Avaya VDI-Communicator Release 2.1 Service Pack 1

Release Notes

October 17th, 2016

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Document Overview

This release letter is intended to inform all the end users and system administrators of Avaya VDI Communicator features, caveats, and known issues in Release 2.1, Service Pack 1

What's New

Below are the new contents in Avaya VDI Communicator - Release 2.1

- Video call support
- Paired sign-on
- G.722 audio codec

Service Pack 1 adds the following changes:

- Support for TLSv1.2
- Licensing (a specific VDI-C license needs to be deployed)
- Bug fixes and support for new platforms

About Avaya VDI Communicator

Corporations are increasingly using a hosted desktop model called Virtual Desktop Infrastructure (VDI) to manage employee mobility and productivity effectively. Using VDI, a corporate IT team can deploy desktops virtually to employees, whether the employees work from home, office, or any other location. The benefits in deploying VDI desktops compared to traditional desktops are centralized control over all end-user data, applications, preferences, and streamlined user provisioning. However, deploying real-time applications on virtual desktops pose unique challenges to corporations. One of these challenges is to provide real-time media management to improve call quality in a virtual environment.

Avaya VDI Communicator Release 2.1 installed on an HP or Dell-Wyse thin clients or a Personal Computer (PC) with Windows 7/8/8.1/10 Operating System (OS) enhances the quality of voice and audio calls by processing audio and video on the end-user device. The Avaya one-X® Communicator 6.2 FP10 application is deployed on virtual desktops running in the data center and provides the user interface for Unified Communications. In normal operation, the user does not need to use the Avaya VDI Communicator user interface to make or handle calls.

Related documents

Additional documentation includes:

Avaya VDI Communicator documents:

- Avaya VDI Communicator Overview and Planning
- Implementing Avaya VDI Communicator

- Using Avaya VDI Communicator
- Avaya VDI Communicator Online Help (Integrated with the application)
- Avaya VDI Communicator Licensing

Avaya one-X® Communicator documents:

- Avaya one-X® Communicator Overview and Planning
- Implementing one-X® Communicator
- Using Avaya one-X® Communicator
- Avaya one-X® Communicator Quick Start Guide
- Avaya one-X® Communicator Centralized Administration Tool Guide
- Avaya one-X® Communicator Online Help (Integrated with the application)

To obtain these documents and documents about other Avaya products mentioned in this document, see the Avaya Web site at https://support.avaya.com .

Getting Started

Client Applications

1. Avaya one –X® Communicator 6.2FP10
2. Avaya VDI Communicator 2.1 SP1 (build 2.1.0.1055)

Avaya VDI Communicator supported thin clients and PCs

Avaya VDI Communicator supports the following thin clients and PC operating systems.

- HP T820 (WES7 & HP Thinpro 5.0 / 5.2)
- HP MT42
- HP EliteBook745G2
- HP ElitePad 1000G2
- HP T610 (WES7 & HP Thinpro 4.4 / 5.0 / 5.2)
- HP T620 (WES7, Windows 10 IoT & HP Thinpro 5.0 / 5.2)
- HP T510 (WES7 & HP Thinpro 4.4 /5.0 / 5.2)
- HP T520 (WES7, Windows 10 IoT & HP Thinpro 4.4 / 5.0 / 5.2)
- Dell Wyse D50D, D50Q, D90D7, D90D8, D90Q7, D90Q8, Z90Q7, Z90Q8
- Desktop with Windows 7 64-bit and 32-bit
- Desktop with Windows 8,8.1 64bit
- Desktop with Windows 10

USB headsets

Avaya VDI Communicator supports the following USB headsets from Plantronics.

Hardware	Operating System	Headset Models
Dell-Wyse	SLETC SP1 SLETC SP2 SLETC SP3	Blackwire C300(C310 and C320), C420, C435, C600(C610 and C620), DA45/H-top, Voyager Legend, Savi 700(Savi 710/720/730/740/745), Savi 400 (Savi 430/440), Calisto P620-M, Calisto P800 (P820,P825,P830,P835)
HP T510 HP T610	HP ThinPro 4.4 HP ThinPro 5.0 HP ThinPro 5.2	Blackwire C300 (C310 and C320), C420, C435, C600(C610 and C620), DA45/H-top, Voyager Legend, Calisto P620-M, Calisto P800 (P820,P825,P830,P835)
HP T510 HP T610 HP T620 Dell-Wyse	WES 7 Windows 10 IoT	Blackwire C300(C310 and C320), C420, C435, C600(C610 and C620), C700(C710 and C720), DA45/H-top, Voyager Legend, Savi 700(Savi 710/720/730/740/745), Savi 400 (Savi 430/440), Calisto P620-M, Calisto P800 (P820,P825,P830,P835)
Windows PC	Windows 7 / 8 / 8.1 / 10	Blackwire C300(C310 and C320), C420, C435, C600(C610 and C620), C700(C710 and C720), DA45/H-top, Voyager Legend, Savi 700(Savi 710/720/730/740/745), Savi 400 (Savi 430/440), Calisto P620-M, Calisto P800 (P820,P825,P830,P835)

