



Release Notes for Cisco Voice and Video Firmware 8.6 for Cisco Virtualization Experience Client 6215

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These release notes describe features and caveats for Cisco Voice and Video Firmware 8.6 for Cisco Virtualization Experience Client 6215.

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Introduction

Cisco Virtualization Experience Client 6215 requires the Cisco Voice and Video Firmware 8.6 add on to work with Cisco UC Integration for Microsoft Lync 8.6 or Cisco Unified Personal Communicator 8.6. The Citrix receiver, which opens in the Mozilla Firefox web browser, provides the connection to the



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hosted virtual desktop (HVD). Data, such as configuration and logging, travels over this virtual channel, which is contained within the ICA connection. All audio and video streams travel directly from a thin client to another thin client or a telephone, without going through the HVD.

For more information, see the Release Notes for the following products:

Cisco UC Integration for Microsoft Lync:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucimoc/8_5/english/release/cucimocReleaseNote.html

Cisco Unified Personal Communicator:

http://www.cisco.com/en/US/docs/voice_ip_comm/cupc/8_0/english/release/notes/cupc80.html

These release notes describe new features, requirements, restrictions, and caveats for Cisco Voice and Video Firmware 8.6 for Cisco Virtualization Experience Client 6215. These release notes are updated for every maintenance release but not for patches or hot fixes. Before you install Cisco Voice and Video Firmware 8.6 for Cisco Virtualization Experience Client 6215, we recommend that you review this document for information about issues that may affect your system.

System requirements

- [Audio and video accessories, page 3](#)
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Platform

- Hardware: Cisco Virtualization Experience Client 6215 and Cisco Virtualization Experience Client Manager

For more information, see one of the following *Release Notes* documents:

[Cisco Virtualization Experience Client 6215 Release Notes for Base VDI Firmware Release 8.6](#)
[Release Notes for Cisco Virtualization Experience Client Manager](#)

- Hosted Virtual Desktops (HVD) running Microsoft Windows XP (32-bit) or Windows 7 (32 or 64-bit), Microsoft Office Communicator, and Cisco UC Integration for Microsoft Lync 8.6, or Cisco Unified Personal Communicator 8.6
- Virtual Desktop Interface (VDI):
 - Citrix receiver (on the thin client): 12.0.0.189834
 - Virtual Desktop Agent (on the HVD): 4.0, 5.0, or 5.5
 - XenDesktop: 4.0, 5.0, or 5.5
- Cisco Unified Communications Manager: 7.1.5, 8.0, 8.5, or 8.6
- Cisco Unified Presence: 8.0, 8.5, or 8.6.2
- Microsoft Office Communications Server (OCS): R2
- Microsoft Lync Server: 2010

Audio and video accessories

For a complete list of devices validated by Cisco to be compatible for use with Cisco Virtualization Experience Client 6215, see the data sheet:

www.cisco.com/en/US/products/ps11976/products_data_sheets_list.html

Audio accessories provide the audio path, with volume control and mute functions. Cisco Virtualization Experience Client 6215 provides call control from the UC Desktop client. Call control from an accessory (for example, the ability to answer or end a call) is not supported.

Port usage

Port	Usage
69	Outbound traffic for TFTP
1494	Citrix ICA connection for the hosted virtual desktop (HVD)
5060	Outbound TCP connections for SIP
5061	Outbound TLS connections, for secure SIP
16384 to 32766	Inbound and outbound connections for RTP (audio and video streams)
80 and 443	Inbound and outbound connections for the VXC Manager agent (netxserv service)—only the VXC Manager server has access to this service.
5900	Inbound connections for VNC Server (vino-server). The default configuration blocks connections using the VNC protocol.

