



## **Deployment and Installation Guide for Cisco Jabber Softphone for VDI Release 12.7**

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### **Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

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## New and Changed Information

- [New and Changed Information](#), on page iii

### New and Changed Information

Date	Status	Description	Location
January, 2020	Changed	Removed the requirement to reinstall the Cisco JVDI Client for Windows, after upgrading your Citrix or VMware product. (CSCvs73031)	<a href="#">Requirements—Windows Thin Clients</a> , on page 8
	Changed	Updated Citrix Virtual Apps and Desktops support to address CSCvs67124.	<a href="#">General Requirements</a> , on page 3
November, 2019	Changed	Added a data flow illustration to address CSCvr99526.	<a href="#">Cisco Jabber Softphone for VDI</a> , on page 1
October, 2019	New	Added a new topic to address CSCvr84303.	<a href="#">Verify Device Registration with Cisco Unified Communications Manager</a> , on page 44
September, 2019	Changed	Updated parameter name: <code>HeadsetPreferenceOnVDI</code> .	<a href="#">The User Experience</a> , on page 2
	New	Initial publication. This restructured guide covers all Cisco Jabber Softphone for VDI platforms.	





## CONTENTS

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### PREFACE

<b>New and Changed Information</b>	iii
New and Changed Information	iii

---

### CHAPTER 1

<b>Planning</b>	1
Cisco Jabber Softphone for VDI	1
Cisco Jabber and VDI	1
The User Experience	2
General Requirements	3
Requirements—HP Thin Pro Thin Clients	5
Requirements—Ubuntu Thin Clients	6
Requirements—Unicon eLux Thin Clients	7
Requirements—Windows Thin Clients	8

---

### PART I

#### **Deployment** 11

---

### CHAPTER 2

<b>Deployment Overview</b>	13
Deployment Overview Workflow	13

---

### CHAPTER 3

<b>Downloads</b>	15
Download the Cisco JVDI Agent	15
Download the Cisco JVDI Client	15
Download Cisco AnyConnect—Unicon eLux	16

---

### CHAPTER 4

<b>Installation</b>	17
Set up the Hosted Virtual Desktops Workflow	17
Install the Components Workflow—HP Thin Pro	18

Install the Components Workflow—Ubuntu 19

Install the Components Workflow—Unicon eLux 20

Install the Components Workflow—Windows 21

    Cisco JVDI Client Installation 21

    Run the Microsoft Installer 22

    Use the Command Line 22

    Use the Group Policy Editor 22

---

**CHAPTER 5 Upgrade 25**

    Upgrade Notes 25

    Upgrade Workflow 25

---

**PART II Troubleshooting 27**

---

**CHAPTER 6 Troubleshooting—Windows 29**

    Configuration Files 29

    Registry Keys 29

    Verify the Connection Status in Cisco Jabber 30

    Verify That Cisco JVDI Client Is Running 31

    Verify That Cisco JVDI Agent Is Installed 31

    Confirm the Version of Cisco JVDI Client 31

    Call Control Is Lost After a Network Failure 32

    Call Is Lost After HVD Disconnection 32

    Enable Log Collection 32

    Enable Memory Dump Collection 32

---

**CHAPTER 7 Troubleshooting—Unicon eLux 35**

    Verify the Platform Base Image Version 35

    Verify the Connection Status in Cisco Jabber 35

    Verify That Cisco JVDI Client Is Installed 36

    Verify That Cisco JVDI Agent Is Installed 36

    Verify That VXC Is Running on the Thin Client 37

    Call Control Is Lost After a Network Failure 37

    Call Is Lost After HVD Disconnection 37

---

<b>CHAPTER 8</b>	<b>Troubleshooting—HP Thin Pro and Ubuntu</b>	<b>39</b>
	Verify the Platform Version—HP Thin Pro	39
	Verify the Platform Version—Ubuntu	39
	Verify the Connection Status in Cisco Jabber	40
	Verify That the Cisco JVDI Client Is Installed	40
	Verify That Cisco JVDI Agent Is Installed	41
	Verify That VXC Is Running on the Thin Client	41
	Call Control Is Lost After a Network Failure	42
	Call Is Lost After HVD Disconnection	42

---

<b>CHAPTER 9</b>	<b>General Troubleshooting</b>	<b>43</b>
	Problem Reporting Tool	43
	Virtual Channel Problem	43
	Configuration Files	44
	Verify Device Registration with Cisco Unified Communications Manager	44







# CHAPTER 1

## Planning

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- [Cisco Jabber Softphone for VDI, on page 1](#)
- [Cisco Jabber and VDI, on page 1](#)
- [The User Experience, on page 2](#)
- [General Requirements, on page 3](#)
- [Requirements—HP Thin Pro Thin Clients, on page 5](#)
- [Requirements—Ubuntu Thin Clients, on page 6](#)
- [Requirements—Unicon eLux Thin Clients, on page 7](#)
- [Requirements—Windows Thin Clients, on page 8](#)

## Cisco Jabber Softphone for VDI

The applications in the Cisco Jabber Softphone for VDI family of products are:

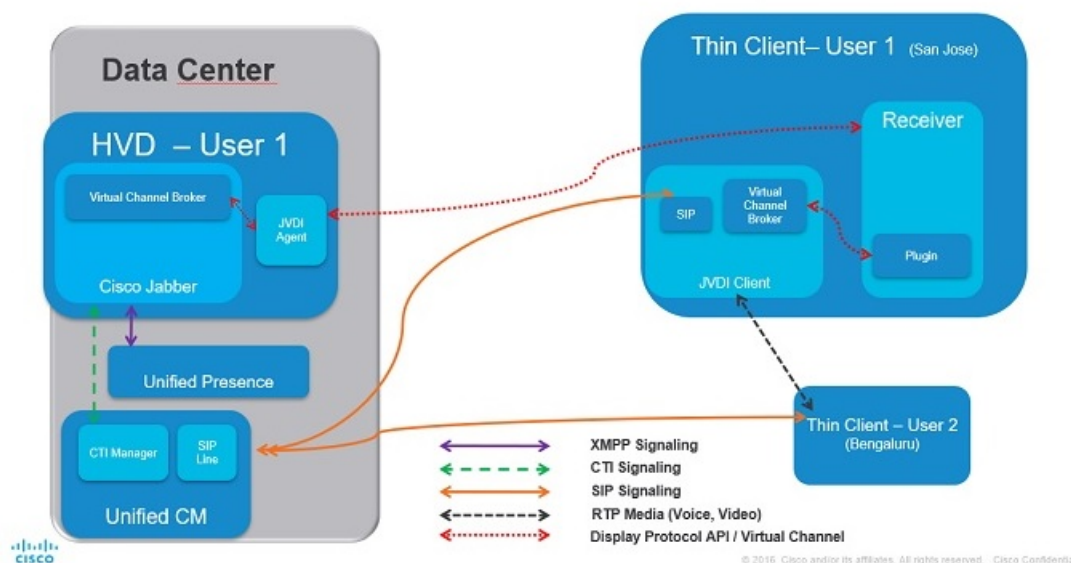
- Cisco Jabber Softphone for VDI—HP Thin Pro and Ubuntu
- Cisco Jabber Softphone for VDI—Unicon eLux
- Cisco Jabber Softphone for VDI—Windows
- Cisco Jabber Softphone for VDI—Dell Wyse Thin OS (Available from, and supported by Dell Wyse)

## Cisco Jabber and VDI

Cisco Jabber chat and presence are supported in Virtual Desktop Infrastructure deployments. However, because of a limitation known as the *hairpin effect*, calling and video capability are not supported. The additional bandwidth required for calls and video creates a bottleneck at the data center.

