Release Notes for Cisco Jabber Softphone for VDI—Windows Release 12.8

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Build Number for 12.8

Version	Build Number
Cisco Jabber Softphone for VDI Release 12.8 • Cisco JVDI Agent • Cisco JVDI Client	12.8.0.301886
Cisco Jabber Softphone for VDI Release 12.8(1) • Cisco JVDI Agent • Cisco JVDI Client	12.8.1.302494

What's New in Cisco Jabber Softphone for VDI—Windows Release 12.8(1)

This release includes bug fixes and minor enhancements. For more information, see

What's New in Cisco Jabber Softphone for VDI—Windows Release 12.8

Cisco Headset Support for 64–bit

We enhanced call control support for Cisco headsets, with 64–bit versions of Microsoft Windows.

Cisco Jabber Support

This release supports the following new Cisco Jabber for Windows Release 12.8 features:

• Audio Device Priority

• Call Park

• Cisco Headset Support

• Global Shortcut Key for Conversation Window

• Microsoft Office 2019 Support

• Multiline Per Line Ringtones

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Attention   With N-1 or N-2 support, the lower version determines the available feature set.

Deprecated Parameter

We added the HeadsetPreference parameter to specify how Cisco Jabber handles new audio devices.

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Note   The new parameter replaces the now deprecated HeadsetPreferenceOnVDI parameter.

By default, when you connect a new audio device, Cisco Jabber adds it to the top of the priority list. The default behavior is a problem in some hot-desking environments. When a user moves their thin client and headset, the embedded microphone becomes the preferred device.

Modern meeting rooms are often equipped with a large wall mounted monitor with HDMI, which handles both audio and video. When a Cisco Jabber user connects to a monitor using HDMI, by default the monitor becomes the preferred device.

You can set this parameter to ensure that the user's headset remains the preferred device. Users can override this setting in their **Audio** preferences. For more information about the new parameter, see *Parameters Reference Guide for Cisco Jabber Release 12.8*.

Display Scaling

We added support for the **Allow Display Scaling** option, in VMware Horizon Client. With this feature, remote desktops and published applications use the thin client scaling setting. This is helpful for people with limited vision, and for those who have high-resolution screens, such as 4K monitors.

VMware Horizon Client saves the display scaling setting for each remote desktop separately. For published applications, the display scaling setting applies to all published applications that are available to the user. The **Allow Display Scaling** option appears, even if the scaling setting on the thin client is 100 percent.

Mute Notification Sounds During Calls or Meetings

Users in VDI deployments can now choose to mute notification sounds during their calls or meetings.

Presence Improvement

We improved how Cisco Jabber Softphone for VDI passes presence (status) information to the hosted virtual desktop. Now when a user locks their thin client, their presence updates to **Away**. If their connection drops, their presence updates to **Offline**.

We also added a new parameter that controls how Cisco Jabber for Windows handles presence status when users disconnect from their HVDs.

• True—When a user signs out or otherwise disconnects from their HVD, Cisco Jabber automatically signs out and presence status updates to **Offline**, within 10 seconds.

• False (default)—When a user signs out, or otherwise disconnects from their HVD, Cisco Jabber remains signed in, and their presence status shows as **Available**.

For more information about the new parameter, see the *Parameters Reference Guide for Cisco Jabber 12.8*.

Support for VMware Published Application

We added support for VMware shared application mode for Microsoft Windows-based thin clients.

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 12.8, Cisco JVDI Agent Release 12.8, and Cisco JVDI Client Release 12.8

- Cisco Jabber for Windows Release 12.8, Cisco JVDI Agent Release 12.8, and Cisco JVDI Client Release 12.7

- Cisco Jabber for Windows Release 12.8, Cisco JVDI Agent Release 12.8, and Cisco JVDI Client Release 12.6

VDI Fallback Mode

Sometimes the Cisco JVDI Agent and the Cisco JVDI Client can't communicate. This issue occurs because of a network problem with the virtual channel, or because of a problem with the Cisco Jabber Softphone for VDI installation. If the JVDI Agent and the JVDI Client can't communicate, Cisco Jabber can't operate in VDI-optimized mode. For more information about troubleshooting, see *Deployment and Installation Guide for Cisco Jabber Softphone for VDI Release 12.8*.

This release introduces VDI Fallback mode, and a new parameter to enable this mode. Cisco Jabber Softphone for VDI checks the virtual channel every 10 seconds, to ensure that the JVDI Agent and the JVDI Client can communicate. If communication is down, for two consecutive checks, Cisco Jabber Softphone for VDI switches Cisco Jabber to VDI Fallback mode. For more information about the new EnableVDIFallback parameter, see *Parameters Reference Guide for Cisco Jabber Release 12.8*.

In VDI Fallback mode, users can make and receive calls, with audio traveling over the ICA channel. The connection status for Cisco Jabber changes from **Softphone with VDI**, to **Softphone**. Users can receive video; the ability to send video depends on the capabilities of your Citrix or VMware version. Audio and video quality depend on network conditions, and the capabilities of your Citrix or VMware version. When Cisco Jabber operates in VDI Fallback mode, users see a notification message at the start of each call.

When Cisco Jabber Softphone for VDI detects communication between the JVDI Agent and the JVDI Client, it automatically switches Cisco Jabber back to VDI-optimized mode.

Note Cisco Jabber Softphone for VDI switches modes only between calls.

