



Release Notes for Cisco Jabber Softphone for VDI Release 12.9

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CHAPTER 1

What's New in Release 12.9

- [Build Number](#), on page 1
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Build Number

| Version | Build Number |
|---|---------------|
| Cisco Jabber Softphone for VDI Release 12.9(3) <ul style="list-style-type: none">• Cisco JVDI Agent• Cisco JVDI Client | 12.9.3.305062 |
| Cisco Jabber Softphone for VDI Release 12.9(2) <ul style="list-style-type: none">• Cisco JVDI Agent• Cisco JVDI Client | 12.9.2.304552 |
| Cisco Jabber Softphone for VDI Release 12.9(1) <ul style="list-style-type: none">• Cisco JVDI Agent• Cisco JVDI Client | 12.9.1.304247 |
| Cisco Jabber Softphone for VDI Release 12.9 <ul style="list-style-type: none">• Cisco JVDI Agent• Cisco JVDI Client | 12.9.0.303399 |

New and Updated Features

12.9(3)

New Supported Platforms

Cisco Jabber Softphone for VDI 12.9(3) supports the following new platforms:

- Citrix Virtual Desktop and Application 7 2012 (CR)
- Citrix Virtual Desktop and Application 7 1912 Cu2 (LTSR)

Recording Tone Duration

You could already play recording notification tones in Jabber that only agents or customers could hear. You can now change the duration of the ringtone. You turn on this feature in Unified CM Administration under **System > Service Parameters**. See the monitoring and recording chapter of the *Features and Services Guide for Cisco Unified Communications Manager* for details on enabling recording tones.

After enabling recording tones, choose a Jabber client configuration profile in **User Management > User Settings > UC Service**. Add the following jabber-config.xml parameter to the profile:

RecordingToneDuration

Indicates the length of time in milliseconds for which the recording tone is inserted in the audio stream. The default for this parameter is set to the value in the Network locale file for this field. The valid range for this parameter is a value between 100 and 2000 milliseconds (ms). (The default is 500 ms.)

12.9(2)

New Supported Platforms

Cisco Jabber Softphone for VDI 12.9(2) supports the following new platforms:

- Citrix XenApp and XenDesktop 7.15 Cu6 (LTSR)
- Citrix Virtual Desktop and Application 7 2009 (CR)
- VMware Horizon 7.13 and VMware Horizon Client 5.5

12.9(1)

Mac OS Thin Client Support

Cisco Jabber Softphone for VDI for VDI release 12.9(1) now supports MacBook (MacOS) platforms as thin clients. Users can use a Mac device (on MacOS 10.14 or 10.15) to access the Hosted Virtual Desktop (HVD). Install the latest version of Citrix Workspace before installing the VDI client. If not, the VDI client installation fails. Cisco Jabber Softphone for VDI for VDI 12.9(1) for MacOS supports most calling features that are

already supported on Windows and Linux platforms. For "Headset Call Control", MacOS only supports Jabra Headsets.

Cisco Jabber Softphone for VDI for MacOS also supports using audio devices as accessory to do call control such as answer/end and mute/unmute. The support list is aligned with Jabber for Mac. See https://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html for more information.

Requirements—Mac OS

Supported Operating Systems

Cisco Jabber Softphone for VDI is supported on the following MacOS versions:

- Mojave (10.14)
- Catalina (10.15)

Hardware Requirements

| Hardware | Requirement |
|----------------------|--|
| Installed RAM | 2 GB RAM |
| Free physical memory | 1 GB |
| Free disk space | 300 MB |
| CPU speed and type | Intel Core 2 Duo or later processors on any of the following Apple hardware: <ul style="list-style-type: none"> • iMac Pro • MacBook Pro • MacBook • MacBook Air • iMac • Mac Mini |
| I/O ports | USB 2.0 for USB camera and audio devices |

Citrix Workspace Requirements

Cisco Jabber Softphone for VDI release 12.9(1) for Mac OS only works in the Citrix VDI environment. You must install the latest Citrix Workspace client (not the Citrix Receiver client) before you install the Cisco JVDI Client.

