UC-One Carrier Clients and Cisco Calling App

Client Maintenance - Recurring Requirement

Service Platforms:	**Webex Carrier (BroadCloud Carrier)** **Webex Calling VAR / SP**
Markets:	NAMER, CANADA, EMEA, APAC, JAPAN
Information:	**ANNUAL CLIENT UPGRADE / BRANDING REQUIREMENT** The Desktop and Mobile/Tablet versions of the UC-One Carrier Clients and Cisco Calling Clients include an embedded Certificate that expires one year after the client release date. This embedded Certificate is critical to the client functionality, and as such, Customers must regularly upgrade their clients to avoid service disruptions due to Certificate expirations.
Affected Models:	UC-One & Cisco Calling Desktop Clients – 22.9.12 & newer UC-One & Cisco Calling Mobile/Tablet Apps – 3.9.12 & newer
Certificate Expiration:	For 22.9.12 / 3.9.12 the certificate expiration = April 23rd 2022 • 1 Year after the Client Release Date
Carrier Customer Requirements:	For **GENERIC** UC-One Carrier or Cisco Calling Apps Users:

1. **Desktop Clients** – New versions are automatically staged for download via the Customer User Portal (CUP). For most End Users, the automatic notification of new client versions is NOT enabled and therefore End Users are encouraged to regularly check their CUP to see if new versions are available.
2. **Mobile / Tablet Apps** – When new App versions are released, iOS and Android App users will automatically receive a notification that a new App version is available for download (requires device to have notifications enabled for the App). For new Users, client downloads can be accessed via their Calling User Portal (CUP).

For **BRANDED** UC-One Carrier or Cisco Calling Apps Users:

1. **Desktop Clients** – Carriers must rebrand and publish their clients at a minimum of once per calendar year, prior to the designated certificate expiration date of their currently published client.
2. **Mobile/Tablet Clients** – Carriers must rebrand and publish their clients at a minimum of once per calendar year, prior to the designated certificate expiration date of their currently published client.

Need Assistance:	Please contact your Service Provider or Partner Support Team for assistance.