



Release Notes for Virtualization Experience Media Engine Release 9.0

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Release Notes for Cisco Virtualization Experience Media Engine Release 9.0

Release and general information

These release notes describe new features, requirements, restrictions, and caveats for Cisco Virtualization Experience Media Engine Release 9.0. 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

Cisco Virtualization Experience Media Engine (VXME) extends the Cisco Jabber collaboration experience to virtual deployments. With Cisco Jabber for Windows 9.1(4) 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 Release 9.1(4)*:

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

System requirements

Table 1: Requirements

| Component | Requirements |
|--|---|
| Virtual desktop thin client | Cisco VXC 6215 with Firmware Version 9.0 |
| Unified communications client on virtual environment | <p>Cisco Jabber for Windows 9.1(4) running on:</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 or 5.1 <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> |

| Component | Requirements |
|--------------------------------------|--|
| 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> |

For details about installation and deployment, see the *Deployment Guide for Cisco Virtualization Experience Media Engine* at: http://www.cisco.com/en/US/products/ps12862/prod_installation_guides_list.html

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

Cisco Virtualization Experience Media Engine Release 9.0

- Is supported with Citrix XenDesktop, Citrix XenApp for Published Desktops, and with VMware View
- Enables Cisco Jabber for Windows to run in virtual environments
- Uses local media processing to deliver high-definition audio and video
- Supports Dual VLAN (detection of Voice and Data VLAN and routing of voice and video traffic to the voice VLAN)
- Improves quality of service (QoS) by marking the Layer 3 DSCP field in the IP header for SIP, RTP, and SRTP packets
- Alternately supports Medianet for network based QoS management of SIP, RTP and SRTP flows
- Features integration for Unified Communications accessories, designed for Cisco, by Jabra and Logitech

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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 2: 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 |

| End-points VXC to | Send/receive HD Logitech Webcam C920-C | Send/receive SD Cisco PHD camera |
|---|---|---|
| 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.

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.



Note In the Bug Toolkit, Cisco VXME Firmware Release 9.0 is referenced as 9.0(356).

Table 3: Open caveats for Cisco Virtualization Experience Media Engine

| Identifier | Severity | Component | Headline |
|------------|----------|-----------------|--|
| CSCue97510 | 2 | cpve | Intermittent: HD - VXC Jabber stop receiving video in a few minutes call |
| CSCuf50318 | 2 | cpve | Localisation Of UC Keyboard Display Not Translating Text |
| CSCuc77676 | 3 | integration_win | Moving thin client while logged into the HVD, VXC does not re-register |
| CSCud67540 | 3 | click2x | Outlooks Jabber integration causes Jabber process to use up to 80% CPU. |
| CSCud77565 | 3 | cpve | Plugging in&Swapping cameras while on an video call unsuccessful. |
| CSCue13785 | 3 | vxc | 1-Way video after Network Recovery on Data Vlan only Config. |
| CSCue41001 | 3 | vxc | White noise played through the other endpoint. While on a call. |
| CSCue59972 | 3 | cpve | Unplugging HD camera-video Freezes |
| CSCue59972 | 3 | cpve | Unplugging HD camera-video Freezes |
| CSCue60040 | 3 | telephony | Call Cap's availability (10 min Delay) XenDesktop 5.5, WinXP-32 bit |
| CSCue84339 | 3 | tc_platform | wfica.orig process very high CPU :WinXP-XD5+5.6 while Jabber running |
| CSCuf21097 | 3 | vmware | VMWare View logging Virtual Channel Events, using up disk space |

| Identifier | Severity | Component | Headline |
|------------|----------|-----------------|--|
| CSCuf21733 | 3 | vxc | HD - C20 receiving video resolutuion is 360p, if VXC initiates the call |
| CSCuf21832 | 3 | vxc | VXC does not always re-register after the HVD has lost/re-gained network |
| CSCuf21914 | 3 | telephony | Jabber failed to sign in, failed to CTI, DeviceSelector tick out of sync |
| CSCuf27033 | 3 | hub | Jabber PRT tool Froze during log collection on VMware 5.1 WinXP |
| CSCuf31518 | 3 | device_switcher | USB3 webcam does not work after switching from a USB2 webcam |
| CSCuf32082 | 3 | device_manager | LifeCam and Precision HD on USB 3.0 stop working after two calls |
| 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. |
| CSCuf55950 | 3 | installer_win | [INT] HVD blue screen on over the top install of Utilities |
| CSCuf56146 | 3 | jabra_plugin | HVD Vol Slider Out Of Sync With +/- Buttons On Jabra Handset & HandsFree |

Resolved caveats

Not applicable.

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, they can create a problem report. If Cisco Jabber encounters a problem and needs to close, the **Jabber 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 is not running.



Tip Advise users to include a memory dump if Cisco Jabber crashes.

Create problem report

If Cisco Jabber 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 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 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, 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**.
- 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 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).

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**Americas Headquarters**

Cisco Systems, Inc.
San Jose, CA 95134-1706
USA

Asia Pacific Headquarters

Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters

Cisco Systems International BV
Amsterdam, The Netherlands

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