- 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.

Published application mode and the scale to fit option are not supported.

Accept permissions

Procedure

When users launch the Cisco JVDI Client on Mac OS for the first time, accept the following required permissions:

Table 1: Required permissions

| Permission | Description |
|----------------------|---|
| Access Camera | Uses the camera in a video call, or trying to open the camera in Settings. |
| Access Microphone | Uses the microphone for voice in a call. |
| Record Screen | Uses the camera in a video call, or trying to open the camera in Settings. |
| Access Accessibility | Required for matching the Cisco JVDI Client to the Citrix viewer. After maximizing the application on Mac OS, the application window is put into a new virtual desktop (or space). If users maximize the Citrix viewer, Jabber's video overlay window joins the space of the Citrix viewer. To do this, JVDI need request to access the system's Accessibility. User would see this pop-up in the first time of running JVDI. |

Run the MacOS Installer

Run the MacOS installer (PKG) to install Cisco JVDI Client.

Procedure

- Step 1** Double-click the Install_Cisco_JVDI_Client.pkg file.
- Step 2** Read the EULA and, if you agree, click **Continue**.
- Step 3** Click **Install**, and if a prompt appears that Citrix Viewer must be closed first, click **Close Application and Install**.
You can also click **Install Later** if you cannot close Citrix at the time.
- Step 4** Click through the remaining screens to complete the installation.

New Supported Platforms

Cisco Jabber Softphone for VDI 12.9(1) supports the following new platforms:

- Windows Server 2019 as a Hosted Virtual Desktop (HVD)
- VMWare Horizon 8 as a connection broker
- Citrix Virtual Apps and Desktops CR up to 2006 as a connection broker

Recording Tone

You could already play recording notification tones that only agents could hear. You can now play recording tones to the customer also. You turn on this feature in Unified CM Administration under **System > Service Parameters**. See the *Cisco Jabber Release Notes* for more information and see the monitoring and recording chapter of the *Features and Services Guide for Cisco Unified Communications Manager* for details on enabling recording tones.

12.9

All Platform Features

Cisco Jabber Support

This release supports the following new Cisco Jabber for Windows Release 12.9 features:

- Block Earlier Versions of the Clients From Signing In
- Cisco Headset Firmware Upgrade Notification
- Cisco Sunkist 730 Headset Presence LED Syncs with Jabber
- Custom Tab Refresh After Network Issue
- Link to Jabber Help Center Added
- Join up to 15 Minutes Before the Meeting Starts
- Programmatically Adjust Custom Tabs to Match Client Theme
- Remote Collection of PRT Logs
- Remove Third Party in Unified CM Conference
- Search Persistent Chat Rooms by Room Name
- Users Forced to Sign In Again On Upgrade to TMM
- XMPP Federated Contacts for Team Messaging Mode

HP Thin Pro Features

Non-Full Screen (Windowed) Mode Support For Jabber VDI (Linux Only)

In earlier releases of Jabber VDI for Linux, we only supported full screen mode. If you set non-full screen mode, this affected the functionality. Now, we also support non-full screen mode.

Ubuntu Features

Presence Improvement for Linux Thin Clients (Ubuntu and eLux Only)

We've improved how Cisco Jabber Softphone for VDI passes presence (status) information from the Linux thin client (Ubuntu and eLux) to the hosted virtual desktop. Now when a user locks their thin client, their presence updates to **Away**. If their connection is lost, their presence updates to **Offline**.

New Parameter—HVDDisconnectSignout

- **Value**—True or False
- **Default**—False

If the parameter is set to True, Jabber signs out when the HVD disconnects.

If the parameter is set to False, Jabber still shows as available when the HVD disconnects.



