

Webex Calling Clients

Client Maintenance - Recurring Requirement

Service Platforms:	Webex Calling
Markets:	NAMER, CANADA, EMEA, APAC, JAPAN
Information:	<p>ANNUAL CLIENT UPGRADE / BRANDING REQUIREMENT</p> <p>The Desktop version of the <u>Webex Calling Client</u> have an internal Certificate that expires one year after the client officially released on the Webex Calling platform. This expiration date is approaching soon. See information below.</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>
Affected Clients:	<p><u>Webex Calling Clients</u></p> <ul style="list-style-type: none">• Desktop 22.9.12 thru 22.9.25 22.9.30 thru 22.9.xx
Certificate Expiration:	<p>Desktop 22.9.12 thru 22.9.25 - April 23rd 2022 22.9.30 thru 22.9.xx - September 15th 2022</p>
Customer Requirements:	For GENERIC <u>Webex Calling Users</u> :

	<p>1. Desktop Clients – Desktop client users should check their CUP portal for the latest version of the client</p> <p>NOTE – Please note, although the Mobile and Tablet Apps are not affected by the certificate issue, it is highly recommended that Customers follow the same maintenance best practices and upgrade their Mobile clients annually.</p> <p>For BRANDED <u>Webex Calling Users</u>:</p> <p>1. Desktop Clients – Service Provider Customers who brand their own version of the Webex Calling client 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. See certificate expiration date above.</p>
<p>Need Assistance:</p>	<p>Please contact your Provider’s Support Team or the Cisco Partner Support Team for assistance.</p>