Interoperability support

- Cisco Virtualization Experience Client 6215 end-points (virtualized Cisco UC Integration for Microsoft Lync 8.5.6 and 8.6, or virtualized Cisco Unified Personal Communicator 8.5.6 and 8.6)
- Voice Endpoints: Standard TNP79XX SIP/SCCP, Video Phones (RT99XX, TNP7985, Gumbo 89XX), Softphone non-virtualized Cisco UC Integration for Microsoft Lync and Softphone non-virtualized Cisco Unified Personal Communicator
- Video Endpoints: Video Phones (RT99XX, TNP7985, Gumbo 89XX), Softphone non-virtualized Cisco UC Integration for Microsoft Lync, and Softphone non-virtualized Cisco Unified Personal Communicator
- Telepresence CTMS via MXE
- Cisco Unified Communications Manager 7.1.5, 8.0, 8.5, or 8.6
- Audio Codecs: G.711 a/u, G.722, G.729 a
- Video Codecs: H.264

Finding documentation

Provide the following URL to your users:

http://www.cisco.com/en/US/products/ps11976/tsd_products_user_guide_list.html

Users can also obtain help directly from their Unified Communications client menu bar:

- Cisco UC Integration for Microsoft Lync: **Tools > FAQ on Cisco UC**
- Cisco Unified Personal Communicator: **Help > Help Topics**

Users can choose the **User Guides** link to access the English documentation, or choose the **Translated Documents** link to access translated versions of the *Frequently Asked Questions* documents.



Note

If your site blocks Internet access to users, you can host the help on your LAN. The help files are included in the VXC6215-UC-Addon package.

For a complete list of documents, see the *Documentation Guide for Cisco Virtualization Experience Client 6215* at

http://www.cisco.com/en/US/products/ps11976/products_documentation_roadmaps_list.html

Installation notes

The high-level installation steps are as follows:

- On the HVD, configure the registry settings for the virtual environment.
- On the HVD, install Microsoft Office Communicator or Microsoft Lync and Cisco UC Integration for Microsoft Lync, OR install Cisco Unified Personal Communicator.



Note

Do not install Cisco UC Integration for Microsoft Lync and Cisco Unified Personal Communicator on the same HVD.

- If your network does not permit access to the Internet, set up the documentation for the end users.
- On the thin client, install the Cisco Voice and Video Firmware 8.6 add on for Cisco Virtualization Experience Client 6215.



Note

All software downloads include a Checksum folder, which contains SHA-1 checksums that you can use for verification.

- On the Cisco Unified Communications Manager, create the Cisco Virtualization Experience Client 6215 (VXC 6215) devices for the users.

For step-by-step installation instructions, see the *Deployment Guide for Cisco Virtualization Experience Client 6215*.

Limitations and restrictions

- [Telephone selection, page 5](#)

- [Multiple Virtualization Experience Client 6215 devices, page 5](#)
- [Multiple HVDs for a user, page 5](#)
- [Computer Telephony Integration, page 5](#)
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Telephone selection

With Cisco UC Integration for Microsoft Lync Release 8.6, users in the virtual environment cannot choose another telephone to control. With Cisco UC Integration for Microsoft Lync Release 8.6.1, users in the virtual environment can choose another telephone (for example, a Cisco IP Phone) to control.

Multiple Virtualization Experience Client 6215 devices

Create only one Virtualization Experience Client 6215 (VXC 6215) device for each user. If multiple Virtualization Experience Client 6215 (VXC 6215) devices exist for a user, the first device registers, but Cisco UC Integration for Microsoft Lync or Cisco Unified Personal Communicator does not control the device.

Multiple HVDs for a user

If you create and assign multiple hosted virtual desktops (HVD) for users, ensure that they sign into only one HVD at a time. Multiple HVD accounts could result in a user signing in from different devices, leading to multiple registrations with the Cisco Unified Communications Manager. Multiple registrations are not supported.

Computer Telephony Integration

The following Cisco UC Integration for Microsoft Lync or Cisco Unified Personal Communicator features are available on the Call Strip:

- Add to or remove video from a call.
- Toggle video pause for a call.
- Toggle mute for audio.
- Adjust volume control.

