

Webex Calling Carrier - UC-One Carrier Clients

Client Maintenance - Recurring Requirement

Service Platforms:	Webex Calling Carrier (BroadCloud Carrier)
Markets:	NAMER, CANADA, EMEA, APAC
Information:	<p>Mandatory CLIENT UPGRADE</p> <p>This internal Certificate is critical to the client functionality, and as such, Customers must regularly upgrade their clients to avoid service disruptions due to Certificate expirations.</p> <p>Note that client certificates may expire well before the year mark of the version being released. Certs on Desktop client version Less than 22.9.40 are going to expire on April 6th 2023</p> <p>Recommendation is to upgrade the Clients on or before April 5th 2023.</p> <p>After Cert Expiry the following issues will occur depending on the client configuration:</p> <ul style="list-style-type: none">• Single Sign on will not work• Outlook/S4B Plug in – This will fail, and this will cause Calling/Messaging to fail.• Plug In needs to be disabled to restore Basic Call/Messaging
Affected Clients:	UC-One Clients versions less than 22.9.40

Certificate Expiration:	<p>Desktop April 6th 2023</p>
Carrier Customer Requirements:	<p>For GENERIC <u>UC-One Carrier Users</u>:</p> <p>Desktop Clients – Desktop client users should check their CUP portal for the latest version of the client For BRANDED <u>UC-One Carrier Users</u>:</p> <p>Desktop Clients– Please contact your Provider to get the latest version of your client.</p> <p>Recommendation is to upgrade the Clients on or before April 5th 2023.</p>
Need Assistance:	<p>Please contact your Service Provider or Partner Support Team for assistance.</p>