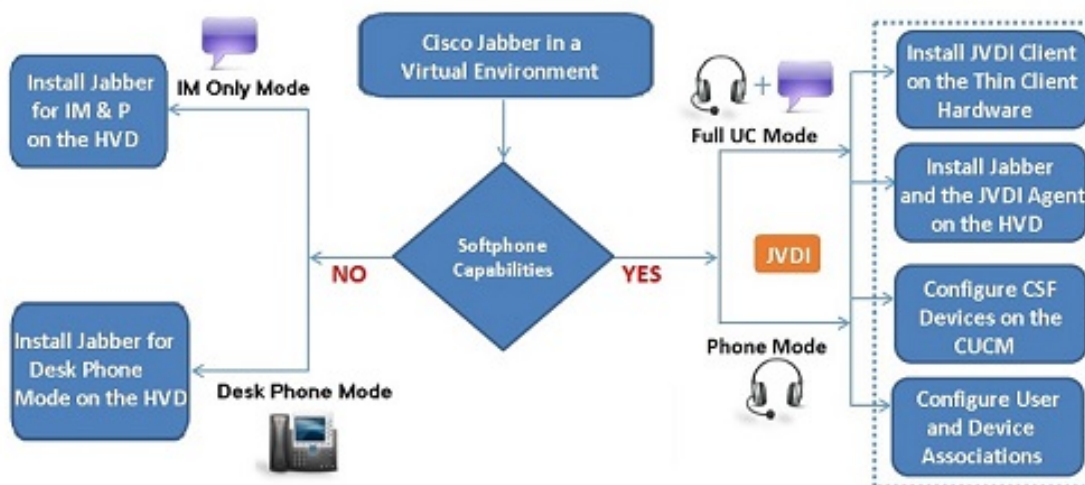
Cisco Jabber Softphone for VDI extends the Cisco collaboration experience to virtual deployments. With a supported version of Cisco Jabber for Windows, users can send and receive phone calls on their hosted virtual desktops (HVD). The Cisco Jabber Softphone for VDI software automatically detects the virtual environment. To reduce latency and to enhance media quality, Cisco Jabber Softphone for VDI streams media between the endpoints without going through the hosted virtual desktops.

Figure 1: Cisco Jabber Softphone for VDI—Data Flow



Use the following flowchart to determine whether you require Cisco Jabber Softphone for VDI.

Figure 2: Do You Need Cisco Jabber Softphone for VDI?



## The User Experience

Cisco Jabber Softphone for VDI detects the virtual environment at run time and Cisco Jabber starts in virtualization mode. The user experience with Cisco Jabber for Windows and Cisco Jabber Softphone for VDI is similar to the non-VDI experience. However, in a virtual environment there are some minor differences:

- **Device Selector**, which is located in the Windows notification area, allows users to quickly switch their active camera and audio devices. Device management is also available from within Cisco Jabber.

- **Headset Priority**—By default, Cisco Jabber adds a newly connected device to the top of the priority list, and makes the new device active. You can set the `HeadsetPreference` parameter so that Cisco Jabber adds new devices to the bottom of the priority list. For more information, see *Parameters Reference Guide for Cisco Jabber*.



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**Note** Users can override this setting in their **Audio** preferences.

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- **Feature Support**—Cisco Jabber Softphone for VDI supports most Cisco Jabber for Windows features, with some exceptions. For more information, see the release notes for your platform:
  - *Release Notes for Cisco Jabber Softphone for VDI—HP Thin Pro and Ubuntu*
  - *Release Notes for Cisco Jabber Softphone for VDI—Unicon eLux*
  - *Release Notes for Cisco Jabber Softphone for VDI—Windows*

[Release Notes for Cisco Jabber Softphone for VDI](#)

## General Requirements

General requirements apply to all Cisco Jabber Softphone for VDI platforms.



### Important

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Only the components, versions, and minimum hardware requirements listed in this guide are supported. Use of unsupported components can result in a nonfunctional deployment.

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### Accessories

For a complete listing of recommended audio and video accessories, see *Unified Communications Endpoint and Client Accessories*, at [http://www.cisco.com/c/en/us/products/unified-communications/uc\\_endpoints\\_accessories.html](http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html).

Ensure that all Jabra devices are running the latest firmware. You can use Jabra Direct to update the firmware.

### Cisco Jabber for Windows

Cisco Jabber for Windows 12.7 running on the hosted virtual desktop (HVD).

For complete information about virtual environment compatibility, see the Cisco Jabber documentation for your release.

### Cisco Unified Communications Manager

**Recommended:** CUCM Release 11.5(1)SU3 or later

**Minimum:** CUCM Release 10.5

### Connection Broker—Installed on the Hosted Virtual Desktops

- Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop) versions 7.x–7.1909, and 7.15 LTSR up to CU4

Shared Desktop is supported only in full-screen mode. Published Application is supported in full-screen mode for Cisco Jabber Softphone for VDI—Windows.

- VMware Horizon 6 versions 6.x–7.10

A connection broker is software that creates connections to hosted virtual desktops. A connection broker performs a number of tasks including the following:

- Validating the username and providing a connection for the user.
- Allowing the user to connect to a specific virtual desktop.

### Operating Systems—Installed on the Hosted Virtual Desktops

- Microsoft Windows 7 32-bit
- Microsoft Windows 7 64-bit
- Microsoft Windows 8 32-bit
- Microsoft Windows 8 64-bit
- Microsoft Windows 8.1 32-bit
- Microsoft Windows 8.1 64-bit
- Microsoft Windows 10 32-bit
- Microsoft Windows 10 64-bit

### Server Operating Systems—Installed on the Hosted Virtual Desktops

- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2016 R2

### Port Requirements

Cisco Jabber Softphone for VDI requires the same ports as Cisco Jabber does, and the following additional port range:

**Table 1: Port Usage**

Port Range	Description
16384–32767	UDP Inbound and outbound traffic for RTP (audio and video streams)  You can configure the Cisco Unified Communications Manager to reduce this port range. Change the <b>Start/Stop Media Port</b> setting in the SIP Profile, which is associated with the CSF device.

## Supported Codecs

### Audio Codecs:

- G.722
- G.722.1 (24 and 32k)  
G.722.1 is supported on Cisco Unified Communications Manager 8.6.1 or later.
- G.711 A-law
- G.711 u-law
- G.729a
- Opus  
Opus is supported on Cisco Unified Communications Manager 11.0 or later.

**Video Codec:** H.264/AVC

# Requirements—HP Thin Pro Thin Clients



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**Important**

Only the components, versions, and minimum hardware requirements listed in this guide are supported. Use of unsupported components can result in a nonfunctional deployment.

