



Upgrade

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Upgrade Notes

The following upgrade paths are supported:

- From Cisco Jabber Softphone for VDI—Windows 12.0 to Cisco Jabber Softphone for VDI—Windows Release 12.6
- From Cisco Jabber Softphone for VDI—Windows Release 12.1 to Cisco Jabber Softphone for VDI—Windows Release 12.6
- From Cisco Jabber Softphone for VDI—Windows Release 12.5 to Cisco Jabber Softphone for VDI—Windows Release 12.6

The Cisco Jabber for Windows and Cisco JVDI Agent versions must always match. However, the JVDI Client version can be the same, or up to two releases earlier (N-2 support). For example, the following version combinations are supported:

- Cisco Jabber for Windows Release 12.6, Cisco JVDI Agent Release 12.6, and Cisco JVDI Client Release 12.6
- Cisco Jabber for Windows Release 12.6, Cisco JVDI Agent Release 12.6, and Cisco JVDI Client Release 12.5
- Cisco Jabber for Windows Release 12.6, Cisco JVDI Agent Release 12.6, and Cisco JVDI Client Release 12.1



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 Cisco Jabber Softphone—Windows*, for the earlier release. For example, if your JVDI Client Release is 12.1, see the release notes document for Release 12.1.

Upgrade Workflow



Important To enable the Unified Communications features, upgrade all the following components:

- The platform image on the thin client
 - Cisco Jabber Softphone for VDI—Cisco JVDI Client (thin client) and Cisco JVDI Agent (HVD)
 - Cisco Unified Communications software on the hosted virtual desktop (HVD)
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Procedure

- Step 1** Read the Release Notes document for your release of Cisco Jabber Softphone for VDI, available from <http://www.cisco.com/c/en/us/support/collaboration-endpoints/virtualization-experience-media-edition/products-release-notes-list.html>. Review the important notes for information about limitations or restrictions that may affect your deployment.
- Step 2** See [Requirements](#). Review the system requirements to confirm that all required hardware and software meet them. Failure to meet all requirements can result in a nonfunctional deployment.
- Step 3** Have all users log out of the hosted virtual desktops.
- Step 4** If Cisco Virtualization Experience Media Edition is installed, uninstall it.
- Step 5** Install the Cisco Jabber Softphone for VDI components on the thin clients and hosted virtual desktops. See [Install the Components Workflow](#).
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Upgrade Cisco Jabber for Windows

Use this procedure to upgrade to a supported maintenance release of Cisco Jabber for Windows. For supported Cisco Jabber versions, see the "System Requirements" section in the *Release Notes for Cisco Jabber Softphone for Windows* for your release.

Procedure

- Step 1** Close Cisco Jabber and ensure that it is not running on the HVD.
- Important** If Cisco Jabber is running during the installation, exit and restart Cisco Jabber to enable virtualization.
- Step 2** Install Cisco Jabber.
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Upgrade the Citrix Receiver or the VMware Client

Perform this procedure to upgrade the Citrix Receiver or the VMware Horizon Client, with Cisco Jabber Softphone for VDI already installed. This procedure repairs Cisco JVDI Client.

Procedure

- Step 1** Upgrade the Citrix Receiver or the VMware Horizon Client.
See the documentation for your Citrix or VMware product.
- Step 2** Use one of the following methods to install Cisco JVDI Client:
- [Run the Microsoft Installer](#)
 - [Use the Command Line](#)
 - [Use the Group Policy Editor](#)
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Change the Hosted Virtual Desktop Connection Type

If you change the hosted virtual desktop connection type, you can use this procedure to repair Cisco Jabber Softphone for VDI.

You can change your connection type as follows:

- Citrix Receiver to VMware Horizon Client
- VMware Horizon Client to Citrix Receiver

Procedure

- Step 1** Install the software for the new connection type, either Citrix Receiver or VMware Horizon Client.
- Step 2** Double click the CiscoJVDISetup.msi file.
- Step 3** To open the executable file, select **OK**.
- Step 4** If the Open File–Security Warning appears, select **Run**.
- Step 5** In the **Welcome** window, select **Next**.
- Step 6** In the **Program Maintenance** window, select **Modify** and then **Next**.
- Step 7** In the **Custom setup** window, select **Citrix Client Support** or **VMware Client Support** depending on which you installed and select **Next**.
- Step 8**
- Step 9** To proceed with modifying the installation, select **Install**.

Note During the modification of Cisco JVDI Client only components that were installed with the previous version are reinstalled.

Step 10 To complete the installation, select **Finish**.
