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Release Notes for CounterPath Bria 4 *for Windows* Version 4.2.1

October 1, 2015

This document applies to:



Retail client: The yellow client with perpetual license.



SaaS client: The red "Bria Stretto™" client with cloud subscription to CounterPath Stretto.



Branded client: Customized softphone clients.

The softphone client type is identified for each of the features listed in this document.

1 System Requirements

The supported operating system for Bria 4.2 are: Windows 7, 8, 8.1, and Windows 10.

Running Bria 4.2 on the Windows Vista operating system is no longer supported.

Upgrading to Windows 10

After upgrading to Windows 10, you may find that your audio devices/sound have stopped working on Bria. This is due to the audio device changes in Windows 10. If you see this issue, open Bria and configure your device from Softphone > Preferences > Devices. For more details, visit <https://support.counterpath.com/announcement/notice-for-all-bria-4-users-upgrading-to-windows-10>.

2 Changed Features in 4.2.1

Changes in Plantronics Support

With Bria for Windows 4.2.1, some Plantronics users are no longer required to install the Plantronics Spokes or Hub software in order to use their devices with Bria. This could depend on your device; if you find your experience not optimal, install the Plantronics Hub software to see if it improves the situation.

Note that there is a known limitation that Plantronics does not support use of two devices at the same time.

Changes in Session Timer

The default session timer has been changed from 60 to 90 seconds. Under SIP Account > Advanced. (IM-1686/S-859)

Changes in Provisioning Settings

If you provision Bria, there are changes to the provisioning settings in 4.2.1. (IM-2186)

- Deprecated: proxies:proxyN:use_proxy_for_outbound_calls
- Added: proxies:proxyN:use_rfc_outbound

See the Bria 4.2 Settings list for details.

3 Resolved Issues

Attended Transfers with Asterisk VoIP System

Asterisk users have reported that when transferring a call using "Call First", the recipient of the transfer hears the music on hold, and the original caller hears everything without any problems.

To solve this problem, upgrade to the Asterisk version 1.4.22.1 or newer. (O-1795)

Resolved Issues in Bria 4.2.1

In general, there have been improvements in the stability of Bria.

Importing Contacts

Importing contacts using a CSV file might cause Bria to become unresponsive until complete. This issue has been resolved. (IM-1715)

Screenshare

There was an issue that the participants saw a black window when joining a "not-yet-started" session. This issue has been solved; the participants will see a message saying the screen share has not been started by the presenter. The participants will be able to see the screen when the presenter starts sharing. (IM-1582)

Changing Devices while Test Sound is Playing

There was an issue with the troubleshooting functionality that changing devices while playing a sound could cause Bria to stop unexpectedly. This issue has been solved. (IM-1527/S-555)

4 Known Issues

4.1 New Issues in Bria 4.2.1

Bria Not Appearing after Upgrade

Some users have experienced that after opening Bria, Bria does not appear onscreen; however Bria is running in task manager and system tray. (IM-2082)

Workaround: Close Bria and delete the StrongName folder:

C:\Users\(\USERNAME)\AppData\Local\CounterPath\Bria4.exe_StrongName_...

where Bria4 could be BriaStretto or a custom brand name.

Preferences for Sounds

When you play sounds one after another, you might hear no sound for a certain item. (IM-2247)

4.2 Existing Known Issues

Auto Gain Control

The Auto Gain Control setting under Preferences might not control the gain as intended under some circumstances. (IM-1956)

Group Chat

To start a group chat, you choose one or more contacts (who all have XMPP addresses) and choose Start group chat. The Messages window appears. At this point, you can add more participants but only until you send the first message. Once you have sent the first message, you will not be able to add more participants.

A future release of Bria will let you add participants once the session has started.

Installer

If you minimize the Install window during an installation, then when the installation ends, the window moves to the top left corner of the screen where it becomes difficult to close. This is a known issue with the type of installer used with Bria. When the providers of the installer resolve the problem, CounterPath will implement the solution. (K851)

Workaround: Do not minimize the Install window during an installation.

