



Release Notes for Cisco Jabber Softphone for VDI—Windows Release 12.6

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Build Number for 12.6

Version	Build Number
Cisco JVDI Agent 12.6	12.6.0.281218
Cisco JVDI Client 12.6	12.6.0.281218
Cisco JVDI Agent 12.6(1)	12.6.1.34405
Cisco JVDI Client 12.6(1)	12.6.1.34405

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What's New in Cisco Jabber Softphone for VDI—Windows 12.6(2)

Cisco Jabber Support

What's New in Cisco Jabber Softphone for VDI—Windows 12.6(1)

Cisco Jabber Support

Cisco Jabber Softphone for VDI supports the following new Cisco Jabber features:

- Support for Cisco Headsets
 - Display Cisco Headset Version
 - Reset Cisco Headset to Default Settings
- Keypad Support Enhancements

For more information about the new Cisco Jabber features, see *Release Notes for Cisco Jabber for Windows*: <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-release-notes-list.html>.

For a list of Cisco Jabber features that are not supported with Cisco Jabber Softphone for VDI, see [Jabber Features, on page 8](#).

What's New in Cisco Jabber Softphone for VDI—Windows 12.6

Binary Floor Control Protocol Support

Jabber Softphone for VDI supports Binary Floor Control Protocol (BFCP) screen sharing. Cisco Unified Communications Manager controls this feature and handles the BFCP packets that are transmitted during BFCP screen sharing. During BFCP screen sharing, the thin client screen is shared.

Remote screen control is not supported with this feature.

Cisco Jabber Support

This release adds support for Cisco Jabber for Windows Release 12.6.

Cisco Jabber Softphone for VDI supports the following new Cisco Jabber features:

- Accessory Call Control (adjust call volume, answer or end phone calls, and mute audio) for the following accessories:
 - Cisco
 - Jabra
 - Logitech
 - Plantronics
 - Sennheiser
- ActiveControl Support Over the MRA Expressway
- Hide Persistent Chat Room Members
- High Contrast Mode
- Interoperability for Jabber and Webex Teams
- Jabber Team Messaging Mode
- Keypad Support
- Meeting Controls for Video Device-Enabled Meetings
- Offline Messaging for Interoperability Users
- Save Chat History to Office 365
- SPAM Prevention
- Support for Cisco Headsets
 - Cisco Headset Management
 - New Audio Controls for Cisco Headsets
- Support for Special Characters

- UDS Failover

For more information about the new Cisco Jabber features, see the *Release Notes for Cisco Jabber for Windows*: <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-release-notes-list.html>.

For a list of Cisco Jabber features that are not supported with Cisco Jabber Softphone for VDI, see [Jabber Features, on page 8](#).

Connection Status

The **Connection Status** window for Cisco Jabber for Windows includes information for Cisco Jabber Softphone for VDI. A green checkmark indicates a successful connection. You can display more information by clicking **JVDI Details**.

Meeting Controls for Cisco Meeting Server Meetings

Jabber Softphone for VDI users can use ActiveControl to participate in their meetings on the Cisco Meeting Server. ActiveControl provides enhanced conferencing features, including the following management functions:

- Choose the video layout.
- Record calls.
- Mute and unmute yourself and others.
- Lock conference calls.

You set up ActiveControl in Cisco Meeting Server 2.3 or later and need Cisco Unified Communications Manager 10.5 or later.

Support for Cisco Expressway for Mobile and Remote Access

Jabber Softphone for VDI supports the use of Expressway for Mobile and Remote Access (MRA) to connect to the corporate network. Jabber Softphone for VDI supports Citrix NetScaler Gateway.

For supported versions, see the documentation for your version of Cisco Jabber for Windows.



Attention We recommend VCS-E version X8.11.2. Earlier versions do not support CTI initial JOIN operations and cannot merge multiple calls into a meeting.

