Cisco Virtualization Experience Client 2111/2211 Release Notes for ThreadX Release 3.4.0

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Use these Release Notes with the Cisco Virtualization Experience Client 2111/2211 running ThreadX Firmware Release 3.4.0.

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Introduction

The Cisco Virtualization Experience Client (VXC) 2111 and 2211 are workstation-class virtualization clients for use with PC-over-IP® (PCoIP®). The PCoIP protocol is designed to deliver a user desktop from a centralized host server across standard IP networks, enabling you to use applications and desktop peripherals as if you were using them locally.

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This release supports the following Cisco Virtualization Experience Client (VXC) clients using ThreadX firmware:

- Cisco VXC 2111, integrated
- Cisco VXC 2211, standalone

The Cisco VXC 2111 attaches to the Cisco Unified IP Phone 8961, 9951, or 9971 through a spine connector cable. The Cisco Unified IP Phone 8961, 9951, or 9971 must run Firmware Release 9.1(2) or 9.2(1).

The Cisco VXC 2211 operates independently and is powered by either an AC adapter or by Power over Ethernet (PoE) capable Cisco Switches.

Related Documentation

For more information, see the documents available at the following URLs:

Cisco Virtualization Experience Client 2000 Series

http://www.cisco.com/en/US/products/ps11499/tsd_products_support_series_home.html

Cisco Virtualization Experience Client Manager

http://www.cisco.com/en/US/products/ps11582/tsd_products_support_series_home.html

Installation Notes

For installation instructions, see the *Quick Start Guide: Cisco Virtualization Experience Client (VXC) 2111/2211*.

Installing Firmware Release 3.4.0 for Cisco VXC 2111/2211 clients

To download and install the Cisco VXC firmware, follow these steps:

Procedure

Step 1 Go to the following URL:

http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240

Step 2 Log in to the Tools & Resources > Download Software page.

Step 3 Choose **Products > Voice and Unified Communications > Virtualization Experience Client**.

Step 4 Choose **Cisco Virtualization Experience Client 2000 Series**.

Step 5 Choose your client type.

Step 6 Under the Latest Releases folder, choose **3.4.0**.

Step 7 Select one of the following firmware files, click the **Download Now** or **Add to cart** button and follow the prompts:

- **VXC2x11_rel3-4-0_rc_tera1_r3_4-11161.zip** (ThreadX firmware file)
- **VXC2x11-VXCM-Package.zip** (includes supporting files for upgrades using Cisco VXC Manager)

Note If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

Step 8 To update the firmware using the Cisco VXC administrative web interface, see the "Uploading to the device" section of the *Cisco Virtualization Experience Client 2111/2211 PCoIP Administration Guide for ThreadX*.

Step 9 To update the firmware using Cisco VXC Manager, see the *Administration Guide for Cisco VXC Manager 4.8.5*.

Important Notes

This section provides general information about using and supporting the Cisco Virtualization Experience Client 2111/2211 (PCoIP) in your system:

- Compatibility, page 3

Compatibility

Release 3.4.0 is compatible with both VMware View™ 4.5 and View 4.6 deployments using Cisco VXC client devices to connect to View virtual desktops. However, it is recommended that View 4.6 with release 3.4.0 be used for better performance.

