



## **Administration Guide for Cisco Webex Meetings Virtual Desktop Software Release 40.11**

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## CHAPTER

# 1

# Cisco Webex Meetings Virtual Desktop Software

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- [Cisco Webex Meetings Virtual Desktop Software](#) , on page 1
- [Architecture of the Cisco Webex Meetings Virtual Desktop Software](#), on page 1

## Cisco Webex Meetings Virtual Desktop Software

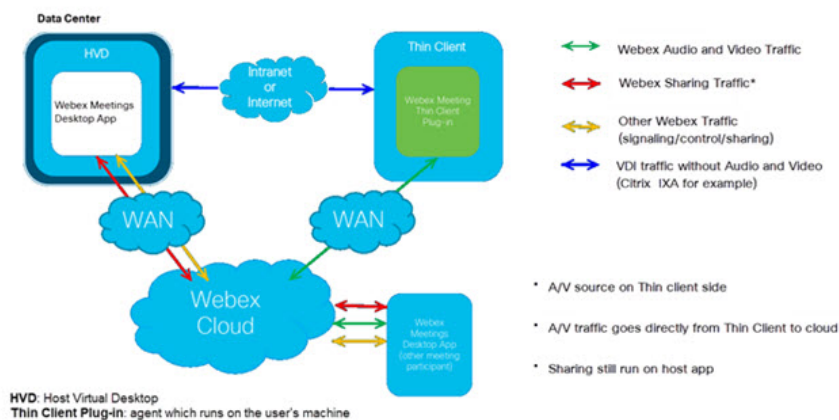
Virtual desktop infrastructure (VDI) technology lets you deploy and manage users' desktops in an on-premises or cloud data center. Using thin clients, your users connect to their hosted virtual desktops in the data center. A thin client can be a traditional PC, or a thin-client device. This centralized approach can help to lower costs, and to improve operations and security.

The Cisco Webex Meetings application provides an enhanced experience in VDI environments. If it must travel through the data center, the additional bandwidth required for audio and video can cause a bottleneck. The application improves performance by routing all audio and video streams directly between the thin client and Webex Meetings cloud.

## Architecture of the Cisco Webex Meetings Virtual Desktop Software

The Webex Meetings Virtual Desktop Software provides the same architecture components as a video device.

## High Level Architecture





## CHAPTER 2

# Requirements

- [Requirements—Microsoft Windows, on page 3](#)
- [Requirements—Ubuntu, on page 4](#)
- [Requirements—Unicon eLux, on page 5](#)
- [Requirements—iGel, HP ThinPro, and Dell Wyse Thin OS, on page 6](#)

## Requirements—Microsoft Windows

To deploy the Webex Meetings Virtual Desktop App version WBS40.11, ensure that your deployment meets the following requirements:

### Software in the Data Center

- Citrix Desktop (formerly Citrix XenDesktop): 7.15 LTSR and 7.16, 7.17, and 7.18 (Windows only)



**Note** XenApp is now known as Citrix Virtual App and XenDesktop is known as Citrix Desktop.

This release supports only Citrix Desktop.

OR

VMware Horizon 7 version 7.6, 7.7, 7.8, 7.9, 7.10, or 7.11



**Note** VMware Horizon HTML Access is not supported for this release.

- Windows 8 and 10 on the hosted virtual desktops (HVD)

### Citrix (on Thin Client)

Citrix Workspace App (formerly Citrix Receiver)—any version that supports Citrix Desktop 7.15, 7.16, 7.17, or 7.18.

**VMware (on Thin Client)**

VMware Horizon Client for Windows versions 5.0, 5.1, 5.2, 5.3, or 5.5.

**Hardware**

All thin clients that run Microsoft Windows 10, and that meet following minimum requirements:

- Processor: AMD Embedded G-Series GX-420GI Radeon R7E 2.00GHz Cores 2  
Memory: 4G
- Processor: 6th Generation Intel Core i5-6500TE processor  
Memory: 4G

**Cisco Tested Thin Clients**

- HP t630
- HP t730
- Dell Optiplex 7060
- Lenovo ThinkCentre M710q

# Requirements—Ubuntu

To deploy the Webex Meetings Virtual Desktop App version WBS40.8, ensure that the following requirements are met:

**Software in the Data Center**

- Citrix Desktop (formerly Citrix XenDesktop): 7.15 LTSR and 7.16, 7.17, and 7.18 (Windows only)

**Note**

XenApp is now known as Citrix Virtual App and XenDesktop is known as Citrix Desktop.

This release supports only Citrix Desktop.

- Windows 8 and 10 on the hosted virtual desktops (HVD)

**Citrix Software (on Thin Client)**

Citrix Workspace App (formerly Citrix Receiver): any versions that supports Citrix Desktop 7.15, 7.16, 7.17, and 7.18

**Hardware**

All hardware Thin Clients that run Ubuntu 16.04 64-bit, and meet the following minimum requirements:

- Processor: AMD Embedded G-Series GX-420GI Radeon R7E 2.00GHz Cores 2

Memory: 4G

- Processor: 6th Generation Intel Core i5-6500TE processor

Memory: 4G

#### Cisco Tested

- HP t630
- HP t730
- Dell Optiplex 7060
- Lenovo ThinkCentre M710q

## Requirements—Unicon eLux

To deploy the Webex Meetings Virtual Desktop App version WBS40.8, ensure that the following requirements are met:

#### Software in the Data Center

- Citrix Virtual Desktop (formerly Citrix XenDesktop): 7.15 LTSR and 7.16, 7.17, and 7.18
- Windows 8 and 10 on the hosted virtual desktops (HVD)



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**Attention**

Citrix XenApp is not supported in this release.

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#### Citrix Software (on Thin Client)

Citrix Workspace App (formerly Citrix Receiver): any versions that supports Citrix Desktop 7.15 LTSR, 7.16, 7.17, or 7.18.

Recommended version: Citrix Receiver 4.12.0 and later.

#### Hardware

All hardware Thin Clients that run eLux 6.5.2000 64-bit, and meet the following minimum requirements:

- Processor: AMD Embedded G-Series GX-420GI Radeon R7E 2.00GHz Cores 2

Memory: 4G

- Processor: 6th Generation Intel Core i5-6500TE processor

Memory: 4G

#### Cisco Tested Thin Clients

- HP t630

- HP t730

## Requirements—iGel, HP ThinPro, and Dell Wyse Thin OS

The Cisco Webex Meetings Virtual Desktop Plugin comes preinstalled for supported iGel, HP ThinPro, & Dell Wyse Thin OS versions.

### Supported HP Thin Clients

#### HP t740 Thin Client

OS: ThinPro 7.1/ThinPro 7.2

CPU: AMD Ryzen Embedded V1756B with Radeon Vega Gfx, quad core 3.25GHz

Minimum Memory:4G

#### HP mt46 Mobile Thin Client

OS: ThinPro 7.1/ThinPro 7.2

CPU: AMD Ryzen 3 PRO 4450U with Radeon Graphics, quad core 2.50GHz

Minimum Memory: 8G

#### HP t640 Thin Client

OS: ThinPro 7.1/ThinPro 7.2

CPU: AMD Ryzen Embedded R1505G with Radeon Vega Gfx, dual core 2.40GHz

Minimum Memory:4G

#### HP mt22 Mobile Thin Client

OS: ThinPro 7.1/ThinPro 7.2

CPU: Intel(R) Celeron(R) CPU 5205U, dual core 1.90GHz

Minimum Memory:8G

#### HP t730 Thin Client

OS: ThinPro 7.1/ThinPro 7.2

CPU: AMD RX-427BB with AMD Radeon R7 Graphics, quad core 2.70GHz

Minimum Memory:4G





## CHAPTER 3

# Install the Cisco Webex Meetings Virtual Desktop Software

- [Feature Toggle](#), on page 7
- [Enable Cisco Webex Meetings for VDI](#), on page 7
- [Installation Workflow](#), on page 8
- [Install the Cisco Webex Meetings Virtual Desktop Plugin on the Thin Clients—Microsoft Windows](#), on page 9
- [Install the Webex Meetings Virtual Desktop Plugin on the Thin Clients—Ubuntu](#), on page 14
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## Feature Toggle

### Test the Virtual Desktop Infrastructure (VDI) Plugin

To test the VDI plugin for a few users, enable the native VDI feature by adding the following registry Key to their Hosted Virtual Desktops (HVD).

