

Webex meeting Optimization Client for VDI (WVDI) Installation Guide

Overview of Cisco Webex Meeting virtual desktop software

What is it?	Cisco Webex Meetings client for VDI provides an enhanced experience in VDI environments. When you attend meetings in a VDI environment, the Webex meetings software routes all audio and video streams directly between the local computer and the Webex meetings cloud without going through the hosted virtual desktop (HVD). The Webex Meetings desktop virtual software currently supports the Citrix virtual desktop environment and VMware-hosted environment
What do I need to know?	<p>This application plug-in only supports HVD users connecting from non-bank Windows devices, (i.e, personal Windows devices).</p> <p>Note: This guide does not apply to macOS devices, Chromebook or RemotePC</p> <p>Important: This step-by-step guide only applies to non-bank Windows personal or vendor owned Windows devices.</p>
What do I need to do?	Ensure that Citrix or VMware is already installed. If applicable, close and exit out of any running Citrix or VMware applications. This software works only for Windows non-bank devices

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Before you proceed, please close and exit out of any Citrix or Horizon (VMware) sessions running on your computer

1. From your personal Windows device, launch <http://portal.bankofamerica.com/>

- Click on the “Download Webex Meeting Optimization Client” under **Device updates** section to open the download portal

*You can access a copy of the installation guide from **User Guide** section*

BANK OF AMERICA Virtual Services Portal

Welcome, please select the correct region below to access your virtual workspace

AMRS EMEA ASIA CHINA GBS

Reminder: It is the individual's responsibility to adhere to Bank of America's policies and to ensure that the operating system and the remote access app running on the device are from official sources and the device is kept up to date with the latest security patching. Before calling Support please reference the Connection Guides listed below

① Helpful Links

- IMPORTANT-Upcoming change to Bank of America Portal authentication look
- Activate/Test Security Device

🔑 Device updates

- Download ZOOM Meeting Optimization Client (Windows Personal Devices Only)
- Download ZOOM Meeting Optimization Client (MacOS Personal Devices Only-Requires MacOS 10.15+)
- 1** Download Webex Meeting Optimization Client (Personal Devices Only)
- Download VMware Horizon Client (Personal/Vendor Devices Only)
- Download Citrix WorkSpace App (Personal/Vendor Devices Only)
- Windows Updates
- Mac OS Updates

📖 User guides

Site Updated on 19 October 2021

- Software (ZOOM Cloud Conferencing) Installation Guide for Windows Personal Devices
- Software (ZOOM Cloud Conferencing) ZOOM Meetings Installation Guide MAC
- Software (Webex Meeting Optimization Client) Installation Guide for Windows Personal Devices
- Software (Webex Meeting Optimization Client) Installation Guide for macOS Personal Devices
- Software (VMware Horizon) Update Guide for Personal/Vendor Computer
- Connecting to Horizon HVD with Chromebook
- Software (Citrix) Update Guide for Apple iPads
- Software (Citrix) Configure Audio and Video on Windows and MAC

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2. Scroll to the bottom of the download page to locate the “**Cisco Webex Meetings virtual desktop software**” section
3. Click on the “**Getting Started with Virtual Desktop Software**” to expand download options
4. Under “**Install the plug-in on all thin client computers**” sub-section click on the [Download Cisco Webex Meetings VDI plugin link](#)

2 Cisco Webex Meetings virtual desktop software

As an administrator, you can install the Cisco Webex Meetings app on a hosted virtual desktop (HVD) on a server and then allow users to use the Webex Meetings app when they access the virtual desktop from a thin client computer.

3 Getting Started with Virtual Desktop Software ▾

This screenshot shows a webpage section titled "Cisco Webex Meetings virtual desktop software". A red box highlights the title. Below the title is a paragraph of text. Another red box highlights a dropdown menu labeled "Getting Started with Virtual Desktop Software" with a downward arrow. A blue circle with the number "2" is next to the title, and another blue circle with the number "3" is next to the dropdown menu.

Install the Webex Meetings app on the hosted virtual desktop

Download the Cisco Webex Meetings desktop app and install it on the hosted virtual desktop on a virtual desktop infrastructure (VDI) server.

[Download Cisco Webex Meetings desktop app](#)

Supported platforms

Hosted virtual desktop - Windows 8/10 operating system

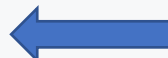
Virtualization platform - Citrix XenDesktop version 7.15 or later. Citrix XenApp Virtual Desktop is supported however Virtual Apps is not supported yet.

- VMware server version: 7.6, 7.7, 7.8, 7.9, 7.10, 7.11

Install the plug-in on all thin client computers

- 4** Download the Cisco Webex Meetings virtual desktop plug-in on each of the thin clients. Consult your IT administrator for installation assistance.

