



## **Release Notes for Cisco Jabber Softphone for VDI Release 14.1**

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# CHAPTER 1

## What's new in Release 14.1

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- [Build numbers, on page 1](#)
- [New and updated features, on page 2](#)

### Build numbers

Version	Build Number
Cisco Jabber Softphone for VDI Release 14.1.4 <ul style="list-style-type: none"><li>• Cisco JVDI Agent</li><li>• Cisco JVDI Client</li></ul>	14.1.4.57909 build 307909
Cisco Jabber Softphone for VDI Release 14.1.3 <ul style="list-style-type: none"><li>• Cisco JVDI Agent</li><li>• Cisco JVDI Client</li></ul>	14.1.3.57560 build 307560
Cisco Jabber Softphone for VDI Release 14.1.2 <ul style="list-style-type: none"><li>• Cisco JVDI Agent</li><li>• Cisco JVDI Client</li></ul>	14.1.2.57144 Build 307144
Cisco Jabber Softphone for VDI Release 14.1.1 <ul style="list-style-type: none"><li>• Cisco JVDI Agent</li><li>• Cisco JVDI Client</li></ul>	14.1.1.56904 Build 306904
Cisco Jabber Softphone for VDI Release 14.1 <ul style="list-style-type: none"><li>• Cisco JVDI Agent</li><li>• Cisco JVDI Client</li></ul>	14.1.0.56686 Build 306686

# New and updated features

## 14.1.4

### VDI infrastructure builds

- Citrix Virtual Applications & Desktops 7 CR 2305
- Citrix Virtual Applications & Desktops 7 LTSR 2203 Cu3
- Citrix Virtual Applications & Desktops 7 LTSR 1912 Cu7
- VMware Horizon 2303 (8.9)

### Thin client OS support

- Unicon eLux RP6 LTSR 2302.2

### Hosted Virtual Desktop OS support

- Microsoft Windows 11

### Hardware support

- Apple devices with M2 chips

## 14.1.3

### VDI infrastructure builds

- Citrix Virtual Applications & Desktops 7 CR 2212
- Citrix Virtual Applications & Desktops 7 LTSR 2203 Cu2
- Citrix Virtual Applications & Desktops 7 LTSR 1912 Cu6
- VMware Horizon 2209 (8.7)

## 14.1.2

### VDI infrastructure builds

- Citrix Virtual Applications & Desktops 7 LTSR 2206
- VMware Horizon 2206 (8.6)





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**Note** If you upgrade to VMware Horizon Client 2206 (8.6), you must upgrade the JVDI Client for Windows to 14.1 MR2.

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### Hosted virtual desktop operating system

Use Windows 2022 with Jabber VDI 14.1.2.

## 14.1.1

### VDI infrastructure builds

- Citrix Virtual Applications & Desktops 7 LTSR 2203
- Citrix Virtual Applications & Desktops 7 LTSR 1912 Cu5
- VMware Horizon 2203 (8.5)

## 14.1

### Supported platforms

- Microsoft Windows 11
- Apple MacOS 12
- Unicon eLux RP6 2104 LTSR Cu2



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**Note** When HP releases Thinpro 8.0, we will support it.

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### VDI infrastructure builds

- Citrix Virtual Applications & Desktops 7 CR 2112
- Citrix Virtual Applications & Desktops 7 LTSR 1912 Cu4
- Citrix XenDesktop & XenApp 7.15 LTSR Cu8
- VMware Horizon 2111 (8.4)

### Important notice about Citrix Virtual Applications & Desktops

Since Citrix Virtual Applications & Desktops 7 2109, "virtual channel allow list policy" is enabled by default. Either configure this policy for JVDI first (by adding Cisco Virtual Channel) for optimized mode to work properly or disable this policy.

```
CISCO,C:\Program Files (x86)\Cisco Systems\Vxc\hvdagent.exe
```

**New JVDI configuration parameter**

**ENABLE\_BFCP\_DESKTOP\_SHARE**—Applies to JVDI Client for Windows and Linux

Added to fix [CSCwa33411](#). This parameter helps disable BFCP screen sharing if necessary.

You configure this parameter in the `cisco.conf` of JVDI Client. On Windows, `cisco.conf` is in `C:\Program Files\Cisco Systems\Cisco VXME` or `C:\Program Files (x86)\Cisco Systems\Cisco VXME`. On Linux, `cisco.conf` is in `/etc/`

- `true` (default)—Enables BFCP screen sharing
- `false`—Disables BFCP screen sharing

**New Jabber configuration parameter**

**EnableVDIFullScan**—Applies to Jabber for Windows 14.0.4

Added for [CSCvz75206](#). You must run JVDI 14.0.3 with Jabber for Windows 14.0.4 to use this parameter.

