Release Notes for Cisco Jabber Softphone for VDI—HP Thin Pro and Ubuntu Release 12.7

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Build Number for 12.7

Version	Build Number
JVDI Agent Release 12.7	12.7.0.288594
JVDI Client Release 12.7	12.7.0.288594
JVDI Agent Release 12.7(1)	12.7.1.301081
JVDI Client Release 12.7(1)	12.7.1.301081

What's New in Cisco Jabber Softphone for VDI—HP Thin Pro and Ubuntu Release 12.7(1)

Cisco Jabber Support

We've added support for Cisco Jabber for Windows Release 12.7(1).

What's New in Cisco Jabber Softphone for VDI—HP Thin Pro and Ubuntu Release 12.7

Cisco Jabber Support

Cisco Jabber Softphone for VDI supports the following new Cisco Jabber for Windows Release 12.7 features:

- BOT Support
- Display Directory Number or Label for Single Lines
- Call Progress Indicator for Extend & Connect
- Chat Rooms Maintains Participant List Visibility
- Configure Clients Through Cisco Webex Control Hub
- Device Selection from the Conversation Window
- Enhancement to Security Labels
- Enterprise Content Management (ECM) Support
- People Insights

- Improved Office 365 Migration Authentication Notification

- Improved Voicemail

- Modern Design

- OAuth Handling of Refresh Tokens

- OAuth Sign-Out Behavior

- On-Demand Recording

- Presence Based on Non-Jabber Activity

- Proxy Authentication Support

- Quote Message

- Themes

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 Cisco Jabber Features, on page 8.

CTI Failover Support

We've added support for CTI failover. When a failover occurs, from one Cisco Unified Communications Manager to another, Cisco Jabber for Windows retains phone functionality.

Headset Preference Parameter

This release includes a new parameter for controlling headset selection. By default, when you connect a new headset Cisco Jabber adds it to the top of the priority list. This is a problem in some hot-desking environments. When a user moves their thin client and headset, the embedded microphone becomes the preferred device. You can set this parameter to ensure that the user's headset remains the preferred device.

The parameter applies only to Cisco Jabber Softphone for VDI (all platforms)

You can use the parameter to specify whether Cisco Jabber adds a new device to the top, or to the bottom of the device priority list in the **Advanced** settings.

- PreferNewDevice (default)—Cisco Jabber adds the new headset to the top of the list, and makes it the preferred device.

- PreferOldDevice—Cisco Jabber adds a new headset to the bottom of the list with no change to the configured preferred device

Example:

`<HeadsetPreferenceOnVDI>PreferOldDevice</HeadsetPreferenceOnVDI>`

Linux 64-bit Support

This release introduces 64-bit installation packages for the following 64-bit platforms:

- HP Thin Pro 7.1 SP3

• Ubuntu 16.04 (Desktop, AMD64)

Multiline Support

We have added support for the Cisco Jabber Multiline feature. Multiline provides mid-call features such as hold, transfer, and call forward, for users with more than one configured line. Multiline even works for video calls. You can configure up to eight lines in softphone mode. Only the primary line is supported when users access Cisco Jabber using Mobile and Remote Access (MRA).

Cisco Jabber for Windows supports Cisco Hosted Collaboration Solution (HCS), Cisco Packaged Contact Center Enterprise (PCCE), Cisco Contact Center Enterprise (CCE), and Cisco Unified Contact Center Express (CCX) 11.6 (up to four lines). For more information, see the *Features Configuration Guide for Cisco Jabber*.

Roaming Profiles

In a virtual environment, users do not always access the same virtual desktop. To guarantee a consistent user experience, their profiles must be accessible every time they start Cisco Jabber. We have added support for roaming profiles. Cisco Jabber with Cisco Jabber Softphone for VDI stores data in the following locations:

%currentuser%\AppData\ Local \Cisco

- **Contacts**—Contact cache files

- **History**—Call and chat history

- **Photo cache**—Caches the directory photos locally

%currentuser%\AppData\Roaming\Cisco

- **Config**—Maintains user configuration files and stores configuration store cache

- **Credentials**—Stores encrypted username and password file

Because file encryption and decryption are linked to the Windows user profile, ensure that the following folders are accessible:

- `C:\Users\`*`username`*`\AppData\Roaming\Microsoft\Crypto`

- `C:\Users\`*`username`*`\AppData\Roaming\Microsoft\Credentials`

- `C:\Users\`*`username`*`\AppData\Local\Microsoft\Crypto`

- `C:\Users\`*`username`*`\AppData\local\Microsoft\Credentials`

For more information, see the *Planning Guide for Cisco Jabber*.