CHAPTER 2

Requirements

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- [Requirements—Mac OS](#), on page 10
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General Requirements

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



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

This release of Cisco Jabber for Windows, 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: Unified CM Release 11.5(1)SU3 or later

Minimum: Unified CM Release 10.5

Cisco Expressway for Mobile and Remote Access (MRA)

Recommended: Expressway X12.5

Minimum: Expressway X8.11.4

Cisco Jabber Softphone for VDI with MRA only supports OAuth 2.0 for authentication. See the [Deploying OAuth with Cisco Collaboration Solution](#) guide for more information.



Note JVDI over MRA does not support collab-edge SRV being resolveable from the HVD. Softphone registration with JVDI fails in this case.

When using JVDI over MRA deployments with Split DNS (different domains for inside and outside the network), the HVD must not discover the internal domain. If it does, Cisco Jabber Softphone for VDI registration also fails. To ensure the client does not discover the internal domain, disable UPN during Jabber installation on HVD.

Connection Broker—Installed on the Hosted Virtual Desktops

- Citrix XenApp and XenDesktop 6.x, 7.x (CR—up to 7.18; LTSR—up to 7.15 CU7), and Citrix Virtual Apps and Desktops 7 (CR—up to 2012, LTSR—up to 1912 CU2)
- VMware Horizon versions 6.x to 8.x.

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 8.1 32-bit
- Microsoft Windows 8.1 64-bit
- Microsoft Windows 10 32-bit
- Microsoft Windows 10 64-bit
- Microsoft Windows 11 64-bit (as of Jabber VDI 14.0.3)

Server Operating Systems—Installed on the Hosted Virtual Desktops

- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2016
- Microsoft Windows Sever 2019

Port Requirements

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

Table 2: 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

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

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.

Published application mode and the scale to fit option are not supported.

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

HP ThinPro Platform Image

32-bit: HP ThinPro 6.2

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



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.

Requirements—Mac OS

Supported Operating Systems

Cisco Jabber Softphone for VDI is supported on the following MacOS versions:

- Mojave (10.14)
- Catalina (10.15)

Hardware Requirements

| Hardware | Requirement |
|----------------------|--|
| Installed RAM | 2 GB RAM |
| Free physical memory | 1 GB |
| Free disk space | 300 MB |
| CPU speed and type | Intel Core 2 Duo or later processors on any of the following Apple hardware: <ul style="list-style-type: none"> • iMac Pro • MacBook Pro • MacBook • MacBook Air • iMac • Mac Mini |
| I/O ports | USB 2.0 for USB camera and audio devices |

Citrix Workspace Requirements

Cisco Jabber Softphone for VDI release 12.9(1) for Mac OS only works in the Citrix VDI environment. You must install the latest Citrix Workspace client (not the Citrix Receiver client) before you install the Cisco JVDI Client.

- 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.

Published application mode and the scale to fit option are not supported.

Requirements—Ubuntu



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 18.04 64b LTS (AMD64)
- Ubuntu 20.04 64b LTS (AMD64)



Note The supported versions do not include Ubuntu Minimal.

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, 5.x, and 8.x

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

Published application mode and the scale to fit option are not supported.

Requirements—Unicon eLux



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.

Unicon eLux Platform Image

- 64-bit: Unicon eLux 6.5
- 64-bit: Unicon eLux 6.8
- 64-bit: Unicon eLux 6.9
- 64-bit: Unicon eLux RP6 LTSR 2104 Cu2 (as of Release 14.0.4)

The eLux packages are available from Unicon eLux. For assistance locating a download, contact eLux support.

Unicon eLux Thin Clients—Hardware

The minimum hardware requirements for thin clients are:

- 1.6 GHz dual-core processor
- 2 GB RAM

We recommend the following client hardware, which was tested with eLux RP 5.7.0:

- HP T620 Dual Core / Quad Core
- HP T630 Dual Core / Quad Core
- HP T730
- Cisco VXC 6215
- Dell Wyse Z50D

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

Unicon eLux includes the required Citrix and VMware versions.

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

Published application mode and the scale to fit option are not supported.

Cisco Anyconnect (Optional)

vpnsystem V4.5-1

Requirements—Windows



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



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.



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.