Certain third-party application window can make preview, remote video, and remote share display as gray when the window is close to a Jabber conversation window. If this issue occurs, enable this parameter.

- `true`—Enables a full scan of JVDI to correct the display issue.
- `false` (default)—Maintains the standard Jabber behavior.



## CHAPTER 2

# Requirements

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- [Requirements—HP Thin Pro](#), on page 8
- [Requirements—MacOS](#), on page 9
- [Requirements—Ubuntu](#), on page 10
- [Requirements—Unicon eLux](#), on page 11
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## General Requirements

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



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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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## 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

This release of Cisco Jabber for Windows, 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:** Unified CM Release 11.5(1)SU3 or later

**Minimum:** Unified CM Release 10.5

## Cisco Expressway for Mobile and Remote Access (MRA)

**Recommended:** Expressway X12.5

**Minimum:** Expressway X8.11.4

Cisco Jabber Softphone for VDI with MRA only supports OAuth 2.0 for authentication. See the [Deploying OAuth with Cisco Collaboration Solution](#) guide for more information.



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**Note** JVDI over MRA does not support collab-edge SRV being resolveable from the HVD. Softphone registration with JVDI fails in this case.

When using JVDI over MRA deployments with Split DNS (different domains for inside and outside the network), the HVD must not discover the internal domain. If it does, Cisco Jabber Softphone for VDI registration also fails. To ensure the client does not discover the internal domain, disable UPN during Jabber installation on HVD.

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## Connection Broker—Installed on the Hosted Virtual Desktops

- Citrix XenApp and XenDesktop 6.x, 7.x (CR—up to 7.18; LTSR—up to 7.15 CU7)
- Citrix Virtual Apps and Desktops 7 (CR—up to 2305, LTSR 1912—up to CU7, LTSR 2203—up to CU3)
- VMware Horizon versions 6.x to 8.x.

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 8.1 32-bit
- Microsoft Windows 8.1 64-bit
- Microsoft Windows 10 32-bit
- Microsoft Windows 10 64-bit
- Microsoft Windows 11 64-bit (as of Jabber VDI 14.0.3)

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

- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Microsoft Windows Server 2022

## 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

### 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

## 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.

Published application mode and the scale to fit option are not supported.

## 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

## HP ThinPro Platform Image

32-bit: HP ThinPro 6.2

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

HP ThinPro 8.0



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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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# Requirements—MacOS

## Supported Operating Systems

Cisco Jabber Softphone for VDI 14.0 is supported on the following MacOS versions:

- Mojave (10.14)
- Catalina (10.15)
- Big Sur (11)
- Monterey (12)—As of 14.0.3
- Ventura (13)—As of 14.1.3

## Hardware Requirements

Requirement	Cisco Jabber for Mac
Installed RAM	2 GB RAM
Free physical memory	1 GB
Free disk space	300 MB
CPU speed and type	<p>Intel Core 2 Duo or later processors on any of the following Apple hardware:</p> <ul style="list-style-type: none"> <li>• iMac Pro</li> <li>• MacBook Pro</li> <li>• MacBook</li> <li>• MacBook Air</li> <li>• iMac</li> <li>• Mac Mini</li> </ul> <p>Cisco Jabber Softphone for VDI also supports Apple M1 &amp; M2 processors.</p>
I/O ports	USB 2.0 for USB camera and audio devices

## Citrix and VMware Requirements

This release Cisco Jabber Softphone for VDI for Mac OS works in Citrix and VMware VDI environments. You must install the latest Citrix Workspace client (not the Citrix Receiver client) or VMware Horizon client before you install the Cisco JVDI Client.

- Citrix Receiver 13.0 and later
- Citrix Workspace app 1808 and later
- VMware Horizon View Client versions 5.5, 8.0, or 8.1

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

Published application mode and the scale to fit option are not supported.

## Requirements—Ubuntu



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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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### Ubuntu Desktop Image

- Ubuntu 14.04 32b LTS (i386)
- Ubuntu 16.04 64b LTS (AMD64)
- Ubuntu 18.04 64b LTS (AMD64)
- Ubuntu 20.04 64b LTS (AMD64)



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**Note** The supported versions do not include Ubuntu Minimal.