Updated Citrix Virtual Apps and Desktops Support

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

Cisco Jabber Softphone for VDI Release 12.7 supports Citrix-based published desktops, shared desktops, and shared applications (full-screen and windows modes).

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 the prior release (N-1 support). The following version combinations are supported:

- Cisco Jabber for Windows Release 12.7, Cisco JVDI Agent Release 12.7, and Cisco JVDI Client Release 12.7

- Cisco Jabber for Windows Release 12.7, Cisco JVDI Agent Release 12.7, and Cisco JVDI Client Release 12.6

General Requirements

General requirements apply to all Cisco Jabber Softphone for VDI platforms.

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Important Only the components, versions, and minimum hardware requirements listed in this guide are supported. Use of unsupported components can result in a nonfunctional deployment.

Accessories

For a complete listing of recommended audio and video accessories, see *Unified Communications Endpoint and Client Accessories*, at http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

Ensure that all Jabra devices are running the latest firmware. You can use Jabra Direct to update the firmware.

Cisco Jabber for Windows

Cisco Jabber for Windows 12.7 running on the hosted virtual desktop (HVD).

For complete information about virtual environment compatibility, see the Cisco Jabber documentation for your release.

Cisco Unified Communications Manager

Recommended: CUCM Release 11.5(1)SU3 or later

Minimum: CUCM Release 10.5

Connection Broker—Installed on the Hosted Virtual Desktops

- Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop) versions 7.x–7.1909, and 7.15 LTSR up to CU4

  Shared Desktop is supported only in full-screen mode. Published Application is supported in full-screen mode for Cisco Jabber Softphone for VDI—Windows.

- VMware Horizon 6 versions 6.x–7.10

A connection broker is software that creates connections to hosted virtual desktops. A connection broker performs a number of tasks including the following:

- Validating the username and providing a connection for the user.

- Allowing the user to connect to a specific virtual desktop.

Operating Systems—Installed on the Hosted Virtual Desktops

- 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 64–bit

- Microsoft Windows 10 32–bit

- Microsoft Windows 10 64–bit

Server Operating Systems—Installed on the Hosted Virtual Desktops

- Microsoft Windows Server 2012 R2

- Microsoft Windows Server 2016

Port Requirements

Cisco Jabber Softphone for VDI requires the same ports as Cisco Jabber does, and the following additional port range:

Table 1: Port Usage

Port Range	Description
16384–32767	UDP Inbound and outbound traffic for RTP (audio and video streams)
	You can configure the Cisco Unified Communications Manager to reduce this port range. Change the **Start/Stop Media Port** setting in the SIP Profile, which is associated with the CSF device.

Supported Codecs

Audio Codecs:

- G.722

- G.722.1 (24 and 32k)

  G.722.1 is supported on Cisco Unified Communications Manager 8.6.1 or later.

- G.711 A-law

- G.711 u-law

- G.729a

- Opus

  Opus is supported on Cisco Unified Communications Manager 11.0 or later.

Video Codec: H.264/AVC

Requirements—HP Thin Pro Thin Clients

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Important	Only the components, versions, and minimum hardware requirements listed in this guide are supported. Use of unsupported components can result in a nonfunctional deployment.

HP ThinPro Platform Image

32–bit: HP ThinPro 6.2

64–bit: HP ThinPro 7.1 SP3.3 and 7.x versions

HP Thin Pro Thin Clients—Hardware

We recommend the following client hardware, which was tested with HP Thin Pro 6.2:

- HP t520

- HP t530

- HP t620

- HP t630

- HP t730

- HP mt21

We recommend the following client hardware, which was tested with HP Thin Pro 7.1 SP3.3:

- HP t430

- HP t520

- HP t530

- HP t630

- HP t730

- HP mt21

Connection Broker—Installed on the HVD

- Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop) versions 6.x, 7.x–7 1811, and 7.15 LTSR

  Published Application and Shared Desktop are supported only in full-screen mode.