**Key:** Computer\HKEY\_CURRENT\_USER\Software\WebEx\NativeVDI

**Value:**

Name	Type	Data
VDIFeatureEnabled	REG_DWORD	1 - Enabled, 0 - Disabled, others - Ignore

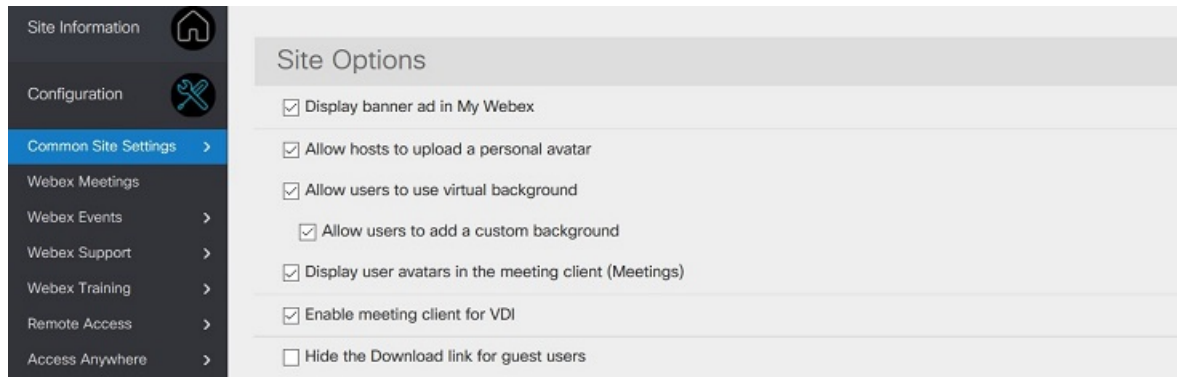
## Enable Cisco Webex Meetings for VDI

After you finish testing, you can use Site Administration or Control Hub to enable VDI site-wide.

We recommend that you wait until all VDI users on your site have the thin-client plugin installed. Because the Webex Meetings App looks for the plugin, enabling this toggle adds to the join time for meetings. This toggle doesn't affect non-VDI users or their join meeting times. If the feature toggle isn't on, Webex Meetings App doesn't look for the thin client, and the media continues to route through your datacenter.

## Procedure

- Step 1** Sign in to Site Administration or Control Hub and go to **Configuration > Common Site Settings > Options**.
- Step 2** In the **Site Options** section, check **Enable meeting client for VDI**.



The option is unchecked by default. If you don't see the option in Site Administration or Control Hub, contact Cisco to have the feature toggle turned on.

# Installation Workflow

Use this procedure to install the Cisco Webex Meetings Virtual Desktop Software components.

## Before you begin

Set up and test the Citrix or VMware connection between the thin clients and the hosted virtual desktops (HVD).

For more information about installation and configuration, see the documentation for your Citrix or VMware solution.

## Procedure

- Step 1** On the thin clients, install the Cisco Webex Meetings Virtual Desktop Plugin.
- The Cisco Webex Meetings Virtual Desktop Plugin is available for the following operating systems:
- [Install the Cisco Webex Meetings Virtual Desktop Plugin on the Thin Clients—Microsoft Windows](#)
  - [Install the Webex Meetings Virtual Desktop Plugin on the Thin Clients—Ubuntu](#)
  - [Install the Webex Meetings Virtual Desktop Plugin on the Thin Clients—Unicon eLux](#)

Follow the installation procedure for your thin client OS.

**Attention** The Cisco Webex Meetings Virtual Desktop Plugin comes preinstalled for supported iGel, HP ThinPro, & Dell Wyse Thin OS versions.

**Step 2** On the HVDs, [Install the Webex Meetings App on the Hosted Virtual Desktops](#).

# Install the Cisco Webex Meetings Virtual Desktop Plugin on the Thin Clients—Microsoft Windows



**Important** Always install the plugin after you install or update your Citrix or VMware solution.

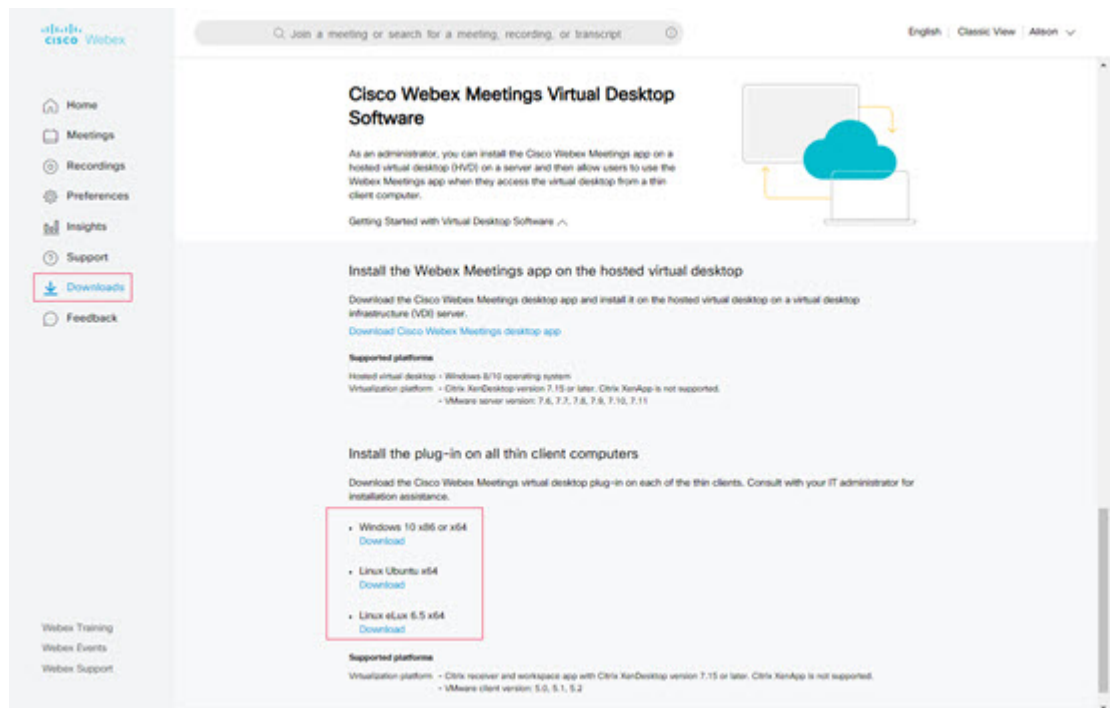
## Before you begin

Install your Citrix or VMware software.

