



Cisco Virtualization Experience Client 6215 Release Notes for Base VDI Firmware Release 8.6

Updated: March 30, 2012

Use these release notes with the Cisco Virtualization Experience Client 6215 running Base VDI Firmware Release 8.6.

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Introduction

The Cisco Virtualization Client 6215 (Cisco VXC 6215) delivers superior voice and video collaboration capabilities in desktop virtualization. It unifies voice, video, and virtual desktop in one device.

The Cisco VXC 6215 provides workers with secure, real-time access to business applications and content without compromising the collaborative user experience. Cisco VXC 6215 supports the following capabilities:

- Combines virtual desktops with voice and video capabilities
- Supports processing capabilities that use network and data center CPU resources efficiently
- Supports high-quality, scalable voice and video, delivering an optimal user experience



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The Cisco VXC 6215 provides support for the following hosted virtual desktop protocols:

- Citrix Independent Computing Architecture (ICA)
- PC over IP (PCoIP) (in base virtual desktop infrastructure [VDI] mode only)
- Remote Desktop Protocol (RDP) with VMware View (in base VDI mode only)

By default, the firmware that is installed on the Cisco VXC 6215 client is Base VDI Firmware. The Base VDI Firmware supports desktop virtualization capabilities, but does not provide the additional voice and video functionality required for Unified Communications. To support Unified Communications, you must purchase and install the Voice and Video Firmware Add-On. For more information, see the *Deployment Guide for Voice and Video Firmware for Cisco Virtualization Experience Client 6125*. For instructions on upgrading the Cisco VXC 6215 with the Voice and Video Firmware Add-On, see [Installing Add-Ons or Upgrades for Cisco VXC 6215, page 3](#).

The following table describes the virtual desktop protocol releases that support Base VDI Firmware only and those that support Base VDI Firmware with the Voice and Video Firmware Add-On.

Firmware	Supported Virtual Desktop Protocol Releases
Base VDI Firmware only	<ul style="list-style-type: none">• RDP 7• Citrix ICA Agent 12 with browser plug-in• Citrix XenDesktop 5.0 and 5.5• VMware View 4.6 and 5.0
Base VDI Firmware with Voice and Video Firmware Add-On	<ul style="list-style-type: none">• Citrix ICA Agent 12 with browser plug-in• Citrix XenDesktop 4.0, 5.0, and 5.5 (Release 4.0 and 5.0 require VDA 5.5 plug-in)

Related Documentation

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

Cisco Virtualization Experience Client 6000 Series

http://www.cisco.com/en/US/products/ps11976/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 *Cisco Virtualization Experience Client 6215 Quick Start Guide*.

Installing Add-Ons or Upgrades for Cisco VXC 6215

To download and install a Cisco VXC add-on (for example, the Voice and Video Firmware Add-On) or a firmware upgrade, follow these steps:

Procedure

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- | | |
|---------------|---|
| Step 1 | Go to the following URL:
http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240 |
| Step 2 | Log in to the Download Software page. |
| Step 3 | Choose Products > Voice and Unified Communications > IP Telephony > Virtualized Endpoints . |
| Step 4 | Choose Cisco Virtualization Experience Client 6000 Series . |
| Step 5 | Choose Cisco Virtualization Experience Client 6215 . |
| Step 6 | In the Latest Releases folder, choose the firmware or add-on you require. |
| Step 7 | Click the Download or Add to cart button, and follow the prompts. |
| Step 8 | To update the firmware or add-on using Cisco VXC Manager, see the <i>Administration Guide for Cisco Virtualization Experience Client Manager</i> . |
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Important Notes

This section contains the following information:

- [Cisco VXC Manager Compatibility, page 3](#)
- [USB 3.0 Ports, page 3](#)
- [Interoperability with Adobe Connect, page 4](#)
- [Removing the Voice And Video Firmware Add-On, page 4](#)
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Cisco VXC Manager Compatibility

Cisco VXC 6215 Base VDI Firmware Release 8.6 is compatible with Cisco VXC Manager Release 4.8.5.

USB 3.0 Ports

USB 3.0 ports do not support audio/video devices (such as cameras, headsets, and handsets) in the current release. This issue will be resolved in a future base image OS release.

For more information, access Bug Toolkit as described in the [“Using Bug Toolkit” section on page 4](#), and see [CSCty70433](#).

Interoperability with Adobe Connect

For the Cisco VXC 6215 to interoperate with Adobe Connect web conferencing software when running in a Citrix XenDesktop environment, you must ensure that the virtual desktops to which the thin clients are connecting are running Virtual Desktop Agent 5.5 hotfix 1.

Removing the Voice And Video Firmware Add-On

If you upgrade the Cisco VXC 6215 with the Voice and Video Firmware Add-On, and subsequently choose to remove the add-on, rather than follow the standard process for removing add-ons, you must re-image the client using the Base VDI firmware.

Third-Party Software Support

The Cisco VXC 6215 is interoperable with the Wyse TCX Suite. For more information, see Wyse documentation.

Hardware, Software, and Accessories Specifications

For additional product details including hardware, software, and accessories specifications, see the product data sheets available at the following URL:

http://www.cisco.com/en/US/products/ps11976/products_data_sheets_list.html

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 4](#)
- [Open Caveats, page 5](#)
- [Resolved Caveats, page 5](#)

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

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- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log in 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, and then click **Go**.
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Open Caveats

[Table 1](#) list severity 1, 2, and 3 defects (and one severity 6 defect) that are open for the Cisco Virtualization Experience Client 6215 using Base VDI Firmware Release 8.6.

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 1](#) 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 4](#).

Table 1 *Open Caveats for the Cisco Virtualization Experience Client 6215*

Identifier	Severity	Component	Headline
CSCtx69473	3	sw-platform	USB external DVD treated as remote storage rather than normal drive
CSCty02705	3	sw-platform	USB DVD drive shows up multiple times on HVDs after reconnecting
CSCty02714	3	sw-platform	Thin client crashes during USB printer install (WinXP, VMware View5.0,
CSCty02717	3	sw-platform	Citrix: CD USB shows as remote drive in HVD
CSCty02986	3	sw-platform	Video quality issues for video sent from VXC6215
CSCty03022	3	sw-platform	Intermittently ZMQ not started and devices not listed by dev-mock
CSCty03045	3	sw-platform	Intermittent:Device Switcher camera selection not matching active came
CSCty03049	3	sw-platform	HVDAGENT crash and recover on Windows XP HVD - Intermittent
CSCty11830	3	oakville	VXC keyboard: Media keys are not recognized on virtual client PC
CSCty12622	3	sw-platform	Video framerate sent by certain cameras averages below 15ps
CSCty41225	3	sw-platform	DHCP Vendor Class ID (Option 60) is not sent on DHCPDISCOVER / DHCPPOFF
CSCty70433	6	sw-platform	USB 3.0 ports doesn't support some devices (audio/video for example)

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.

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