- VMware Horizon 6 versions 6.x–7.7

A connection broker is software that creates connections to hosted virtual desktops. A connection broker performs a number of tasks including the following:

  • Validating the username and providing a connection for the user.

  • Allowing the user to connect to a specific virtual desktop.

Citrix Workspace app or VMware Horizon Client—Installed on the Thin Clients

The HP Thin Pro image includes the required Citrix and VMware versions.

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

Requirements—Ubuntu Thin Clients

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Important Only the components, versions, and minimum hardware requirements listed in this guide are supported. Use of unsupported components can result in a nonfunctional deployment.

Ubuntu Desktop Image

  • Ubuntu 14.04 32b LTS (i386)

  • Ubuntu 16.04 64b LTS (AMD64)

Ubuntu Thin Clients—Hardware

The minimum hardware requirements for thin clients are as follows:

  • Installed RAM 2 GB

  • Free Physical Memory 1 GB

  • Free Disk Space 256 MB

  • CPU: AMD G-T56N 1.65Ghz, or Intel Core2Duo T7500 2.2 GHz

  • USB 2.0 for USB camera and audio devices

Citrix Workspace app or VMware Horizon Client—Installed on the Thin Clients

  • Citrix Receiver 13.0 and later

  • Citrix Workspace app 1808 and later

  • VMware Horizon View Client versions 4.x and 5.x

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 Cisoc Jabber goes into Call Preservation mode, the calls drop for VDI users.

Cisco Media Services Interface and Dual VLAN

Cisco Media Services Interface (MSI) and Dual VLAN are not supported for this release.

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.

Cisco Jabber Features

Cisco Jabber Softphone for VDI Release 12.7 supports all Cisco Jabber for Windows Release 12.7 features, except the following:

- Application Sharing

- Audio device selection from the Hub Menu

- Cisco Unified Survivable Remote Site Telephony (SRST)

- Migrate Custom Contacts

- Far End Camera Control (FECC)

- Federal Information Processing Standard, Publication 140-2 (FIPS 140-2) and Information Assurance (IA) Compliance

- Improved Video Resolution

- Cisco Jabber to Jabber Call

- Cisco 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)

  Cisco Jabber Softphone for VDI does not support CAC, and supports Kerberos only with SSO.

- PreferP2PDesktopShare (configuration parameter to prioritize person to person screen sharing over video sharing in the Cisco Jabber configuration file)

- Wireless Screen Sharing

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.

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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.

VMware Support

Cisco Jabber Softphone for VDI does not support Display Scaling mode. Users should check their VMware Options menu and ensure that **Allow Display Scaling** is not checked.

Cisco Jabber Softphone for VDI supports full-screen display only; windows mode is not supported.

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.

Echo Cancellation

Echo cancellation is enabled only for audio calls.

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.

Video Codec Performance

Software decoding relies heavily on the CPU. Estimated CPU usage for the Cisco JVDI Client with lower-end CPUs is as follows:

- 1.5Ghz, Dual core CPU—65% (55 to 75%)

- 1.5Ghz, Quad core CPU—35% (25 to 45%)

Use of a camera with a built-in hardware decoder reduces the load on the CPU.

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.

Severity Level	Description
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 12.7(1)

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

Resolved Caveats in Release 12.7(1)

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

Caveat ID Number	Severity	Description
CSCvr46635	2	JVDI Client Windows 7 Call Controls not visible in a Video Call
CSCvr63558	3	VXME Video starts automatically despite being disabled

Open Caveats in Release 12.7

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

Resolved Caveats in Release 12.7

Caveat ID Number	Severity	Description
CSCvq22868	3	Caller ID presentation of redirected calls for Jabber for Windows in VDI
CSCvq59211	3	[VMware]JVDI softphone not reconnecting
CSCvr15121	3	Jabber HVD is not able to verify Exp-E certificate
CSCvp95567	6	JVDI - Device Selection menu on the Call Conversation window