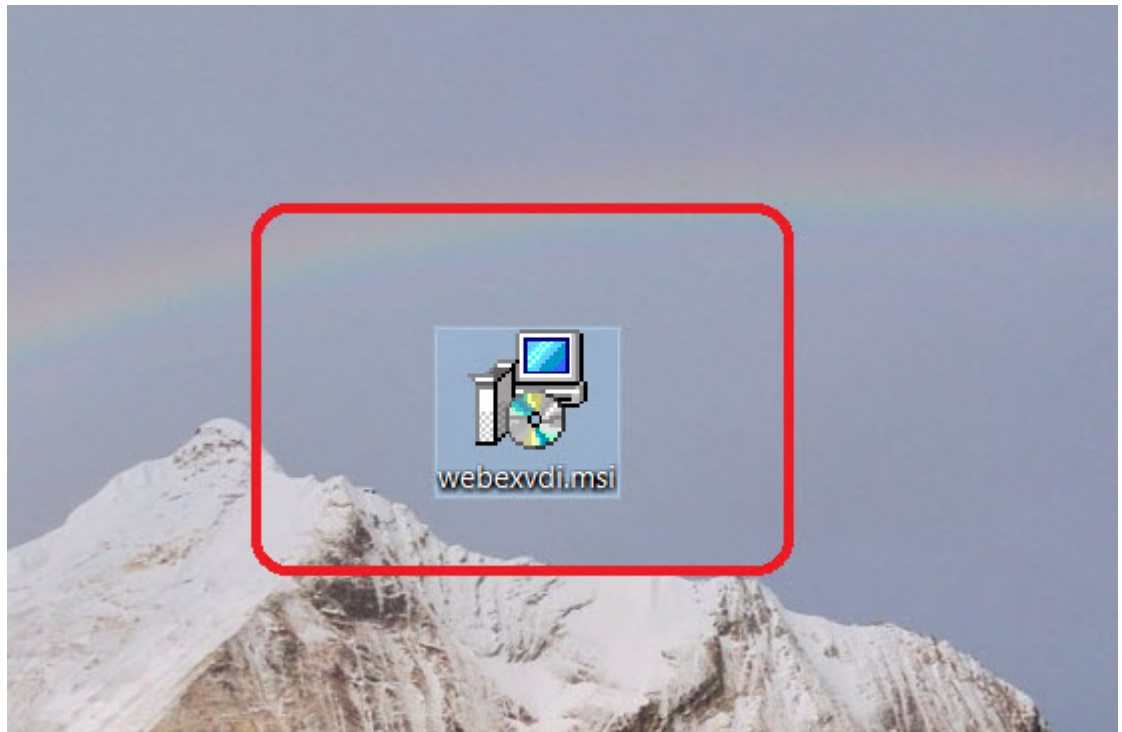
## Procedure

**Step 1** Download the Cisco Webex Meetings Virtual Desktop Plugin for Windows.

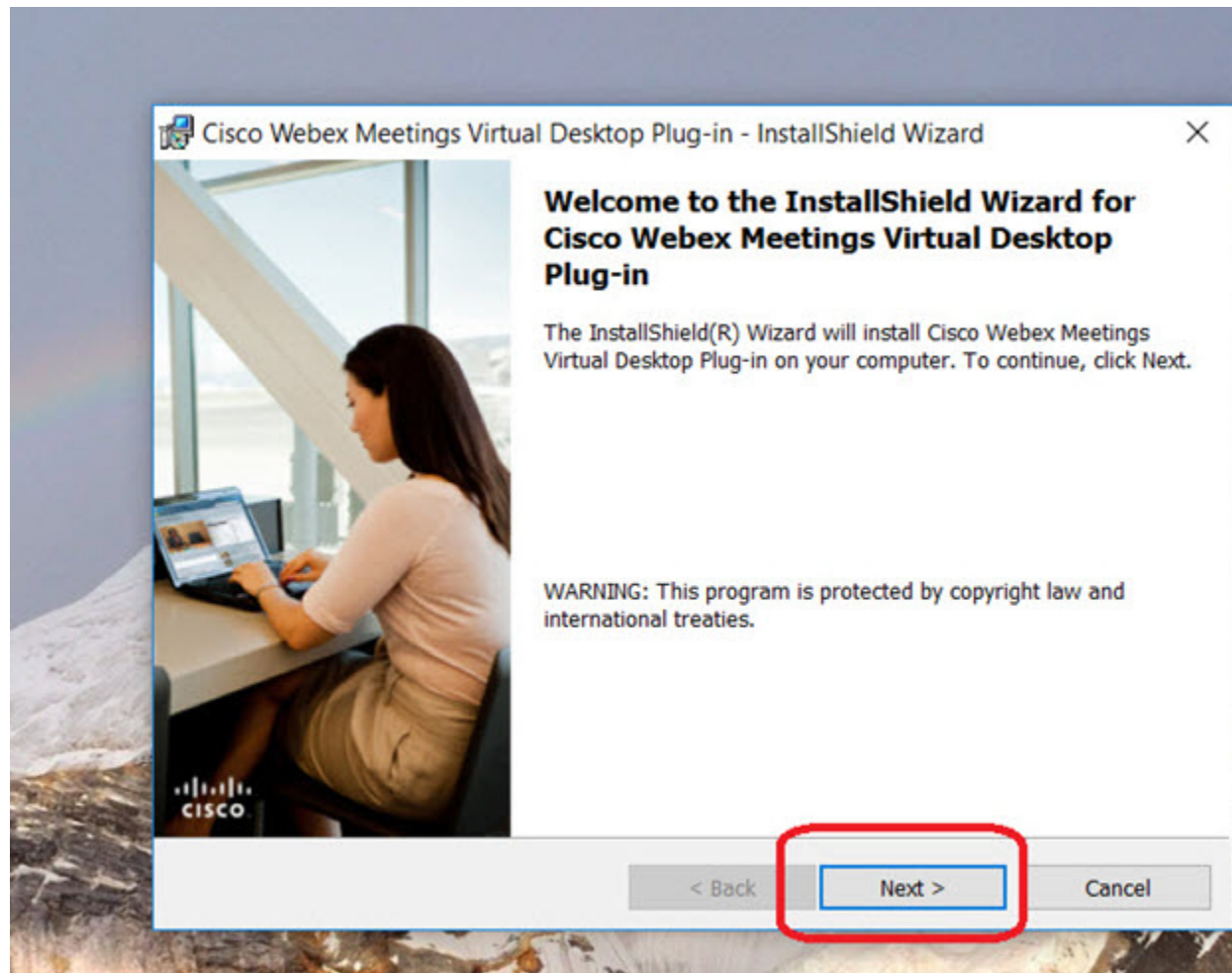
- a) Download `webexvdi.msi` from  
<https://<sitename>.webex.com/webappng/sites/<sitename>/dashboard/download>  
Replace `<sitename>` with your company name.



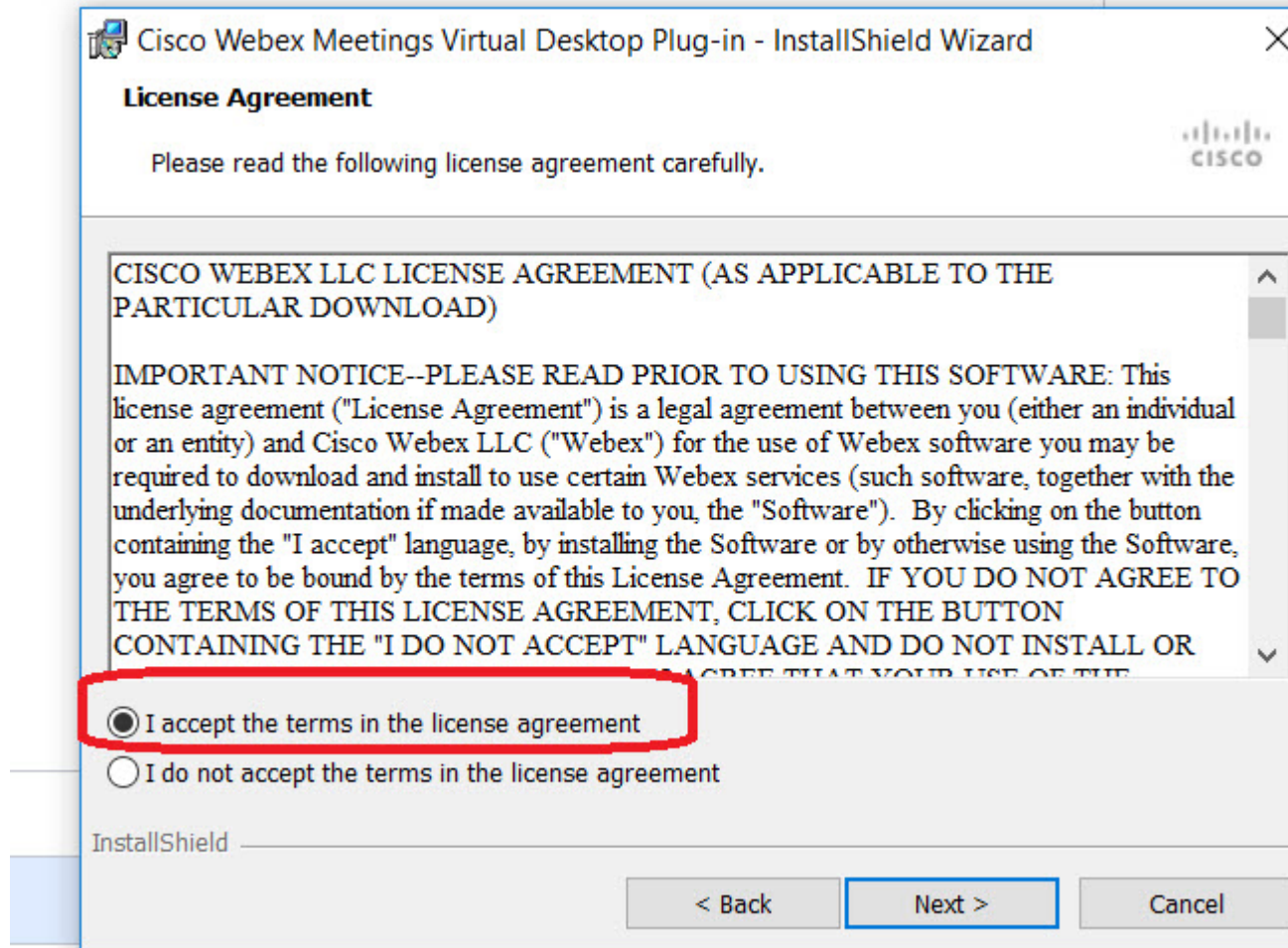
- b) After you download the plugin, install it by double-clicking the `webexvdi.msi` file, or run the command as an administrator.