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## HP ThinPro Platform Image

32-bit: HP ThinPro 6.2

64-bit: HP ThinPro 7.1 SP3.3 and 7.x versions

## HP Thin Pro Thin Clients—Hardware

We recommend the following client hardware, which was tested with HP Thin Pro 6.2:

- HP t520
- HP t530
- HP t620
- HP t630
- HP t730
- HP mt21

We recommend the following client hardware, which was tested with HP Thin Pro 7.1 SP3.3:

- HP t430
- HP t520
- HP t530

- HP t630
- HP t730
- HP mt21

#### Connection Broker—Installed on the HVD

- Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop) versions 6.x, 7.x–7 1811, and 7.15 LTSR  
Published Application and Shared Desktop are supported only in full-screen mode.
- VMware Horizon 6 versions 6.x–7.7

A connection broker is software that creates connections to hosted virtual desktops. A connection broker performs a number of tasks including the following:

- Validating the username and providing a connection for the user.
- Allowing the user to connect to a specific virtual desktop.

#### Citrix Workspace app or VMware Horizon Client—Installed on the Thin Clients

The HP Thin Pro image includes the required Citrix and VMware versions.

The Citrix Workspace app or VMware Horizon Client provides a user interface for the corresponding connection broker.

## Requirements—Ubuntu Thin Clients



### Important

Only the components, versions, and minimum hardware requirements listed in this guide are supported. Use of unsupported components can result in a nonfunctional deployment.

#### Ubuntu Desktop Image

- Ubuntu 14.04 32b LTS (i386)
- Ubuntu 16.04 64b LTS (AMD64)

#### Ubuntu Thin Clients—Hardware

The minimum hardware requirements for thin clients are as follows:

- Installed RAM 2 GB
- Free Physical Memory 1 GB
- Free Disk Space 256 MB
- CPU: AMD G-T56N 1.65GHz, or Intel Core2Duo T7500 2.2 GHz

- USB 2.0 for USB camera and audio devices

### **Citrix Workspace app or VMware Horizon Client—Installed on the Thin Clients**

- Citrix Receiver 13.0 and later
- Citrix Workspace app 1808 and later
- VMware Horizon View Client versions 4.x and 5.x

The Citrix Workspace app or VMware Horizon Client provides a user interface for the corresponding connection broker.

## Requirements—Unicon eLux Thin Clients



### **Important**

Only the components, versions, and minimum hardware requirements listed in this guide are supported. Use of unsupported components can result in a nonfunctional deployment.

### **Unicon eLux Platform Image**

- 32-bit: Unicon eLux 5.7
- 64-bit: Unicon eLux 6.5

The eLux packages are available from Unicon eLux. For assistance locating a download, contact eLux support.

### **Unicon eLux Thin Clients—Hardware**

The minimum hardware requirements for thin clients are:

- 1.6 GHz dual-core processor
- 2 GB RAM

We recommend the following client hardware, which was tested with eLux RP 5.7.0:

- HP T620 Dual Core / Quad Core
- HP T630 Dual Core / Quad Core
- HP T730
- Cisco VXC 6215
- Dell Wyse Z50D

### **Citrix Workspace App or VMware Horizon Client—Installed on the Thin Clients**

Unicon eLux includes the required Citrix and VMware versions.

The Citrix Workspace app or VMware Horizon Client provides a user interface for the corresponding connection broker.

**Cisco Anyconnect (Optional)**

vpnsystem V4.5-1

# Requirements—Windows Thin Clients

**Important**

Only the components, versions, and minimum hardware requirements listed in this guide are supported. Use of unsupported components can result in a nonfunctional deployment.

**Microsoft Windows Thin Clients—Hardware**

The minimum system requirements for thin clients are as follows:

- Installed RAM 2 GB
- Free Physical Memory 1 GB
- Free Disk Space 256 MB
- CPU Mobile AMD Sempron Processor 3600+, 2-GHz Intel Core 2 CPU, or T7400 2.16 GHz
- DirectX 11 compatible GPU
- USB 2.0 for USB camera and audio devices

**Microsoft Windows—Installed on the Thin Clients**

- Microsoft Windows 7 32-bit  
Requires Update for Windows 7 (KB4019990)
- Microsoft Windows 7 64-bit  
Requires Update for Windows 7 for x64-based Systems (KB4019990)
- Microsoft Windows 8 32-bit
- Microsoft Windows 8 64-bit
- Microsoft Windows 8.1 32-bit
- Microsoft Windows 8.1 64-bit
- Microsoft Windows 10 32-bit
- Microsoft Windows 10 64-bit
- Windows Thin PC 32-bit

**Note**

Cisco Jabber Softphone for VDI for Windows does not require the Microsoft .NET Framework or any Java modules.



### Windows Embedded Standard Thin Clients—Hardware

The minimum system requirements for thin clients are as follows:

- Installed RAM 2 GB
- Free Physical Memory 1 GB
- Free Disk Space 256 MB
- CPU performance affects the maximum video resolution. With Windows Embedded Standard thin clients, the expected resolution depends on the CPU:
  - Up to 720p with quad-core AMD GX-420CA SOC 2 GHz or similar
  - Up to 240p with dual-core AMD G-T56N 1.65 GHz or similar
  - Audio-only support with dual-core VIA Eden X2 U4200 1 GHz or similar CPU



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**Note** These hardware specifications are only guidelines for the expected resolutions. Other factors can affect video resolution.

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- DirectX 11 compatible GPU
- USB 2.0 for USB camera and audio devices

### Windows Embedded Standard—Installed on the Thin Clients

- Windows Embedded Standard 7 32-bit  
Requires Update for Windows Embedded Standard 7 (KB4019990)
- Windows Embedded Standard 7 64-bit  
Requires Update for Windows Embedded Standard 7 for 64-bit Systems (KB4019990)
- Windows Embedded Standard 8 64-bit  
Requires Update for Windows Embedded Standard 8 for 64-bit Systems (KB4019990)
- Windows 10 IoT Enterprise

### Citrix Workspace App or VMware Horizon Client—Installed on the Thin Clients

- Citrix Receiver (ICA) for Windows 4.4, and up to 4.12
- Citrix Workspace App (ICA) for Windows 1808, and up to 1907



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**Important** Cisco Jabber Softphone for VDI does not support Citrix Workspace App downloaded from the Microsoft Store.

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- VMware Horizon Client for Windows 4.1.0, 4 and up to 5.0  
(Versions 4.3 and 4.4 are not supported.)

The Citrix Workspace app or VMware Horizon Client provides a user interface for the corresponding connection broker.



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**Important** Before you install the Cisco JVDI Client, install the Citrix Receiver or VMware Horizon Client on the thin client.

If you change from a Citrix environment to a VMware environment (or from VMware to Citrix), reinstall the Cisco JVDI Client.

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## PART I

# Deployment

- [Deployment Overview, on page 13](#)
- [Downloads, on page 15](#)
- [Installation, on page 17](#)
- [Upgrade, on page 25](#)





## CHAPTER 2

# Deployment Overview

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- [Deployment Overview Workflow, on page 13](#)

## Deployment Overview Workflow

We recommend that you read the release notes document for your platform. Review the requirements to confirm that all hardware and software meet them. Failure to meet all requirements can result in a nonfunctional deployment.



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### Important

The Cisco Jabber for Windows and Cisco JVDI Agent versions must always match. However, the Cisco JVDI Client version can be the same, or the previous version. The earlier software version determines the available feature set.

You must install both Cisco JVDI Agent and Cisco JVDI Client; otherwise, the softphone fails to register.

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### Procedure

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#### Step 1

Follow the instructions to deploy Cisco Jabber for Windows, up to the installation of the Jabber client.