For more information, see the *Mobile and Remote Access via Cisco Expressway Deployment Guide* for your release:

<https://www.cisco.com/c/en/us/support/unified-communications/expressway-series/products-installation-and-configuration-guides-list.html>

Version Support Strategy

The Cisco Jabber for Windows and Cisco JVDI Agent versions must always match. However, the JVDI Client version can be the same, or up to two releases earlier (N-2 support). For example, the following version combinations are supported:

- Cisco Jabber for Windows Release 12.6, Cisco JVDI Agent Release 12.6, and Cisco JVDI Client Release 12.6

- Cisco Jabber for Windows Release 12.6, Cisco JVDI Agent Release 12.6, and Cisco JVDI Client Release 12.5
- Cisco Jabber for Windows Release 12.6, Cisco JVDI Agent Release 12.6, and Cisco JVDI Client Release 12.1



Important The limitations and restrictions for the earlier JVDI Client release apply. The available features are limited to those available for the earlier release. For more information, see the , for the earlier release. For example, if your JVDI Client Release is 12.1, see the release notes document for Release 12.1.

Windows 64-bit Support

You can install the 64-bit version of Cisco Jabber Softphone for VDI on thin clients running Windows 64-bit operating systems.

If you plan to install the 32-bit version of Jabber Softphone for VDI, see the “VMware Installation—Required Setting” section of the deployment guide.

Requirements



Important Each of the components listed in the following table must meet the requirements. Use of unsupported components can result in a nonfunctional deployment.

Only the components, versions, and minimum hardware requirements listed in the table are supported.

Component	Requirements
Microsoft Windows-based thin client hardware	<ul style="list-style-type: none"> • Installed RAM 2 GB • Free Physical Memory 128 MB • Free Disk Space 256 MB • CPU Mobile AMD Sempron Processor 3600+, 2-GHz Intel Core 2 CPU, or T7400 2.16 GHz • DirectX 11 compatible GPU • USB 2.0 for USB camera and audio devices <p>Note Cisco Jabber Softphone for VDI for Windows does not require the Microsoft .NET Framework or any Java modules.</p>

Component	Requirements
Microsoft Windows-based thin client OS	<ul style="list-style-type: none"> • Microsoft Windows 7 32-bit Requires Update for Windows 7 (KB4019990) • Microsoft Windows 7 64-bit Requires Update for Windows 7 for x64-based Systems (KB4019990) • Microsoft Windows 8 32-bit • Microsoft Windows 8 64-bit • Microsoft Windows 8.1 32-bit • Microsoft Windows 8.1 64-bit • Microsoft Windows 10 32-bit • Microsoft Windows 10 64-bit • Windows Thin PC 32-bit
Windows Embedded Standard-based thin client hardware	<ul style="list-style-type: none"> • Installed RAM 2 GB • Free Physical Memory 128 MB • Free Disk Space 256 MB • CPU performance affects the maximum video resolution. With Windows Embedded Standard thin clients, the expected resolution depends on the CPU: <ul style="list-style-type: none"> • Up to 720p with quad-core AMD GX-420CA SOC 2 GHz or similar • Up to 240p with dual-core AMD G-T56N 1.65 GHz or similar • Audio-only support with dual-core VIA Eden X2 U4200 1 GHz or similar CPU <p>Note These hardware specifications are only guidelines for the expected resolutions. Other factors can affect video resolution.</p> <ul style="list-style-type: none"> • DirectX 11 compatible GPU • USB 2.0 for USB camera and audio devices <p>Note Cisco Jabber Softphone for VDI for Windows does not require the Microsoft .NET Framework or any Java modules.</p>