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### 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, 5.x, and 8.x

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

Published application mode and the scale to fit option are not supported.



# Requirements—Unicon eLux



**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

- 64-bit: Unicon eLux 6.5
- 64-bit: Unicon eLux 6.8
- 64-bit: Unicon eLux 6.9
- 64-bit: Unicon eLux RP6 LTSR 2302.2 (as of Release 14.1.4)

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.

Published application mode and the scale to fit option are not supported.

## Cisco Anyconnect (Optional)

vpnsystem V4.5-1

# Requirements—Windows



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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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## 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 8.1 32-bit
- Microsoft Windows 8.1 64-bit
- Microsoft Windows 10 32-bit
- Microsoft Windows 10 64-bit
- Microsoft Windows 11 64-bit



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

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## 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 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 later
- Citrix Workspace App (ICA) for Windows 1808 and later



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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 and later  
(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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Cisco Jabber Softphone for VDI supports full-screen and windowed display for Windows and Linux thin clients in both VMWare and Citrix VDI environments.

# Version Support Strategy

- The Cisco Jabber for Windows and Cisco JVDI Agent major versions (N.A) must always match. However, the JVDI Client version can be the same, or up to two releases earlier (N-2 support).



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**Note** N.A-C denotes the range of major releases. x-z denotes the numbers of different maintenance releases. These numbers are used for example purposes only.

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For example, the following version combinations are supported within a release range:

- Cisco Jabber for Windows Release N.A(x), Cisco JVDI Agent Release N.A(y), and Cisco JVDI Client Release N.A(z)
- Cisco Jabber for Windows Release N.A(x), Cisco JVDI Agent Release N.A(y), and Cisco JVDI Client Release N.B(z)
- Cisco Jabber for Windows Release N.A(x), Cisco JVDI Agent Release N.A(y), and Cisco JVDI Client Release N.C(z)



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**Note** The above examples cover the supported range within a single major release. For a major release that starts at a new release number (for example, 14.0), the JVDI client is also supported on the two previous releases (for example, 12.9 and 12.8).

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The following version combinations are not supported within a release range:

- Cisco Jabber for Windows Release N.A(x), Cisco JVDI Agent Release N.A(y), and Cisco JVDI Client Release N.D(z)
- Cisco Jabber for Windows Release N.A(x), Cisco JVDI Agent Release N.B(y), and Cisco JVDI Client Release N.C(z)



## CHAPTER 3

# Limitations and restrictions

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- [General Limitations and Restrictions, on page 15](#)
- [Linux Limitations and Restrictions, on page 20](#)
- [MacOS Limitations and Restrictions, on page 21](#)
- [Windows Limitations and Restrictions, on page 21](#)

## General Limitations and Restrictions

### Accessory Call Control

Accessory call control (adjust call volume, answer or end phone calls, and mute audio) is supported for compatible headsets. Some other headsets provide basic functionality, but the accessory call control features do not work with Cisco Jabber Softphone for VDI. For a complete list of compatible headsets and other accessories, see [https://www.cisco.com/c/en/us/products/unified-communications/uc\\_endpoints\\_accessories.html](https://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html).

### Adjust Settings for Jabra Bluetooth Devices

Most Jabra Bluetooth devices introduce a short delay in bringing up the audio path (about 1 to 3 seconds). For supported Jabra Bluetooth devices, you can eliminate the delay by changing the device settings in Jabra Direct. For more information, visit the Jabra website.

#### Before you begin

Jabra Direct must be installed.

#### Procedure

---

- Step 1** Open Jabra Direct.
- Step 2** Click the Jabra device for which you want to modify the settings.
- Step 3** Click **Settings**.
- Step 4** Click to expand **Softphone (PC)**.

- Step 5** From the **Preferred softphone** list, select **Cisco Jabber**.
  - Step 6** Set **Open phone line** to On.
  - Step 7** Set **PC audio** to Off.
  - Step 8** Click **Apply**.
- 

## BFCP Share and Citrix Workspace App Protection

App Protection in supported releases of Citrix Workspace conflicts with BFCP shares in Cisco Jabber Softphone for VDI. For users to use BFCP share, App Protection must be disabled in Citrix Workspace.

## Call Preservation Mode

Cisco Jabber Softphone for VDI does not support Call Preservation, also known as “survivability”. If a network interruption occurs and Cisco Jabber goes into Call Preservation mode, the calls drop for VDI users.

## Camera Hot Swap

Cisco Jabber Softphone for VDI 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.