**Important** You must create CSF devices for Cisco Jabber Softphone for VDI users, and add each user to the following Access Control Groups:

- Standard CCM End Users
- Standard CTI Enabled

See *On-Premises Deployment for Cisco Jabber* for your release.

For hybrid deployments, see *Cloud and Hybrid Deployments for Cisco Jabber* for your release.

Cisco Jabber deployment guides are available from: <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html>.

#### Step 2

Create and set up the hosted virtual desktops in the data center.

Ensure that the hosted virtual desktops (HVD) are ready for you to install the Cisco JVDI Agent. See [Set up the Hosted Virtual Desktops Workflow, on page 17](#).

**Step 3** Set up and configure the thin clients.

See the documentation for the thin clients.

**Step 4** Install the Cisco Jabber Softphone for VDI components on the thin clients and the HVDs.

- [Install the Components Workflow—HP Thin Pro, on page 18](#)
  - [Install the Components Workflow—Ubuntu, on page 19](#)
  - [Install the Components Workflow—Unicon eLux, on page 20](#)
  - [Install the Components Workflow—Windows, on page 21](#)
-



## CHAPTER 3

# Downloads

- Download the Cisco JVDI Agent, on page 15
- Download the Cisco JVDI Client, on page 15
- Download Cisco AnyConnect—Unicon eLux, on page 16

## Download the Cisco JVDI Agent

### Procedure

	Command or Action	Purpose
<b>Step 1</b>	Visit the following URL:	<a href="http://www.cisco.com/cisco/software/navigator.html">http://www.cisco.com/cisco/software/navigator.html</a>
<b>Step 2</b>	Navigate to <b>Products &gt; Unified Communications &gt; Unified Communications Applications &gt; Messaging</b> , and then select your Cisco Jabber Softphone for VDI platform:	<ul style="list-style-type: none"><li>• Cisco Jabber Softphone for VDI—HP Thin Pro and Ubuntu</li><li>• Cisco Jabber Softphone for VDI—Unicon eLux</li><li>• Cisco Jabber Softphone for VDI—Windows</li></ul>
<b>Step 3</b>	From the list, choose the Cisco JVDI Agent file for your release.	
<b>Step 4</b>	Click <b>Download</b> or <b>Add to cart</b> and follow the prompts.	

## Download the Cisco JVDI Client

This procedure applies to the HP Thin Pro 7.1 SP3, Unicon eLux, and Windows platforms. For HP Thin Pro 6.2, the Cisco Jabber Softphone for VDI Debian (.deb) package and cisco-jvdi<xx.x.x>-pre-reqs.xar file are available from HP. For Ubuntu, the Debian package is available from the Ubuntu Software Center.

### Procedure

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- Step 1** Visit the following URL:  
<http://www.cisco.com/cisco/software/navigator.html>
- Step 2** Navigate to **Products > Unified Communications > Unified Communications Applications > Messaging**, and then select your Cisco Jabber Softphone for VDI platform:
- **Cisco Jabber Softphone for VDI—HP Thin Pro and Ubuntu**
  - **Cisco Jabber Softphone for VDI—Unicon eLux**
  - **Cisco Jabber Softphone for VDI—Windows**
- Step 3** From the list, choose the Cisco JVDI Client file for your release.
- Step 4** Click **Download** or **Add to cart** and follow the prompts.
- 

## Download Cisco AnyConnect—Unicon eLux

The supported **vpnsystem** package is available from Unicon.

### Procedure

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- Step 1** Visit the Unicon web site.
- Step 2** Locate and download the file: **vpnsystem**.  
For assistance locating the file, contact Unicon support.
-





## CHAPTER 4

# Installation

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- [Set up the Hosted Virtual Desktops Workflow, on page 17](#)
- [Install the Components Workflow—HP Thin Pro, on page 18](#)
- [Install the Components Workflow—Ubuntu, on page 19](#)
- [Install the Components Workflow—Unicon eLux, on page 20](#)
- [Install the Components Workflow—Windows, on page 21](#)

## Set up the Hosted Virtual Desktops Workflow

The Virtual Machines for the HVDs can be either Citrix-, or VMware-provisioned. Citrix-provisioned virtual machines can be dedicated, or have multiple users connected over multiple remote sessions. To support multiple remote sessions, the virtual machine must be running a supported Microsoft Windows Server operating system.

### Procedure

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- Step 1** Log in to the Microsoft Windows HVD as the new user, with administration rights.
- Step 2** Join the HVD to the corporate domain.  
You must have domain administration rights.
- Step 3** Set up Citrix or VMware access to the HVDs.
- 

### What to do next

- [Install the Components Workflow—HP Thin Pro, on page 18](#)
- [Install the Components Workflow—Ubuntu, on page 19](#)
- [Install the Components Workflow—Unicon eLux, on page 20](#)
- [Install the Components Workflow—Windows, on page 21](#)

# Install the Components Workflow—HP Thin Pro

## Before you begin

Ensure that you have all of the required files on hand. If you plan to manually install Cisco JVDI Client on the thin clients, copy the files to a USB stick.

- [Download the Cisco JVDI Agent, on page 15](#)
- [Download the Cisco JVDI Client, on page 15](#)



### Note

Starting with Thin Pro 7.1 SP3, the prerequisites file is pre-installed with Thin Pro. For Thin Pro 6.2, you can obtain the prerequisites file directly from HP.



### Important

The Cisco Jabber for Windows and Cisco JVDI Agent versions must always match. However, the Cisco JVDI Client version can be the same, or the previous version. The earlier software version determines the available feature set.

## Procedure

### Step 1

On the thin client, install the Cisco Jabber Softphone for VDI files in the following order, either manually from a USB stick, or use HP Device Manager for mass deployments.

Order of installation:

- a. Prerequisites
- b. Cisco Jabber Softphone for VDI .deb package.

For more information about mass deployment, see the documentation for HP Device Manager 4.7, available from HP.

### Step 2

On the HVD, install Cisco JVDI Agent.

Double-click the .msi file, and then follow the installation wizard steps.

### Step 3

On the HVD, install Cisco Jabber for Windows.

Double-click CiscoJabberSetup.msi and follow the installation wizard steps. For detailed information about how to install Cisco Jabber for Windows, see *On-Premises Deployment for Cisco Jabber* for your release.

For hybrid deployments, see *Cloud and Hybrid Deployments for Cisco Jabber* for your release.

Cisco Jabber deployment guides are available from: <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html>.

### What to do next

Clone the HVD. For best practices for cloning Microsoft Windows HVD images, consult the documentation for your Citrix or VMware product.

Create an image for the thin clients. See the documentation for HP Device Manager 4.7, available from HP.

## Install the Components Workflow—Ubuntu



### Important

The Cisco Jabber for Windows and Cisco JVDI Agent versions must always match. However, the Cisco JVDI Client version can be the same, or the previous version. The earlier software version determines the available feature set.

### Before you begin

Ensure that you have all of the required files on hand. If you plan to manually install Cisco JVDI Client on the thin clients, copy the files to a USB stick.

- [Download the Cisco JVDI Agent, on page 15](#)
- Obtain the Cisco Jabber Softphone for VDI deb package from the Ubuntu software center repository.

On the thin client, use the terminal emulator to run the following command: **sudo apt-get update**, and then enter your password at the prompt. The list of repositories for the Ubuntu Software Center updates. After the command finishes reading the package lists, you can close the terminal emulator. You can place the file on a network share accessible from the thin clients, or copy it to a USB stick.