**Step 2** Click **Next**.

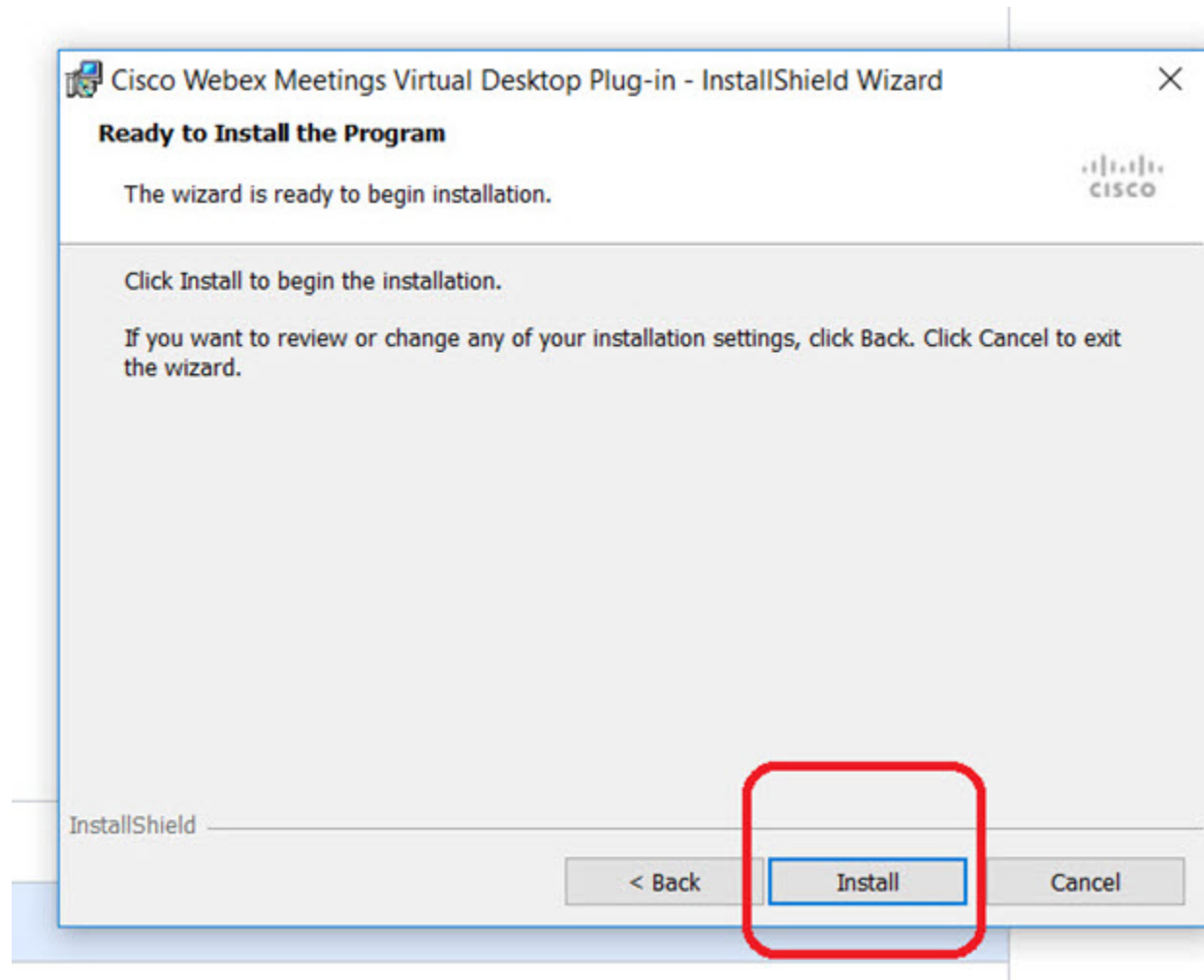


**Step 3** Review and accept the license agreement.

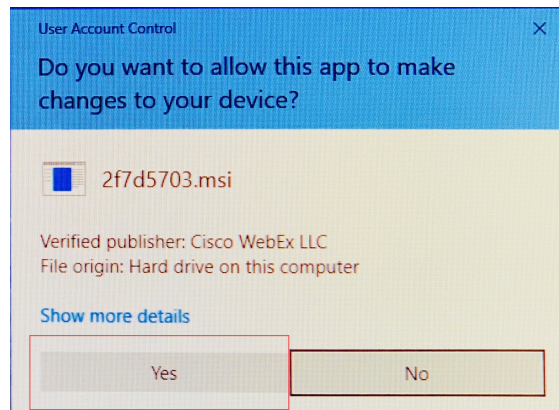


**Step 4** Click **Install**.

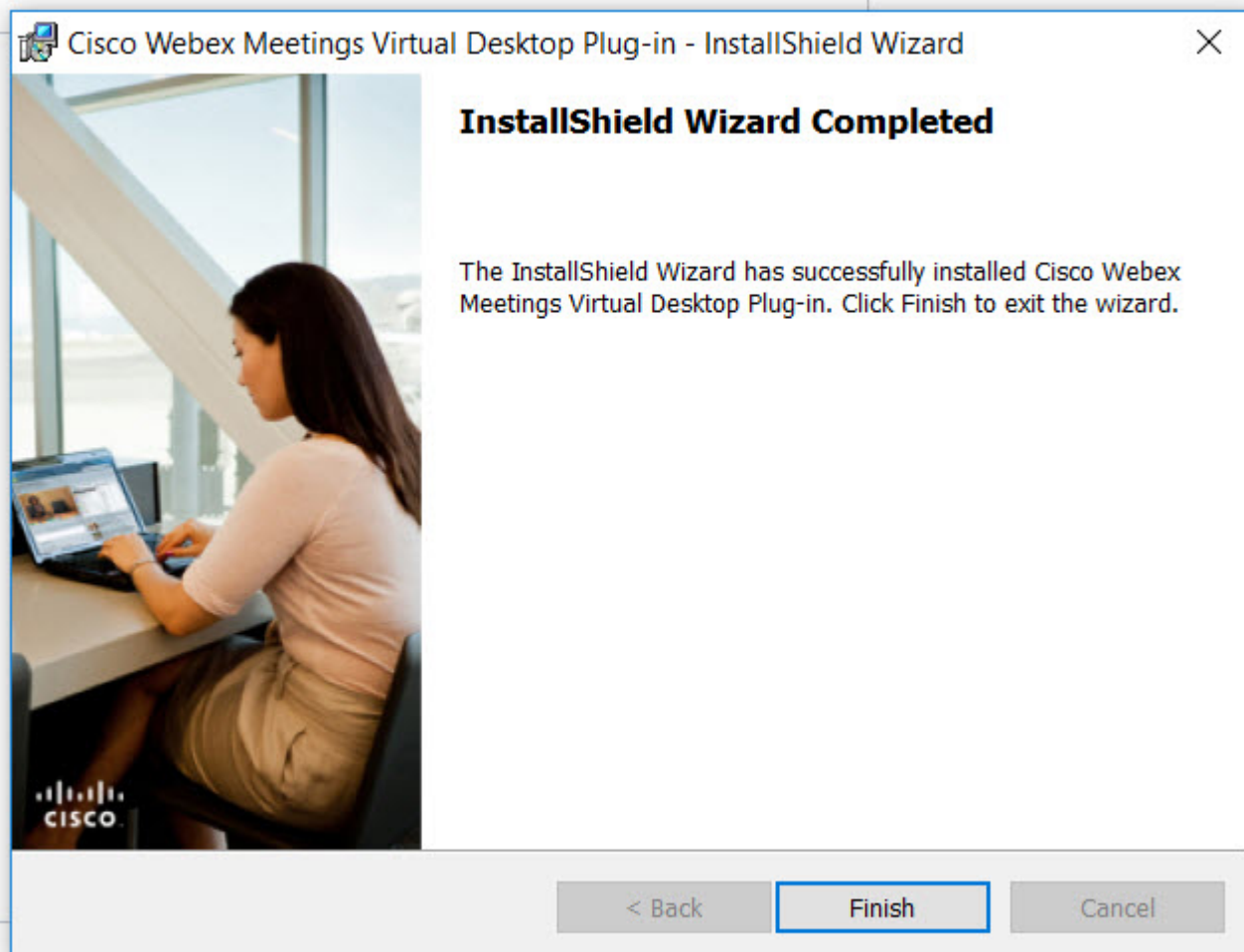




**Step 5** Click **Yes** on the pop-up dialog box to permit the installation.



**Step 6** Click **Finish** to complete the plugin installation.



## Install the Webex Meetings Virtual Desktop Plugin on the Thin Clients—Ubuntu

### Procedure

- Step 1** Download the Cisco Webex Meetings Virtual Desktop Plugin for Ubuntu.

<https://<sitename>.webex.com/webappng/sites/<sitename>/dashboard/download>

Replace <sitename> with your company name.



The screenshot shows the Cisco Webex Meetings Virtual Desktop Software installation page. The left sidebar contains navigation links: Home, Meetings, Recordings, Preferences, Insights, Support, Downloads, and Feedback. The main content area is titled 'Cisco Webex Meetings Virtual Desktop Software' and includes instructions for administrators. A diagram on the right shows a cloud icon connected to a server and a laptop. The page is in English, Classic View, and the user is Allison.

**Cisco Webex Meetings Virtual Desktop Software**

As an administrator, you can install the Cisco Webex Meetings app on a hosted virtual desktop (HVD) on a server and then allow users to use the Webex Meetings app when they access the virtual desktop from a thin client computer.

Getting Started with Virtual Desktop Software ^

**Install the Webex Meetings app on the hosted virtual desktop**

Download the Cisco Webex Meetings desktop app and install it on the hosted virtual desktop on a virtual desktop infrastructure (VDI) server.

[Download Cisco Webex Meetings desktop app](#)

**Supported platforms**

Hosted virtual desktop - Windows 8/10 operating system  
 Virtualization platform - Citrix XenDesktop version 7.15 or later. Citrix XenApp is not supported.  
 - VMware server version: 7.6, 7.7, 7.8, 7.9, 7.10, 7.11

**Install the plug-in on all thin client computers**

Download the Cisco Webex Meetings virtual desktop plug-in on each of the thin clients. Consult with your IT administrator for installation assistance.

- Windows 10 x86 or x64  
[Download](#)
- Linux Ubuntu x64**  
[Download](#)
- Linux eLux 6.5 x64  
[Download](#)

**Supported platforms**

Virtualization platform - Citrix receiver and workspace app with Citrix XenDesktop version 7.15 or later. Citrix XenApp is not supported.  
 - VMware client version: 5.0, 5.1, 5.2

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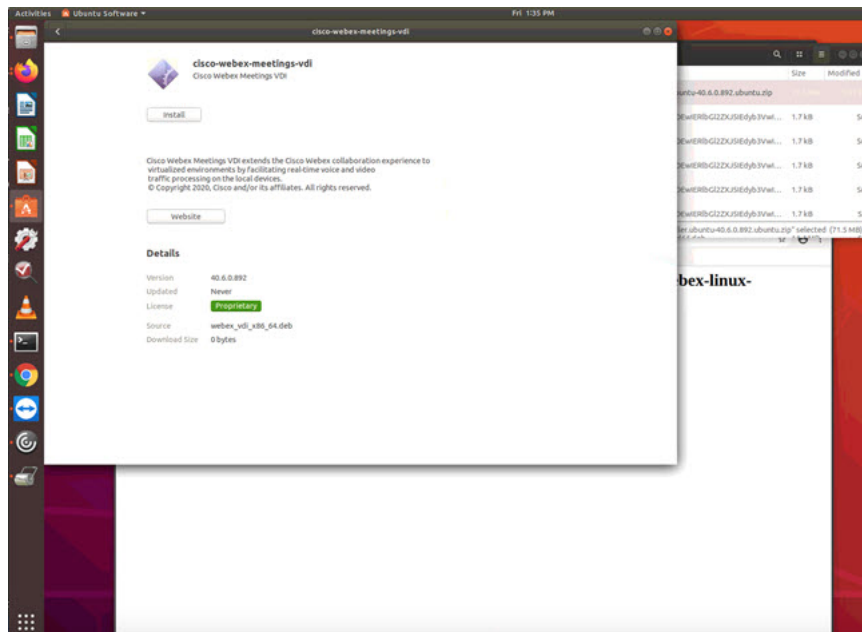
**Step 2** Select the Ubuntu installer and download the file.