## Changes to Your Connection Method

You must always install Citrix or VMware before you install the JVDI Client. Therefore, you must reinstall the JVDI Client after one of the following changes:

### Linux platforms

- Upgrading Citrix or VMware
- Switching from Citrix to VMware, or from VMware to Citrix

### Windows and Mac platforms

- Switching from Citrix to VMware, or from VMware to Citrix

## Cisco Jabber Features

Cisco Jabber Softphone for VDI Release 14.0 supports all Cisco Jabber for Windows Release 14.0 features, except the following:

- Agent Greeting
- Application Sharing
- Audio device selection from the Hub Menu
- Cisco Headset Firmware Upgrade Notification (Linux)

- Cisco Sunkist 730 Headset Presence LED Syncs with Jabber (Linux)
- Cisco Unified Survivable Remote Site Telephony (SRST)
- Custom Contacts for Team Messaging Mode
- Far End Camera Control (FECC)
- Federal Information Processing Standard, Publication 140-2 (FIPS 140-2) and Information Assurance (IA) Compliance
- H.264 High Profile Support
- IM-only Screen Sharing
- Improved Video Resolution
- Cisco Jabber to Jabber Call
- Cisco Jabber desk phone video (display of video on the desktop when the thin client is connected to the user's desk phone)
- Kerberos and Common Access Card (CAC) with Single Sign On (SSO)  
Cisco Jabber Softphone for VDI does not support CAC, and supports Kerberos only with SSO.
- MRA Registration Failover
- PreferP2PDesktopShare (configuration parameter to prioritize person to person screen sharing over video sharing in the Cisco Jabber configuration file)
- Supervisor Barge
- Wireless Screen Sharing
- Whisper Announcements
- XMPP Federation for Team Messaging Mode

## Cisco Jabber Installed on the Thin Client

We recommend that you do not install Cisco Jabber on the thin clients. If you do install Cisco Jabber on the thin clients, ensure that users sign out of Cisco Jabber before they sign in to their hosted virtual desktops. Cisco Jabber Softphone for VDI works only with Cisco Jabber installed on the HVD.

## Cisco Media Services Interface and Dual VLAN

Cisco Media Services Interface (MSI) and Dual VLAN are not supported for this release.

## Echo Cancellation

Echo cancellation is enabled only for audio calls.

## GPU Passthrough

Cisco Jabber Softphone for VDI depends on the display adapter name to determine whether Cisco Jabber operates in VDI-optimized mode. Cisco Jabber Softphone for VDI supports only display adapter names that include the substring "Citrix" or "VMWare".

After you set up GPU passthrough to give the HVD direct access to the display adapter, the display adapter name doesn't include the required substring. Therefore, Cisco Jabber Softphone for VDI mistakenly identifies the deployment as non-VDI.

You can work around this issue by adding the following to the Windows registry on the HVDs:

```
[HKEY_CURRENT_USER\Software\Cisco Systems, Inc.\JVDI] "isVDIEnabled"="true"
```

After you edit the registry, restart Cisco Jabber.

## HDX RealTime Webcam with Citrix

Cisco Jabber Softphone for VDI does not support HDX Plug-n-Play for cameras. Citrix recommends using HDX Webcam for camera interactions.

## Jabra Firmware

Ensure that all Jabra devices are running the latest firmware. You can use Jabra Direct to update the firmware. For more information, visit the Jabra website.

## Jabber VDI Fallback Mode

Jabber VDI fallback mode offers short-term support for basic audio and video calls when VDI can't establish the virtual channel. Fallback mode supports standard calls and call recording. The full feature set isn't supported. For example, you can't forward a call that you're recording in fallback mode. Call quality is lower because of the server or network issues that cause the switch to fallback mode.

## Microphone Levels in Fallback Mode

Microphone levels are reset to 54% in VDI fallback mode when a user unplug and replugs a headset. This is a Citrix audio device mapping issue.

## Self View in Fallback Mode

In VDI fallback mode, the self view may not appear with Citrix HDX Web Camera, or VMware Virtual Webcam,

## Multiple Hosted Virtual Desktop Sessions

Cisco Jabber Softphone for VDI may not work as expected with multiple HVD sessions. The phone service connection should be unaffected but the video or self-view position might be incorrect when in a call or when previewing the video.



## Remote Display Protocol Support

Cisco Jabber Softphone for VDI supports only the following protocols:

- Citrix: ICA
- VMware: PC-over-IP (PCoIP) and VMware Blast Extreme

## Remote Problem Report Tool (PRT)

The remote PRT feature won't work when the virtual channel connection is broken.

