



Release Notes for Cisco Virtualization Experience Media Engine Release 9.2(1)

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Release Notes for Cisco Virtualization Experience Media Engine Release 9.2(1)

Release and general information

These release notes describe new features, requirements, restrictions, and caveats for Cisco Virtualization Experience Media Engine Release 9.2(1). These release notes are updated for every maintenance release but not for patches or hot fixes.

Before you install Cisco Virtualization Experience Media Engine, we recommend that you review this document for information about issues that may affect your system.

Cisco Virtualization Experience Media Engine Release is an add-on for Cisco Virtualization Experience Client 6215.

Virtualization Experience Media Engine 9.2(1)

Cisco Virtualization Experience Media Engine (VXME) extends the Cisco Jabber collaboration experience to virtual deployments. With Cisco Jabber for Windows 9.1(1) or later, or Cisco UC Integration for Microsoft Lync 9.2(1) or later, users can send and receive phone calls on hosted virtual desktops (HVD). The VXME software detects the virtual environment and routes all audio and video streams directly from one thin client to another thin client or a telephone, without going through the HVD.

For more information about Cisco Jabber, see *Release Notes for Cisco Jabber for Windows* :

http://www.cisco.com/en/US/products/ps12511/prod_release_notes_list.html

For more information about Cisco UC Integration for Microsoft Lync, see *Release Notes for Cisco UC Integration for Microsoft Lync* :

http://www.cisco.com/en/US/products/ps11390/prod_release_notes_list.html

System requirements

Table 1: Requirements

Component	Requirements
Virtual desktop thin client	Cisco VXC 6215 with Firmware Version 9.2(1)

Component	Requirements
Unified communications client on virtual environment	<p>Cisco Jabber for Windows 9.1(4) or later; or Cisco UC Integration for Microsoft Lync 9.2(1) or later running on a Windows XP or Windows 7 hosted virtual desktop with</p> <ul style="list-style-type: none"> • Citrix XenDesktop 5.0, 5.5, or 5.6 • Citrix Xenapp 6.0, and 6.5 published desktops • VMware View (PCoIP) 5.0, 5.1, or 5.2 <p>Note Cisco Jabber desktop share, Jabber desk phone video (display of video on desktop when the thin client is tethered to the user's desk phone), recording and silent monitoring (contact center), and Cisco Unified Survivable Remote Site Telephony (SRST) are not supported with Cisco Virtualization Experience Media Engine.</p>
Cisco Unified Communications Manager	Cisco Unified Communications Manager 7.1.5, 8.0, 8.5, 8.6, 9.0, or 9.1.
Accessories	<p>High-definition video (720p at 30 fps) requires Logitech Webcam C920-C designed for Cisco.</p> <p>Note High-definition video (720p at 30 fps) requires the Logitech Webcam C920-C designed for Cisco, which has built-in video processing capabilities. With a different camera, video output is limited to 360p maximum.</p> <p>For a complete list of supported accessories, see : Cisco Virtualization Experience Client 6215 with VXME: Cisco Approved Audio and Video Accessories data sheet.</p>

Finding documentation

Provide the following URL to your users:

http://www.cisco.com/go/6215_guide

You can place a shortcut on the Cisco Virtualization Experience Client 6215 desktop. You can also add the link to the Citrix landing page or to the VMware Horizon View pre-login banner. For more information, see *Deployment Guide for Cisco Virtualization Experience Media Engine*, located here:

http://www.cisco.com/en/US/products/ps12862/prod_installation_guides_list.html

For a complete list of related documents, see the *Documentation Guide for Cisco Virtualization Experience Client 6215* located here:

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

New in this release

Release 9.2(1)

- Supports Cisco Jabber for Windows Release 9.2(1).

- Supports Cisco UC Integration for Microsoft Lync Release 9.2(1).
Cisco UC Integration for Microsoft Lync Release 9.2(2) features an integrated installer, which includes VXME Utilities.
- Supports Secure Real-time Transport Protocol (SRTP).



Attention

SRTP requires Cisco Jabber for Windows Release 9.2(2), or Cisco UC Integration for Microsoft Lync 9.2(2).

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Virtualization Experience Media Engine copyright

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Installation and upgrade notes



Important

If you are upgrading from a prior release, first uninstall earlier versions of Cisco Jabber or Cisco UC Integration for Microsoft Lync from the hosted virtual desktop (HVD).