[Download Cisco Webex Meetings VDI plugin](#)



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Click on the Downloads Tab, and click the **Download** link under Windows 10 x86 or x64 to initiate the download



¹ Citrix XenApp with app publishing isn't supported.

(42.3.9.8) July 2022

- Windows 10 x86 or x64
[Download](#)

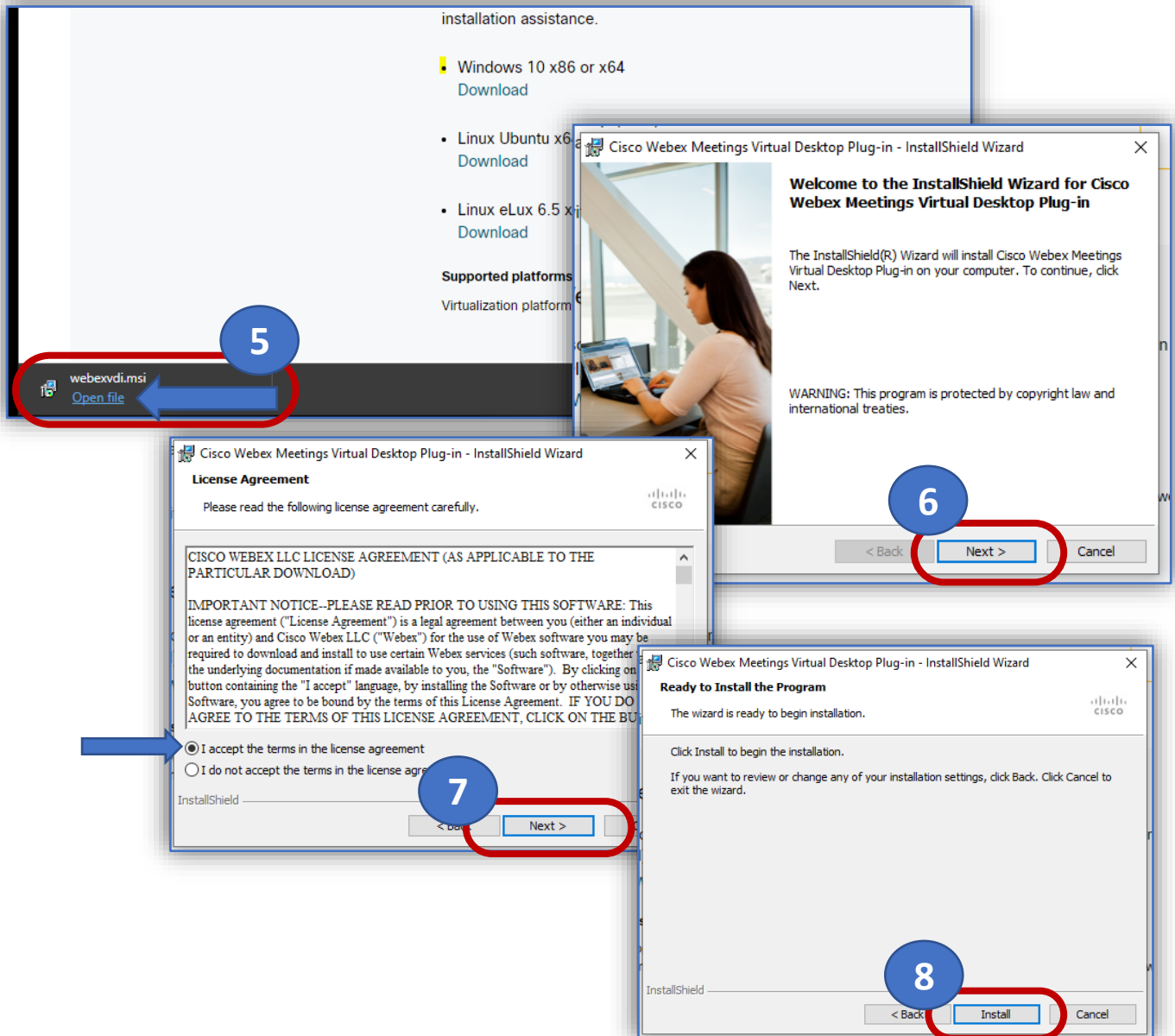


- Mac OS Installer

[Download](#)

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- Once download is complete, locate the **webexvdi.msi** file in the download band on in your browser window and click **Open file** to start the installation
- When **InstallShield** window appears, click **Next** to proceed
- Review **License Agreement**, select **accept**, then click **Next** to continue
- Click **Install**.



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9. Wait for installation process to finish
10. Click **Finish** button on the **InstallShield** window to complete.

