Cisco Jabber Guest 10.0 Administration Guide

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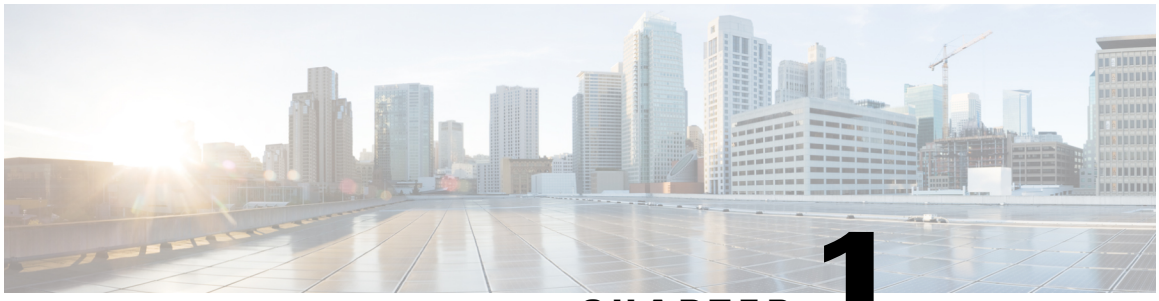


CHAPTER 1

Features

About Call Links

A Cisco Jabber Guest call link allows anyone to *click-to-call* an endpoint in the enterprise without creating an account, setting a password, or otherwise authenticating.

The Cisco Jabber Guest web client or mobile client launches when a link is clicked. This process greatly simplifies how a user places a call; they simply click on the provided link. This process allows the user to easily place a video call to the destination associated with the link.

The Cisco Jabber Guest server checks to see if the link exists in the database when a call is placed using it. The following operational parameters for the call are taken from the database if the link exists:

- Destination endpoint
- Caller ID
- Called ID
- Time

The server checks the **Allow ad hoc links** setting if the link is not listed in the database. If ad hoc links are enabled, the server sends the call to Cisco Expressway or Cisco Unified Communications Manager using the string to the right of `/call/` as the route string. If the setting is disabled, the call is not routed unless the link exists in the database. Ad hoc links are enabled from Cisco Jabber Guest Administration.

Calls can be made to any Cisco Unified Communications Manager endpoint by dialing the directory number (DN). Calls also can be placed using a URI if URI dialing has been enabled.

Call Link Format

Call links are constructed in the following format:

`https://example-jabberc/call/`*`DN or UserID@example.com`*

The following table provides some examples of how links are constructed.

Table 1: Example link URLs

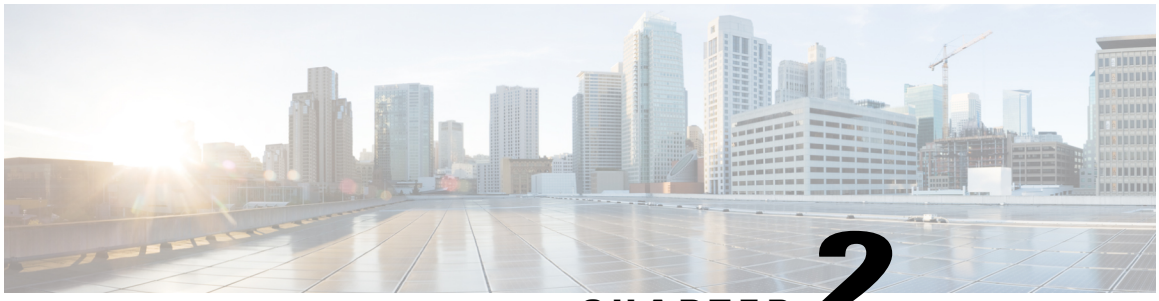
URL	Notes
`http://example-jabberc.com/call/janedoe@example.com`	URI links work only for endpoints with URI dialing enabled.
`http://example-jabberc.com/call/5309@example.com`	4-digit DNs work only for endpoints homed on the same cluster.
`http://example-jabberc.com/call/17011701@example.com`	8-digit DNs work for all endpoints on the same domain.

Note The domain is optional. If it is supplied it must match the enterprise domain configured in Cisco Unified Communications Manager. If a domain is not supplied on an ad hoc link, the SIP domain (in **Settings** > **Call Control and Media**) for this server is used.

About Ad Hoc Call Links

Ad hoc links are disabled by default and are enabled from Cisco Jabber Guest Administration.

A call link is either an entry in the Cisco Jabber Guest Server database, or an ad hoc link that is not in the database.



CHAPTER 2

Cisco Jabber Guest Administration

Sign In to Cisco Jabber Guest Administration

The Cisco Jabber Guest server is set up with default credentials.