Version Support Strategy

- The Cisco Jabber for Windows and Cisco JVDI Agent major versions (N.A) must always match. However, the JVDI Client version can be the same, or up to two releases earlier (N-2 support).



Note N.A-C denotes the range of major releases. x-z denotes the numbers of different maintenance releases. These numbers are used for example purposes only.

For example, the following version combinations are supported within a release range:

- Cisco Jabber for Windows Release N.A(x), Cisco JVDI Agent Release N.A(y), and Cisco JVDI Client Release N.A(z)
- Cisco Jabber for Windows Release N.A(x), Cisco JVDI Agent Release N.A(y), and Cisco JVDI Client Release N.B(z)
- Cisco Jabber for Windows Release N.A(x), Cisco JVDI Agent Release N.A(y), and Cisco JVDI Client Release N.C(z)



Note The above examples cover the supported range within a single major release. For a major release that starts at a new release number (for example, 14.0), the JVDI client is also supported on the two previous releases (for example, 12.9 and 12.8).

The following version combinations are not supported within a release range:

- Cisco Jabber for Windows Release N.A(x), Cisco JVDI Agent Release N.A(y), and Cisco JVDI Client Release N.D(z)
- Cisco Jabber for Windows Release N.A(x), Cisco JVDI Agent Release N.B(y), and Cisco JVDI Client Release N.C(z)



CHAPTER 3

Limitations and Restrictions

- [General Limitations and Restrictions](#), on page 17
- [Linux Limitations and Restrictions](#), on page 21
- [MacOS Limitations and Restrictions](#), on page 21
- [Windows Limitations and Restrictions](#), on page 21

General 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 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 Jabber Features

Cisco Jabber Softphone for VDI Release 12.9 supports all Cisco Jabber for Windows Release 12.9 features, except the following:

- Agent Greeting
- Application Sharing
- Audio device selection from the Hub Menu
- Cisco Headset Firmware Upgrade Notification (Linux)
- Cisco Sunkist 730 Headset Presence LED Syncs with Jabber (Linux)
- 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)
- Supervisor Barge
- Wireless Screen Sharing
- Whisper Announcements
- 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.

Jabber VDI Fallback Mode

Jabber VDI fallback mode offers short-term support for basic audio and video calls when VDI can't establish the virtual channel. Fallback mode supports standard calls and call recording. The full feature set isn't supported. For example, you can't forward a call that you're recording in fallback mode. Call quality is lower because of the server or network issues that cause the switch to fallback mode.

Microphone Levels in Fallback Mode

Microphone levels are reset to 54% in VDI fallback mode when a user unplug and replugs a headset. This is a Citrix audio device mapping issue.

Self View in Fallback Mode

In VDI fallback mode, the self view may not appear with Citrix HDX Web Camera, or VMware Virtual Webcam,

Multiple Hosted Virtual Desktop Sessions

Cisco Jabber Softphone for VDI may not work as expected with multiple HVD sessions. The phone service connection should be unaffected but the video or self-view position might be incorrect when in a call or when previewing the video.

Remote Display Protocol Support

Cisco Jabber Softphone for VDI supports only the following protocols:

- Citrix: ICA
- VMware: PC-over-IP (PCoIP) and VMware Blast Extreme

Remote Problem Report Tool (PRT)

The remote PRT feature won't work when the virtual channel connection is broken.

Single Session Hosted Virtual Desktop (Windows Server 2019)

This version of Cisco Jabber Softphone for VDI doesn't support Windows 2019 as a single session hosted virtual desktop (HVD). If Windows 2019 is a single-session desktop in the VMware VDI environment, use the following workaround when Jabber for Windows isn't running in VDI mode.

Add the following to the Windows registries on the HVD:

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

After you edit the registry, restart Cisco Jabber.

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.

VMWare Support

Cisco Jabber Softphone for VDI 12.8 and later supports Display Scaling mode. Users should check their VMware Options menu and ensure that **Allow Display Scaling** is checked.