In the event of a connection failure between the thin client and the hosted virtual desktop (HVD), the Citrix receiver closes and the Call Strip and Video window (for a video call) appear on the thin client desktop. If the user is on an active call at the time of the failure, they can finish the call and end it from

the Call Strip. If the user ends the call from the Call Strip, all calls on hold end. If the user signs back in to the HVD before ending the active call, they can resume the held calls. If the connection failure occurs with no active call, all held calls disconnect.

Users can choose whether to send or receive video for calls. This setting is located on the **Cisco UC Options > Video** tab and applies to all calls that the user makes or receives.

With Cisco Virtualization Experience Client 6215 and the Voice and Video Firmware 8.6 add on, virtual installations of Cisco UC Integration for Microsoft Lync or Cisco Unified Personal Communicator

- Start in Cisco Virtualization Experience Client 6215 mode—users cannot change the mode.
- Autoselect the Cisco Virtualization Experience Client 6215 device to control. Each user should have only one Cisco Virtualization Experience Client 6215 device. Only the Cisco Virtualization Experience Client 6215 device works with Cisco Virtualization Experience Client 6215; users cannot select a different device.
- Users can manage cameras and audio devices by using the Device Selector. The Device Selector icon appears in the notification area.
- The volume control for Cisco UC Integration for Microsoft Lync or Cisco Unified Personal Communicator is on the Call Strip.

Video resolution is fixed. Users cannot resize, minimize, or expand the Video window to full screen. Users can move the Video window freely around the desktop; it always appears on top (but not on top of the Call Strip).

Video conference support

For Video Conference Servers, the highest supported video level is H.264 level 1.2.

Echo cancellation

Echo cancellation is enabled only for audio calls.

Cameras and other applications



To support use of the camera by other applications, such as Skype and Adobe Connect, Citrix 5.5 is required.

With Citrix 4.0 or 5.0, only Cisco Virtualization Experience Client 6215 can use the camera.

Camera hot swap

Ideally, users should not unplug the camera during a call unless they first place the call on hold, or use the Call Strip to pause sending video. If a user tries to switch cameras during an active call, they cannot send video for that call or for any subsequent calls.

To resolve this issue, have the user:

1. Click  to stop sending video for the call.
2. Plug the same camera back into the same USB port.
3. Click  to start sending video for the call again.

4. Switch the camera when they do not have an active call in progress.

Request to Add Video

The behavior of this feature in a virtual environment is slightly different than in a non-virtual environment. Users can receive a Request to Add Video at any time after they answer a call. If the following conditions are true, a Cisco Virtualization Experience Client 6215 user receives a Request to Add Video, immediately after answering the call:

- The video preference of the Cisco Virtualization Experience Client 6215 user is set to Audio-only. The default setting is **Send and receive video**.
- The Cisco Virtualization Experience Client 6215 user places a call to a non-virtual Cisco UC Integration for Microsoft Lync user.
- The non-virtual Cisco UC Integration for Microsoft Lync user accepts the call by clicking **Answer with Video**.

The caller can choose whether to accept the Request to Add Video.

Shared Lines

In a HVD deployment, Cisco Unified Personal Communicator or Cisco UC Integration for Microsoft Lync can share the line appearance with other devices. All endpoints, which are not set to DND Call Reject, receive an alert for all incoming calls and the caller hears the ring tone.

A Cisco Virtualization Experience Client user's availability status appears on Cisco Unified Personal Communicator or Cisco UC Integration for Microsoft Lync, and on other devices that share the line appearance.

Cisco Virtualization Experience Client users with Shared Lines can

- put calls on hold
- forward active calls
- transfer active calls

Cisco Virtualization Experience Client users cannot use Cisco Unified Personal Communicator or Cisco UC Integration for Microsoft Lync to resume a call placed on hold from another Shared Line endpoint.

911 notice—IMPORTANT NOTICE PLEASE READ

During an emergency, soft phone technology may not provide the most timely or accurate location data if used for a 911 emergency call. Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. **USE A SOFTPHONE ONLY AT YOUR OWN RISK DURING AN EMERGENCY.** Cisco will not be liable for resulting errors or delays.

