

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 22.9.12 thru 22.9.25 are going to April 23rd 2022.</p> <p>Recommendation is to upgrade the Clients on or before April 1st 2022.</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• Headset pairing will fail• 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:	<u>UC-One Clients</u> Anything earlier than 22.9.30

Certificate Expiration:	Desktop 22.9.12 thru 22.9.25 - April 23 rd 2022
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</p> <p>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 1st 2022.</p>
Need Assistance:	Please contact your Service Provider or Partner Support Team for assistance.