5 In Previous Releases

5.1 New in Bria 4.2.0

Stretto Sync

If you have the Cloud Solutions subscription from CounterPath, you can use the new Stretto Sync feature that lets you sync all the XMPP message history across all your devices. You start a chat on one device then seamlessly continue on another device without losing the previous conversations. This feature is available in the Bria Stretto client and branded clients. For more details on our Cloud Solutions, visit <http://www.counterpath.com/cloud-solutions/>.

Adaptive Bitrate for OPUS

When a negotiated codec is Opus, Bria adjusts the bitrate throughout the call, based on the current network conditions. For example, when Bria detects many packets are lost, it tries to lower the bitrate.

XMPP Presence Aggregation

When your contact logs into their XMPP account from multiple devices, Bria previously showed only the latest presence change, which occasionally resulted in displaying offline even though the contact is online on other device. With this version, Bria aggregates presences of all the devices, and prioritizes them: for example, if one device has On the Phone and the other has Available, Bria displays On the Phone.

Custom Icons for Web Tabs

If you order a custom/branded client from CounterPath, you can now customize the globe icon used for web tabs. See the Bria 4 Branding Guide for details on the required assets.



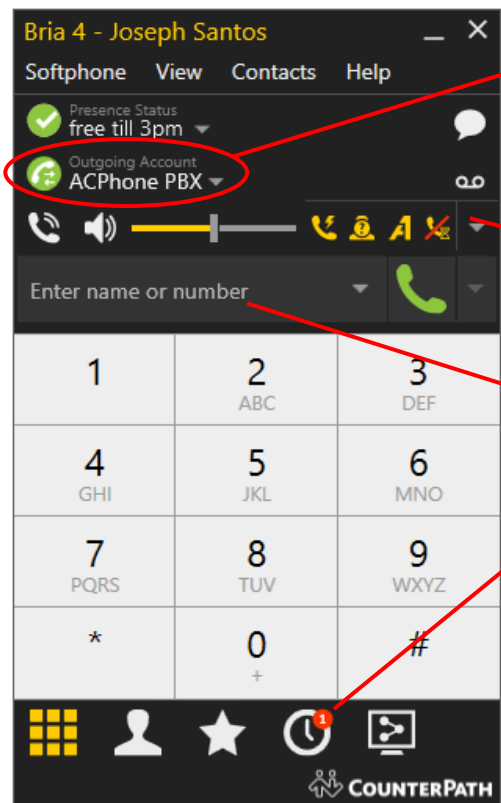
5.2 Changed in Bria 4.2.0

Changes to CounterPath License Server

If you use Bria behind a firewall and specify firewall exceptions based on IP addresses rather than DNS, there is an action required by July 31st, 2015. For details, visit <https://support.counterpath.com/announcement/changes-to-counterpath%E2%80%99s-license-server>.

For customers that are using the recommended DNS-based approach (secure.counterpath.com), no action is required.

Changes to Dashboard



Outgoing Account Selection
You can choose an outgoing account for calls. If you set it to auto select, the preferred account will be used for outgoing calls. It also includes a shortcut to the Account Settings page. (B-16)

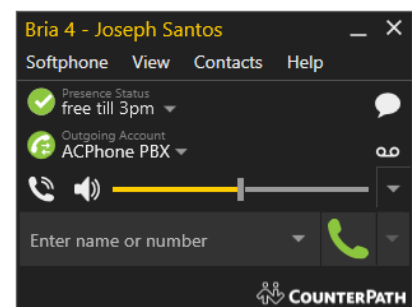
Call Option Indicators
Bria shows which call options are enabled (auto-answer, anonymous calling, letters-to-numbers, disable call waiting). (B-14)

Call Entry Field
The call entry field is always shown on the dashboard. (B-2)

Missed Call Indicator
The missed call indicator has been moved to now appear on the History tab at the bottom. (B-32)