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

Voice Message Recording

In a Windows Server 2019 environment, Cisco Jabber Softphone for VDI may not be able to record a voice message. To fix this issue, check the microphone privacy settings on the HVD and allow apps to access the microphone if needed.

Linux Limitations and Restrictions

Duplicate Audio Devices

Cisco Jabber Softphone for VDI releases 12.9(3) and later show all of the available internal speakers and microphones. The interface may duplicated entries for input and output sources because of how devices are managed in the VDI environment.

Presence Enhancement

The presence enhancement does not work on HP Thin Pro.

MacOS Limitations and Restrictions

Multiple Monitors

For MacOS, Cisco Jabber Softphone for VDI doesn't support multiple physical monitors under full screen mode. You must uncheck the "use all displays in full screen" setting in Citrix Workspace. This configuration supports full screen mode on the current display.

Windows Limitations and Restrictions

Multiple Monitors

For Windows, Cisco Jabber Softphone for VDI for VDI does not support mutiple virtual monitors ("the monitor layout" function) in the Citrix Workspace App.



CHAPTER 4

Performance and Behavior Notes

- [General Performance and Behavior Notes, on page 23](#)

General 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.



CHAPTER 5

Caveats

- [Bug Severity Levels, on page 25](#)
- [Search for Bugs, on page 26](#)
- [Open Caveats in Release 12.9\(3\), on page 26](#)
- [Resolved Caveats in Release 12.9\(3\), on page 26](#)
- [Open Caveats in Release 12.9\(2\), on page 27](#)
- [Resolved Caveats in Release 12.9\(2\), on page 27](#)
- [Open Caveats in Release 12.9\(1\), on page 27](#)
- [Resolved Caveats for Release 12.9\(1\), on page 27](#)
- [Open Caveats in Release 12.9, on page 27](#)
- [Resolved Caveats in Release 12.9, on page 28](#)

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. |

| Severity Level | Description |
|----------------|---|
| 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 12.9(3)

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

Resolved Caveats in Release 12.9(3)

| Caveat ID Number | Severity | Description |
|----------------------------|----------|---|
| CSCvu40378 | 3 | Jabber for VDI seeing black screen during RDP automatically |
| CSCvw53618 | 3 | Jabber JVDI - Cannot add 4th conference participant to adhoc conference |
| CSCvw82368 | 3 | Integrated Microphone not working with Jabber 12.9 on eLux RP 6 |
| CSCvw77492 | 3 | Citrix HDX Webcam or FaceTime HD Camera on Citrix workspace app 20.12 not working |

Open Caveats in Release 12.9(2)

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

Resolved Caveats in Release 12.9(2)

| Caveat ID Number | Severity | Description |
|----------------------------|----------|---|
| CSCvw35385 | 3 | Jabber VDI for Windows crashes after a fresh installation |
| CSCvu83690 | 3 | Jabber webcam preview is used to adjust webcam settings |
| CSCvw46240 | 3 | During a Zoom Call with JVDI, the Citrix session crashes |

Open Caveats in Release 12.9(1)

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

Resolved Caveats for Release 12.9(1)

| Caveat ID Number | Severity | Description |
|----------------------------|----------|---|
| CSCvu82405 | 3 | Jabber VDI initiates Recording tone playback for Selective Call Recording |
| CSCvu83690 | 3 | Jabber webcam preview is used to adjust webcam settings |

Open Caveats in Release 12.9

| Caveat ID Number | Severity | Description |
|----------------------------|----------|---|
| CSCvu82405 | 3 | Jabber VDI initiates Recording tone playback for Selective Call Recording |
| CSCvu83690 | 3 | Jabber webcam preview is used to adjust webcam settings |

Resolved Caveats in Release 12.9

| Caveat ID Number | Severity | Description |
|----------------------------|----------|--|
| CSCvu37138 | 4 | Jabber in VDI fallback mode shows incorrect channel information under "Show connection Status" |
| CSCvs49186 | 6 | Jabber 12.7 while using HVD via JVDI, Remove from Conference Feature Unavailable |