Depending on your browser settings, the file downloads to the **Downloads** folder or to the folder of your choice.

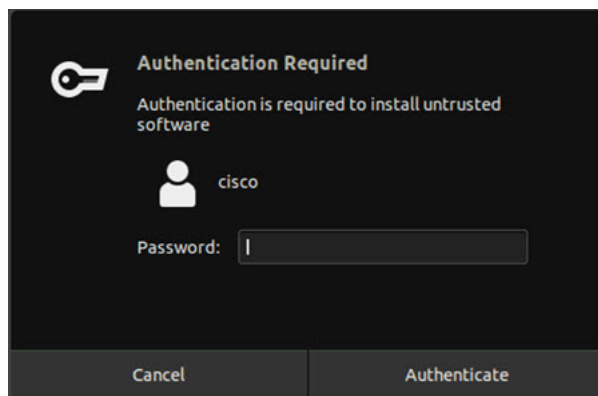
**Step 3** From the **Downloads** folder, extract the .zip file.

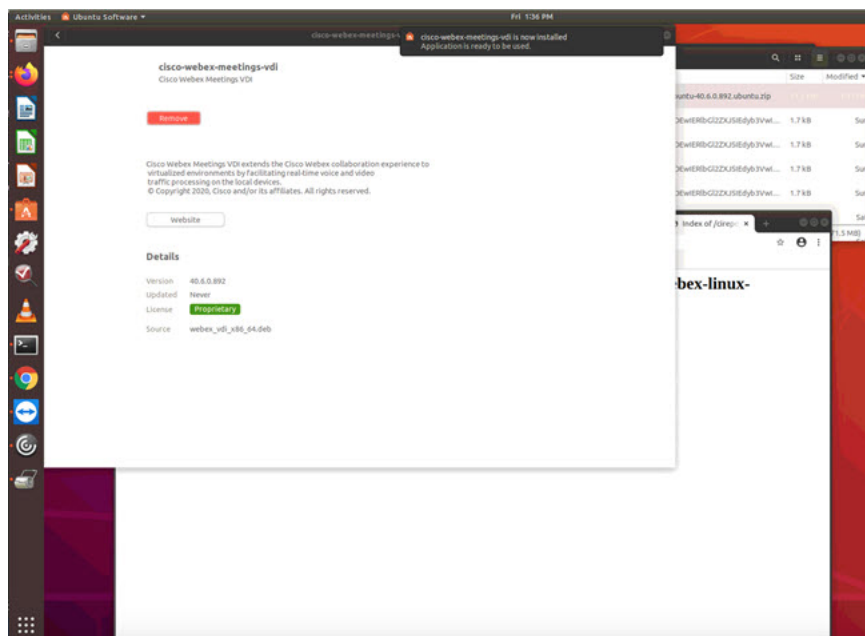
**Step 4** Double-click the .deb file and then click **Install** to proceed with the installation.

## Install the Webex Meetings Virtual Desktop Plugin on the Thin Clients—Ubuntu



**Step 5** Enter your user name and password and click **Authenticate**.





After the system reboots, the newly-installed upgrade is ready to use.

## Install the Webex Meetings Virtual Desktop Plugin on the Thin Clients—Unicon eLux

The follow procedure requires familiarity with Scout ELIAS. For more information about how to use Scout ELIAS, see the documentation available from Unicon eLux.

### Procedure

**Step 1** Download the Cisco Webex Meetings Virtual Desktop Plugin for eLux.

- a. <https://<sitename>.webex.com/webappng/sites/<sitename>/dashboard/download>

Replace <sitename> with your company name.

## Install the Webex Meetings Virtual Desktop Plugin on the Thin Clients—Unicon eLux

**Cisco Webex Meetings Virtual Desktop Software**

As an administrator, you can install the Cisco Webex Meetings app on a hosted virtual desktop (HVD) on a server and then allow users to use the Webex Meetings app when they access the virtual desktop from a thin client computer.

Getting Started with Virtual Desktop Software ^

**Install the Webex Meetings app on the hosted virtual desktop**

Download the Cisco Webex Meetings desktop app and install it on the hosted virtual desktop on a virtual desktop infrastructure (VDI) server.

[Download Cisco Webex Meetings desktop app](#)

**Supported platforms**

Hosted virtual desktop - Windows 8/10 operating system  
 Virtualization platform - Citrix XenDesktop version 7.15 or later, Citrix XenApp is not supported.  
 - VMware server version: 7.6, 7.7, 7.8, 7.9, 7.10, 7.11

**Install the plug-in on all thin client computers**

Download the Cisco Webex Meetings virtual desktop plug-in on each of the thin clients. Consult with your IT administrator for installation assistance.

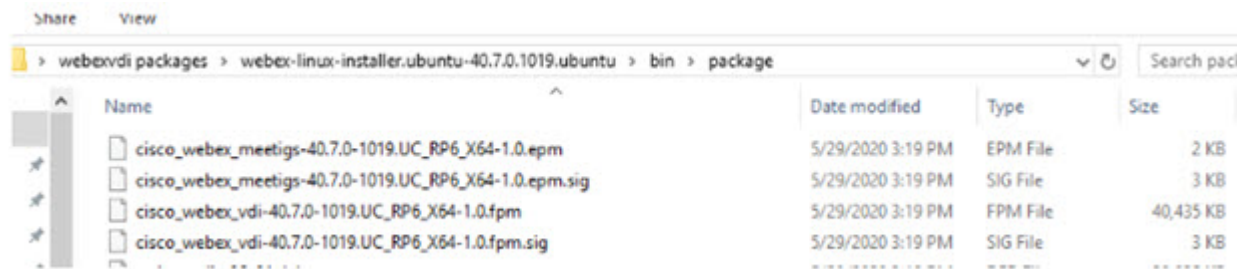
- Windows 10 x86 or x64  
[Download](#)
- Linux Ubuntu x64  
[Download](#)
- Linux eLux 6.5 x64**  
[Download](#)

**Supported platforms**

Virtualization platform - Citrix receiver and workspace app with Citrix XenDesktop version 7.15 or later, Citrix XenApp is not supported.  
 - VMware client version: 5.0, 5.1, 5.2

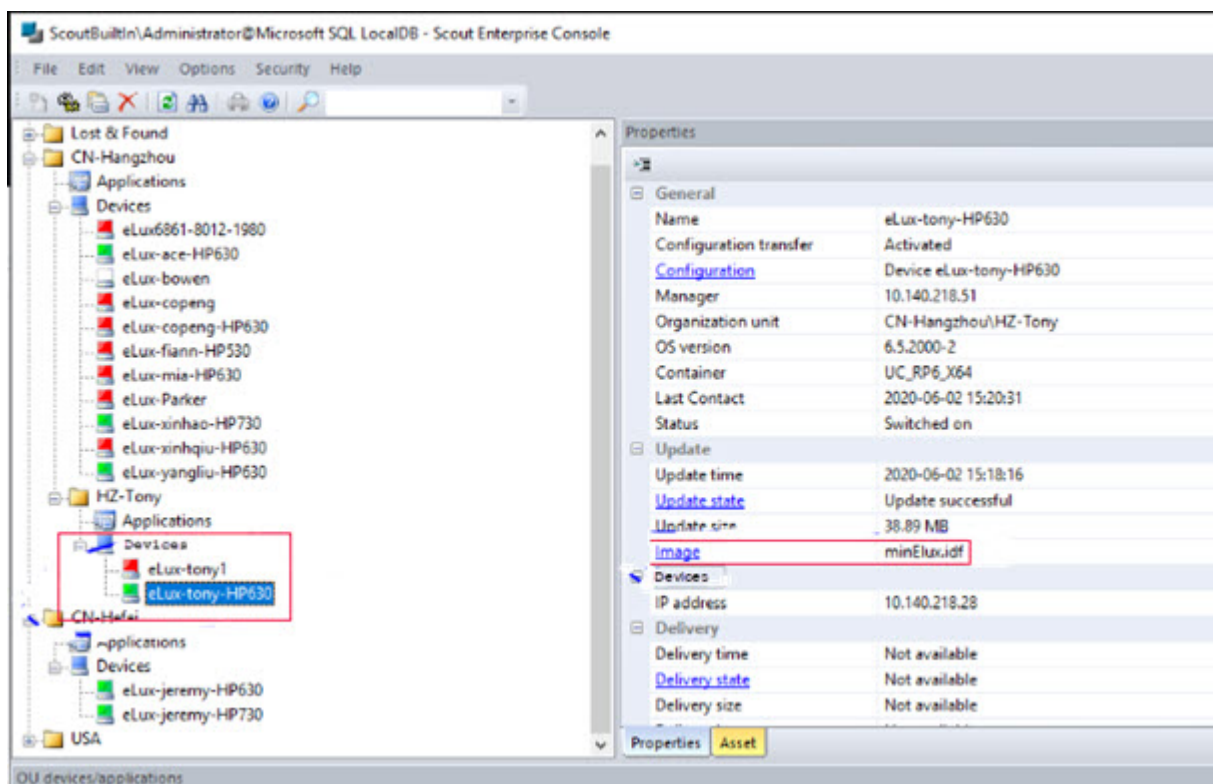
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- b. Unzip the package to extract the file.

