



Release Notes for Cisco Virtualization Experience Media Engine for Windows Release 9.7

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Introduction to Virtualization Experience Media Engine

Cisco Virtualization Experience Media Engine (VXME) extends the Cisco collaboration experience to virtual deployments. With supported versions of Cisco Jabber for Windows or Cisco UC Integration™ for Microsoft Lync, users can send and receive phone calls on their hosted virtual desktops (HVD). The VXME software routes all audio and video streams directly from one endpoint to another, without going through the HVD.

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

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

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

<http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-release-notes-list.html>

Build Number

The product build number for this release of Cisco VXME Utilities is 9.7.1.287.

New in This Release

This is the first release of Cisco Virtualization Experience Media Engine (VXME) for Windows.

Virtualization Experience Media Engine Copyright

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Installation and Upgrade Notes

You can use the following overview to plan your deployment, or use it as an installation checklist. For more details, see the deployment guide for your release of Cisco Virtualization Experience Media Engine for Windows.

Table 1: Overview of Installation and Deployment Tasks

	Step	Details
1	Set up the endpoints and configure them.	See the documentation for the endpoints.

	Step	Details
2	Install the Citrix Receiver or VMware Horizon View Client on the endpoints.	<p>See the documentation for your Citrix or VMware product.</p> <ul style="list-style-type: none"> • Citrix: http://www.citrix.com • VMware: https://www.vmware.com
3	Install the Cisco Virtualization Experience Media Engine software on the endpoints.	<p>See the “Install Cisco Virtualization Experience Media Engine for Windows” section in the deployment guide for your release of Cisco Virtualization Experience Media Engine for Windows.</p>
4	Install Cisco VXME Utilities and Cisco Jabber for Windows or Cisco UC Integration for Microsoft Lync on the hosted virtual desktop (HVD).	<p>See the “Install Cisco VXME Utilities” section of the deployment guide for your release of Cisco Virtualization Experience Media Engine for Windows.</p> <p>See the <i>Cisco Jabber for Windows Installation and Configuration Guide</i> Cisco Jabber for Windows Installation and Configuration Guide for your release: http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html</p> <p>See the <i>Administration Guide for Cisco UC Integration for Microsoft Lync</i> for your release: http://www.cisco.com/c/en/us/support/unified-communications/uc-integration-tm-microsoft-lync/products-installation-guides-list.html</p> <p>Important Multiple registrations to the Cisco Unified Communications Manager are not supported. To help prevent multiple registrations, Cisco recommends that you create only one HVD for each user.</p>
5	Add users and devices on the Cisco Unified Communications Manager.	<p>See the following sections in the deployment guide for your release of Cisco Virtualization Experience Media Engine for Windows:</p> <ul style="list-style-type: none"> • “Create a CSF Device and Directory Number for Each User” • “Associate New Devices with User” • “Enable CTI Protocol for Users”
6	Set up users on the Cisco Unified Communications Manager for Cisco Jabber Unified Communications features, such as Cisco Unified Communications Manager IM and Presence Service and Cisco WebEx integration.	<p>See the server setup guide for your release of Cisco Jabber for Windows: http://www.cisco.com/en/US/products/ps12511/prod_installation_guides_list.html</p> <p>See the <i>Administration Guide for Cisco UC Integration for Microsoft Lync</i> for your release: http://www.cisco.com/c/en/us/support/unified-communications/uc-integration-tm-microsoft-lync/products-installation-guides-list.html</p>
7	Ensure that users know how to access the user guides.	<p>See the “Links to Documentation” section of the deployment guide for your release of Cisco Virtualization Experience Media Engine for Windows.</p>
8	Open the required ports in all firewalls.	<p>See the “Port Usage” section of the deployment guide for your release of Cisco Virtualization Experience Media Engine for Windows.</p>

Registry Keys

The Virtualization Experience Media Engine installation program checks to ensure that either the Citrix Receiver or the VMware Horizon Client is already installed on the repurposed 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\\"

Languages

Cisco VXME and Cisco VXME Utilities installation programs, and Device Selector are localized in following languages:

<ul style="list-style-type: none">• Arabic• Catalan• ChineseSimplified• ChineseTraditional• Czech• Danish• Dutch• English(US)• Finnish• French• German• Greek• Hebrew	<ul style="list-style-type: none">• Italian• Japanese• Korean• Norwegian• Polish• PortugueseBrazil• PortuguesePortugal• Russian• Spanish• Swedish• Thai• Turkish
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Finding Documentation

Provide the following URL for the user documentation to your users:

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

You can place a shortcut on the thin client desktop. You can also add the link to the Citrix landing page or to the VMware Horizon View pre-login banner.

For a complete list of documentation for your release, see the *Deployment Guide for Cisco Virtualization Experience Media Engine for Windows*, located here: http://www.cisco.com/en/US/products/ps12862/prod_installation_guides_list.html.