### Procedure

- 
- Step 1** On the HVD, install Cisco JVDI Agent.
- Double-click the Cisco JVDI Agent .msi and follow the installation wizard steps.
- Step 2** On the HVD, install Cisco Jabber; double-click CiscoJabberSetup.msi and follow the installation wizard steps.
- For detailed information about how to install Cisco Jabber for Windows, see *On-Premises Deployment for Cisco Jabber* for your release.
- For hybrid deployments, see *Cloud and Hybrid Deployments for Cisco Jabber* for your release.
- Cisco Jabber deployment guides are available from: <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html>.
- Step 3** On the thin client, install the Cisco JVDI Client; enter your password at the authentication prompt.
- When you double-click the Cisco Jabber Softphone for VDI deb package, the Ubuntu Software Center opens. After you click **Install**, the Ubuntu Software Center locates and installs the dependency libraries, and then installs the Cisco JVDI Client.
-

### What to do next

Clone the HVD image. For best practices for cloning Microsoft Windows HVD images, consult the documentation for your Citrix or VMware product.

Create an image for the thin clients.

# Install the Components Workflow—Unicon eLux



## Important

The Cisco Jabber for Windows and Cisco JVDI Agent versions must always match. However, the Cisco JVDI Client version can be the same, or the previous version. The earlier software version determines the available feature set.

### Before you begin

- [Download the Cisco JVDI Agent, on page 15](#)
- [Download the Cisco JVDI Client, on page 15](#)
- [Download Cisco AnyConnect—Unicon eLux, on page 16](#) (Optional, required only if users need VPN connectivity.)

### Procedure

#### Step 1

On the HVD, install Cisco Jabber for Windows.

Double-click CiscoJabberSetup.msi and follow the installation wizard steps. For detailed information about how to install Cisco Jabber for Windows, see *On-Premises Deployment for Cisco Jabber* for your release.

For hybrid deployments, see *Cloud and Hybrid Deployments for Cisco Jabber* for your release.

Cisco Jabber deployment guides are available from: <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html>.

#### Step 2

On the HVD, install Cisco JVDI Agent.

Double-click the MSI file and follow the installation wizard steps.

#### Step 3

On the thin client, install the Cisco JVDI Client and if required, deploy Cisco AnyConnect at the same time.

### What to do next

Clone the HVD image. For best practices for cloning Microsoft Windows HVD images, consult the documentation for your Citrix or VMware product.

Use the Elias tool to create an image that contains Cisco JVDI Client. Deploy the image to the thin clients. For more information about how to create an image or how to update the thin client, see the Elias documentation available from the Unicon website.

# Install the Components Workflow—Windows

**Important**

The Cisco Jabber for Windows and Cisco JVDI Agent versions must always match. However, the Cisco JVDI Client version can be the same, or the previous version. The earlier software version determines the available feature set.

**Before you begin**

- [Download the Cisco JVDI Agent, on page 15](#)
- [Download the Cisco JVDI Client, on page 15](#)

**Procedure**

**Step 1** On the HVD, install Cisco JVDI Agent.

**Step 2** On the HVD, install Cisco Jabber.

Double-click CiscoJabberSetup.msi and follow the installation wizard steps. For detailed information about how to install Cisco Jabber for Windows, see *On-Premises Deployment for Cisco Jabber* for your release.

For hybrid deployments, see *Cloud and Hybrid Deployments for Cisco Jabber* for your release.

Cisco Jabber deployment guides are available from: <https://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html>.

**Step 3** On the thin client, install the Cisco JVDI Client.

See [Cisco JVDI Client Installation, on page 21](#).

## Cisco JVDI Client Installation

**Prerequisites**

Before you install Cisco JVDI Client on the thin clients, complete the following tasks:

- Install and set up the Citrix Receiver or VMware Horizon View Client.



**Note** The JVDI Client is available as a 32- or 64-bit application.

- Obtain the Cisco JVDI Client zip file, and extract the contents.

Use one of the following methods to install Cisco JVDI Client:

- [Run the Microsoft Installer, on page 22](#)

- [Use the Command Line, on page 22](#)
- [Use the Group Policy Editor, on page 22](#)

## Run the Microsoft Installer

Run the Microsoft Installer (MSI) to install Cisco JVDI Client.

### Procedure

---

- Step 1** Double-click the CiscoJVDIClientSetup.msi file.
- Step 2** To open the executable file, click **OK**.
- Step 3** If the **Open File - Security Warning** appears, click **Run**.
- Step 4** Read the EULA and, if you agree, click **Accept and Install**.  
<http://www.cisco.com/go/eula>.
- Step 5** To complete the installation, click **Finish**.
- 

## Use the Command Line

### Procedure

---

- Step 1** Open a command window.
- Step 2** Enter the following command: `start /wait msixec.exe /i <path to MSI>\CiscoJVDIClientSetup.msi /quiet`.  
The `/quiet` switch specifies a silent installation.
- 

## Use the Group Policy Editor

Use the Group Policy Management console to deploy Cisco JVDI Client to supported thin clients that are running a supported Microsoft Windows operating system.

### Before you begin

- Use Microsoft Orca to set the language code to 1033.
- Copy the modified Microsoft Installer (MSI) to a software distribution point for deployment. All computers to which you plan to deploy Cisco JVDI Client must be able to access the MSI on the distribution point.

## Procedure

---

- Step 1** Select **Start > Run**.
- Step 2** At the prompt, enter the following command: **GPMC.msc**.
- Step 3** Right-click on the appropriate domain in the left section.
- Step 4** Select **Create a GPO in this Domain, and Link it here**.
- Step 5** In the **New GPO** window, **Name** field, enter a name for the group policy object.
- Step 6** Leave the default value or select an option from the **Source Starter GPO** list, and then select **OK**.  
The new group policy appears in the list of group policies for the domain.
- Step 7** Select the group policy object under the domain in the left section.
- Step 8** From the **Security Filtering** section of the **Scope** tab, select **Add**.
- Step 9** Specify the computers and users to which you want to deploy Cisco JVDI Client.
- Step 10** Specify the MSI file.
- Step 11** Right-click the group policy object in the left section and then select **Edit**.  
The Group Policy Management Editor opens.
- Step 12** Select **Computer Configuration** and then select **Policies > Software Settings**.
- Step 13** Right-click **Software Installation** and then select **New > Package**.
- Step 14** Next to **File Name**, enter the location of the MSI file.
- Example:**  
`\\server\software_distribution`
- Important** Enter the Uniform Naming Convention (UNC) path for the location of the MSI file. If you do not enter the UNC path, Group Policy cannot deploy Cisco JVDI Client.
- Step 15** Select the MSI file, and then select **Open**.
- Step 16** In the **Deploy Software** dialog box, select **Assigned**, and then select **OK**.
-







## CHAPTER 5

# Upgrade

---

- [Upgrade Notes, on page 25](#)
- [Upgrade Workflow, on page 25](#)

## Upgrade Notes

To get the new Cisco Jabber Softphone for VDI Release 12.7 features, you must upgrade all of the following components to Release 12.7:

- Cisco Jabber for Windows
- Cisco JVDI Agent
- Cisco JVDI Client

Both the Cisco JVDI Agent and Cisco JVDI Client are required for softphone registration to succeed. The Cisco Jabber for Windows and Cisco JVDI Agent versions must always match. However, the Cisco JVDI Client version can be the same, or the previous version. The earlier software version determines the available feature set.