Before You Begin

You can access Cisco Jabber Guest Administration on Windows with:

- Google Chrome 18 or later
- Microsoft Internet Explorer 8 or later (32-bit only)
- Mozilla Firefox 10 or later

You can access Cisco Jabber Guest Administration on Mac with:

- Apple Safari 5 or later
- Google Chrome 18 or later
- Mozilla Firefox 10 or later

Your session times out after 30 minutes of inactivity.

Procedure

Step 1 From a compatible browser, navigate to the IP address or host name of your Cisco Jabber Guest server and append `/admin/` to the URL.

Step 2 For **Alias**, enter admin.

Step 3 For **Password**, enter jabbercserver.
The first time that you sign in you must change your password.

Step 4 Enter a new password.

Sign In to Cisco Jabber Guest Server CLI

The Cisco Jabber Guest server command-line interface (CLI) is set up with default credentials.

Procedure

Step 1 For the user ID, enter root.

Step 2 For the password enter jabbercserver. The first time that you sign in, you must change the password.

Step 3 Enter a new password.

Users

Think of users as accounts that can be used as organizational units for links. There is no association between a user and a link at which they can be reached.

All users are administrators.

Create User

Procedure

Step 1 From Cisco Jabber Guest Administration, click **Users**.
Step 2 Click **New**.
Step 3 For **Alias**, enter the appropriate user name. User aliases must be unique across all users.
Step 4 For **First name**, enter the given name of the user.
Step 5 For **Last name**, enter the surname of the user.
Step 6 For **Display name**, enter the publicly displayed name of the user.
Step 7 For **Password**, enter a default password for the user.
Step 8 For **Confirm password**, confirm the password.
Step 9 Click **Create**.

Update User

Procedure

Step 1 From Cisco Jabber Guest Administration, click **Users**.
Step 2 Click the user name of the user that you want to update.
Step 3 For a new user, enter the information in the appropriate fields, and then click **Update**.
Step 4 For an existing user, update the appropriate fields, and then click **Update**.
Step 5 To remove the user from the database, click **Delete**.

Delete User

Procedure

Step 1 From Cisco Jabber Guest Administration, click **Users**.
Step 2 Click the user name of the user to delete. You can search for a specific user.
Step 3 At the bottom of the **Details** page, click **Delete**.

Change Password Policies

Procedure

Step 1 From Cisco Jabber Guest Administration, choose **Services** > **Passwords**.

Step 2 Check **Complexity check** if you want passwords to meet the following requirements:

- Passwords must be eight or more characters in length.
- Passwords must include three of the following characters:
  - At least one uppercase letter
  - At least one lowercase letter
  - At least one number
  - At least one symbol

Step 3 For **History size**, enter the number of passwords that are remembered.
For example, if you enter 3, the user's previous three passwords are remembered. If a user tries to change the password and reuses one of the previous three passwords, the user is prompted to specify a different password.

Step 4 For **Maximum failed sign ins**, enter the number of sign in attempts allowed before the user account is locked.

Step 5 Click **Update**.

Related Topics

Unlock User Account, on page 7

Set User Password

Procedure

Step 1 From Cisco Jabber Guest Administration, click **Users**.

Step 2 Click the user name of the user for whom you want to set a password.

Step 3 Click **Password**.

Step 4 Check **Must change**.

Step 5 Enter a default password for the user.

Step 6 Confirm the password.

Step 7 Click **Update**.

Unlock User Account

Complete this task to unlock a locked account, or provide users with a temporary password.

Procedure

Step 1 From Cisco Jabber Guest Administration, click **Users**.

Step 2 Click the user name of the user whose password you want to unlock.

Step 3 Click **Password**.

Step 4 Click **Unlock**.

Step 5 If the user has forgotten his or her password, do the following:

a) Check **Must change**.
b) Enter a temporary password for the user.
c) Confirm the password.
d) Click **Update**.
e) Provide the user with the temporary password.

Links

Call links are classified as either in database or as ad hoc. When a Cisco Jabber Guest client tries to place a call to a link, the Cisco Jabber Guest server first checks to see if the link exists in the database. If the link exists, the operational parameters (destination endpoint, caller ID, called ID, and time the link is valid) are taken from the database. If the link is not listed in the database, the server next checks the **Allow Adhoc Links** setting. If the link is enabled, the server sends the call to Cisco TelePresence Video Communication Server or Cisco Unified Communications Manager using the string to the right of `/call/` as the route string. If the setting is disabled, the call will not route unless the link exists in the database. Ad hoc links must be enabled before calls can be placed with them.