## Single Session Hosted Virtual Desktop (Windows Server 2019)

This version of Cisco Jabber Softphone for VDI doesn't support Windows 2019 as a single session hosted virtual desktop (HVD). If Windows 2019 is a single-session desktop in the VMware VDI environment, use the following workaround when Jabber for Windows isn't running in VDI mode.

Add the following to the Windows registries on the HVD:

```
[HKEY_CURRENT_USER\Software\Cisco Systems, Inc.\JVDI] "isVDIEnabled"="true"
```

After you edit the registry, restart Cisco Jabber.

## SIP Profiles

When you create a Cisco Unified Client Services Framework (CSF) device, you specify a **SIP Profile** for the device. SIP profiles provide specific SIP information for the phone, such as registration and keepalive timers, media ports, and Do Not Disturb control.

You can use Certificate Authority Proxy Function (CAPF) to manage the phone certificates for the hosted desktop versions of Jabber for Windows. When you change the CAPF **Certificate Operation** from *No Pending Operation* to *Install/Upgrade*, the users must reset Jabber for Windows and sign in to complete the certificate installation.



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**Important** Do not choose **Authentication Mode** *By Null string* when using the Certificate Authority Proxy Function (CAPF).  
This setting breaks Cisco Jabber Softphone for VDI registration to Cisco Unified Communications Manager.

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## USB Camera Redirection Not Supported with VMware View

USB camera redirection is not supported with VMware View.

## Video Codec Performance

Software decoding relies heavily on the CPU. Estimated CPU usage for the Cisco JVDI Client with lower-end CPUs is as follows:

- 1.5Ghz, Dual core CPU—65% (55 to 75%)
- 1.5Ghz, Quad core CPU—35% (25 to 45%)

Use of a camera with a built-in hardware decoder reduces the load on the CPU.

## VMWare Support

Cisco Jabber Softphone for VDI 12.8 and later supports Display Scaling mode. Users should check their VMware Options menu and ensure that **Allow Display Scaling** is checked.

Cisco Jabber Softphone for VDI supports full-screen and windowed display for Windows and Linux thin clients in both VMWare and Citrix VDI environments.

## Voice Message Recording

In a Windows Server 2019 environment, Cisco Jabber Softphone for VDI may not be able to record a voice message. To fix this issue, check the microphone privacy settings on the HVD and allow apps to access the microphone if needed.

## Linux Limitations and Restrictions

### Duplicate Audio Devices

Cisco Jabber Softphone for VDI releases 12.9(3) and later show all of the available internal speakers and microphones. The interface may duplicated entries for input and output sources because of how devices are managed in the VDI environment.

### Presence Enhancement

The presence enhancement does not work on HP Thin Pro.

### Unsupported Citrix Workspace app feature

As of Citrix Workspace App for Linux 2112, you can enable a Citrix parameter, AudioRedirectionV4, to display all available local audio devices in a Citrix session with their names.

JVDI doesn't support this Citrix feature.

### Ubuntu on Wayland

JVDI client does not work under Wayland display server. JVDI currently supports Xorg / X11.

# MacOS Limitations and Restrictions

## Multiple Monitors

For MacOS, Cisco Jabber Softphone for VDI doesn't support multiple physical monitors under full screen mode. You must uncheck the "use all displays in full screen" setting in Citrix Workspace. This configuration supports full screen mode on the current display.

# Windows Limitations and Restrictions

## Multiple Monitors

For Windows, Cisco Jabber Softphone for VDI for VDI does not support multiple virtual monitors ("the monitor layout" function) in the Citrix Workspace App.





## CHAPTER 4

### Caveats

- [Bug Severity Levels, on page 23](#)
- [Search for Bugs, on page 24](#)
- [Resolved caveats in Release 14.1.4, on page 24](#)
- [Resolved caveats in Release 14.1.3, on page 24](#)
- [Resolved caveats in Release 14.1.2, on page 25](#)
- [Resolved caveats in Release 14.1.1, on page 25](#)
- [Resolved Caveats in Release 14.1, on page 25](#)

### Bug Severity Levels

Known defects, or bugs, have a severity level that indicates the priority of the defect. These release notes include the following bug types:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs except severity level 6 enhancement requests

Severity Level	Description
1 Catastrophic	Reasonably common circumstances cause the entire system to fail, or a major subsystem to stop working, or other devices on the network to be disrupted. No workarounds exist.
2 Severe	Important functions are unusable and workarounds do not exist. Other functions and the rest of the network is operating normally.
3 Moderate	Failures occur in unusual circumstances, or minor features do not work at all, or other failures occur but low-impact workarounds exist.  This is the highest level for documentation bugs.
4 Minor	Failures occur under very unusual circumstances, but operation essentially recovers without intervention. Users do not need to install any workarounds and performance impact is tolerable.