Important notes

- [Cisco Virtualization Experience Client 6215 copyright, page 8](#)

- [Call Strip does not appear correctly, page 8](#)
- [Conversation window does not close after call ends, page 8](#)
- [Registration issue with new Cisco Unified Communications Manager, page 8](#)

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Call Strip does not appear correctly

If the screen resolution setting does not match the aspect ratio of the physical display, the call strip may appear outside, or too far inside, of the display area. This issue occurs only during the first session after a reboot of the thin client. To resolve the issue, change the screen resolution setting to Auto-detect.

Conversation window does not close after call ends

If the connection to the Cisco Unified Communications Manager fails while a user is on a call, the call continues. However, after the user ends the call by clicking the End Call button, the Cisco UC Conversation window remains open. To close the Cisco UC Conversation window, the user must click the End Call button on the Cisco UC Conversation window.

**Note**

Without a connect to the Cisco Unified Communications Manager, the End Call button on the Cisco UC Conversation window cannot end the call. After a connection failure, users must end the call by clicking the End Call button on the Call Strip.

Registration issue with new Cisco Unified Communications Manager

After you move a user from one Cisco Unified Communications Manager to another, the user cannot successfully register with the new Cisco Unified Communications Manager. This issue occurs because the client tries to register with the certificate for the original Cisco Unified Communications Manager.

To resolve this issue, delete or rename the vxcc.bin file, and then have the user restart Cisco UC Integration for Microsoft Lync. The vxcc.bin file is located in the following directory on the hosted virtual desktop (HVD):

```
<USER>\AppData\Local\Cisco\Unified Communications\Virtualization\
```

**Note**

The AppData folder is hidden; you must set Windows Explorer to view hidden files.

Caveats

- [Using Bug Toolkit, page 9](#)
- [Open caveats, page 9](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.
- All customer-found bugs except severity level 6 enhancement requests.

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

-
- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.
-

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Open caveats

The caveats in the following table describe possible unexpected behavior in the latest Cisco Virtualization Experience Client 6215 release. These caveats may also be open in previous releases. Bugs are listed in order of severity and then in alphanumeric order by bug identifier.

Table 1 Open Caveats for Cisco Voice and Video Firmware for Cisco Virtualization Experience Client 6215

Identifier	Severity	Component	Headline
CSCtw64657	2	sw-platform	XDMCP Connection 'Broadcast' and 'Chooser' option not functioning
CSCtw64681	3	sw-platform	White blank screen is observed when XDMCP is launched with Xserver/Xnest
CSCtw64743	3	sw-platform	Intermittently there is no display after wake up from suspend
CSCtw64790	3	sw-platform	Plantronics USB Headset is not working inside VMware View client
CSCtw65276	3	sw-platform	Video flicker with fullscreen video on Firefox with Citrix Website
CSCtw76210	3	sw-platform	Choppy audio playback when connected to an HVD using PCoIP
CSCtw76212	3	sw-platform	HVD crashes if connected USB printer is removed from Devices and Printers
CSCtx69470	3	sw-platform	VXC Documentation: Smartcard Login (Citrix ICA) using firefox is not wo

Table 1 Open Caveats for Cisco Voice and Video Firmware for Cisco Virtualization Experience Client 6215