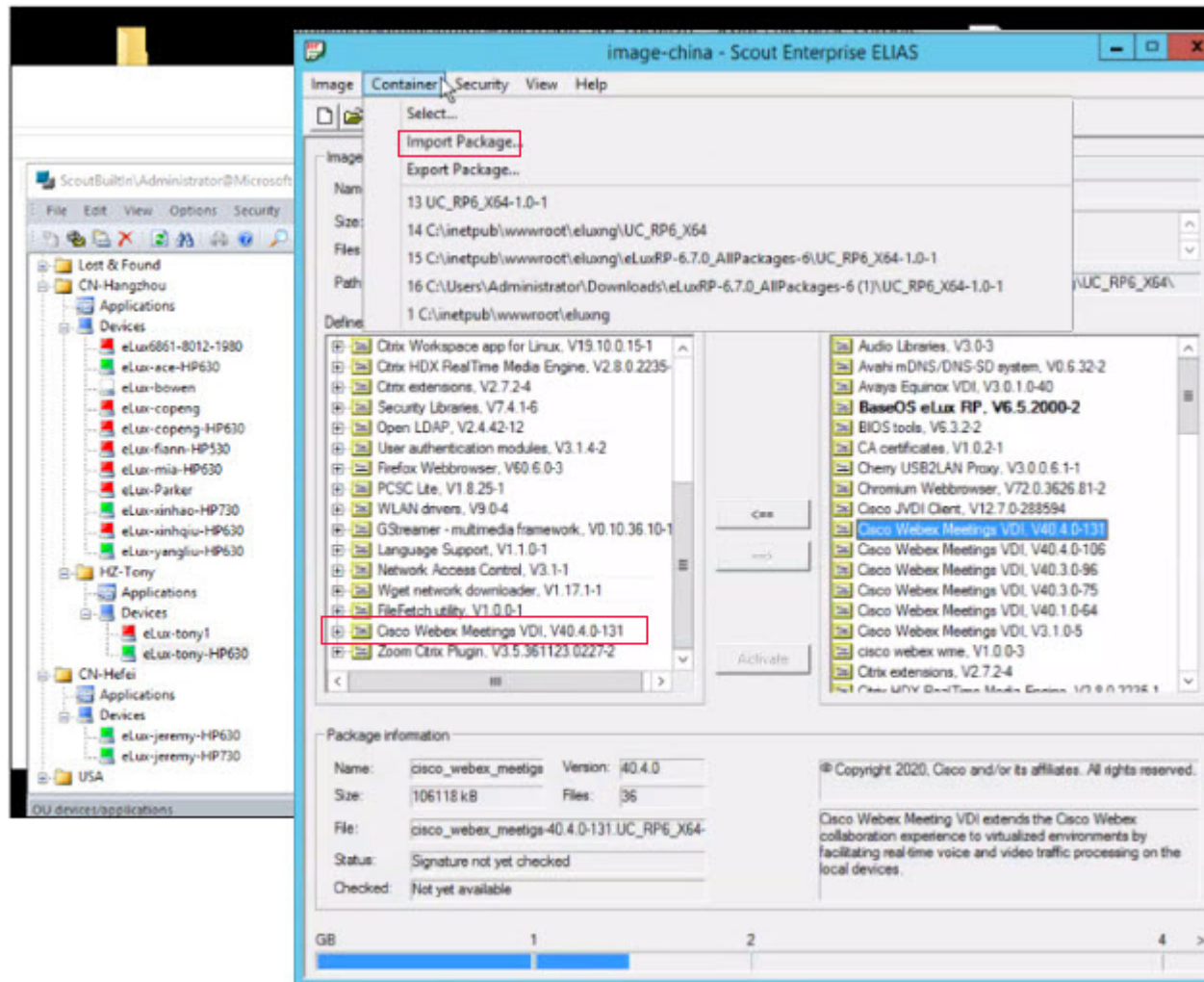


**Step 2** Import this package through Scout ELIAS.

- Select the eLux file from Devices.
- Edit the .idf file.

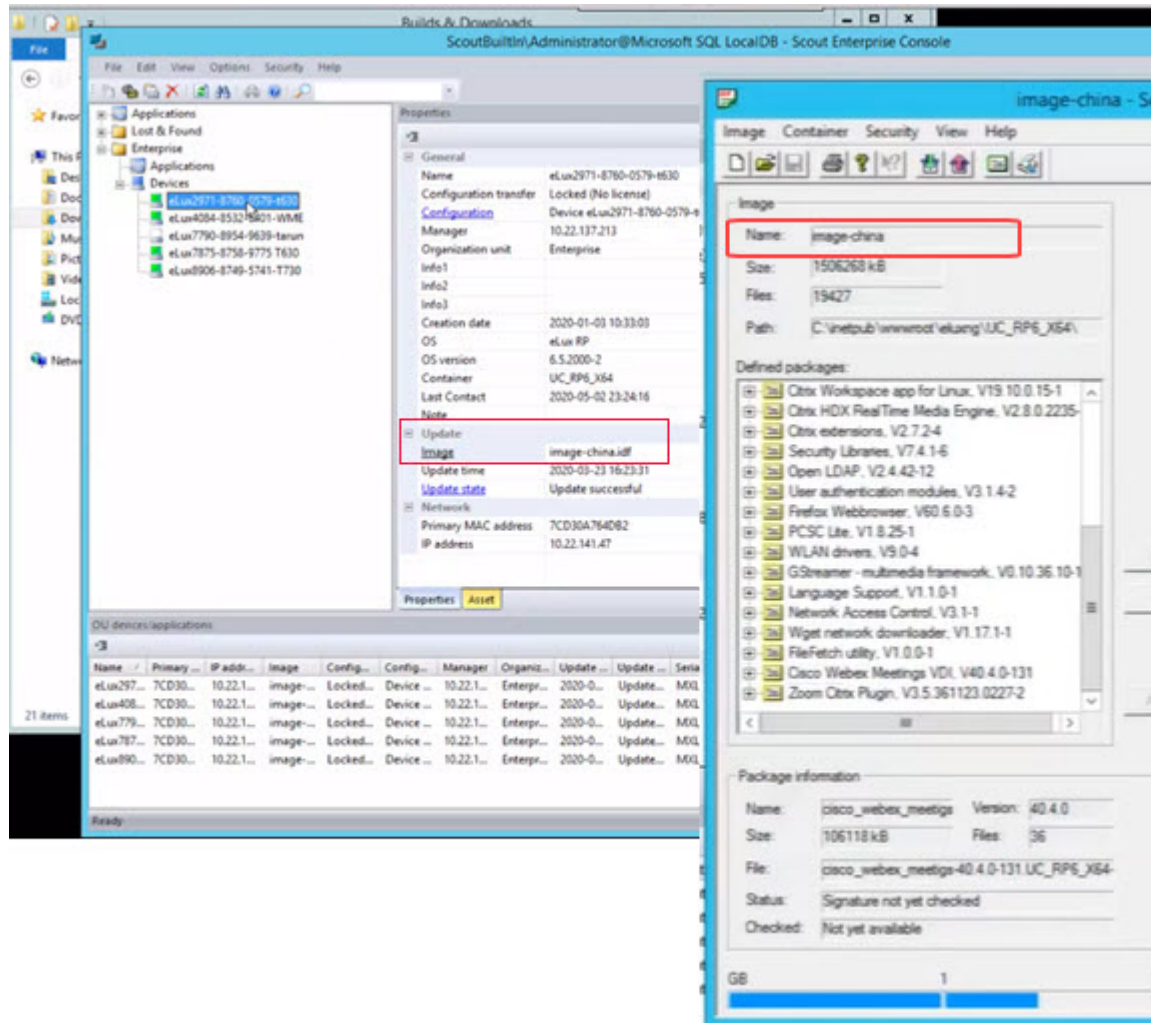


- c. From the Container select **Import Packages** and add the Cisco Webex VDI File from the Available Package to the Defined Packages column.