- Cisco Jabber for Windows Release 12.7, Cisco JVDI Agent Release 12.7, and Cisco JVDI Client Release 12.7
- Cisco Jabber for Windows Release 12.7, Cisco JVDI Agent Release 12.7, and Cisco JVDI Client Release 12.6



---

**Important**

The limitations and restrictions for the earlier JVDI Client release apply. The available features are limited to those available for the earlier release. For more information, see the release notes for the earlier release. For example, if your JVDI Client Release is 12.6, see the release notes document for Release 12.6.

---

## Upgrade Workflow

We recommend that you read the release notes document for your platform. Review the requirements to confirm that all hardware and software meet them. Failure to meet all requirements can result in a nonfunctional deployment.

**Before you begin**

Ensure that you have all of the required files on hand. If you plan to manually install Cisco JVDI Client on the thin clients, copy the files to a USB stick.

**Procedure**

---

Follow the steps to install the Cisco Jabber Softphone for VDI components on the thin clients and the HVDs.

- [Install the Components Workflow—HP Thin Pro, on page 18](#)
- [Install the Components Workflow—Ubuntu, on page 19](#)
- [Install the Components Workflow—Unicon eLux, on page 20](#)
- [Install the Components Workflow—Windows, on page 21](#)

**Important** Both the Cisco JVDI Agent and Cisco JVDI Client are required for softphone registration to succeed. The Cisco Jabber for Windows and Cisco JVDI Agent versions must always match. However, the Cisco JVDI Client version can be the same, or the previous version. The earlier software version determines the available feature set.

If you're not upgrading the Cisco JVDI Client, you can skip the steps to install it.

---



## PART II

# Troubleshooting

- [Troubleshooting—Windows, on page 29](#)
- [Troubleshooting—Unicon eLux, on page 35](#)
- [Troubleshooting—HP Thin Pro and Ubuntu, on page 39](#)
- [General Troubleshooting, on page 43](#)





## CHAPTER 6

# Troubleshooting—Windows

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- [Configuration Files, on page 29](#)
- [Registry Keys, on page 29](#)
- [Verify the Connection Status in Cisco Jabber, on page 30](#)
- [Verify That Cisco JVDI Client Is Running, on page 31](#)
- [Verify That Cisco JVDI Agent Is Installed, on page 31](#)
- [Confirm the Version of Cisco JVDI Client, on page 31](#)
- [Call Control Is Lost After a Network Failure, on page 32](#)
- [Call Is Lost After HVD Disconnection, on page 32](#)
- [Enable Log Collection, on page 32](#)
- [Enable Memory Dump Collection, on page 32](#)

## Configuration Files

For each Cisco Unified Client Services Framework (CSF) device that you add to the system, Cisco Unified Communications Manager creates a configuration (CNF.xml) file. The CNF file contains the device specifications for the associated user.

When users sign in to Cisco Jabber, Cisco Jabber Softphone for VDI starts the download of the associated CNF file to the thin client. To ensure the successful transfer of the file, open the relevant ports in all firewall applications to allow the thin client to access the ports. For more information about how to open ports, see the documentation for the firewall software.



---

**Important**

Download of the CNF.xml file follows the system setting for HTTP proxy. Ensure that the proxy does not route the HTTP request from the thin client outside of the corporate network.

---

## Registry Keys

The Cisco JVDI Client installation program checks to ensure that either the Citrix Receiver or the VMware Horizon Client is already installed on the reused PC. In one of the following registry locations, the `InstallFolder` string-type registry key must be present:

- For Citrix, the installer searches in HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Citrix\Install\ICA Client for the path to the Citrix installation.

**Example (from an x86 PC):** [HKEY\_LOCAL\_MACHINE\SOFTWARE\Citrix\Install\ICA Client] "InstallFolder"="C:\Program Files\Citrix\ICA Client\"

- For VMware Horizon, the installer searches in HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\VMware, Inc.\VMware VDM for the path to the VMware installation.


**Example (from an x64 PC):** [HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\VMware, Inc.\VMware VDM] "ClientInstallPath"="C:\Program Files\VMware\VMware View\Client\"

## Verify the Connection Status in Cisco Jabber

After you sign in to Cisco Jabber for Windows, you can check the connection status for Jabber and for Cisco Softphone for VDI. You can also confirm the versions for the JVDI Agent and the JVDI Client.

### Procedure

#### Step 1

Click  to open the **Settings Menu**.

#### Step 2

Go to **Help > Show connection status**

#### Step 3

In the **Connection Status** window, click **JVDI Details**.

You can see the following information:

- **JVDI Client version**

**Tip** If the JVDI Client version is 12.5 or 12.1, the client version doesn't appear until after the softphone connects.

- **JVDI Agent version**

- **Virtual Channel status** indicates whether communication between the JVDI Client and Cisco Jabber is successful.

- **SIP status** indicates whether SIP communication with Cisco Unified Communications Manager is successful.

- **Softphone CTI status** indicates whether CTI communication is successful.

**Tip** If the **SIP status** is **Connected**, but the **Softphone CTI status** is **Not connected**, check the CTI configuration in CUCM.

#### Step 4

To see detailed diagnostic information for Cisco Jabber, press **Ctrl +Shift +D**.

## Verify That Cisco JVDI Client Is Running

Use Windows Task Manager to verify that Cisco JVDI Client is running.

In a Citrix environment, the Cisco Jabber Softphone for VDI processes start when the user signs in to their hosted virtual desktop (HVD). The processes stop when the session ends.

In a VMware environment, the Cisco Jabber Softphone for VDI processes start after the user signs in to their HVD and in to Cisco Jabber. The processes stop when the session ends.

### Procedure

---

- Step 1** On the thin client desktop, right-click the taskbar and then select **Task Manager**.
  - Step 2** On the **Processes** tab, scroll down and look for the vxc.exe process.
- 

## Verify That Cisco JVDI Agent Is Installed

You can use the Windows Control Panel to verify that Cisco JVDI Agent is installed. You can also verify the version.

### Procedure

---

- Step 1** From Control Panel, open **Programs and Features** (Windows 7) or **Programs** (Windows 8 and later).
  - Step 2** Scroll through the list of installed programs to locate Cisco JVDI Agent.  
The Cisco JVDI Agent version appears in the **Versions** column.
- 

## Confirm the Version of Cisco JVDI Client

Cisco JVDI Client appears in the list of installed programs and features.

### Procedure

---

- Step 1**
  - Step 2** On the thin client, open **Control Panel > Programs and Features**.
  - Step 3** Scroll down the list and locate Cisco JVDI Client.
  - Step 4** To confirm the version for Cisco JVDI Client, see the **Version** column.
-

## Call Control Is Lost After a Network Failure

Users see a prompt to reconnect to their hosted virtual desktops (HVDs). After the users reconnect, Cisco Jabber call control features do not work.

This problem can occur if the thin client loses network connectivity.

To resolve this issue, have the users exit Cisco Jabber and disconnect from their HVDs. Next they can log back in to their HVDs and sign back in to Cisco Jabber to restore call control.

## Call Is Lost After HVD Disconnection

Users receive a prompt to log back in to their hosted virtual desktops (HVD) during an active call, and the call drops. The other party to the call has no indication that the call has ended, except the line is silent.