Identifier	Severity	Component	Headline
CSCtx69477	3	sw-platform	Display in Samsung B2230 monitor not auto corrected to full screen
CSCtx69484	3	sw-platform	Huge time delay observed for USB Stick and USB CD related operations
CSCtx77969	3	sw-platform	VMWare - Audio is not getting redirected to the USB head set
CSCtx77972	3	sw-platform	Display Port issue with White Screen on Monitor Switch Off ON Later
CSCtx77974	3	sw-platform	Error message when visiting website with flash content
CSCty02702	3	sw-platform	After Logging out user is logged back in to the 6125 default screen
CSCty02703	3	sw-platform	Vmware: I/O device error when copying files from USB CD to Local hard d
CSCty02722	3	sw-platform	HVD Crashes when connecting a USB flash card reader to the HVD
CSCty02965	3	sw-platform	Unable to switch to Cisco USB camera VT II when 2nd Camera set to default
CSCty02966	3	sw-platform	CUCIMOC/CUPC drops active TP call (via MXE) when video is de-escalate
CSCty02967	3	sw-platform	In 3-way conf, parties don t see correct conference members
CSCty02968	3	sw-platform	Capabilities exposed cause CSF hang/crash (PSTN, inter-cluster calls)
CSCty02980	3	sw-platform	DOC: Jabra SPEAK 410 USB conference unit firmware upgrade required (Nee
CSCty02994	3	sw-platform	Poor video Quality phone after active video call of max allowed duration
CSCty03038	3	sw-platform	CUPC throws Failed to start conversation- Error when user tries to place
CSCty03040	3	sw-platform	Intermittent: Citrix Disconnect following VXC device registration in CU
CSCty03042	3	sw-platform	Delay in routing first call
CSCty03048	3	sw-platform	DND not kept when user disconnects from the HVD and Error Notification
CSCty03055	3	sw-platform	Stale Conference Call Window
CSCty03056	3	sw-platform	Extremely delayed or non appearing incoming call toast.
CSCty03058	3	sw-platform	CUPC has No Video Every Other time after Hold/Resume Video Call
CSCty03062	3	sw-platform	Failed to start a conversation error on startup
CSCty03064	3	sw-platform	No video when connect a camera during a video call
CSCty03069	3	sw-platform	End Call Button on a Call Strip
CSCty03079	3	sw-platform	Call preservation mode - Loss of video and call strip
CSCty03080	3	sw-platform	Unable to make a call following a restart of HVD while on an active call
CSCty03085	3	sw-platform	Very intermittent CUPC crash - seen on XP and Windows 7
CSCty12612	3	sw-platform	Camera Stays Active After User Disconnects From HVD
CSCty12615	3	sw-platform	Call preservation mode - End call button not appearing after HVD reconnect
CSCty12618	3	sw-platform	No devices shown on Device Switcher when HVD is put to Sleep
CSCty12620	3	sw-platform	Dial pad won t come up - vxcc not running
CSCty12621	3	sw-platform	Video window and Call Strip disappeared when dial second number after re
CSCty24683	3	sw-platform	Video does not automatically start after sign out and sign in to Lync o
CSCty24685	3	sw-platform	Client was unable to place call on hold
CSCty24686	3	sw-platform	Gstreamer error when disconnecting HDX webcam on 3rd party client
CSCty24688	3	sw-platform	VT II camera does not work with HDX for 3rd party Client

Table 1 Open Caveats for Cisco Voice and Video Firmware for Cisco Virtualization Experience Client 6215

Identifier	Severity	Component	Headline
CSCty41218	3	sw-platform	After HVD is locked, 6215 occasionally loses connection
CSCty41219	3	sw-platform	Citrix Session launches behind Firefox window exposing the underlying t
CSCty41222	3	sw-platform	Cisco and .log folders are still present on TC with logging turned off
CSCty41223	3	sw-platform	Loud crackly/interference noise on Jabra BIZ 2400 with Jabra firmware 1
CSCty41226	3	sw-platform	ONCE: No device list on Device Switcher due to out of sync ZMQ ports
CSCty41228	3	sw-platform	CUPC/CUCILync fails to get Call Control After CUCM Failover
CSCty53334	3	sw-platform	Black block around cursor in certain applications / screens
CSCty56750	3	sw-platform	No call capabilities when try to register with secondary CUCM after a C
CSCty84921	3	sw-platform	Tandberg HD Camera drops from device switcher upon plugging in a USB DVD
CSCty03024	4	sw-platform	DeviceSwitcher Shortcut is not being removed when CUCIMOC is uninstalle
CSCty44569	4	sw-platform	VXC6215: Device Switcher Japanese locale is not properly used
CSCty03004	5	sw-platform	VXC6215: Call Strip and Video can be resized on a ThinClient
CSCtw66762	6	sw-platform	Support files for the VXC 6215 thin client model

