Cisco Virtualization Experience Media Engine Configuration

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Introduction

Cisco Virtualization Experience Media Engine (Cisco VXME) extends the rich collaboration experience of Cisco Jabber for Windows to virtualized environments. In virtualized environments, the Cisco Jabber (Jabber) platform is deployed in the data center while Cisco VXME runs on the local client. With the Jabber application running on a hosted virtual desktop, you can see presence status, send IMs, check voice messages, or collaborate over a video call. Voice and video traffic is processed locally by Cisco VXME and routed point-to-point between clients, bypassing the data center.

Design

For information about design considerations and guidelines to deploy Cisco Unified Communications Manager (Unified CM) and Cisco VXME, see:

- Cisco Unified Communications Manager Design Guides: http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-implementation-design-guides-list.html
- Cisco Virtualization Experience Media Engine data sheets, install and upgrade, and maintenance and operations guides: http://www.cisco.com/c/en/us/support/collaboration-endpoints/virtualization-experience-media-engine/tsd-products-support-series-home.html

Topologies

This section provides information about the Cisco VXME deployment used for Cisco Collaboration Systems Release 10.5 (1) testing. In the contact center test bed, other system components are also installed and tested.

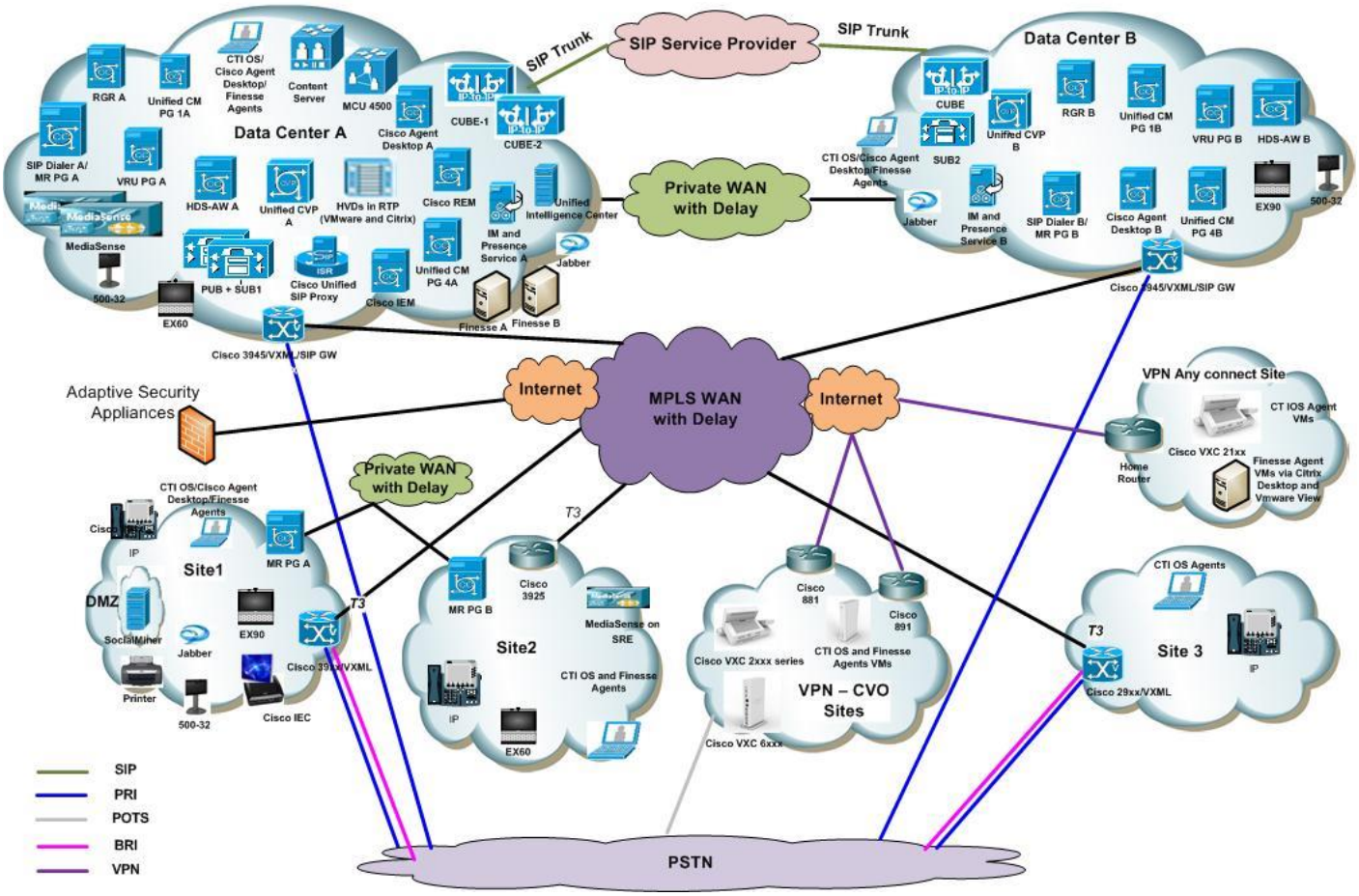
Software Versions Used

The software versions used for testing Cisco VXME feature in a Contact Center environment were:

