What's New in Release 12.9

Build Number

Version	Build Number
Cisco Jabber Softphone for VDI Release 12.9(3) • Cisco JVDI Agent • Cisco JVDI Client	12.9.3.305062
Cisco Jabber Softphone for VDI Release 12.9(2) • Cisco JVDI Agent • Cisco JVDI Client	12.9.2.304552
Cisco Jabber Softphone for VDI Release 12.9(1) • Cisco JVDI Agent • Cisco JVDI Client	12.9.1.304247
Cisco Jabber Softphone for VDI Release 12.9 • Cisco JVDI Agent • Cisco JVDI Client	12.9.0.303399

New and Updated Features

12.9(3)

New Supported Platforms

Cisco Jabber Softphone for VDI 12.9(3) supports the following new platforms:

- Citrix Virtual Desktop and Application 7 2012 (CR)
- Citrix Virtual Desktop and Application 7 1912 Cu2 (LTSR)

Recording Tone Duration

You could already play recording notification tones in Jabber that only agents or customers could hear. You can now change the duration of the ringtone. You turn on this feature in Unified CM Administration under **System** > **Service Parameters**. See the monitoring and recording chapter of the *Features and Services Guide for Cisco Unified Communications Manager* for details on enabling recording tones.

After enabling recording tones, choose a Jabber client configuration profile in **User Management** > **User Settings** > **UC Service**. Add the following jabber-config.xml parameter to the profile:

RecordingToneDuration

Indicates the length of time in milliseconds for which the recording tone is inserted in the audio stream. The default for this parameter is set to the value in the Network locale file for this field. The valid range for this parameter is a value between 100 and 2000 milliseconds (ms). (The default is 500 ms.)

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New Supported Platforms

Cisco Jabber Softphone for VDI 12.9(2) supports the following new platforms:

- Citrix XenApp and XenDesktop 7.15 Cu6 (LTSR)
- Citrix Virtual Desktop and Application 7 2009 (CR)
- VMware Horizon 7.13 and VMware Horizon Client 5.5

12.9(1)

Mac OS Thin Client Support

Cisco Jabber Softphone for VDI for VDI release 12.9(1) now supports MacBook (MacOS) platforms as thin clients. Users can use a Mac device (on MacOS 10.14 or 10.15) to access the Hosted Virtual Desktop (HVD). Install the latest version of Citrix Workspace before installing the VDI client. If not, the VDI client installation fails. Cisco Jabber Softphone for VDI for VDI 12.9(1) for MacOS supports most calling features that are

already supported on Windows and Linux platforms. For "Headset Call Control", MacOS only supports Jabra Headsets.

Cisco Jabber Softphone for VDI for MacOS also supports using audio devices as accessory to do call control such as answer/end and mute/unmute. The support list is aligned with Jabber for Mac. See https://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html for more information.

Requirements—Mac OS

Supported Operating Systems

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

- Mojave (10.14)
- Catalina (10.15)

Hardware Requirements

Hardware	Requirement
Installed RAM	2 GB RAM
Free physical memory	1 GB
Free disk space	300 MB
CPU speed and type	Intel Core 2 Duo or later processors on any of the following Apple hardware: • iMac Pro • MacBook Pro • MacBook • MacBook Air • iMac • Mac Mini
I/O ports	USB 2.0 for USB camera and audio devices

Citrix Workspace Requirements

Cisco Jabber Softphone for VDI release 12.9(1) for Mac OS only works in the Citrix VDI environment. You must install the latest Citrix Workspace client (not the Citrix Receiver 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 4.x and 5.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.

Accept permissions

Procedure

When users launch the Cisco JVDI Client on Mac OS for the first time, accept the following required permissions:

Table 1: Required permissions

Permission	Description
Access Camera	Uses the camera in a video call, or trying to open the camera in Settings.
Access Microphone	Uses the microphone for voice in a call.
Record Screen	Uses the camera in a video call, or trying to open the camera in Settings.
Access Accessibility	Required for matching the Cisco JVDI Client to the Citrix viewer. After maximizing the application on Mac OS, the application window is put into a new virtual desktop (or space). If users maximize the Citrix viewer, Jabber's video overlay window joins the space of the Citrix viewer. To do this, JVDI need request to access the system's Accessibility. User would see this pop-up in the first time of running JVDI.

Run the MacOS Installer

Run the MacOS installer (PKG) to install Cisco JVDI Client.

Procedure

Step 1 Double-click the Install_Cisco_JVDI_Client.pkg file.

Step 2 Read the EULA and, if you agree, click **Continue**.

Step 3 Click **Install**, and if a prompt appears that Citrix Viewer must be closed first, click **Close Application and Install**.

You can also click **Install Later** if you cannot close Citrix at the time.

Step 4 Click through the remaining screens to complete the installation.

New Supported Platforms

Cisco Jabber Softphone for VDI 12.9(1) supports the following new platforms:

- Windows Server 2019 as a Hosted Virtual Desktop (HVD)

- VMWare Horizon 8 as a connection broker

- Citrix Virtual Apps and Desktops CR up to 2006 as a connection broker

Recording Tone

You could already play recording notification tones that only agents could hear. You can now play recording tones to the customer also. You turn on this feature in Unified CM Administration under **System** > **Service Parameters**. See the *Cisco Jabber Release Notes* for more information and see the monitoring and recording chapter of the *Features and Services Guide for Cisco Unified Communications Manager* for details on enabling recording tones.

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All Platform Features

Cisco Jabber Support

This release supports the following new Cisco Jabber for Windows Release 12.9 features:

- Block Earlier Versions of the Clients From Signing In

- Cisco Headset Firmware Upgrade Notification

- Cisco Sunkist 730 Headset Presence LED Syncs with Jabber

- Custom Tab Refresh After Network Issue

- Link to Jabber Help Center Added

- Join up to 15 Minutes Before the Meeting Starts

- Programmatically Adjust Custom Tabs to Match Client Theme

- Remote Collection of PRT Logs

- Remove Third Party in Unified CM Conference

- Search Persistent Chat Rooms by Room Name

- Users Forced to Sign In Again On Upgrade to TMM

- XMPP Federated Contacts for Team Messaging Mode

HP Thin Pro Features

Non-Full Screen (Windowed) Mode Support For Jabber VDI (Linux Only)

In earlier releases of Jabber VDI for Linux, we only supported full screen mode. If you set non-full screen mode, this affected the functionality. Now, we also support non-full screen mode.

Ubuntu Features

Presence Improvement for Linux Thin Clients (Ubuntu and eLux Only)

We've improved how Cisco Jabber Softphone for VDI passes presence (status) information from the Linux thin client (Ubuntu and eLux) o the hosted virtual desktop. Now when a user locks their thin client, their presence updates to **Away**. If their connection is lost, their presence updates to **Offline**.

New Parameter—HVDDisconnectSignout

- **Value**—True or False

- **Default**—False

If the parameter is set to True, Jabber signs out when the HVD disconnects.

If the parameter is set to False, Jabber still shows as available when the HVD disconnects.