Release Notes for Cisco Jabber Softphone for VDI—Dell Wyse ThinOS

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Important Change to Release Notes Process

We no longer update these Release Notes.

For information on new Jabber features, see the Jabber Release Notes.

For information on unsupported Jabber features, see the Help Center article, Jabber | Jabber Softphone for VDI Feature Support.

For release notes on using the Jabber VDI, see "Dell Wyse ThinOS Version 8.6 and ThinOS Lite 2.6 Operating System Release Notes" at https://www.dell.com/support/manuals/en-us/wyse-5040/thinos_8.6.x_rn/cisco-jabber-softphone-for-vdi?guid=guid-e911198a-cec6-4819-b021-d61e1c47db1e.

Build Numbers

Dell Wyse ThinOS Version	Cisco JVDI Version	Cisco Jabber Softphone Build Number
ThinOS 9.0.3030	Cisco JVDI Agent 12.9 Cisco JVDI Client 12.9	12.09.1142
ThinOS 9.0.1136	Cisco JVDI Agent 12.8 Cisco JVDI Client 12.8	12.08.1089
ThinOS 8.6_206 ThinOS Lite 2.6_206	Cisco JVDI Agent 12.6 Cisco JVDI Client 12.6	12.6.19091611
ThinOS 8.6_013	Cisco JVDI Agent 12.1 Cisco JVDI Client 12.1	12.1.0.266460

Note Cisco Jabber Softphone for VDI is bundled with the Dell Wyse ThinOS and Dell Wyse owns support. Documentation is available from Dell Wyse.

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What's New

Cisco Jabber Softphone for VDI 12.9

Cisco Jabber Support

This release adds support for Cisco Jabber for Windows Release 12.9.

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

⚠️

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

Cisco Jabber Softphone for VDI 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 adds support for Cisco Jabber for Windows Release 12.8.

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.

✏️

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*.

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*.

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 version. Audio and video quality depend on network conditions, and the capabilities of your Citrix 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.

Cisco Jabber Softphone for VDI 12.6

Cisco Headset Support for 64–bit

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

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Cisco Jabber Softphone for VDI 12.1

This is the first release of Cisco Jabber Softphone for VDI to support Dell Wyse Thin OS. Cisco Jabber Softphone for VDI—Dell Wyse ThinOS ThinOS 8.6_013 supports Cisco Jabber for Windows Release 12.1.

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. For more information about this solution, see the Dell Wyse ThinOS documentation.

The Cisco JVDI Agent, Cisco JVDI Client, and Cisco Jabber for Windows versions must all be the same.

Component	Requirements
Dell Wyse thin clients—Hardware	Wyse ThinOS 8.6_013-based models for 12.1; Wyse ThinOS 8.6_206 or ThinOS Lite 2.6_206-based models for 12.6: • 3040 • 5060 • 5070 Cisco recommends these models for audio only calls: • 3030 • 5010 • 5040
Hosted virtual desktop OS (server-side)	• 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
Connection broker for the hosted virtual desktop [1]	• Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop) version 7.x and later (1808, 1811, 1903, 1906, 1909, 1912). • 7.15 CU5 LTSR Shared Desktop is supported only in full-screen mode.
Citrix Receiver [2] (Installed on the thin client)	The ICA Client is installed with the Dell-Wyse ThinOS. For version information and more details, see the Dell Wyse ThinOS Version 8.6 and ThinOS Lite 2.6 documentation. Citrix Workspace App for Windows is supported, except for the Monitor Layout setting in preferences.
Cisco Unified Communications client on the hosted virtual desktop: Cisco Jabber for Windows	Cisco Jabber for Windows 12.1 or 12.6 running on the hosted virtual desktop (HVD). Cisco Jabber Softphone for VDI is compatible with all future 12.1(x) Cisco Jabber for Windows versions. For complete information about virtual environment compatibility, see the Cisco Jabber documentation for your release.

Component	Requirements
Cisco Unified Communications Manager	• 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 *Unified Communications Endpoint and Client Accessories*, at http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html. **Important** Ensure that all Jabra devices are running the latest firmware.

[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 Receiver provides a user interface for the corresponding connection broker.

Limitations and Restrictions

Cisco Expressway

Cisco Jabber Softphone for VDI does not support the use of Mobile Remote Access and Cisco Expressway.

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)

No Supported Upgrade Path

For more information about installation and configuration, see the Dell Wyse ThinOS documentation for your release.

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.

Performance and Behavior Notes

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.

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**.

Caveats

Dell Wyse owns support for Cisco Jabber Softphone for VDI installed on Wyse ThinOS. For information about known issues and bugs, see the Wyse ThinOS documentation for your release.