | Yes | No |
| Encryption | Yes | Yes | Yes | Yes | Yes |
| DTMF | Yes | Yes | Yes | Yes | Chrome only |
| Create / edit space | Yes | Yes | Yes | No | Yes |

| | Windows | OS X | iPad | iPhone | WebRTC |
|-----------------------------------------------|---------|------|------|--------|-------------|
| Search for Contacts | Yes | Yes | Yes | Yes | Yes |
| Create / edit Contact | Yes | Yes | Yes | No | Yes |
| Guest-accessible | Yes | Yes | Yes | Yes | Yes |
| DTMF keypad | Yes | Yes | Yes | Yes | Chrome Only |
| Show presence | Yes | Yes | Yes | Yes | Yes |
| Highlight participant video by selecting name | Yes | Yes | No | No | Yes |
| Highlight participant name by selecting video | Yes | Yes | Yes | No | Yes |
| Send diagnostic log | Yes | Yes | Yes | Yes | Yes |
| Auto login | Yes | Yes | Yes | Yes | NA |
| In-call notification configuration | Yes | Yes | No | No | No |
| Certificate storing | Yes | Yes | No | No | Yes |

* From 1.6.x OPUS is selected for newer devices (iPad Air, iPad Mini 2, iPhone 5S and later) otherwise SPEEX is used

** Recording is only available with server 1.9.

4 Differences in iOS apps v1.8 from Windows and OS X apps

This section identifies the key differences in behavior in the iOS v1.8 apps for iPhones and iPads from the other apps.

Using the iOS app, you cannot:

- Present content
- Identify participants by tapping their name

With the iPhone app, you cannot:

- Create or edit contacts
- Provide a URL, identifier or passcode for a new space or edit those properties of an existing space
- Access call, space or contact information from the management view
- Identify participants by tapping their name
- Identify participants by tapping their video

5 Resolved iOS app issues

5.1 Resolved in Release v1.8.35 (Build 2016.0909.1712)

| Reference | Issue | Summary |
|-----------|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10339 | Guest could not join a call. | Guests could not join a call via weblink if the app was not already launched. Guests who managed to join the call would see a blank screen when leaving the call. Fixed in v1.8.35 (Build 2016.0909.1712) |
| 11366 | Calls failing | If calls go through a TURN server, no media is sent, and the call is dropped after 10-15 seconds. The app cannot resolve the FQDN of any TURN server that is addressed by Domain Name rather than IP. Fixed in v 1.8.35 (Build 2016.0909.1712) |

5.2 Resolved in Release v1.8.2 (Build 2016.519.1143)

| Reference | Issue | Summary |
|-----------|------------------------|-------------------------------------------------------------------------------------------------------------------|
| 10233 | Crash on sign in | The app crashes when a user attempts to sign in with an incorrect password. Fixed in v1.8.2 (Build 2016.519.1143) |
| 10630 | SRTP denial of service | This issue is reported as Security Alert 045 . Fixed in v1.8.2 (Build 2016.519.1143) |
| 10689 | OpenSSL Vulnerability | This issue is reported as Security Alert 049 . Fixed in v1.8.2 (Build 2016.519.1143) |

5.3 Resolved in Release v1.8.1 (Build 2016.321.1035)

| Reference | Issue | Summary |
|-----------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9743 | Crash on member search in new space | When users searched for contacts to add to a new space, the app would crash if they deleted some characters, then started typing again. Fixed in v.1.8.1 (Build 2016.321.1035) |
| 10153 | Difficulties re-joining space | Users would sometimes have difficulties re-joining a space when no one else was in the space. Fixed in v.1.8.1 (Build 2016.321.1035) |

5.4 Resolved in Release v1.8.0 (build 2015.1218.1544)

| Reference | Issue | Summary |
|-----------|-------------------------|-----------------------------------------------------------------|
| 8533 | The app gives different | When a user searches for contacts, the app gives either no res- |

| Reference | Issue | Summary |
|-----------|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| | search results from the Windows app | ults, or the results are different from the ones that would appear in the Windows app. Fixed in v.1.8.0 (Build 2015.1218.1544) |
| 8548 | Sound issue | Sound comes from speakers instead of headphones when joining call. Fixed in v.1.8.0 (Build 2015.1218.1544) |
| 9338 | The app freezes when a user switches camera. | When a user taps the Switch camera button the app stops working and app must be force closed and then restarted. Fixed in v.1.8.0 (Build 2015.1218.1544) |
| 9564 | Issue moving call | When a user tries to move a call between devices, both devices are disconnected. Fixed in v.1.8.0 (Build 2015.1218.1544) |

6 Known limitations with iOS apps

Known issues with iOS apps are listed below. Please quote the reference number when discussing the issue with Support.

| Reference | Issue | Summary |
|-----------|----------------------------------|--------------------------------------------------------------------------------------------------------|
| 8343 | Issues with rejoining | If a call is left before connecting properly, the user may not be able to rejoin the call. |
| 8387 | Issues with staying in call | iPhone leaves Acano after 30 seconds when user accepts a GSM call. |
| 9452 | Audio not moved | When a user is using a phone for audio, the server sends audio to both phone and app. |
| 10156 | Chat message appears as not sent | A chat message sent from the call view appears as not sent, although other participants do receive it. |

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