Troubleshooting

- [Problem Reporting Tool, page 11](#)
- [Log files and core dumps, page 12](#)
- [Audio issues, page 13](#)
- [Get the version of Cisco Virtualization Experience Client 6215 installed on the thin client, page 14](#)
- [Ensure that vxcc is running on the thin client, page 14](#)
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Problem Reporting Tool

The Problem Reporting Tool (PRT) is a small program, which automatically runs in the event of an unrecoverable error, unhandled exception, or crash in Cisco UC Integration for Microsoft Lync or Cisco Unified Personal Communicator.

If a user experiences an error which does not crash the software, they can run the PRT themselves from the Microsoft Office Communicator or Microsoft Lync menu; **Tools > Create Problem Report**. Users can run the PRT from the Cisco Unified Personal Communicator menu: **Help > Create Problem Report**.



Note

Users must accept the privacy agreement to run the PRT.

The tool creates a problem report, which is a zip file that you can send to the Cisco Technical Assistance Center (TAC), to provide the necessary information to solve the problem. The tool saves the file to the user's desktop.

We recommend that users set the level of logging to verbose for Cisco UC Integration for Microsoft Lync, or for Cisco Unified Personal Communicator, enable detailed logging. We also recommend that users provide a description of the circumstances leading up to the error. For more detailed information, about how to run the PRT, or how to set the logging level, see the Troubleshooting section in the applicable *Frequently Asked Questions* document.

Log files and core dumps


By default, local logging on the thin client is disabled. You can use a script to enable logging for Cisco Virtualization Experience Client 6215 for troubleshooting purposes. You can also enable core dumping. You must have administrator privileges to run the script.

The following table lists and describes the options for the script. The script accepts two options (one for logging and one for core dumping).

For information about how to use the Diagnostic Log Viewer, see the *Cisco Virtualization Experience Client 6215 Administration Guide* available from:

http://preview.cisco.com/en/US/products/ps11976/prod_maintenance_guides_list.html

Table 2 Logging operations

Option	Description
-l on	<p>Turn on logging for Cisco VXC 6215. This option creates the <code>/etc/vxcclog.conf</code> and <code>/etc/virtualchannellog.conf</code> files; and writes logs to the <code>/var/log/cisco</code> directory. The script also restarts Cisco VXC 6215 so the change takes effect immediately.</p> <p>The log files for the Cisco VXC 6215 application are: <code>/var/log/cisco/vxcc.log</code> and <code>VirtualChannelLib.log</code>.</p> <p>The log file for the Citrix Receiver is: <code>/var/log/cisco/VirtualChannel.log</code>.</p> <p>This option also creates the <code>device-managerConsole.log</code> and <code>device-managerError.log</code>, after the next connection to the hosted virtual desktop (HVD). These two files are enabled by default, although logging is disabled by default.</p>
-l off	<p>Turn off logging for Cisco VXC 6215. This option deletes the <code>/var/log/cisco</code> directory and all the files in that directory, including <code>/etc/vxcclog.conf</code> and <code>etc/virtualchannellog.conf</code>.</p> <hr/> <p> Note You cannot run the script to turn off logging from within the <code>/var/log/cisco</code> directory.</p> <hr/> <p>The script also restarts Cisco VXC 6215 so the change takes effect immediately.</p>

Option	Description
-c on	<p>Turn on core dumping. This option adds a configuration line to /etc/sysctl.conf. The script also prompts you to restart the thin client for the changes to take effect.</p> <p>Core dumping is a system wide policy; after you enable it, any process that crashes produces a core dump and saves it to /tmp. The file name format is: core_PROCESSNAME_TIMESTAMP.</p> <p>The system generates core files when a process crashes.</p> <p>The /tmp directory may contain multiple core files. The timestamp in the file name should assist with the identification of the core files generated around the time of the incident under investigation.</p>
-c off	<p>Turn off core dumping. This option removes the configuration line from /etc/sysctl.conf. The script also prompts you to restart the thin client for the changes to take effect.</p> <p>Note If you turn off core dumping, the script deletes all core dumps from the /tmp directory, including core dumps not created by Cisco VXC 6215.</p>
-h	Display the usage help.