Component	Requirements
Windows Embedded Standard-based thin client OS	<ul style="list-style-type: none"> • Windows Embedded Standard 7 32-bit Requires Update for Windows Embedded Standard 7 (KB4019990) • Windows Embedded Standard 7 64-bit Requires Update for Windows Embedded Standard 7 for 64-bit Systems (KB4019990) • Windows Embedded Standard 8 64-bit Requires Update for Windows Embedded Standard 8 for 64-bit Systems (KB4019990) • Windows 10 IoT Enterprise
Hosted virtual desktop OS (server-side)	<ul style="list-style-type: none"> • Microsoft Windows 7 32 bit • Microsoft Windows 7 64 bit • Microsoft Windows 8 32 bit • Microsoft Windows 8 64 bit • Microsoft Windows 8.1 32 bit • Microsoft Windows 8.1 64 bit • Microsoft Windows 10 32 bit • Microsoft Windows 10 64 bit
VCRUNTIME140.dll and MSVCP140.dll	Visual Studio C++ 2012 Redistributable Update 4 or later versions
Connection broker for the hosted virtual desktop 1	<ul style="list-style-type: none"> • Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop) 7.5 and later 7.x versions—Published Desktop and Published Application Important Published Application is not supported in full-screen mode. • VMware Horizon 6.0 (with View)—Published desktops only • VMware Horizon 6 version 6.1.0—Published desktops only • VMware Horizon 6 version 6.2.0—Published desktops only • VMware Horizon 7 version 7.x—Published desktops only Attention For information about an issue that occurs when using some VMware Horizon 7.3.x versions, see CSCvk30137.

Component	Requirements
Citrix Receiver, Citrix Workspace App, or VMware Horizon Client ² (Installed on the thin client)	<ul style="list-style-type: none"> • Citrix Receiver (ICA) for Windows 4.4, and up to 4.12 • Citrix Workspace App (ICA) for Windows 1808, and up to 1907 <p>Important Cisco Jabber Softphone for VDI does not support Citrix Workspace App downloaded from the Microsoft Store.</p> <ul style="list-style-type: none"> • VMware Horizon Client for Windows 4.1.0, 4 and later 4.x version. (Versions 4.3 and 4.4 are not supported.) <p>Important Before you install the Cisco JVDI Client, install the Citrix Receiver or VMware Horizon Client on the thin client.</p> <p>If you change from a Citrix environment to a VMware environment (or from VMware to Citrix), reinstall the Cisco JVDI Client.</p>
Cisco Unified Communications client on the hosted virtual desktop: Cisco Jabber for Windows.	Cisco Jabber for Windows 12.6 running on the hosted virtual desktop (HVD). Cisco Jabber Softphone for VDI is compatible with all future 12.6(x) Cisco Jabber for Windows versions. For complete information about virtual environment compatibility, see the documentation for Cisco Jabber.
Cisco Unified Communications Manager	<ul style="list-style-type: none"> • Recommended CUCM Release 11.5(1)SU3 or later • Minimum CUCM Release 10.5
Accessories	For a complete listing of supported audio and video accessories, see <i>Unified Communications Endpoint and Client Accessories</i> , at http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html . <p>Important Ensure that all Jabra devices are running the latest firmware. You can use the Jabra Direct to update the firmware. For more information visit: http://www.jabra.com.</p>

¹ A connection broker is software that creates connections to hosted virtual desktops. A connection broker performs a number of tasks that include

- Validating the username and providing a connection for the user.
- Allowing the user to connect to a specific virtual desktop.

² The Citrix Workspace app or VMware Horizon Client provides a user interface for the corresponding connection broker.

Limitations and Restrictions

Accessory Call Control

Accessory call control (adjust call volume, answer or end phone calls, and mute audio) is supported for compatible headsets. Some other headsets provide basic functionality, but the accessory call control features do not work with Cisco Jabber Softphone for VDI. For a complete list of compatible headsets and other accessories, see https://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

Call Preservation Mode

Cisco Jabber Softphone for VDI does not support Call Preservation, also known as “survivability”. If a network interruption occurs and Cisco Jabber goes into Call Preservation mode, the calls drop for VDI users.

Changes to Your Connection Method

You must always install Citrix or VMware before you install the JVDI Client. Therefore, you must reinstall the JVDI Client after one of the following changes:

Linux platforms

- Upgrading Citrix or VMware
- Switching from Citrix to VMware, or from VMware to Citrix

Windows and Mac platforms

- Switching from Citrix to VMware, or from VMware to Citrix

Cisco Unified Communications Manager Failover

When a failover from one Cisco Unified Communications Manager to another occurs, Cisco Jabber for Windows retains phone functionality. However, with Cisco Jabber Softphone for VDI, phone functionality is lost. This issue occurs because CTI failover is not supported in the virtual environment.

