

# Acano solution

Acano OS X Apps 1.8 (build 1.8.36)

## Release Notes

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# 1 Introduction

This document provides release notes for:

- OS X apps 1.8 (build 1.8.36)

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**Note:** Some builds were not published.

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## 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](http://acano.com).

## 1.1 Installation instructions

Download the OS X app from the Acano Support from <https://www.acano.com/support/downloads/>.

To install:

1. Open the dmg file and drag the '**acanoclient**' icon into the **Applications** folder within the window that opens up.
2. If you already have an older version of the Acano OS X app installed in the Applications folder, a prompt asks whether you want to replace it with the new one that you are moving. Select **Replace**.
3. This will overwrite the previous version and if, for example, you have a shortcut in the dock this will now automatically launch the new version.

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**Note:** If you first remove an older OS X app from the Applications folder and then copy the new one into it, clicking on the dock shortcut no longer works and the icon becomes a question mark because the icon still searches for the previous application version. Launching the new version from the Applications folder will result in a separate dock shortcut being created. Follow the instructions above to avoid this.

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## 2 New features in apps v1.8

### 2.1 Name change from coSpaces to Spaces (1.8.21 and later)

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.

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

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### 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.

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

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## 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.

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

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## 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 Change from OpenSSL to CiscoSSL (1.8.36 and later)

From 1.8.36, the Acano app uses CiscoSSL in place of OpenSSL.

## 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 Resolved OS X app issues

No new resolved issues in build 1.8.36

### 4.1 Resolved in Release v1.8 (build 1.8.35)

Reference	Issue	Summary
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

No new resolved issues in build 1.8.31

### 4.2 Resolved in Release v1.8 (build 1.8.30)

Reference	Issue	Summary
10630	SRTP denial of service	This issue is reported as <a href="#">Security Alert 045</a> . Fixed in v1.8.30
10689	OpenSSL Vulnerability	This issue is reported as <a href="#">Security Alert 049</a> . Fixed in v1.8.30

### 4.3 Resolved in Release v1.8 (build 1.8.29)

Reference	Issue	Summary
10233	Crash on sign in	The app crashes when a user attempts to sign in with an incorrect password. Fixed in v1.8.29

Build 1.8.28 not published.

### 4.4 Resolved in Release v1.8 (build 1.8.27)

Reference	Issue	Summary
8562	UI issue	When the settings panel is open, buttons have different sizes. Fixed in v1.8.27
9329	Crash on sign out	The app occasionally crashes when the user signs out. Fixed in v1.8.27
9482/9454	Crash on network changes	The app crashes when there are network changes. Fixed in v1.8.27
9930	App	Occasionally, an active call is moved to a different device although the user did

Reference	Issue	Summary
	moves call	not choose to move the call. This is seen when a user is signed in on several devices and the device that is in the call loses network connection. Fixed in v1.8.27
9961	French translation issues	French translations have been improved in v1.8.27.
10031	Chat link issue	All links in chat conversations that start with "http://www." will render incorrectly. Fixed in v1.8.27
10056	Chat link issue	Extra text is added for image urls. Fixed in v1.8.27
10058	HTML code issue	The app renders HTML code in text fields as rich text rather than visible tags. Fixed in v1.8.27
10163	Crash on invalid contact details	When invalid contact details, e.g. script text, are entered in text fields the app crashes. Fixed in v1.8.27
10262	False packet loss report	The app reports packed loss when all packets are arriving at the network interface. Fixed in v1.8.27

Build 1.8.26 not published.

Build 1.8.25 not published.

Build 1.8.24 not published.

Build 1.8.23 not published.

Build 1.8.22 not published.

## 4.5 Resolved in Release v1.8 (build 1.8.21)

Reference	Issue	Summary
3487	Grey image after saving diagnostics in full screen mode	After saving a diagnostic log (in full screen mode only), you are presented with a grey desktop. Exit full screen mode (from the OS X menu bar) and click back onto the app. Fixed in v1.8.21
5503	Self-view is quite slow to load	You may see 1 to 2 seconds of black screen before the webcam image appears. This happens both when opening the user menu to show self-view and when joining an empty space. This will not be fixed, as the slow start of the self-view corresponds to the time it takes to start the camera on OS X.

Reference	Issue	Summary
8195	App crash	The app crashes when user signs out. Fixed in v1.8.21
9254	Incorrect participant count	The app shows an incorrect number of participants in clustered XMPP environments. Fixed in v1.8.21
9452	Audio not moved	When a user is using a phone for audio, the server sends audio to both phone and app. Fixed in v1.8.21
9564	Issue moving call	When a user tries to move a call between devices, both devices are disconnected. Fixed in v1.8.21

Build 1.8.20 not published.

Build 1.8.19 not published.

Build 1.8.18 not published.

Build 1.8.17 not published.

No new resolved issues in build 1.8.16.

Build 1.8.15 not published.

Build 1.8.14 not published.

## 4.6 Resolved in Release v1.8 (build 1.8.13)

Reference	Issue	Summary
9383	Bad audio received on MacBook Air	Fixed in v1.8.13.

Build 1.8.12 not published.

Build 1.8.11 not published.

## 4.7 Resolved in Release v1.8 (build 1.8.10)

Reference	Issue	Summary
9437	XMPP Man in the middle	This issue is reported as <a href="#">Security Alert 038</a> . Fixed in v1.8.10

Build 1.8.9 not published

## 4.8 Resolved in Release v1.8 Beta 1 (build 1.8.8)

No new resolved issues in build 1.8.8.

Build 1.8.7 not published.

## 4.9 Resolved in Release v1.8 Beta 1 (build 1.8.6)

Reference	Issue	Summary
4428	Crash when using camera	Fixed in v1.8.6
8396	Client crashes	Client occasionally crashes when network conditions are poor and a user attempts re-login. Fixed in v1.8.6
9037	Wrong certificate checked	When the information was displayed, the root certificate was shown instead of leaf. Fixed in v1.8.6

## 5 Known limitations with OS X apps

Known issues with OS X apps are listed below. Please quote the reference number when discussing the issue with Support. In addition, there are some instability issues that we are aware of, and are working on.

Reference	Issue	Summary
4173	Slideshow mode in PowerPoint doesn't work	Previously, slideshow mode in PowerPoint didn't work because PowerPoint opened a new window for the slideshow. The app is now able to share individual applications, but sharing a full screen presentation in PowerPoint/Keynote is not currently supported. This will be fixed in a future release.
4240	Minimized applications should appear in share screen menu	Currently, minimized applications do not appear in the share screen menu. An application that you wish to share needs to be maximized, and then the Acano app should be tabbed in front of this.
9734	Media not displayed	Users with more than 8 IP addresses cannot enter a space. This issue will not be fixed in 1.8.x. It is resolved in Cisco Meeting App v1.9.7.

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