This issue can occur if the connection between the thin client and the HVD drops, causing a temporary loss of registration and call control.

To work around this issue, users can call the other party back. If the other party is not available, users can send an instant message (IM).

## Enable Log Collection

You can modify the Cisco configuration file (`cisco.conf`) to enable the collection of logs from the thin client.

The `cisco.conf` file is located in: `C:\Program Files (x86)\Cisco Systems\Cisco VXME\cisco.conf`

### Procedure

---

**Step 1** Open the `cisco.conf` file and add the following lines:

```
[logger]
```

```
log_level = Debug
```

You can set the log level to one of the following values: Fatal, Error, Warning, Info, Debug or Trace. The default level is Debug.

**Step 2** Save the file.

**Step 3** Restart the `vxc` process by logging out and back in to the HVD.

---

## Enable Memory Dump Collection

You can modify the Cisco configuration file (`cisco.conf`) to enable the Problem Reporting Tool (PRT) to collect a memory dump.



For Windows 32-bit, the cisco.conf file is located in C:\Program Files (x86)\Cisco Systems\Cisco VXME\cisco.conf.

For Windows 64-bit, the cisco.conf file is located in C:\Program Files\Cisco Systems\Cisco VXME\cisco.conf.

### Procedure

---

**Step 1** Open the cisco.conf file and add the following lines:

```
[logger]

dump_type = Minidump
dump_when_collect_log = True
```

You can set the `dump_type` to `Fulldump` or `Minidump`. The default is `Minidump`. If `dump_when_collect_log` is set to `False`, the PRT doesn't collect the memory dump.

**Step 2** Save the file.

**Step 3** Restart the vxc process by logging out and back in to the HVD.

---





## CHAPTER 7

# Troubleshooting—Unicon eLux

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- [Verify the Platform Base Image Version, on page 35](#)
- [Verify the Connection Status in Cisco Jabber, on page 35](#)
- [Verify That Cisco JVDI Client Is Installed, on page 36](#)
- [Verify That Cisco JVDI Agent Is Installed, on page 36](#)
- [Verify That VXC Is Running on the Thin Client, on page 37](#)
- [Call Control Is Lost After a Network Failure, on page 37](#)
- [Call Is Lost After HVD Disconnection, on page 37](#)

## Verify the Platform Base Image Version

### Procedure

---


- Step 1** On the **Start** menu, select **Control Panel**.
  - Step 2** Select the **Setup** tab.
  - Step 3** Select the **General** tab and look for the OS line.
- 

## Verify the Connection Status in Cisco Jabber

After you sign in to Cisco Jabber for Windows, you can check the connection status for Jabber and for Cisco Softphone for VDI. You can also confirm the versions for the JVDI Agent and the JVDI Client.

### Procedure

---

- Step 1** Click  to open the **Settings Menu**.
- Step 2** Go to **Help > Show connection status**
- Step 3** In the **Connection Status** window, click **JVDI Details**.

You can see the following information:

- **JVDI Client version**

**Tip** If the JVDI Client version is 12.5 or 12.1, the client version doesn't appear until after the softphone connects.

- **JVDI Agent version**

- **Virtual Channel status** indicates whether communication between the JVDI Client and Cisco Jabber is successful.

- **SIP status** indicates whether SIP communication with Cisco Unified Communications Manager is successful.

- **Softphone CTI status** indicates whether CTI communication is successful.

**Tip** If the **SIP status** is **Connected**, but the **Softphone CTI status** is **Not connected**, check the CTI configuration in CUCM.

**Step 4** To see detailed diagnostic information for Cisco Jabber, press **Ctrl +Shift +D**.

---

## Verify That Cisco JVDI Client Is Installed

Use this procedure to verify that Cisco JVDI Client is installed, and to confirm the Cisco JVDI Client version.

### Procedure

---

- Step 1** On the **Start** menu, select **Control Panel**.
- Step 2** Select the **Setup** tab.
- Step 3** Select the **General** tab.
- Step 4** Scroll down the list of packages and look for **Cisco JVDI Client**.

The add-on versions appear in the same line.

---

## Verify That Cisco JVDI Agent Is Installed

You can use the Windows Control Panel to verify that Cisco JVDI Agent is installed. You can also verify the version.

### Procedure

---

- Step 1** From Control Panel, open **Programs and Features** (Windows 7) or **Programs** (Windows 8 and later).
- Step 2** Scroll through the list of installed programs to locate Cisco JVDI Agent.

The Cisco JVDI Agent version appears in the **Versions** column.

---

## Verify That VXC Is Running on the Thin Client

Cisco Jabber Softphone for VDI requires that the `vxc` process be running.

### Procedure

---

**Step 1** Use Secure Shell (SSH) to connect to the thin client.

**Step 2** Search the running programs for `vxc`.

```
ps -ef | grep -r vxc
```

You should see the following lines:

```
admin@LWT44d3ca76ba19:~> ps -ef |grep -r vxc

thinuser 6536 1 0 Mar14 ? 00:07:43 /bin/bash /usr/bin/pidrun.sh -c run_vxc.sh -a -m -o
/var/log/cisco/vxcConsole.log -e /var/log/cisco/vxcError.log

thinuser 6538 6536 0 Mar14 ? 00:00:00 /bin/bash /usr/bin/run_vxc.sh -m

thinuser 6547 6538 8 Mar14 ? 13:02:16 vxc -m

admin 31576 31303 0 11:05 pts/0 00:00:00 grep -r vxc

admin@LWT44d3ca76ba19:~>
```

---

## Call Control Is Lost After a Network Failure

Users see a prompt to reconnect to their hosted virtual desktops (HVDs). After the users reconnect, Cisco Jabber call control features do not work.

This problem can occur if the thin client loses network connectivity.

To resolve this issue, have the users exit Cisco Jabber and disconnect from their HVDs. Next they can log back in to their HVDs and sign back in to Cisco Jabber to restore call control.

## Call Is Lost After HVD Disconnection

Users receive a prompt to log back in to their hosted virtual desktops (HVD) during an active call, and the call drops. The other party to the call has no indication that the call has ended, except the line is silent.

This issue can occur if the connection between the thin client and the HVD drops, causing a temporary loss of registration and call control.

To work around this issue, users can call the other party back. If the other party is not available, users can send an instant message (IM).



## CHAPTER 8

# Troubleshooting—HP Thin Pro and Ubuntu

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- [Verify the Platform Version—HP Thin Pro, on page 39](#)
- [Verify the Platform Version—Ubuntu, on page 39](#)
- [Verify the Connection Status in Cisco Jabber, on page 40](#)
- [Verify That the Cisco JVDI Client Is Installed, on page 40](#)
- [Verify That Cisco JVDI Agent Is Installed, on page 41](#)
- [Verify That VXC Is Running on the Thin Client, on page 41](#)
- [Call Control Is Lost After a Network Failure, on page 42](#)
- [Call Is Lost After HVD Disconnection, on page 42](#)

## Verify the Platform Version—HP Thin Pro

### Procedure

---

- Step 1** On the thin client, open the terminal console.
- Step 2** Enter the following command: `lsb_release -a`.
- Step 3** Look in the output for the HP Thin Pro version.