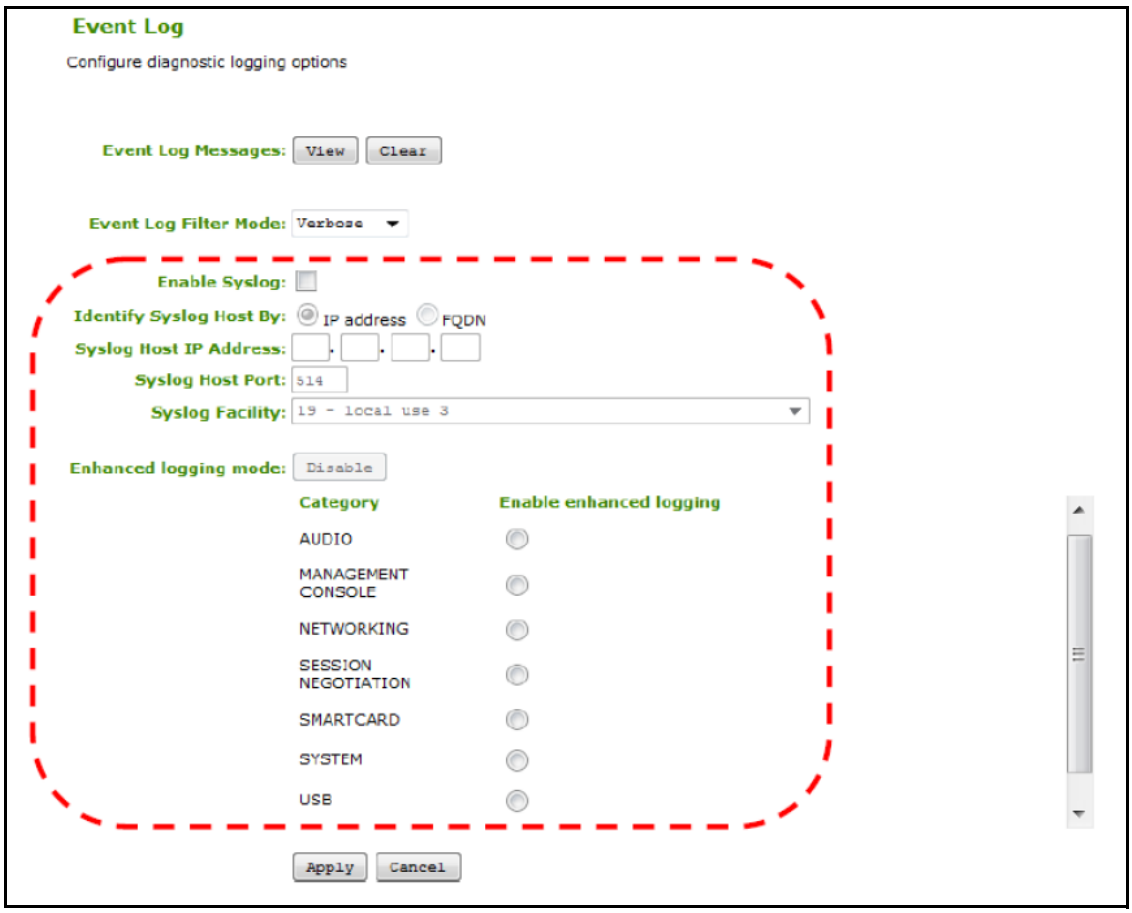
Note The firmware version can be viewed on the **Info > Version** web page for the device.

New Features

The new features in Firmware Release 3.4.0 are as follows:

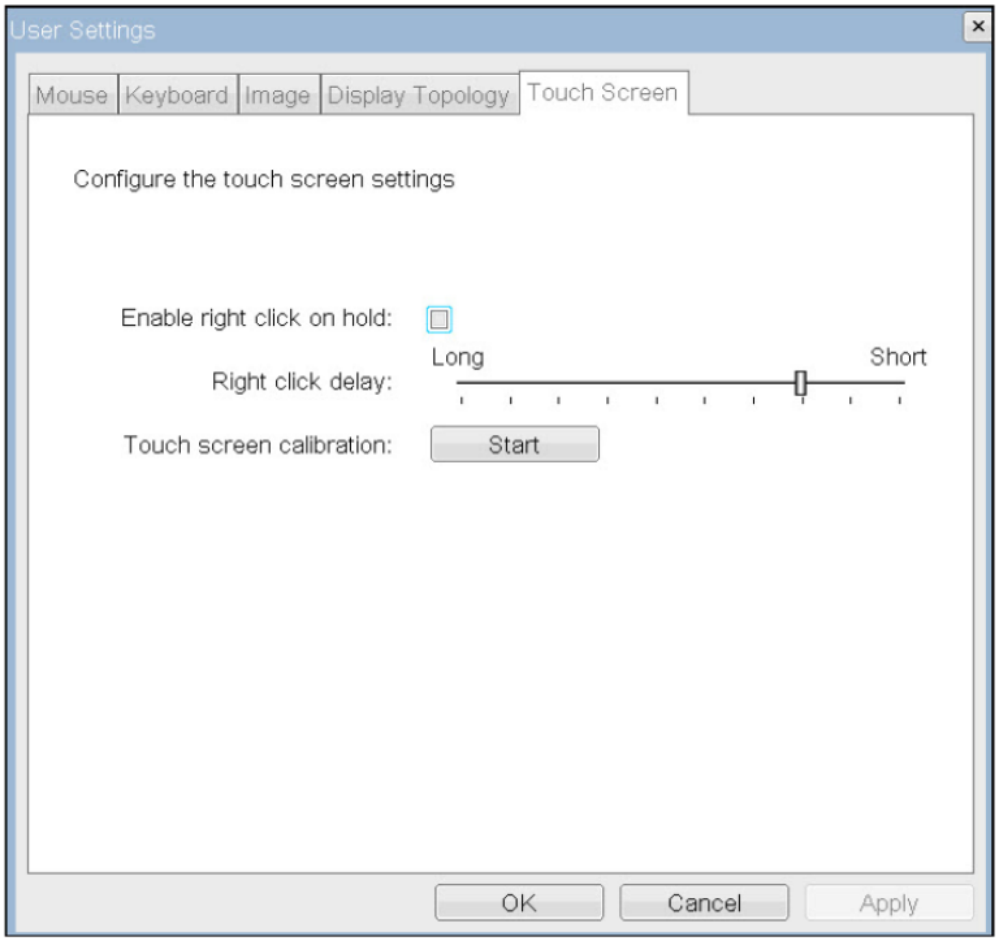
- Added support for T=1 Common Access Card (CAC) Personal Identification Verification (PIV) smart cards.
- Added support for bridging smart card readers for postsession authentication.
- Added the following Event Log enhancements:
  - Added syslog support. This allows PCoIP devices to transmit event log messages to a remote location. Configure this feature using the Diagnostics > Event Log web page (see Figure 1)
  - Added support for enabling or disabling additional logging from the Diagnostics > Event Log web page (see Figure 1)
  - Increased the number of messages stored in the event log

