Requirements

Requirements

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Important   Each of the components listed in the following table must meet the requirements. Use of unsupported components can result in a nonfunctional deployment.

Only the components, versions, and minimum hardware requirements listed in the table are supported.

Component	Requirements
Microsoft Windows-based thin client hardware	• 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 **Note** Cisco Jabber Softphone for VDI for Windows does not require the Microsoft .NET Framework or any Java modules.

Component	Requirements
Microsoft Windows-based thin client OS	• 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

Windows Embedded Standard-based thin client hardware	• Installed RAM 2 GB
	
	• Free Physical Memory 128 MB
	
	• 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
	
	Note These hardware specifications are only guidelines for the expected resolutions. Other factors can affect video resolution.
	
	• DirectX 11 compatible GPU
	
	• USB 2.0 for USB camera and audio devices
	
	Note Cisco Jabber Softphone for VDI for Windows does not require the Microsoft .NET Framework or any Java modules.

Component	Requirements
Windows Embedded Standard-based thin client OS	• 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
Hosted virtual desktop OS (server-side)	• 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
VCRUNTIME140.dll and MSVCP140.dll	Visual Studio C++ 2012 Redistributable Update 4 or later versions
Connection broker for the hosted virtual desktop [1]	• Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop) 7.5 and later 7.x versions—Published Desktop and Published Application **Important** Published Application is not supported in full-screen mode. • VMware Horizon 6.0 (with View)—Published desktops only • VMware Horizon 6 version 6.1.0—Published desktops only • VMware Horizon 6 version 6.2.0—Published desktops only • VMware Horizon 7 version 7.x—Published desktops only **Attention** For information about an issue that occurs when using some VMware Horizon 7.3.x versions, see CSCvk30137.

Component	Requirements
Citrix Receiver, Citrix Workspace App, or VMware Horizon Client [2] (Installed on the thin client)	• Citrix Receiver (ICA) for Windows 4.4, and up to 4.12 • Citrix Workspace App (ICA) for Windows 1808, and up to 1907 **Important** Cisco Jabber Softphone for VDI does not support Citrix Workspace App downloaded from the Microsoft Store. • VMware Horizon Client for Windows 4.1.0, 4 and later 4.x version. (Versions 4.3 and 4.4 are not supported.) **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.
Cisco Unified Communications client on the hosted virtual desktop: Cisco Jabber for Windows.	Cisco Jabber for Windows 12.6 running on the hosted virtual desktop (HVD). Cisco Jabber Softphone for VDI is compatible with all future 12.6(x) Cisco Jabber for Windows versions. For complete information about virtual environment compatibility, see the documentation for Cisco Jabber.
Cisco Unified Communications Manager	• Recommended CUCM Release 11.5(1)SU3 or later • Minimum CUCM Release 10.5
Accessories	For a complete listing of supported 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. **Important** Ensure that all Jabra devices are running the latest firmware. You can use the Jabra Direct to update the firmware. For more information visit: http://www.jabra.com.

[1] A connection broker is software that creates connections to hosted virtual desktops. A connection broker performs a number of tasks that include

- Validating the username and providing a connection for the user.

- Allowing the user to connect to a specific virtual desktop.

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

Considerations for Thin Clients

Windows thin clients, including older PCs, must meet all system requirements. For more information, see *Release Notes for Cisco Jabber Softphone for VDI—Windows* for your release.

Port Requirements

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Important   The Cisco JVDI Client installer does not add firewall rules.

If the Windows Firewall is enabled on the thin clients, you must add the Cisco JVDI Client (vxc.exe) as an exception. The first time that you start Cisco JVDI Client, a Windows Security Alert appears. To add the exception, check the networks for which you want to allow Cisco JVDI Client. For more information about how to configure the Windows Firewall, see the Microsoft documentation.

This requirement applies to all versions of the Windows Firewall, including Windows Defender.

The following table lists the ports and port ranges used by Cisco Jabber Softphone for VDI.

Table 1: Port Usage

Port	Description
69 and Ephemeral	UDP Outbound traffic for TFTP **Note** An ephemeral port is a short-lived transport protocol port for IP communications. IP software can allocate ephemeral ports automatically from a predefined range. The following protocols can use an ephemeral port assignment for the client end of a communication, to a well-known port on a server. • Stream Control Transmission Protocol (SCTP) • Transmission Control Protocol (TCP) • User Datagram Protocol (UDP) A well-known port is a port reserved by the Internet Corporation for Assigned Names and Numbers (ICANN) for assignment for specific applications.
5060	TCP (default) or UDP Outbound traffic for Session Initiation Protocol (SIP) call signaling
5061	TCP Outbound traffic for Secure SIP call signaling
6970	TCP Outbound traffic for HTTP

Port	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 **Start/Stop Media Port** setting in the SIP Profile, which is associated with the CSF device.

Supported Codecs

Table 2: Supported Audio and Video Codecs

Audio Codec	Video Codec
G.722	H.264/AVC
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.	