USB webcams

The following USB webcams have been tested with Avaya VDI Communicator:

Microsoft: LifeCam HD-3000

Logitech: C270 HD Webcam

Creative: LiveCam Chat HD, LiveCam Sync HD

USB headsets with call controls:

The buttons on the following USB headsets can be used for basic call control (Answer, Mute, Hangup) with Avaya VDI Communicator:

Plantronics: Blackwire C310, Blackwire C520

Jabra: Pro 9470, Pro 9465, Pro 9460, Pro 9450, Pro 935, Pro 930

Motion Office 6670

Evolve 30, Evolve LINK, Evolve 65

BIZ 2300, BIZ 2400

Virtualization software

Avaya VDI Communicator supports the following virtualization software product versions:

- VMware ESXi Hypervisor minimum version 4.1
- VMware View minimum version 4.6
- Citrix XenDesktop controller minimum version 5.0
- Citrix XenApp minimum version 6.0 ,6.5,7.5
- VMWare View client version 3.2 or later is needed for the 'Paired sign-on' feature.
- Microsoft Terminal Services / Remote Desktop Services

Avaya Aura® 6.0 minimum version

- Avaya Aura® Communication Manager
- Avaya Aura® Session Manager
- Avaya Aura® System Manager

The following table shows the minimum supported Avaya endpoints /clients / Servers by Avaya VDI C 2.1 for the GA release.

Avaya Aura® Session Manager Release	6.3.9.0.639011
Avaya Aura® System Manager Release	6.3.9.0.639011
Avaya Aura® Communication Manager	6.03.0.124.0-21754
Avaya Session Border Controller release	6.3.000-16-4165
Avaya SIP Hard Phones 96x1	6.2 6.3 SP1 6.4
Avaya H.323 Hard Phones 96x1	6.2 6.3 SP1 6.4
Avaya Communicator for Windows 2.0	2.1.0.29
Scopia® 8.3	8.3 SP1
Acme Packet Net-Net 4500 SBC	
Avaya Communicator for ipad	2.0

Citrix 7.5 (XenApp) version for VDI-C tested using two different hardware configurations / Environment

Environment 1 is recommended for 50 users

- 1. Server type: IBM BladeCenter HS22-[7870AC1]-
- 2. CPU: Intel(R) Xeon(R) CPU E5540 @ 2.53 GHz
- 3. System Memory: 40 GB
- 4. HDD: 552 GB
- 5. Operating OS: Windows 2012

Environment 2

- 1. Server type: Dell R620
- 2. CPU: Intel(R) Xeon(R) CPU E5-2640 @ 2.50 GHz
- 3. System Memory: 80 GB
- 4. HDD: 900 GB
- 5. Operating OS: XenServer 6.2

Provisioning and Software Installation

Please refer to the 'Avaya VDI Communicator Overview and Planning' guide for endpoint provisioning and software installation procedures.

Licensing

Starting in release 2.1 SP1, VDI-C tries to obtain a license from a licensing server (WebLM) when logging in. The licensing server address must be provisioned under Settings->Server->Licensing server. If VDI-C cannot obtain a license when logging in, it will enter a 30-day 'grace period'.

VDI-C requires one of the following two licenses: **VALUE_VDICOMMUNICATOR_MAXIMUM_SEATS** (for a limited number of VDI-C instances) or **FEAT_VDICOMMUNICATOR_UNLIMITED_SEATS** (unlimited number of VDI-C instances).

Please contact your sales representative for information about obtaining the necessary license. Check the "Avaya VDI Communicator licensing" document for instructions on deploying VDI-C license to Aura's integrated WenLM licensing server.

Using the VDI-C application

Avaya VDI Communicator is used with the Avaya one-X® Communicator application deployed on virtual desktops running in the data center providing the user interface for Unified Communications. You are required to use Avaya one-X® Communicator through virtual desktops. In normal operation, you do not need to use the Avaya VDI Communicator user interface to make or handle calls. To connect with a VDI endpoints, you must use Avaya one-X® Communicator in the Desk Phone mode.

To install 1XC 6.2 FP10 in virtual environment launch installer from a command prompt with the following command line:

```
C:\>"Avaya one-X Communicator Suite.exe" /ISCITRIX=true
```

The call features mentioned below are available through Avaya one-X® Communicator in a virtualized environment:

- Make a call
- Answer a call
- End a call
- Transfer a call
- Make a conference call
- Place a call on hold
- Resume a call
- Mute/Unmute call

Though in normal operation you do not need to use Avaya VDI Communicator for making or handling calls, you can use the Avaya VDI Communicator user interface installed on your thin client or Windows PC to make and handle voice or video calls when you do not have access to Avaya one-X® Communicator. The following features are available through Avaya VDI Communicator installed on your VDI thin client:

- Make a call
- Answer a call
- End a call
- Mute / Unmute a call

Please refer to the 'Using Avaya VDI Communicator' guide or the online help (Integrated with the application) for more details.