- Cisco Unified Communications Manager (Unified CM): 10.5.0.99831-3
- Cisco Unified Contact Center Enterprise (Unified CCE): 10.5 SB2 2230
- Cisco Finesse: 10.5.0.98000-73
- Cisco Unified Customer Voice Portal (Unified CVP): 10_5_1_Build_94
- Cisco VXME: 9.7.0-221

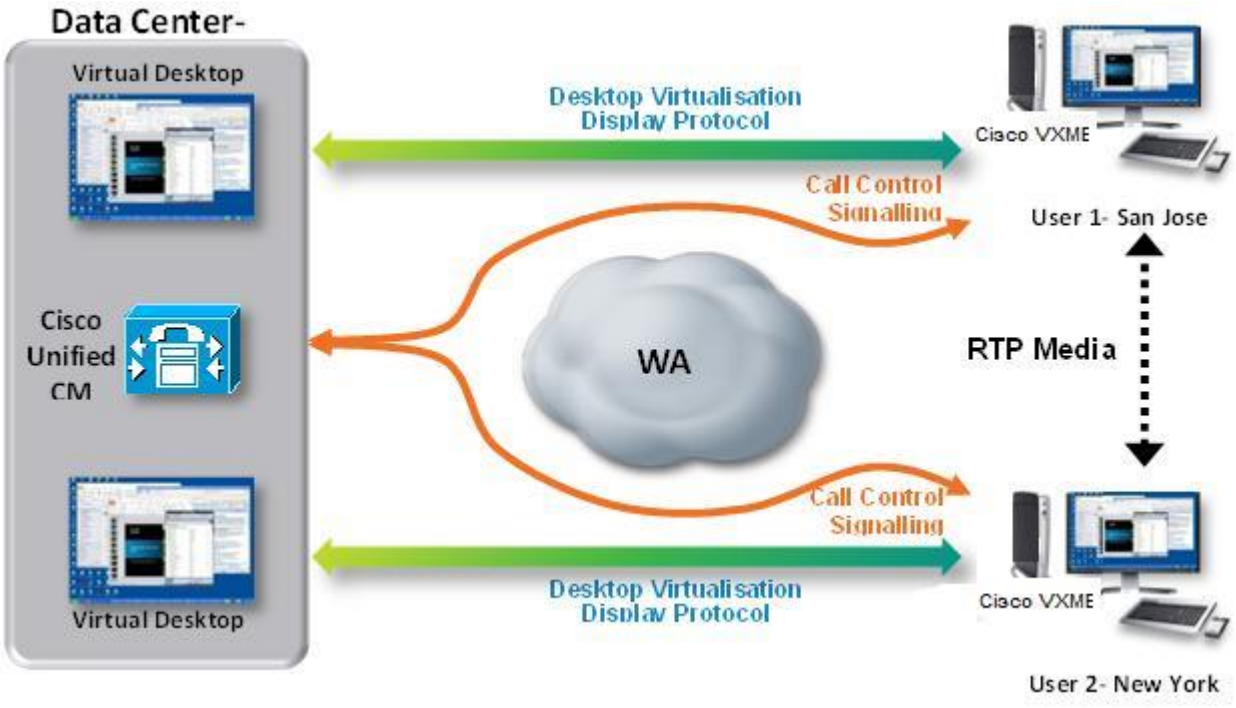
- Citrix XenDesktop 7.0
- VMware View 5.2
- Cisco Jabber: 9.7.0 Build 18066
- IOS

Deploying Cisco VXME with Citrix Desktop and VMware View



Call Flow Diagram

In the following call flow, the call control signaling goes through the Display Protocol, and the media terminates directly on the Cisco VXME.



Configuration

This section provides the high-level tasks and related information for deploying Cisco VXME with Citrix Desktop or VMware View.

Based on the preferred Hosted Virtual Desktop (HVD) environment, you will install and configure either Citrix Desktop or VMware View, but not both.

The following tables provide this information.

- Configuration Tasks: The high-level configuration tasks
- **System Test Specifics**: System test variations from procedures and settings documented in the product documentation
- **More Information**: Links to product documentation for detailed configuration information related to the high-level tasks

Deploy the Citrix Desktop

The following diagram illustrates how to deploy the Citrix Desktop.