Supported upgrade paths include:

- Cisco Voice and Video Firmware Release 8.6 to Cisco Virtualization Experience Media Engine Release 9.2(1)
 - Cisco Voice and Video Firmware Release 8.7 to Cisco Virtualization Experience Media Engine Release 9.2(1)
 - Cisco Virtualization Experience Media Engine Release 9.0 to Cisco Virtualization Experience Media Engine Release 9.2(1)
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Table 2: Overview of installation and deployment tasks

	Step	Details
1	Build the Microsoft Windows desktop image.	<ol style="list-style-type: none"> 1 Log into the HVD as the new user with domain administration rights. 2 Join the HVD to the corporate domain. 3 Set up Citrix or VMWare. 4 Install VXME Utilities on the Microsoft Windows desktop image. 5 Install Cisco Jabber or Cisco UC Integration for Microsoft Lync on the Microsoft Windows desktop image. See the documentation for your release of Cisco Jabber for Windows: http://www.cisco.com/en/US/products/ps12511/prod_installation_guides_list.html Cisco UC Integration for Microsoft Lync: http://www.cisco.com/en/US/products/ps11390/tsd_products_support_series_home.html 6 Create a snapshot of the image and clone it (for backup purposes).
2	Add users and devices on the Cisco Unified Communications Manager.	<ul style="list-style-type: none"> • Create CSF device and directory number for each user • Associate new devices with users • Enable CTI protocol for users
3	<p>Cisco Jabber: Set up users on the Cisco Unified Communications Manager for Cisco Jabber Unified Communications features, such as Cisco Unified CM IM and Presence and WebEx integration.</p> <p>Cisco UC Integration for Microsoft Lync: Microsoft Lync handles instant messages (IM) and Presence.</p>	<p>See the <i>Server Setup Guide</i> for your release of Cisco Jabber for Windows: http://www.cisco.com/en/US/products/ps12511/prod_installation_guides_list.html</p> <p>For more information about how to set up Microsoft Lync, see the product documentation. For information about Cisco UC Integration for Microsoft Lync, see the documentation for your release: http://www.cisco.com/en/US/products/ps11390/tsd_products_support_series_home.html</p>
4	Ensure that users know how to access the user guides.	<p>For information about how to set up links to the documentation, see <i>Deployment Guide for Cisco Virtualization Experience Media Engine Release 9.0</i>.</p> <p>http://www.cisco.com/en/US/products/ps12862/prod_installation_guides_list.html</p>

	Step	Details
5	Set up the Cisco Virtualization Experience Client hardware and configure the device.	<p>For links to software downloads, documentation roadmap, licensing information, and release notes, see:</p> <p>http://www.cisco.com/en/US/products/ps11976/tsd_products_support_general_information.html</p> <p>Quick Start Guide, VESA mount instructions, and regulatory information:</p> <p>http://www.cisco.com/en/US/products/ps11976/prod_installation_guides_list.html</p>
6	Install the Cisco Virtualization Experience Media Engine upgrade on the Cisco Virtualization Experience Client 6215.	<p>See the Administration Guide for your release:</p> <p>http://www.cisco.com/en/US/products/ps11976/prod_maintenance_guides_list.html</p> <p>Note All software downloads include a Checksum folder, which contains SHA-1 checksums that you can use for verification.</p>
7	Open the required ports in all firewalls.	<p>See <i>Ports Reference Guide for Cisco Virtualization Experience Media Engine Release 9.0</i>.</p> <p>http://www.cisco.com/en/US/products/ps12862/prod_installation_guides_list.html</p>

Important considerations

Multiple Registrations

A CSF device user can register with the Communications Manager from only one client at a time. Multiple registrations from multiple clients with the same CSF device are not supported.



Note

We recommend that you create only one CSF device for each user. If multiple devices exist for a virtual user, virtual Jabber automatically selects the first device in the list.

Echo Cancellation

Echo cancellation is enabled only for audio calls.

Jabra Bluetooth audio devices

All Jabra Bluetooth devices introduce a short delay in bringing up the audio path (about 1-3 seconds). With the latest firmware, the Jabra Speak 450 for Cisco does not have this issue. For other supported Jabra Bluetooth devices, such as Jabra Pro, you can eliminate the delay by changing the device settings in the Jabra PC Suite.

For more information, see *User Guide for Cisco Virtualization Experience Client 6215 Release 9.0*.

For more information about the Jabra PC Suite, visit: <http://www.jabra.com/Support/jabra-PC-suite>.

Video resolution

The following table lists the resolutions sent and received between end-points, depending on whether you use a high definition (HD) camera, or a standard definition (SD) camera.