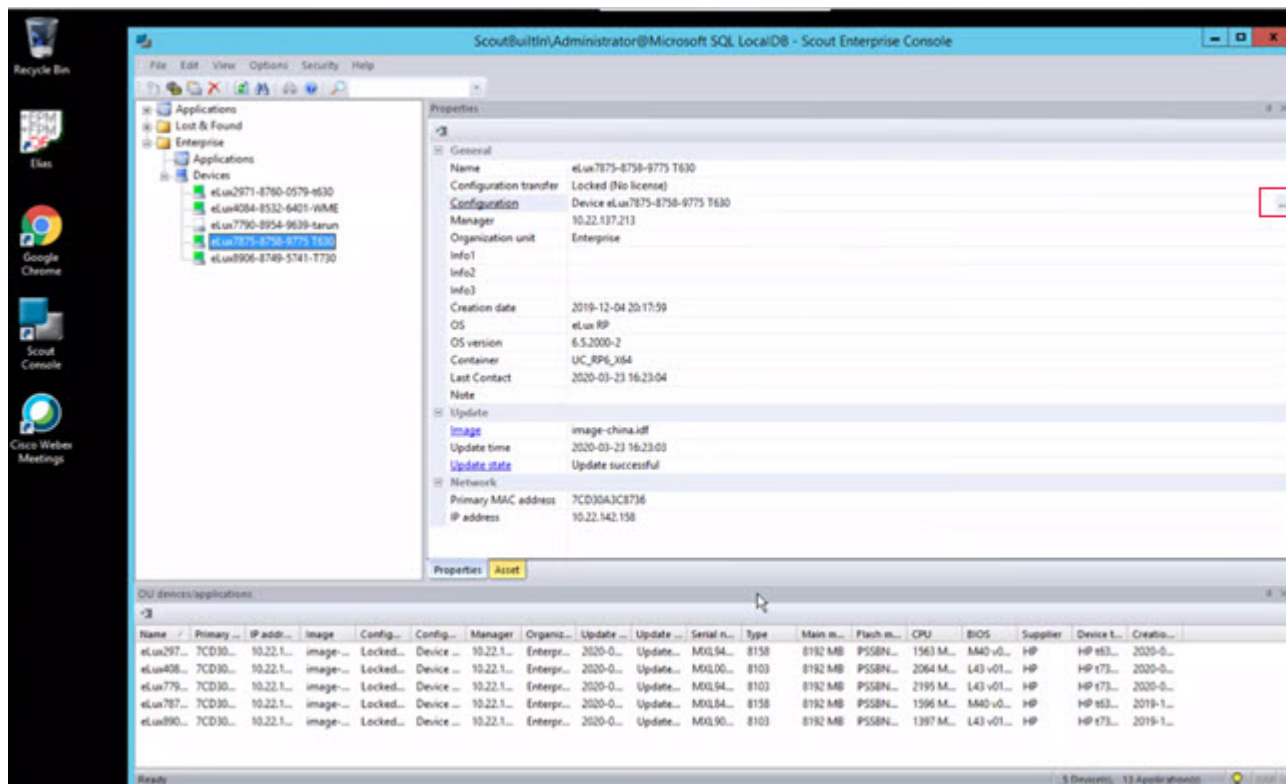


**Note** The name of the package must match the name in the local data base.

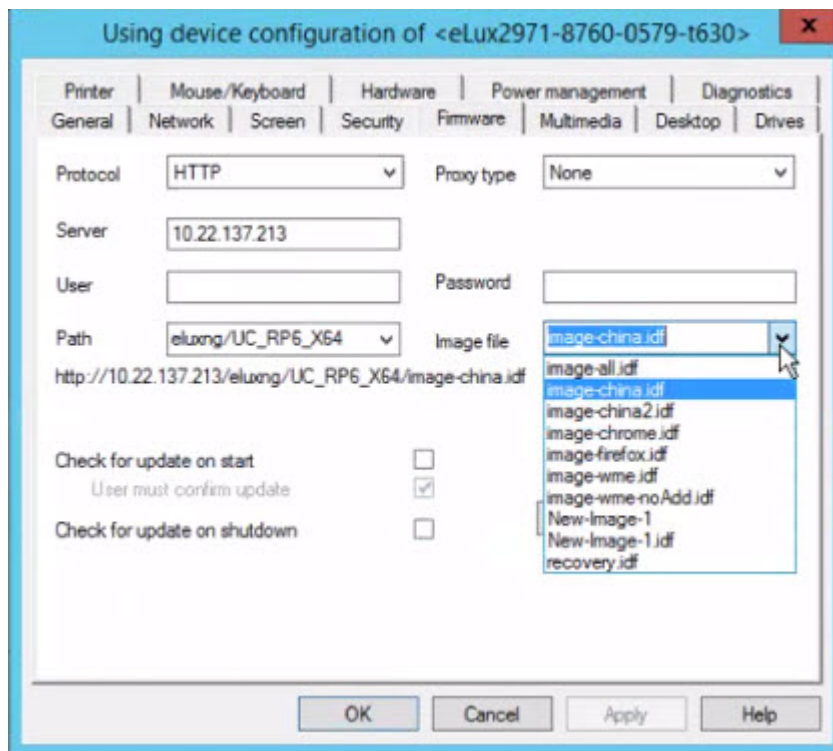


**Step 3** To select the name of the package click the dots... near Configuration.

## Install the Webex Meetings Virtual Desktop Plugin on the Thin Clients—Unicon eLux



**Step 4** Select the **Firmware** tab and from the drop-down option select the **Image** file.

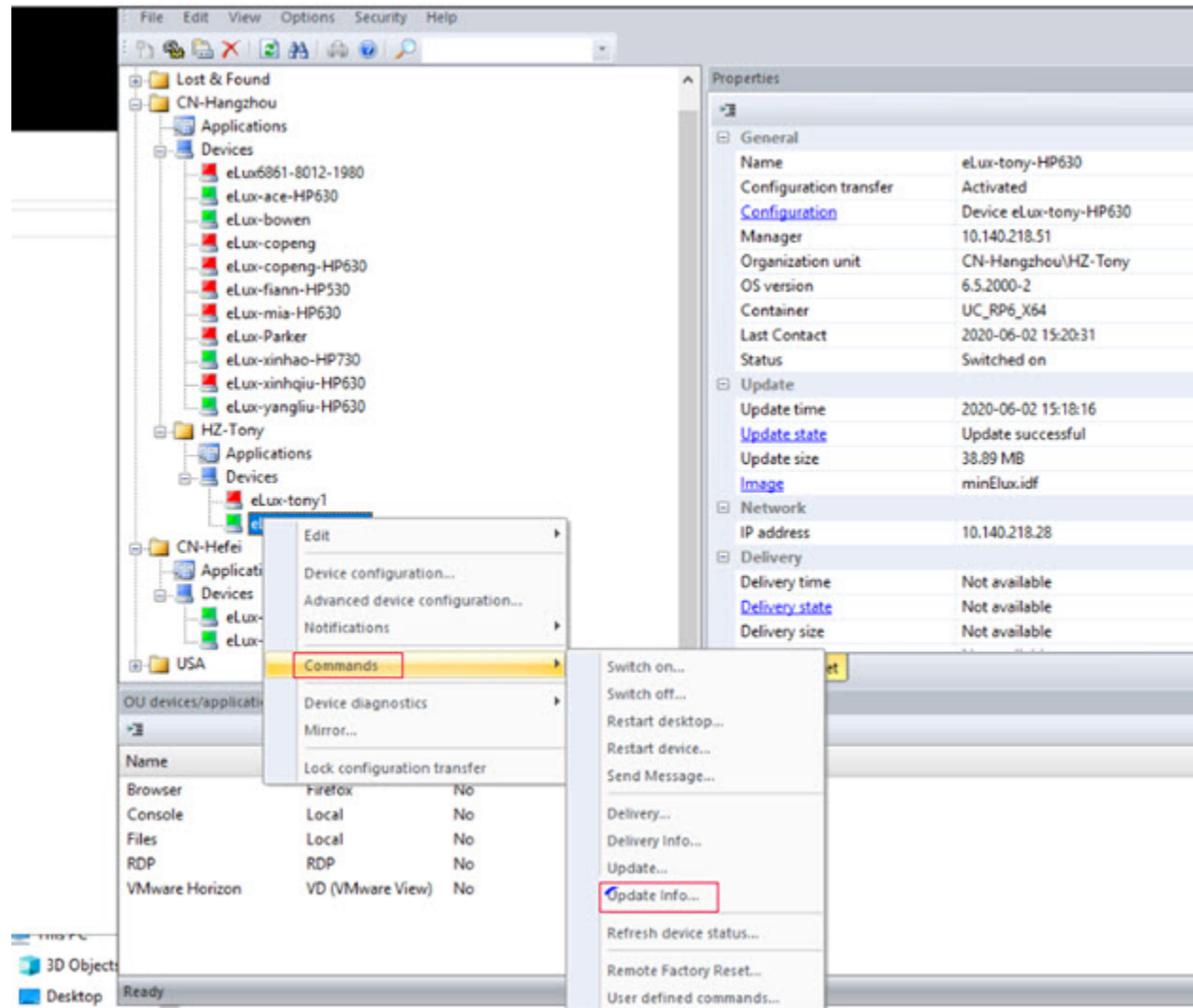




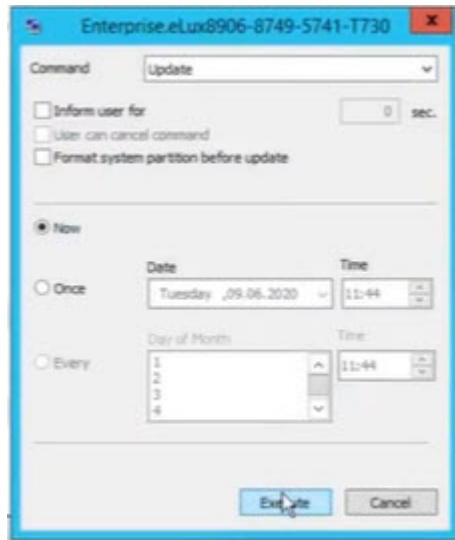
You can configure your device by going to the **Network**, **Security**, **Screen**, **Hardware**, **Power Management**, and **Multimedia** tabs.