Important Notes

Multiple Registrations

A Client Services Framework (CSF) device user can register with the Cisco Unified Communications Manager from only one client at a time. Multiple registrations from multiple clients with the same CSF device are not supported.

**Note**

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

Cisco also recommends that you create only one hosted virtual desktop (HVD) for each user. A user signing in to multiple HVDs and instances of Unified Communications clients results in multiple registrations.

Echo Cancellation

Echo cancellation is enabled only for audio calls.

Logitech UC Keyboard K725-C

Enhanced functions (for Unified Communications) are available only in Cisco Unified Communications environments. To use these functions, users must be signed in to their Cisco Unified Communications client (Cisco Jabber or Cisco UC Integration™ for Microsoft Lync).

If users do not set up their Cisco Unified Communications client (Cisco Jabber or Cisco UC Integration™ for Microsoft Lync) with their Cisco Unity credentials for voicemail, or if they use a third-party voicemail system, the message waiting indicator on the keyboard may not be in sync with Cisco Jabber or Cisco UC Integration™ for Microsoft Lync.

Jabra Bluetooth Audio Devices

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

Adjust Settings for Jabra Bluetooth Devices

Before You Begin

Jabra PC Suite must be installed.

Procedure

-
- Step 1** Open the Jabra Control Center.
- Step 2** Click the Jabra device for which you want to modify the settings.
- Step 3** Click **Softphone (PC)**.
- Step 4** Check the **Open phone line on undock** check box.
- Step 5** Under **PC audio control**, click **Automatic**.
- Step 6** From the Softphone Vendor list, select **Other**.
- Step 7** Click **Apply**.
-

Camera Hot Swap

Cisco Virtualization Experience Media Engine establishes video quality at the start of a call. If you start a call with one of the supported HD cameras, and then switch to a standard-definition camera, video quality is affected. We recommend that you switch cameras between calls.

Logitech WebCam C920-C

The Logitech WebCam features omnidirectional microphones. The Cisco Virtualization Experience Media Engine (VXME) virtual environment does not use these microphones.

System Requirements

Component	Requirements
Microsoft Windows-based thin client hardware	<ul style="list-style-type: none">• Installed RAM 2 GB• Free Physical Memory 128 MB• 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 <p>Note Cisco Virtualization Experience Media Engine (VXME) for Windows does not require the Microsoft .NET Framework or any Java modules.</p>

Component	Requirements
Microsoft Windows-based thin client OS	<ul style="list-style-type: none"> • 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
Hosted virtual desktop OS (server-side)	<ul style="list-style-type: none"> • 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
Connection broker for the hosted virtual desktop	<ul style="list-style-type: none"> • Citrix XenDesktop 5.5, 5.6, 7.0, or 7.1 • Citrix Xenapp 6.0, 6.5, 6.5 FP1, and 6.5 FP2 published desktops • VMware View (PCoIP) 5.1 • VMware Horizon View (PCoIP) 5.2 or 5.3 <p>Important Before you install Cisco VXME, you must install the Citrix Receiver for Windows 4.1 or VMware Horizon View Client for Windows 2.2.0 or 2.3.0 on the repurposed PC.</p>

Component	Requirements
Cisco Unified Communications client on the hosted virtual desktop	<p>Cisco Jabber for Windows or Cisco UC Integration for Microsoft Lync 9.7(x) running on the hosted virtual desktop (HVD).</p> <p>Cisco VXME is compatible with all 9.7(x) Cisco Jabber for Windows, or Cisco UC Integration for Microsoft Lync versions. All client features that are supported for the current release of VXME are supported for future 9.7(x) Jabber and UC Integration for Microsoft Lync releases.</p> <p>Note Cisco Jabber desktop share, Jabber desk phone video (display of video on desktop when the thin client is connected to the user's desk phone), and Cisco Unified Survivable Remote Site Telephony (SRST) are not supported with Cisco Virtualization Experience Media Engine.</p> <p>For complete information about virtual environment compatibility, see the <i>Virtual Environments</i> sections in <i>Installation and Configuration Guide for Cisco Jabber for Windows</i> and in <i>Installation and Configuration Guide for Cisco UC Integration for Microsoft Lync</i> for your release.</p>
Cisco Unified Communications Manager	Cisco Unified Communications Manager 8.5, 8.6, 9.0, 9.1, or 10.0
Accessories	<ul style="list-style-type: none"> • Logitech Webcam C920-C • Logitech UC Keyboard K725-C • Logitech Mouse M525-C • Jabra Handset 450 for Cisco • Jabra Speak 450 for Cisco <p>For a complete list of compatible accessories, see the <i>Cisco Approved Audio and Video Accessories</i> data sheet at https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/virtualization-experience-media-engine/data_sheet_c78-702849.html.</p>

Related Topics

[Installation and Configuration Guides for Cisco Jabber for Windows](#)

[Installation and Configuration Guides for Cisco UC Integration for Microsoft Lync](#)

Caveats

Known caveats, defects, or bugs, have a severity level that indicates the priority of the bug. Development managers usually define bug severity. Severity helps the product team focus on bug fixes for future releases and prioritize fixes.