Table 3: Video resolutions

End-points VXC to	Send/receive HD Logitech Webcam C920-C	Send/receive SD Cisco PHD camera
EX90	send 720p / receive 576p	send 360p / receive 512×288
CTS500-32 / TX9000 (Lago HW)	send 720p / receive 360p	send 360p / receive 352×240
CTS500-37 / CTS1300 (TenBears HW) Mode 0	send 576p / receive 360p	send 360p / receive 352×240
CTS500-37 / CTS1300 (TenBears HW) Mode 1	send 720p / receive 360p	send 360p / receive 352×240
JabberWin	send 720p / receive 1088×612	send 360p / receive 360p
VXC	send 576p / receive 576p	send / receive 360p
TP bridge	send / receive 720p	send 360p / receive 512×288
9971	send 360p / receive 640×480	send 360p / receive 352×288
894X	send 360p / receive 640×480	send 360p / receive 352×288 (15fps)

Camera hot swap

Cisco Virtualization Experience Media Engine 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.

Cameras and other applications

To support use of the camera by other applications, such as Skype and Adobe Connect, Citrix 5.5 is required. With Citrix 4.0 or 5.0, only Cisco Virtualization Experience Client 6215 can use the camera.

VMware does not support cameras on the hosted virtual desktop (HVD). Some cameras do work with VMware USB redirection, but VMware does not provide support for those that do not work.

USB 3.0 ports

The USB 3.0 ports on the Cisco Virtualization Experience Client do not support cameras, USB drives, or headsets. If a user plugs one of these devices into one of the USB 3.0 ports, a message appears to indicate that they must use one of the non-USB 3.0 ports. For the best user experience, advise users not to use USB 3.0 ports for cameras, USB drives, or headsets.

Caveats

Using the Bug Toolkit

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

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

Before you begin

You can search for problems by using the Cisco Software Bug Toolkit. To access the Toolkit, you need these items:

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

Procedure

- 1 To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- 2 Sign in with your Cisco.com user ID and password.
- 3 Enter the ID number in the **Search for Bug ID** field, and click **Go** to look for information about a specific problem.

For more information about how to search for bugs, create saved searches, and create bug groups, click **Help** on the Bug Toolkit page.

Open caveats

The caveats in the following table describe possible unexpected behavior in the latest Cisco Virtualization Experience Media Engine release. These caveats may also be open in previous releases. This document includes only severity 1, 2, 3, and select severity 4 and 5 open caveats, as well as all customer-found defects. The table is sorted by severity, and then by identifier in alphanumeric order. Defect status is subject to change. For up-to-date information about a defect, search the Bug Toolkit for the bug Identifier or click the corresponding link for the bug in the following table.

Table 4: Open caveats for Cisco Virtualization Experience Media Engine

Identifier	Severity	Component	Headline
CSCug58760	2	vxc	CTI control not gained after first attempt at signing into CUCI.
CSCuh06813	2	cpve	[INT] Call drop on answer, Lost Call caps untill reboot of TC
CSCuh30410	2	vxc	[INT] HVD disconnecting with CUCILync in VMView 5.1 Only
CSCuf21097	3	vmware	VMWare View logging Virtual Channel Events, using up disk space
CSCuf21832	3	vxc	VXME doesnt always re-register after the HVD has lost/re-gained network
CSCuf31518	3	device_switcher	USB3 webcam does not work after switching from a USB2 webcam
CSCuf32082	3	device_manager	LifeCam, Precision HD & LogiC920 on USB 3.0 stop working after two calls
CSCug46050	3	vxc	Video stops when Hold on 9971, Resume in VXME Shared Line CSF device
CSCug56943	3	cucilync	SD Cameras - Video resolution changed after Hold/Resume the call
CSCuh00984	3	vxc	Picture in Picture missing on VXC to VXC Call (Intermittant 1:3)
CSCuh05955	3	vxc	No self view at VXME Jabber (non SRTP) calling 9971
CSCuh06605	3	integration_win	[INT] Device Switcher not launching at times
CSCuh06982	3	vxc	Video res is only 288p when using a SD (MS LifeCam) camera on VMware
CSCuh09414	3	vxc	[INT] No self view on Jabber vxme to Jabber vxme call

Resolved caveats

This section lists caveats that are resolved but that may have been open in previous releases.

The table lists bugs in order by severity, and then by identifier in alphanumeric order. Defect status is subject to change. For up-to-date information about a defect, search the Bug Toolkit for the bug Identifier.

Identifier	Severity	Component	Headline
CSCuf50318	2	cpve	Localisation Of UC Keyboard Display Not Translating Text

Closed caveats

The following table lists closed caveats. For more information about a defect, search the Bug Toolkit for the bug Identifier.