**Important** The system restarts multiple times during this process. Ensure that you set the **Network** settings to **Never Change**.

**Step 5** Select the eLux Device and click **Commands > Update Info** to send the firmware update through the Scout Console.



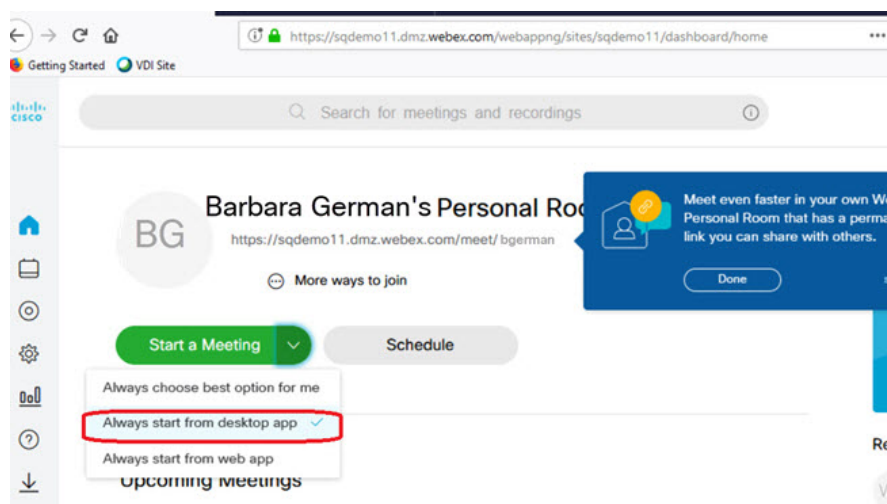
**Step 6** Click **Execute**.



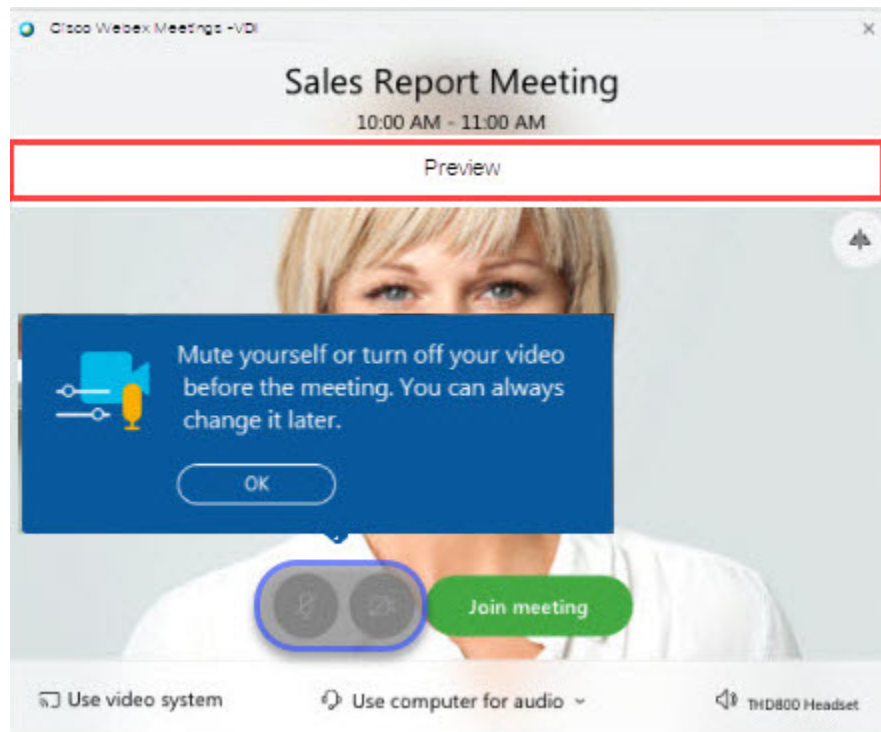
# Install the Webex Meetings App on the Hosted Virtual Desktops

## Procedure

- Step 1** Log in to the hosted virtual desktop (HVD).
- Step 2** Download the Cisco Webex Meetings desktop app from your company website.
- Step 3** Double-click the .msi file and follow the prompts to install the Meetings desktop app on the HVD.
- Step 4** In the Personal Room, select the down arrow on the right side of the **Start Meeting** or **Join Meeting** button.
- Step 5** Select **Always start from desktop app** to open the meeting in the virtual desktop app.

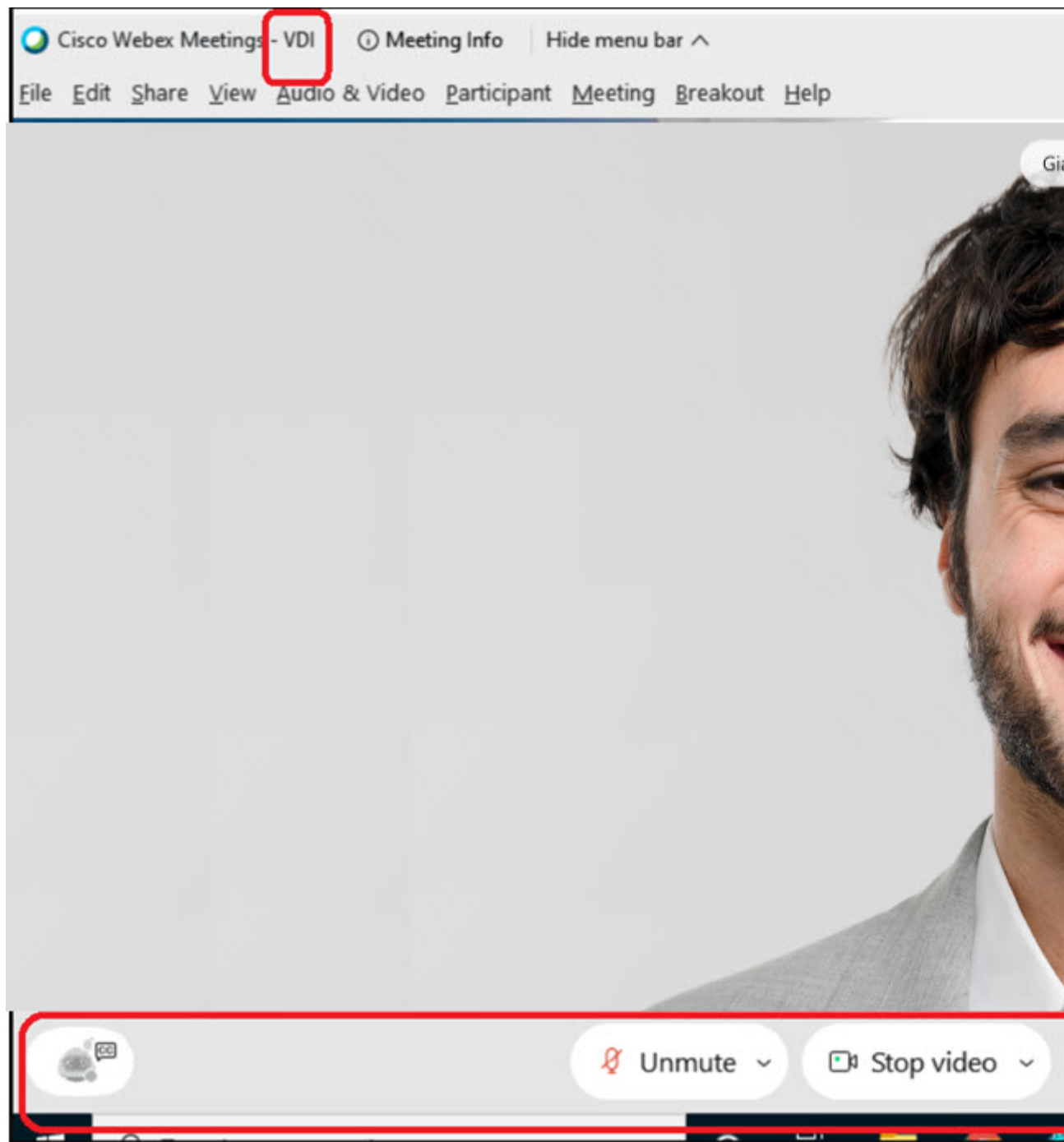


- Step 6** Select **Start meeting** or **Join meeting** to join in meeting.



### What to do next

Start a meeting and check the title bar; for a VDI meeting, the title bar says **Cisco Webex Meetings –VDI**.

**Note**

The Preview banner is solid white when you join using VDI. During the meeting, the action bar is fixed and not transparent, and it overlaps the video area.