VDI Communicator R2.1 Features

- Configuration
  - Auto configuration
  - GUI for auto-configuration
- Auto login and Auto start
- Make call
  - Make audio/video call from VDI-C UI
  - Receive a call
  - Ignore a call
  - Dial pad
- Mid call control
  - DTMF
  - Mute / Unmute
  - Audio/Video Metrics on active call

- Avaya Aura Conference 7.0 bridge dialing
- End a call
- G.711MU /A support
- G.729
- G.722
- SRTP
- Session Border Controller Support
- Multiple Device Access Support
- Dual Registration using H.323 phone types
- Certificates / Authentication

Non-supported features:

- H.323 support

Caveats / Known issues

Sr. No.	Key	Summary	Workaround / Notes
1	VDIDMC-1411	Unable to hold_resume VDI-C Application if switch network from wireless to wired or vice a versa	Restart VDI-C after changing N/W
2	VDIDMC-1871	Shared control not working properly in dual-Session Manager setups when One-X Communicator and VDI Communicator are registered to different Session Managers.	Make sure that VDI-C and 1XC are configured to use the same SM's and in the same order.
3	VDIDMC-1845 ONEXC-12813	Pair sign-off does not work after the Virtual Desktop Session is disconnected and reconnected.	Manually log out from VDI-C if the Virtual Desktop is disconnected while 1XC and VDI-C are in shared control.
4	VDIDMC-1847 VDIDMC-1850	On Lenovo T420 laptop, the integrated webcam cannot be used by VDI-C while Citrix Receiver is running.	Use an external webcam.
5	VDIDMC-1801	On Dell Wyse Linux SP2, Paired Sign On doesn't work with RDP because of bug in RDP client application.	Upgrade the **xfreerdp** binary from the thin client to a patched version.
6	VDIDMC-1782	When a webcam is inserted, VDI-C will automatically switch to using camera microphone.	If this behavior is not desired, change the microphone device from VDI-C's Settings->Audio Settings menu.
7	VDIDMC-1762	On ThinPro 5.2, VMWare virtual desktop prevents VDI-C from using USB headset.	Uncheck the "Automatically switch to remote USB protocol" setting in HP's "USB manager" application.
8	VDIDMC-1753	When using some USB headsets a double ring tone is heard on incoming calls.	Disable 'ring on incoming calls' in VDI-C Settings->Audio Settings. Only the headset-generated ringtone will then be heard.

9	VDIDMC-1752	On Dell Wyse Z50D, USB camera disappears from device list.	Make sure the USB camera is plugged in an USB 3.0 port (the blue ports on the back of the unit).
10	VDIDMC-1877 ONEXC-12944	On Aura 7, audio call started from VDI-C becomes video after hold/unhold	Use 1XC for placing calls whenever possible.
11	VDIDMC-1880	1XC does not connect in shared control mode if multiple controllable devices are registered. Shared control from 1XC can be established only when a *single* controllable device is registered.	Avoid registering multiple controllable devices simultaneously for the same extension (e.g. avoid registering VDI-C and SIP hard phone at the same time).
12	VDIDMC-1886	For Paired sign on (PSO) under VMWare View, VDI-C must be started *before* connecting to the virtual desktop.	Use the following sequence for logging into softphone application: - Launch VDI-C without logging in; - Launch Virtual Desktop client; - Launch 1XC in Virtual Desktop and login from 1XC: VDI-C will log in automatically via Paired Sign-On.

Paired sign-on with VMWare

For paired sign-on to work with VMWare Horizon View, version 3.2 or newer of the VMWare client must be used. Also, connection protocol should be set to PCoIP (go to *Connection->Settings->Desktop* in VMWare Client and make sure 'Connect via' is set to 'PCoIP').

Please also consider issue VDIDMC-1886 (see above): make sure that VDI-C starts *before* connecting to the virtual desktop.

Video performance

For acceptable video performance, a thin client with at least a *dual-core CPU running at 1.6 GHz* must be used. VDI Communicator tries to automatically detect CPU speed and will adjust the video bandwidth accordingly. The user can override the auto-configured video bandwidth from the Settings->Video settings tab. Please note however that:

- higher video bandwidth may cause excessive CPU usage;
- some conference bridges may not transmit video if the video bandwidth is too low.

Plantronics Headset issues

Title: HP t510 Linux Thinpro 5 & 1XC running from Xenapp got hung.

Tracking Number: VDIDMC-1390

Description: Thinpro as well as 1XC got hung with Plantronics headsets on Thinpro 5.0 operating system running on HP T510 thinclinet

Workaround: There are known issues with Plantronics headsets on Thinpro 5 systems. Using the headset hold/mute buttons may cause the ThinPro GUI to ignore mouse clicks.

As a workaround, the following lines should be added in the /etc/X11/xorg.conf file:

```
Section "InputClass"
 Identifier "Plantronics"
 MatchVendor "Plantronics"
 Option "Ignore" "true"
 EndSection
```

Appendix A: Acronyms

SM	Avaya Aura® Session Manager
VDI	Virtual desktop Infrastructure
WES7	Windows Embedded Standard 7 Operating System
1XC	Avaya One-X® Communicator
VDI-C	Avaya VDI Communicator
ACA	Avaya Client Applications is the name of the Avaya product that contains Lync Integration