Identifier	Severity	Component	Headline
CSCuf51675	3	vxc	SD/HD mode - Full screen video, audio at VXC is poor to a CTS500-37
CSCuf51708	3	vxc	VXC Audio quality maybe impacted by high CPU in full screen video.

Troubleshooting

Problem report

Problem reports include logs from the Cisco Virtualization Experience Client, hosted virtual desktop, and any detailed information that users enter. You can use this information to help troubleshoot the issue.

If users encounter a problem with Cisco Jabber or Cisco UC Integration for Microsoft Lync, they can create a problem report. If Cisco Jabber or Cisco UC Integration for Microsoft Lync encounters a problem and needs to close, the **Client Error** dialog starts automatically, so that the user can create a problem report. Users can also generate a problem report from the Windows Start menu, if Cisco Jabber or Cisco UC Integration for Microsoft Lync is not running.



Tip Advise users to include a memory dump if Cisco Jabber or Cisco UC Integration for Microsoft Lync crashes.

Create problem report

If Cisco Jabber or Cisco UC Integration for Microsoft Lync encounters a problem and needs to close, the problem reporting tool starts automatically.

Procedure

-
- Step 1** In the **Client Error** dialog box, choose a problem type.
 - Step 2** Enter a short description of the problem, and then click **Save Report**.
 - Note** If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.
 - Step 3** In the **Save As** dialog, choose the location to which you want to save the problem report, and then click **Save**.
 - Step 4** Send the file to your system administrator.
-

Create problem report from Help menu

If you experience an issue with Cisco Jabber or Cisco UC Integration for Microsoft Lync, you can manually create a problem report from the **Help** menu.

Procedure

-
- Step 1** Click **Help > Report a problem**.
 - Step 2** Choose a problem area, and then click **Next**.
 - Step 3** Enter a short description of the problem, and then click **Next**.
 - Step 4** (Optional) To include a memory dump file, check **Include memory dump**, and then click **Attach File**.
Include a memory dump if Cisco Jabber, Cisco UC Integration for Microsoft Lync, or Device Selector crashes.

- Step 5** In the **Open** dialog, select the memory dump file, and then click **Open**.
- Step 6** Click **Save Report**.
Note If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.
- Step 7** In the **Save As** dialog, choose the location to which you want to save the problem report.
- Step 8** Send the file to your system administrator.
-

Create problem report from Windows Start menu

If you are not signed in to Cisco Jabber or Cisco UC Integration for Microsoft Lync, you can create a problem report from the Microsoft Windows Start menu.

Procedure

- Step 1** Click **Start > All Programs > Cisco Systems, Inc > Report a problem**.
For Cisco UC Integration for Microsoft Lync, click **Start > All Programs > Cisco Systems, Inc > Report a problem**.
- Step 2** Choose a problem area, and then click **Next**.
- Step 3** Enter a short description of the problem, and then click **Next**.
- Step 4** (Optional) To include a memory dump file, check **Include memory dump**, and then click **Attach File**.
Include a memory dump if Cisco Jabber, Cisco UC Integration for Microsoft Lync, or Device Selector crashes.
- Step 5** In the **Open** dialog, select the memory dump file, and then click **Open**.
- Step 6** Click **Save Report**.
Note If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.
- Step 7** In the **Save As** dialog, choose the location to which you want to save the problem report.
- Step 8** Send the file to your system administrator.
-

Lost call control after network failure

Problem You see a prompt to reconnect to your hosted virtual desktop (HVD). After you reconnect, Cisco Jabber cannot control calls and your phone does not show as registered on the Logitech UC Keyboard.

Possible Cause This can occur if the Cisco Virtualization Experience Client loses network connectivity.

Solution Exit Cisco Jabber and disconnect from your HVD. Log back in to your HVD and sign back in to Cisco Jabber to restore call control.

Lost call after HVD disconnection

Problem You receive a prompt to log back in to your hosted virtual desktop (HVD) during an active call, and the call drops. The other party to the call will have no indication that the call has ended, except the line will be silent.

Possible Cause The connection between your Cisco Virtualization Experience Client and your HVD may have dropped. This causes a temporary loss of registration and call control.

Solution After you log on to your HVD again, you can call the other party back. If the other party is not available, you can send an instant message (IM).

No authentication prompt for registration

Problem A user does not receive a prompt to authenticate and subsequently their secure CSF device cannot register.

Possible Cause This can occur if the device was previously set up and registered as a non-secure CSF device.

Solution To resolve this issue, have the user reboot their Cisco Virtualization Experience Client 6215.

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