Citrix Virtual Apps and Desktops Support

Citrix Virtual Apps and Desktops was formerly known as XenApp and XenDesktop.

Citrix XenApp Support

Citrix XenApp Published Application is not supported in full-screen mode. You can disable full-screen mode in the Citrix Receiver > Connection Center, on the thin client.

HDX RealTime Webcam with Citrix

Cisco Jabber Softphone for VDI does not support HDX Plug-n-Play for cameras. Citrix recommends using HDX Webcam for camera interactions.

Jabber Features

Cisco Jabber Softphone for VDI Release 12.6 supports all Cisco Jabber for Windows Release 12.6 features, except the following:

- Audio device selection from the Hub Menu

- Cisco Unified Survivable Remote Site Telephony (SRST)
- Device Selection menu on the Call Conversation window
- Far End Camera Control (FECC)
- Federal Information Processing Standard, Publication 140-2 (FIPS 140-2) and Information Assurance (IA) Compliance
- Improved Video Resolution (New in Jabber for Windows Release 12.6)
- Jabber to Jabber Call
- Jabber desk phone video (display of video on the desktop when the thin client is connected to the user's desk phone)
- Kerberos and Common Access Card (CAC) with Single Sign On (SSO)
- Multiline

Only the first line of a multiline account is available. If a second call comes in, while the first line is in use, the second line rings, but no incoming call notification appears.
- PreferP2PDesktopShare (configuration parameter to prioritize person to person screen sharing over video sharing in the Jabber configuration file)
- Wireless Screen Sharing (New in Jabber for Windows Release 12.6)

Remote Display Protocol Support

Cisco Jabber Softphone for VDI supports only PC-over-IP (PCoIP) for VMware and ICA for Citrix.

SIP Profiles

When you create a Cisco Unified Client Services Framework (CSF) device, you specify a **SIP Profile** for the device. SIP profiles provide specific SIP information for the phone, such as registration and keepalive timers, media ports, and Do Not Disturb control.

You can use Certificate Authority Proxy Function (CAPF) to manage the phone certificates for the hosted desktop versions of Jabber for Windows. When you change the CAPF **Certificate Operation** from *No Pending Operation* to *Install/Upgrade*, the users must reset Jabber for Windows and sign in to complete the certificate installation.



Important Do not choose **Authentication Mode** *By Null string* when using the Certificate Authority Proxy Function (CAPF).

This setting breaks Cisco Jabber Softphone for VDI registration to Cisco Unified Communications Manager.

USB Camera Redirection Not Supported with VMware View

USB camera redirection is not supported with VMware View.

Performance and Behavior Notes

Adjust Settings for Jabra Bluetooth Devices

Most Jabra Bluetooth devices introduce a short delay in bringing up the audio path (about 1 to 3 seconds). For supported Jabra Bluetooth devices, you can eliminate the delay by changing the device settings in Jabra Direct. For more information, visit the Jabra website.

Before you begin

Jabra Direct must be installed.

Procedure

- Step 1** Open Jabra Direct.
 - Step 2** Click the Jabra device for which you want to modify the settings.
 - Step 3** Click **Settings**.
 - Step 4** Click to expand **Softphone (PC)**.
 - Step 5** From the **Preferred softphone** list, select **Cisco Jabber**.
 - Step 6** Set **Open phone line** to On.
 - Step 7** Set **PC audio** to Off.
 - Step 8** Click **Apply**.
-

Camera Hot Swap

Cisco Jabber Softphone for VDI establishes video quality at the start of a call. If you start a call with one of the supported HD cameras, and then switch to a standard-definition camera, video quality is affected. We recommend that you switch cameras between calls.

Cisco Jabber Installed on the Thin Client

We recommend that you do not install Cisco Jabber on the thin clients. If you do install Cisco Jabber on the thin clients, ensure that users sign out of Cisco Jabber before they sign in to their hosted virtual desktops. Cisco Jabber Softphone for VDI works only with Cisco Jabber installed on the HVD.