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 12.8 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

Cisco Expressway for Mobile and Remote Access (MRA)

Recommended: Expressway X12.5

Minimum: Expressway X8.11.4

Connection Broker—Installed on the Hosted Virtual Desktops

- Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop) versions 7.x and later (latest LTSR 1912), and 7.15 CU5 LTSR

  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 versions 6.x to 7.11.

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 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—Windows

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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.

Microsoft Windows Thin Clients—Hardware

The minimum system requirements for thin clients are as follows:

- Installed RAM 2 GB

- Free Physical Memory 1 GB

- 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

Microsoft Windows—Installed on the Thin Clients

- Microsoft Windows 8.1 32–bit

- Microsoft Windows 8.1 64–bit

- Microsoft Windows 10 32–bit

- Microsoft Windows 10 64–bit

- Microsoft Windows 11 64–bit

Note   Cisco Jabber Softphone for VDI for Windows does not require the Microsoft .NET Framework or any Java modules.

Windows Embedded Standard Thin Clients—Hardware

The minimum system requirements for thin clients are as follows:

- Installed RAM 2 GB

- Free Physical Memory 1 GB

- 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:

  - 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

Note   These hardware specifications are only guidelines for the expected resolutions. Other factors can affect video resolution.

  • DirectX 11 compatible GPU

  • USB 2.0 for USB camera and audio devices

Windows Embedded Standard—Installed on the Thin Clients

  • Windows Embedded Standard 8 64–bit

  Requires Update for Windows Embedded Standard 8 for 64–bit Systems (KB4019990)

  • Windows 10 IoT Enterprise

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

  • Citrix Receiver (ICA) for Windows 4.4 and later

  • Citrix Workspace App (ICA) for Windows 1808 and later

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Important   Cisco Jabber Softphone for VDI does not support Citrix Workspace App downloaded from the Microsoft Store.

  • VMware Horizon Client for Windows 4.1.0 and later

  (Versions 4.3 and 4.4 are not supported.)

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

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Important   Before you install the Cisco JVDI Client, install the Citrix Receiver or VMware Horizon Client on the thin client.

If you change from a Citrix environment to a VMware environment (or from VMware to Citrix), reinstall the Cisco JVDI Client.

Cisco Jabber Softphone for VDI supports full-screen and windowed display for Windows and Linux thin clients in both VMWare and Citrix VDI environments.

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.

BFCP Share and Citrix Workspace App Protection

App Protection in supported releases of Citrix Workspace conflicts with BFCP shares in Cisco Jabber Softphone for VDI. For users to use BFCP share, App Protection must be disabled in Citrix Workspace.

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.

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 Jabber Features

Cisco Jabber Softphone for VDI Release 12.8 supports all Cisco Jabber for Windows Release 12.8 features, except the following:

- Application Sharing

- Audio device selection from the Hub Menu

- Cisco Unified Survivable Remote Site Telephony (SRST)

- Custom Contacts for Team Messaging Mode

- Far End Camera Control (FECC)

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

- H.264 High Profile Support

- IM-only Screen Sharing

- 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

- XMPP Federation for Team Messaging Mode

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.

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).
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> 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.

GPU Passthrough

Cisco Jabber Softphone for VDI depends on the display adapter name to determine whether Cisco Jabber operates in VDI-optimized mode. Cisco Jabber Softphone for VDI supports only display adapter names that include the substring "Citrix" or "VMWare".

After you set up GPU passthrough to give the HVD direct access to the display adapter, the display adapter name doesn't include the required substring. Therefore, Cisco Jabber Softphone for VDI mistakenly identifies the deployment as non-VDI.

You can work around this issue by adding the following to the Windows registry on the HVDs:

```
[HKEY_CURRENT_USER\Software\Cisco Systems, Inc.\JVDI] "isVDIEnabled"="true"
```

After you edit the registry, restart Cisco Jabber.

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.
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 12.8(1)

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

Resolved Caveats for Release 12.8(1)

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

Caveat ID Number	Severity	Description
CSCvs56982	3	JVDI 12.7 service delays
CSCvs64535	3	Jabber not applying Application Dial Rules intermittently
CSCvs77883	3	JVDI 12.7.1 use wrong speaker to play ringback tone for the first outgoing call intermittently
CSCvs87113	3	Jabber 12.7.1 VDI: Artefacts in Outlook GUI slow to refresh
CSCvs98123	3	JVDI Client log collection failed because the collection timed-out
CSCvt15602	3	vxc does`t startup due to missing some of dependent dlls in Windows OS
CSCvr15121	4	Jabber HVD is not able to verify Exp-E certificate

Open Caveats in Release 12.8

Caveat ID Number	Severity	Description
CSCvs64535	3	Jabber not applying Application Dial Rules intermittently
CSCvs49186	6	Jabber 12.7 while using HVD via JVDI, Remove from Conference Feature Unavailable

Resolved Caveats in Release 12.8

Caveat ID Number	Severity	Description
CSCvr42142	2	On JVDI client 12.6 phone services will not register if ServicesDomain is enabled on the bootstrap
CSCvr46635	2	JVDI Client Windows 7 Call Controls not visible in a Video Call

Caveat ID Number	Severity	Description
CSCvs60963	2	Jabber VDI Cannot communicate with Client
CSCvr73949	3	[VMWare]JVDI softphone not working
CSCvs28536	3	VDI client is not reachable error notification on JVDI version 12.7
CSCvs39980	3	Jabber for Windows 12.7 CTI failover does not work when network card is removed from primary CTI
CSCvs44378	3	The handles of JabberCisco.exe increases fast due to openprocess leak
CSCvs56213	3	horizon client plus vdi plus cisco jabber component connection issue