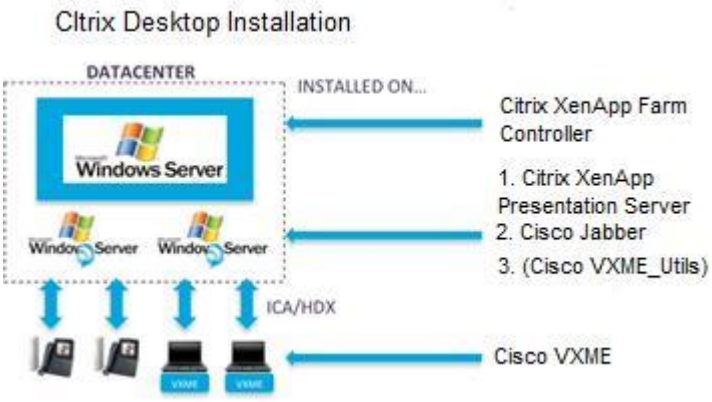


Table 1. Deploying Cisco VMXE with Citrix Desktop

Configuration Tasks	System Test Specifics	More Information
1. Install the XenServer hypervisor version 6.0.2 on a host.		See: Citrix XenServer Quick Installation and Licensing Guide
2. Install the XenCenter plugin on a client machine.		See: Citrix XenServer Quick Installation and Licensing Guide
3. Add the required Xenserver licenses.		See: Citrix XenServer Quick Installation and Licensing Guide
4. Open the XenCenter and add the xenServer host.		Create additional storage if required.
5. Install the Citrix XenDesktop 7.0 on the XenServer host.		See: Reviewer's guide: XenDesktop 7.6.pdf
6. Install the VXME utilities (.exe) and the Jabber Soft client (.exe) on the master image. Note: The DDC (Delivery Controller) is on Windows Server 2008 R2 and the Finesse Agent virtual machines (VM) are on Windows 7.		See: Reviewer's guide: XenDesktop 7.6.pdf
7. Access the Agent VMs from the VXC 6215.		Use the Storefront web URL.

Configuration Tasks	System Test Specifics	More Information
8. Perform the usual Contact Center configuration: • Register Jabber using CSF device type in Unified CM. • Configure the agent in the appropriate Skill group. • Sign on to the Finesse desktop using the Jabber Agent number/extension.		

Deploy VMWare View

The following diagram illustrates how to deploy VMware View.

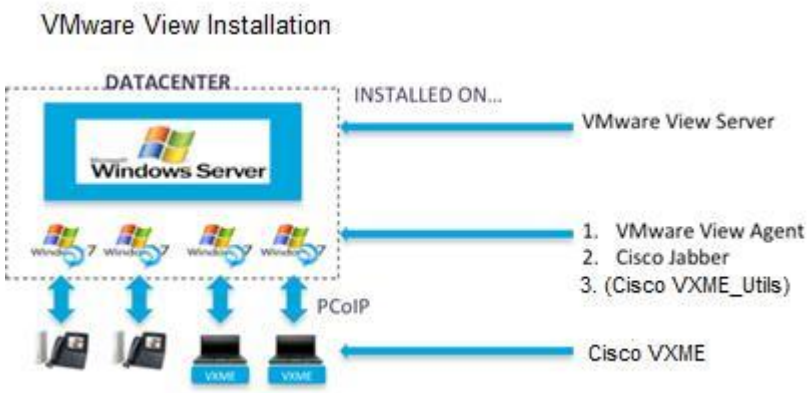


Table 2: Deploying Cisco VMXE with VMware View

Configuration Tasks	System Test Specifics	More Information
1. Install the View Connection Server. Note: VM for View Connection Server is on Windows Server 2008 R2.		See: VMware Horizon View 5.2 Reviewers Guide

Configuration Tasks	System Test Specifics	More Information
2. On the Cisco Finesse Agent VM's created install the VXME utilities (.exe) and the Jabber Softclient (.exe).		
3. Upgrade the VXME to 9.7 firmware. Note: VXME 9.7 is compatible with the Suse Linux (latest-image.raw) 11.2.050c.		See: Administration Guide for Cisco Virtualization Experience Client 6215 Firmware Release
4. Install the Any Connect Add on if required for remote agent workers.		See: Administration Guide for Cisco Virtualization Experience Client 6215 Firmware Release
5. Access the Agent VMs from the VXC 6215.		Use the View client
6. Perform the usual Contact Center configuration: • Register Jabber using CSF device type in Unified CM. • Configure the agent in the appropriate Skill group. • Sign on to the Cisco Finesse desktop using the Jabber Agent number or extension.		

Related Documentation

- Documentation Guide for Cisco Virtualization Experience Media Engine
- Cisco Virtualization Experience Client Manager Install and Upgrade Guides

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

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