The following table describes bug severity levels:

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

Search for Bugs

Bug Classification

Known defects, or bugs, have a severity level that indicates the priority of the defect. Development managers usually define bug severity. Severity helps the product team focus on bug fixes for future releases and prioritize fixes.

The following table describes bug severity levels:

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

Search for Bugs

Use the **Bug Search** page to obtain more information about a bug.

- 1 Go to <https://tools.cisco.com/bugsearch>.
- 2 Sign in with your Cisco.com user ID and password.
- 3 Enter a bug ID or specify search parameters.

For more information, select **Help** at the top right of the **Bug Search** page.

Open Caveats

For more information about any of these bugs, you can use the **Bug Search** page, or click the corresponding link in the following table.

Identifier	Headline
CSCuj46752	Self View button on call strip not greyed out if no camera plugged in
CSCuo95518	"Start/Stop my video" is present if camera is not plugged in
CSCuq28689	Video not scaled properly in video option tab
CSCuq35552	Plantronics plugin file is not removed after VXME uninstall
CSCuq37201	Plantronics C320 - Audio unmuted after third click on UC headset control
CSCur06861	User has to switch to full screen to display self view
CSCur35395	Speaker volume on call strip not working
CSCur84926	Microphone volume changes on Audio TAB not applied

Troubleshooting

Problem Report

If users encounter a problem with Cisco Jabber or Cisco UC Integration™ for Microsoft Lync, they can create a problem report. If Cisco Jabber or Cisco UC Integration™ for Microsoft Lync encounters a problem and must close, the the problem-reporting tool starts automatically, so that the user can create a problem report. Users can also generate a problem report from the Windows Start menu, if Cisco Jabber or Cisco UC Integration™ for Microsoft Lync is not running.

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.

**Important**

If there is a problem with the virtual channel, or if Cisco Jabber or Cisco UC Integration™ for Microsoft Lync is not running, the problem report does not include logs from the thin client. For more information, see [Virtual Channel Problem](#), on page 11.

**Tip**

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

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. To work around an issue with the virtual channel, you can collect the logs from %LOCALAPPDATA%\Cisco\VXME on the thin client. Users can still use the PRT to gather the logs from the hosted virtual desktop. You can submit the logs to the Cisco Technical Assistance Center, along with the logs that you collected manually from the thin client.

Create a Problem Report After a Client Error

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

Procedure

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

Create a Problem Report from the Help Menu

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

Procedure

-
- Step 1** Select **Help > Report a problem**.
 - Step 2** Select a problem area, and then click **Next**.
 - Step 3** Enter a short description of the problem, and then click **Next**.
 - Step 4** (Optional) To include a memory dump file, check the **Include memory dump** check box, and then click **Attach File**.

Include a memory dump if Cisco Jabber, Cisco UC Integration™ for Microsoft Lync, or Device Selector crashes.

Step 5 In the **Open** dialog box, select the memory dump file, and then click **Open**.

Step 6 Click **Save Report**.

Note If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.

Step 7 In the **Save As** dialog box, choose the location to which you want to save the problem report.

Step 8 Send the file to your system administrator.

Create a Problem Report from the Windows Start Menu

If you cannot sign in to Cisco Jabber or Cisco UC Integration™ for Microsoft Lync, you can create a problem report from the **Microsoft Windows Start** menu on the hosted virtual desktop. Only use this procedure if you cannot sign in to Cisco Jabber or Cisco UC Integration™ for Microsoft Lync because the problem report does not include the logs from the thin client.

Procedure

Step 1 Select **Start > All Programs > Cisco Systems, Inc > Report a problem**.
For Cisco UC Integration™ for Microsoft Lync, select **Start > All Programs > Cisco Systems, Inc > Report a problem**.

Step 2 Select a problem area, and then click **Next**.

Step 3 Enter a short description of the problem, and then click **Next**.

Step 4 (Optional) To include a memory dump file, check the **Include memory dump** check box, and then click **Attach File**.
Include a memory dump if Cisco Jabber, Cisco UC Integration™ for Microsoft Lync, or Device Selector crashes.

Step 5 In the **Open** dialog box, select the memory dump file, and then click **Open**.

Step 6 Click **Save Report**.

Note If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.

Step 7 In the **Save As** dialog box, choose the location to which you want to save the problem report.

Step 8 Send the file to your system administrator.

Lost Call Control After Network Failure

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

Possible Cause This problem can occur if the PC loses network connectivity.

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

Lost Call After HVD Disconnection

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

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

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

Camera Not Detected by Device Selector

Problem After you plug in a camera for the first time, or plug a camera into a different USB port, Device Selector does not detect the camera.

Possible Cause This problem can occur because the Microsoft Windows operating system on the PC can take longer to detect a device the first time you plug it in.

Solution Wait for the operating system on the PC to detect the camera and finish installing the drivers. Unplug the camera from the PC and then plug it back in.

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