

# Webex Calling Carrier - UC-One Carrier Clients

## Client Maintenance - Recurring Requirement

<b>Service Platforms:</b>	<b>Webex Calling Carrier (BroadCloud Carrier)</b>
<b>Markets:</b>	NAMER, CANADA, EMEA, APAC
<b>Information:</b>	<p><b>Mandatory CLIENT UPGRADE</b></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 or equal to 22.9.41 are going to expire on Jan 6<sup>th</sup> 2024</p> <p><b>Recommendation is to upgrade the Clients before December 8th 2023. The new version is 22.9.43</b></p> <p>After Cert Expiry the following issues will occur depending on the client configuration:</p> <ul style="list-style-type: none"><li>• Single Sign on will not work.</li><li>• Outlook/S4B Plug in – This will fail, and this will cause Calling/Messaging to fail.</li><li>• Plug In needs to be disabled to restore Basic Call/Messaging</li></ul>
<b>Affected Clients:</b>	UC-One Clients versions less than or equal to 22.9.41

Certificate Expiration:	<p>Desktop Jan 6<sup>th</sup> 2024</p>
Carrier Customer Requirements:	<p>For <b>GENERIC</b> <u>UC-One Carrier Users</u>:</p> <p><b>Desktop Clients</b> – Desktop client users should check their CUP portal for the latest version of the client For <b>BRANDED</b> <u>UC-One Carrier Users</u>:</p> <p><b>Desktop Clients</b>– Please contact your Provider to get the latest version of your client.</p> <p>Recommendation is to upgrade the Clients before December 8<sup>th</sup> 2023.</p>
Need Assistance:	<p>Please contact your Service Provider or Partner Support Team for assistance.</p>