Severity Level	Description
5 Cosmetic	Defects do not cause any detrimental effect on system functionality.
6 Enhancement	Requests for new functionality or feature improvements.

## Search for Bugs

To search for bugs not listed here, use the Bug Search Tool.

### Procedure

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- Step 1** To access the Bug Search Tool, go to <https://tools.cisco.com/bugsearch/search>.
- Step 2** Sign in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the **Search for** field, then press **Enter**. Alternatively, you can search by product and release.
- For more information, select **Help** at the top right of the Bug Search page.
- 

## Resolved caveats in Release 14.1.4

See the [Jabber release notes](#) for resolved caveats in Jabber for Windows.

Caveat ID	Severity	Description
<a href="#">CSCwb80658</a>	3	VDI module should ignore the order change of TFTP Server or CCMCIP Server. The fix for this issue requires you to upgrade the HVD to Jabber for Windows version 14.1.5 or later.
<a href="#">CSCwd95193</a>	3	User A logs out of session but leaves Jabber up in VDI. User B logs in and CPU spikes.
<a href="#">CSCwf28064</a>	3	Jabber in VDI using CPU (around 5-10% per VDI) while in Idle state. The fix for this issue requires you to upgrade the HVD to Jabber for Windows version 14.1.5 or later.

## Resolved caveats in Release 14.1.3

See the [Jabber release notes](#) for resolved caveats in Jabber for Windows.

Caveat ID	Severity	Description
<a href="#">CSCwd21433</a>	3	Screen flickering when Jabber is running (Linux platform)

Caveat ID	Severity	Description
<a href="#">CSCwd21535</a>	3	Jabber VDI 14.0.1 on Linux issue with mute/unmute from Jabra headset when in Zoom meeting
<a href="#">CSCwd50790</a>	3	Unable to collect PRT remotely on Jabber VDI from CUCM (All thin client platforms)
<a href="#">CSCwd63866</a>	3	JVDI Client 14.0.3 on Linux freezes or crashes when failing to connect to PulseAudio
<a href="#">CSCwd85202</a>	3	Jabber VDI 14.1 on eLux Digital Signature Certificate has expired (Debian package)

## Resolved caveats in Release 14.1.2

See the [Jabber release notes](#) for resolved caveats in Jabber for Windows.

Caveat ID	Severity	Description
<a href="#">CSCwb80658</a>	3	VDI module should ignore the order change of TFTP Server or CCMCIP Server.
<a href="#">CSCwc14388</a>	3	Jabber VDI for Mac OS Virtual Channel fails when using Citrix Workspace 2111 or 2201
<a href="#">CSCwc36902</a>	3	Can not switch Softphone / Hardphone. It hangs
<a href="#">CSCwc26870</a>	4	Phone service for Jabber VDI disconnecting randomly

## Resolved caveats in Release 14.1.1

See the [Jabber release notes](#) for resolved caveats in Jabber for Windows.

Caveat ID	Severity	Description
<a href="#">CSCwb00609</a>	3	Jabber 14.1 Windows JVDI client call control freezing with contact center call flows
<a href="#">CSCwb53316</a>	3	Jabber Softphone Mute Behavior Does Not Match that Of Cisco 532 Headset on JVDI

## Resolved Caveats in Release 14.1

Caveat ID	Severity	Description
<a href="#">CSCvy80559</a>	3	Jabber VDI video Black Screen - version 14

<b>Caveat ID</b>	<b>Severity</b>	<b>Description</b>
<a href="#">CSCvz44805</a>	3	Jabber For Windows Becomes Slow to Respond During Large CMS Conferences
<a href="#">CSCvz75206</a>	3	Jabber JVDI deployment - grey video
<a href="#">CSCvz79812</a>	3	Jabber fails to login immediately after logout
<a href="#">CSCwa33411</a>	3	Unable to disable screen sharing in Jabber VDI
<a href="#">CSCwa38601</a>	3	jabber on vdi generating prt will timeout
<a href="#">CSCwa75037</a>	3	JabberVDI for macOS overwrites login key chains