Figure 1 Event Log Web Page



- Updated some On Screen Display (OSD) messages to improve the usability of the device.
- Removed support for configuring and establishing Remote Desktop Protocol (RDP) sessions from the Cisco VXC 2111/2211.
- Added support for the following keyboard layouts:
  - Czech
  - Slovenian
  - Romanian
- Added support for IntelliTouch surface acoustic wave and AccuTouch five-wire resistive touchscreen technologies used in Elo TouchSystems products from TE Connectivity. Figure 2 shows how to configure this feature.

Figure 2 OSD: User Settings > Touch Screen



- Reduced single sign-on (SSO) time when using a Cisco VXC 2111/2211 in a VMware View deployment with a smart card reader.
- Improved support for accessing the device web pages using Internet Explorer 8 and 9.

Known Issues

Table 1 lists the known issues associated with the Cisco VXC 2111/ 2211.

Table 1 Known Issues

Issue	Workaround
If you switch the connected power source from inline power to a Cisco Power Cube 4, the Cisco VXC is unable to power a USB key.	After you connect the power supply, disconnect and then reconnect the Ethernet cable connection to the Cisco VXC client.
When the Cisco VXC client is set to 100 MB Full Duplex mode, the switch console displays 100 MB Half Duplex.	Configure the speed and duplex settings on the Cisco VXC client and the switch port to the same values.

Table 1 Known Issues (continued)

Issue	Workaround
The Windows 7 remote desktop shuts down when a USB camera is attached to a Cisco Unified IP Phone 9971 that is connected to a Cisco VXC 2111 (not applicable for Cisco VXC 2211).	Connect an external power source (Cisco Power Cube 4) to the Cisco Unified IP Phone 9971.
If you move your monitor connection from one DVI port to the other, the screen resolution can change.	Use the default port for a single monitor (outer port for Cisco VXC 2111 integrated, or bottom port for Cisco VXC 2211 standalone).
Changing the resolution on the local Cisco VXC client does not change the resolution on the monitor.	Connect to the remote desktop and verify the resolution.

Fixes

The fixed issues in Firmware Release 3.4.0 are as follows:

- Fixed a problem that caused some DOT4-based printers not to work.
- Fixed an issue that prevented connection to a VMware View Connection Server through certain network load balancers.
- Fixed a problem that sometimes caused a Cisco VXC to reset while the OSD was active and the display was rotated 90 degrees counterclockwise.
- Fixed a problem that caused large USB transfers to fail. The problem sometimes occurred while transferring photos to and from devices such as cameras. The problem also caused some print jobs to fail on certain DOT4-based printers.
- Fixed a problem that sometimes caused the performance of a session to degrade on networks with broadcast traffic.
- Fixed a problem that caused some USB hand scanners not to work.
- Fixed a problem that sometimes caused devices to reset after users accessed device web pages. The problem occurred when DHCP was enabled and the length of the network domain name was large.
- Fixed a problem that prevented users from accessing a device web page. The problem occurred when the Device Name field included illegal characters or too many characters. The following rules are now enforced when configuring this field:
  - The first and last character must be a letter (A–Z, a–z) or a digit (0–9).
  - The remaining characters must be letters, digits, or hyphens.
  - The length must be 63 characters or less.

Caveats

This section contains these topics:

- Using Bug Toolkit, page 7
- Open Caveats, page 7
- Resolved Caveats, page 8

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

Procedure

Step 1 To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs.

Step 2 Log on with your Cisco.com user ID and password.

To look for information about a specific problem, enter the bug ID number in the "Search for bug ID" field, then click **Go**.

Open Caveats

Table 2 lists Severity 1, 2, and 3 defects that are open for the Cisco Virtualization Experience Client 2111/2211 using Firmware Release 3.4.0.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that Table 2 reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the "Using Bug Toolkit" section on page 7.

Table 2 Open Caveats for the Cisco Virtualization Experience Client 2111/2211

Identifier	Headline
CSCtl69863	Audio observations when testing CUCIMOC on Cisco VXC units
CSCtn12208	Cisco VXC 2211 standalone - second display sometimes takes a long time to come up
CSCtn87582	Black screen during connection delay on PCoIP units connecting to VMs.
CSCto26700	Cisco VXC 2211 standalone requests 30W from switch in minimum config
CSCto40107	Cisco VXC 2211 standalone waits until DHCP negotiation completes to request 30W power
CSCto65307	Display does not turn off based on Windows display power setting

Resolved Caveats

Not applicable.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.