Script example 1

```
vxcc -l off -c on
```

In this example, the script turns off logging and turns on core dumping.

Script example 2

```
vxcc -l on
```

In this example, the script turns on logging.

Audio issues

If a user experiences issues with audio (for example, the user has video for a call, but not audio) the camera may have become the active audio device. There are two ways to resolve this issue:

Resolution 1

1. Unplug the headset and then plug it back in.
2. Sign out and back in to Cisco UC Integration for Microsoft Lync or Cisco Unified Personal Communicator.
3. Alternately, you can stop and then start Cisco UC Integration for Microsoft Lync or Cisco Unified Personal Communicator.

If the audio issues persist, try Resolution 2.

Resolution 2

1. Restart the thin client without the camera and headset connected.

2. Plug in the camera.
3. Plug in the headset and wait a couple seconds.
4. Sign into Citrix.

No audio with the Plantronics Voyager Pro UC V2 headset

After a user plugs in the Plantronics Voyager Pro UC V2 headset and answers a call, the audio may not work. To resolve this issue, after answering an incoming call, press the Call button on the headset. Users need only do this for the first call after plugging in the device.

Get the version of Cisco Virtualization Experience Client 6215 installed on the thin client

1. Open a terminal window on the thin client
2. **rpm -qi vxc**
You can also use the **versionInfo** command.

Ensure that vxcc is running on the thin client

1. Open a terminal window on the thin client
2. **ps -ef | grep -r vxcc**
You should see the following lines:
/bin/bash /usr/bin/pidrun.sh vxcc /dev/null /dev/null
1
vxcc
grep vxcc

Ensure that credentials are passed down the virtual channel to the thin client

1. Turn off logging to remove the vxcc_logs files.
vxcc -l off
2. Turn logging back on and restart the thin client.
vxcc -l on
3. Log in to the HVD and sign in to Cisco UC Integration for Microsoft Lync or Cisco Unified Personal Communicator.
4. Disconnect from the HVD.
5. Use the Diagnostic Logs Viewer to view the vxcc.log file, and search for Received Device Name value: device name.

Ensure that the registry key values are correct

1. Open the registry editor on the HVD.
2. Ensure that
[HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Cisco Systems, Inc.\Virtualisation]
“VirtualisationEnabled” is set to “true”.
OR
For 32-bit systems, ensure that
[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Virtualisation]
“VirtualisationEnabled” is set to “true”.
For 64-bit systems, ensure that
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Cisco Systems, Inc.\Virtualisation]
“VirtualisationEnabled” is set to “true”.
3. Ensure that [HKEY_CURRENT_USER\Software\Cisco Systems, Inc.\Client Services Framework\AdminData] “
4. StartupMode” is set to “1”.
5. Ensure that [HKEY_CURRENT_USER\Software\Cisco Systems, Inc.\Client Services Framework\AdminData] “TftpServerAddress” is set to the IP for the Cisco Unified Communications Manager.
6. Ensure that [HKEY_CURRENT_USER\Software\Cisco Systems, Inc.\Client Services Framework\AdminData] “CUPServer” is set to the IP for the Cisco Unified Presence Server.

Ensure that the Cisco HVD Agent is started

1. Open the Services console (services.msc) on the HVD.
2. Locate the service name Cisco HVD Agent—under the Name column.
3. Ensure the status for the Cisco HVD Agent service is Started.

Obtaining documentation and submitting a service request

For information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

This document is to be used in conjunction with the documents listed in the “Finding documentation” section.

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