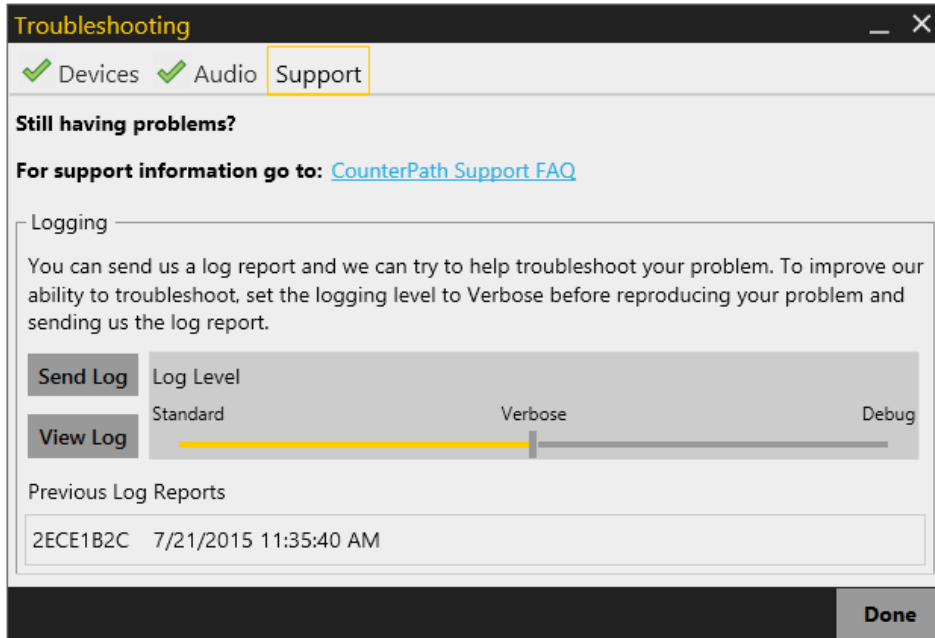
Compact View

You can now hide the dialpad, which brings back a compact view. (B-74)



Troubleshooting Dialog

The Troubleshooting dialog has been simplified. Bria also displays previous log reference numbers just in case you need to refer to them when speaking to Customer Support. (B-40)



Codecs

- Audio codecs iLBC, BV32, and BV32 FEC are no longer available in Bria.
- The Codecs Preferences window no longer shows the Best Quality (PESQ) field.

Codec Priority

The scheme for prioritizing desktop codecs has been changed in order to align with Bria Mobile implementation. If you have configured the codec priority via provisioning, we recommend you change it before rolling out the 4.2 desktop clients to end users.

Previously, a lower number has a higher priority; therefore 1 is the highest priority.

Starting 4.2.0, 0 means the lowest priority. The higher the number gets, higher the priority. For example, priority="6" gets higher priority than priority="4".

Privacy Handling

Previously the Privacy feature allowed users to block their contacts from calling, sending IM, and seeing the user's presence.

Starting this version, privacy is applied to presence subscription only. End users can block a contact through incoming presence requests; if the user ignores a request from a contact, the contact will be blocked for presence subscription, but they can still contact by phone and IM. With this change, the "Block this Person" option as well as the Privacy tab on the Preferences screen have been removed from the client; it no longer supports manual editing of a privacy list.

Call History

- Filters: Available filters are now All and Missed, aligning with our Mobile products. Dialed and received calls will be displayed when you choose All for the call history.
- Icon color: The icon for both outgoing calls and incoming calls are now in green (previously green and blue). (S-230)

Session Timer Options

The session timer preference has new options. Go to SIP Account > Advanced.

Zero-touch Device Configuration

Zero-touch device configuration has been removed from Preferences. Bria automatically detects new devices, but no longer attempts to determine the most appropriate device for each purpose; once you change the selection from Preferences > Devices, Bria will remember your choices when you change devices.

Account Settings

The Advanced Tab

- Added: Use outbound
- Removed: Send outgoing request directly to target
If you provision Bria retail clients, you can retain the same behavior by setting "proxies:proxyN:override_outbound_proxy" to false, and "proxies:proxyN:use_proxy_for_outbound_calls" (for 4.2.0) or "proxies:proxyN:use_rfc_outbound" (for 4.2.1) to false.
- Removed: Maximum register time

The Messages Window

The Copy command copies the entire message rather than being able to select specific portions of the message. (IM-1953)

Removed Features

Bria no longer includes the following features:

- Workgroup/BLF: If you order a custom brand, you might be able to include this feature depending on your back end implementation. Contact your CounterPath sales representative.
- HID headsets support
- Deskphone support: it is available for custom brands only.
- Presence agent mode for SIP-based IM/Presence: it is available for custom brands only.
- WebDav- as a way to store contacts in Bria
- XCAP - as a way to store contacts in Bria
- Dialing via command line

Pauses iTunes

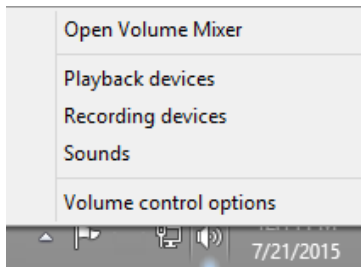
On Bria for Windows 4.1.1, a preference in Bria to pause iTunes was not working on certain OS versions, as reported by users, due to changes by Apple. As a result, this feature is no longer available on Bria for Windows. This feature is supported in current versions of Windows.

Here is an example of how to set it up, using the OS's Communication Device capability.

The OS treats Bria as a Communication Application, so when a call is received or made on Bria, the OS mutes or lowers the audio volume of other non-communication applications.

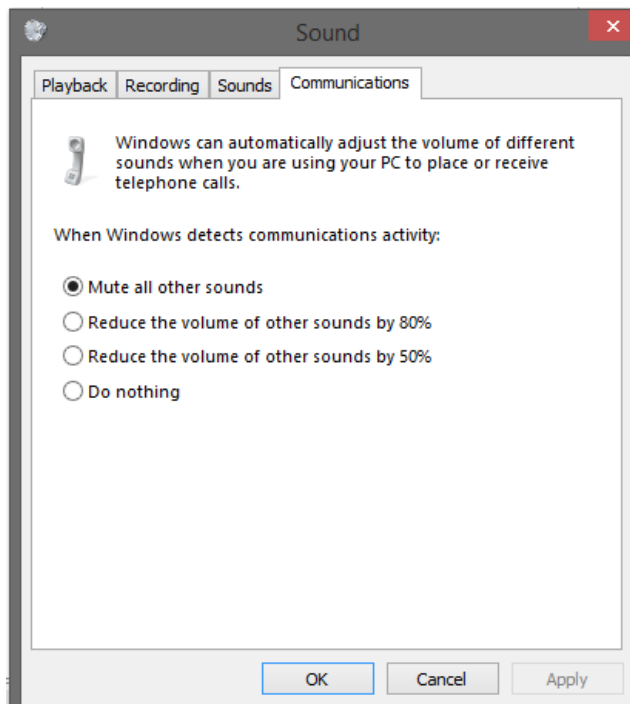
Note that this workaround depends on the support of the headsets/speakers you are using. Try the following method; if it does not work, contact the manufacturer of your headsets or speaker.

1. Right-click the Speaker icon in the task bar.



2. Click Playback devices. A dialog opens.
3. Right-click the device that you want to use for Bria, and set it to the default communication device. If you have connected only one device to your computer, that device is used as the default communication device.
4. Go to the Communications tab, and choose the option you want.

If you want other applications such as iTunes to mute, pick "Mute all other sounds".



5.3 Resolved Issues in Bria 4.2.0

In general, there have been improvements in the stability of Bria.

Presence

- Presence of the contacts appeared incorrectly such as showing offline when the contact is actually available. This happened when your contacts logged in on multiple devices. This issue has been resolved by introducing the new feature: XMPP presence aggregation. (IM-1897/S-1277)

Call Option Indicators

- In Bria 3.5.4 and 3.5.5, when you choose a call option (letters-to-numbers, anonymous calling, auto-answer), an indicator appears on the call panel for that call, to show that the feature is active. These indicators have been added back to Bria 4.2.

Making a Call using tel:

- When using tel: links, the URI of the INVITE was incorrectly formatted (e.g., including the domain twice). This problem has been resolved. (IM-1565)

Call History

- Call history did not get properly recorded when a Windows user account has non-ASCII characters. This problem has been resolved. (IM-1576)

Messaging

- Emoticons might not appear correctly if sent from a mobile device. This issue has been solved. (IM-1799)
- There have been improvements in load time of the Messages window, especially when switching between IM conversations. (IM-1953)

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