Echo Cancellation

Echo cancellation is enabled only for audio calls.

Display Settings

For optimal video performance, use the recommended settings for Citrix or VMware.

With Citrix XenDesktop and VMware, only full-screen mode is supported on the Linux-based platforms:

- Cisco Virtualization Experience Client—HP Thin Pro and Ubuntu
- Cisco Virtualization Experience Client—SUSE Linux
- Cisco Virtualization Experience Client—Unicon eLux

Citrix XenApp Published Application is supported only on Cisco Virtualization Experience Client—Windows, in windows mode only.

Citrix

Cisco Virtualization Experience Client supports only the **Preferences > Display > Best resolution (Recommended)** display option.

VMware

Have users check their VMware options to ensure that the **Allow Display Scaling** option is unchecked.

Jabra Firmware

Ensure that all Jabra devices are running the latest firmware. You can use Jabra Direct to update the firmware. For more information, visit the Jabra website.

Caveats

Bug Severity Levels

Known defects, or bugs, have a severity level that indicates the priority of the defect. These release notes include the following bug types:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs except severity level 6 enhancement requests

Severity Level	Description
1 Catastrophic	Reasonably common circumstances cause the entire system to fail, or a major subsystem to stop working, or other devices on the network to be disrupted. No workarounds exist.
2 Severe	Important functions are unusable and workarounds do not exist. Other functions and the rest of the network is operating normally.
3 Moderate	Failures occur in unusual circumstances, or minor features do not work at all, or other failures occur but low-impact workarounds exist. This is the highest level for documentation bugs.
4 Minor	Failures occur under very unusual circumstances, but operation essentially recovers without intervention. Users do not need to install any workarounds and performance impact is tolerable.
5 Cosmetic	Defects do not cause any detrimental effect on system functionality.
6 Enhancement	Requests for new functionality or feature improvements.

Search for Bugs

To search for bugs not listed here, use the Bug Search Tool.

Procedure

-
- Step 1** To access the Bug Search Tool, go to <https://tools.cisco.com/bugsearch/search>.
- Step 2** Sign in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the **Search for** field, then press **Enter**. Alternatively, you can search by product and release.
- For more information, select **Help** at the top right of the Bug Search page.
-

Open Caveats in Release 12.6(2)

Resolved Caveats in Release 12.6(2)

Open Caveats in Release 12.6(1)

There are no open caveats (bugs) for this maintenance release.

Resolved Caveats in Release 12.6(1)

The following table lists caveats (bugs) that are fixed for this maintenance release.

Table 1: Resolved Caveats for Cisco Jabber Softphone for VDI—Windows Release 12.6(1)

Caveat ID Number	Severity	Description
CSCvp53311	2	JVDI user can't see fat client video when they share on webex. Video goes black
CSCvp64224	2	DTMF digits not transferred in time (within 50ms)
CSCvk25632	3	Jabber a split second of video from previous call is seen
CSCvp53045	3	JVDI is not working after VDI reset
CSCvq00090	3	ringer "all device" settings not sticking

Closed Caveats in Release 12.6

There are no closed caveats (bugs) for this release.

Open Caveats in Release 12.6

There are no open caveats for this release.

Resolved Caveats in Release 12.6

The following table lists caveats (bugs) that are fixed for this release.

Table 2: Resolved Caveats for Cisco Jabber Softphone for VDI—Windows Release 12.6

Caveat ID	Severity	Heading
CSCvn31572	3	Jabber softphone not registering in Virtual Environment
CSCvn73837	3	JVDI 12.1.X - Volume changes after unplugging the headset
CSCvo11181	3	J4W:Network change breaks registration
CSCvo31711	3	Saved ringer volume does not take effect
CSCvo33026	3	Jabber 12.5 on VMWare VDI crashing while on calls
CSCvo41918	3	Jabber VXME calling wrong API to distinguish between Citrix published desktop and published app
CSCvo51948	3	Jabber for Windows has incorrect verification process for VXME mode
CSCvo61811	3	Jabber soft phone would not register after being idle for some time

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