### Example:

```
HP Thin Pro 5.2
```

---

## Verify the Platform Version—Ubuntu

### Procedure

---

- Step 1** On the thin client, open **System Settings**.
- Step 2** Select **Details**.
- The version appears under the Ubuntu logo.

**Example:**

```
Ubuntu 14.04.x 32b LTS
```

---


## Verify the Connection Status in Cisco Jabber

After you sign in to Cisco Jabber for Windows, you can check the connection status for Jabber and for Cisco Softphone for VDI. You can also confirm the versions for the JVDI Agent and the JVDI Client.

### Procedure

---

**Step 1**

Click  to open the **Settings Menu**.

**Step 2**

Go to **Help > Show connection status**

**Step 3**

In the **Connection Status** window, click **JVDI Details**.

You can see the following information:

- **JVDI Client version**

**Tip** If the JVDI Client version is 12.5 or 12.1, the client version doesn't appear until after the softphone connects.

- **JVDI Agent version**

- **Virtual Channel status** indicates whether communication between the JVDI Client and Cisco Jabber is successful.

- **SIP status** indicates whether SIP communication with Cisco Unified Communications Manager is successful.

- **Softphone CTI status** indicates whether CTI communication is successful.

**Tip** If the **SIP status** is **Connected**, but the **Softphone CTI status** is **Not connected**, check the CTI configuration in CUCM.

**Step 4**

To see detailed diagnostic information for Cisco Jabber, press **Ctrl +Shift +D**.

---

## Verify That the Cisco JVDI Client Is Installed

Use this procedure to verify that Cisco JVDI Client is installed, and to confirm the version.

### Procedure

---

**Step 1**

On the thin client, open the terminal console.



**Step 2** Enter the following command: `dpkg -l | grep jvdi .`

**Step 3** In the output, look for `ii cisco-jvdi-client`.

**Example:**

```
ii cisco-jvdi-client <xx.x.x.xxx> i386 Cisco JVDI Client
```

## Verify That Cisco JVDI Agent Is Installed

You can use the Windows Control Panel to verify that Cisco JVDI Agent is installed. You can also verify the version.

**Procedure**

**Step 1** From Control Panel, open **Programs and Features** (Windows 7) or **Programs** (Windows 8 and later).

**Step 2** Scroll through the list of installed programs to locate Cisco JVDI Agent.

The Cisco JVDI Agent version appears in the **Versions** column.

## Verify That VXC Is Running on the Thin Client

Cisco Jabber Softphone for VDI requires that the `vxc` process be running.

**Procedure**

**Step 1** Use Secure Shell (SSH) to connect to the thin client.

**Step 2** Search the running programs for `vxc`.

`ps -ef | grep -r vxc`

You should see the following lines:

```
admin@LWT44d3ca76ba19:~> ps -ef |grep -r vxc

thinuser 6536 1 0 Mar14 ? 00:07:43 /bin/bash /usr/bin/pidrun.sh -c run_vxc.sh -a -m -o
/var/log/cisco/vxcConsole.log -e /var/log/cisco/vxcError.log

thinuser 6538 6536 0 Mar14 ? 00:00:00 /bin/bash /usr/bin/run_vxc.sh -m

thinuser 6547 6538 8 Mar14 ? 13:02:16 vxc -m

admin 31576 31303 0 11:05 pts/0 00:00:00 grep -r vxc

admin@LWT44d3ca76ba19:~>
```

## Call Control Is Lost After a Network Failure

Users see a prompt to reconnect to their hosted virtual desktops (HVDs). After the users reconnect, Cisco Jabber call control features do not work.

This problem can occur if the thin client loses network connectivity.

To resolve this issue, have the users exit Cisco Jabber and disconnect from their HVDs. Next they can log back in to their HVDs and sign back in to Cisco Jabber to restore call control.

## Call Is Lost After HVD Disconnection

Users receive a prompt to log back in to their hosted virtual desktops (HVD) during an active call, and the call drops. The other party to the call has no indication that the call has ended, except the line is silent.

This issue can occur if the connection between the thin client and the HVD drops, causing a temporary loss of registration and call control.

To work around this issue, users can call the other party back. If the other party is not available, users can send an instant message (IM).



## CHAPTER 9

# General Troubleshooting

---

- [Problem Reporting Tool, on page 43](#)
- [Configuration Files, on page 44](#)
- [Verify Device Registration with Cisco Unified Communications Manager, on page 44](#)

## Problem Reporting Tool

The Problem Reporting Tool (PRT) is a small program that automatically runs if Cisco Jabber encounters an unrecoverable error, unhandled exception, or crash. The tool collects logs from the thin client and hosted virtual desktop and then creates a problem report. The report is a zip file that you can send to the Cisco Technical Assistance Center (TAC), to provide the necessary information to solve the problem. The tool saves the file to the user's desktop. Users must accept the privacy agreement to run the PRT.



---

**Tip** Advise users to include a memory dump with the problem report if Cisco Jabber crashes. We also recommend that users provide a description of the circumstances that lead up to the error.

---

If a user experiences an error that does not crash the software, the user can run the PRT from the Cisco Jabber menu: **Help > Report a problem**.

If Cisco Jabber is not running, users can generate a problem report from the Windows **Start** menu. To access the tool from outside the application, choose **Start > All Programs > Cisco Jabber > Cisco Jabber Problem Report**.



---

**Important** Problem reports include logs from the thin client, the hosted virtual desktop, and any detailed information that users enter. You can use this information to help troubleshoot the issue.

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If there is a problem with the virtual channel, or if Cisco Jabber is not running, the problem report does not include logs from the thin client. For more information, see [Virtual Channel Problem, on page 43](#).

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## Virtual Channel Problem

If a problem exists with the virtual channel, the problem-reporting tool cannot collect the logs from the thin client. A problem with the virtual channel can cause the Device Selector to not start or to not populate with devices.

Cisco Technical Assistance Center (TAC) personnel may ask you to gather the logs manually by running one of the following executables:

- **Windows OS 32-bit:** `C:\Program Files (x86)\Cisco Systems\Cisco JVDI\CollectCiscoJVDIClientLogs.exe`
- **Windows OS 64-bit:** `C:\Program Files\Cisco Systems\Cisco JVDI\CollectCiscoJVDIClientLogs.exe`
- **Linux-based OS:** `/usr/bin/collect-files`

The executable gathers the logs from the thin client and saves them to the desktop as a `CiscoJVDIClient-logs[timestamp].7z` file. You can still use the PRT to gather the logs from the hosted virtual desktop. Submit all logs gathered to TAC.

## Configuration Files

For each Cisco Unified Client Services Framework (CSF) device that you add to the system, Cisco Unified Communications Manager creates a configuration (CNF.xml) file. The CNF file contains the device specifications for the associated user.

When users sign in to Cisco Jabber, Cisco Jabber Softphone for VDI starts the download of the associated CNF file to the thin client. To ensure the successful transfer of the file, open the relevant ports in all firewall applications to allow the thin client to access the ports. For more information about how to open ports, see the documentation for the firewall software.



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**Important**

Download of the CNF.xml file follows the system setting for HTTP proxy. Ensure that the proxy does not route the HTTP request from the thin client outside of the corporate network.

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## Verify Device Registration with Cisco Unified Communications Manager

After device registration, verify that the CSF device registered to the Cisco Unified Communications Manager from the thin client IP address. For more information, see the documentation for your version of Cisco Unified Communications Manager.