For more information about call links and how they are constructed, see the About Call Links, on page 1 section in this guide.

Best Practices for Creating Links

Allow Time for Links to Replicate

When you create a click-to-call link on a Cisco Jabber Guest server that is a member of a cluster, you must allow a small amount of time before that link is active on all servers in the cluster. This applies whether you create the link by using Cisco Jabber Guest Administration or the link API. In both cases, the link information replicates automatically to all other servers in the cluster. The amount of time required for replication varies depending on factors such as the network connection speed between the servers. Complete replication can occur within a second or may take several seconds.

If you deploy an application that creates links dynamically by using the link API and pushes them to the Cisco Jabber Guest client, we recommend that you factor this replication delay into your design. If a Cisco Jabber

Guest user attempts to use a link that has not yet been replicated to the Cisco Jabber Guest server that handles the request, the attempt will fail.

Maximum Number of Call Links

There is no hard limit on the number of links that you can create on a Cisco Jabber Guest single server or cluster. We have tested with upwards of 25,000 links.

Create Link

Want to specify a time and date in which a link is active? For example, if your company is hiring, you can create a link that a candidate uses to call for an interview. You can specify that the link is active between 2:00 p.m. and 4:00 p.m. on the day of the interview.

Procedure

Step 1 From Cisco Jabber Guest Administration, click **Links**.

Step 2 Click **New**.

Step 3 Set the request path, which is the part of the link after `/call`. The request path must be unique:

- If you want the domain name or DN to appear, click the **Destination** drop-down arrow, and choose **Destination**.
- If you want a custom string to appear, click the **Destination** drop-down arrow, choose **Custom string**, and enter the string in the **Request path** field.
- If you want a random string to appear, click the **Destination** drop-down arrow, and choose **Random string**.

For more information, see Call Link Format, on page 15.

Step 4 For **Destination**, do one of the following:

- Enter the DN or URI and domain name of the person who you want to call. For example, *1000@cisco.com* or *johndoe@cisco.com*.
- Enter the DN of the person who you want to call. For example, *1000*. The Cisco Jabber Guest server will populate the domain name by using the value in the **SIP domain** field (in **Settings** > **Call Control and Media**).

Important The destination must resolve to a DN or URI that is routable from Cisco Expressway-C and Cisco Unified Communications Manager.

Step 5 For **Display name**, enter the name to display on the client when a call is placed using this link. For example, if the link calls a help desk, enter Customer Support.

You can set a default display name for all links.

Step 6 For **Caller name**, enter the name to display on the destination endpoint in the enterprise. For example, if the link calls a physician's hotline, enter MD Hotline caller. If you do not enter a value, the caller name is *Jabber Guest*.

Step 7 For **Caller SIP alias**, enter the caller ID that you want to display on the destination endpoint in the enterprise. If you do not enter a value, the caller ID is the value in the **Default caller SIP alias** field.
The caller ID can only contain the following characters: A–Z, a–z, 0–9, hyphen (-), underscore (_), period (.), and plus sign (+).

Step 8 If the link calls a video conference bridge that requires a unique caller name, check **Append unique identifier to SIP alias**. A unique number is appended to the SIP alias. Each time the link is clicked, the number increments.

Step 9 For **State**, choose when the link is active.

Step 10 Click **Create**.

What to Do Next

If you chose start and end dates for any of the links that you created, you can Set Your Links to Automatically Delete, on page 10

Related Topics

Set Default Display Name for Links, on page 9
Mapping Between Link Fields and SIP Headers, on page 16

Create Multiple Links at the Same Time

You can create links in bulk by using the Cisco Jabber Guest API.

To download a sample application from the Cisco Jabber Guest API web page, click **Downloads** > **Jabber Guest Links Management Sample**.

Related Topics

Cisco Jabber Guest API

Request Path Cannot Be Changed After Link is Created

You cannot change the request path of a link after the link is created. For example, if the request path of a link reflects the link destination and the link destination changes, you must create a new link. You cannot update the request path to reflect the updated destination.

Set Default Display Name for Links

Complete this task to set a default display name for all links, including ad hoc links.

Procedure

Step 1 From Cisco Jabber Guest Administration, choose **Settings** > **Links**.

Step 2 For **Default display name**, enter the name to display on the client when calls are placed. If a **Display name** is set for an individual link, that name overrides the **Default display name**.

Step 3 Click **Update**.

Set Default Caller ID for Links

Complete this task to set a default caller ID for all links, including ad hoc links.

Procedure

Step 1 From Cisco Jabber Guest Administration, choose **Settings** > **Links**.

Step 2 For **Default caller SIP alias**, enter the caller ID that you want to display on the destination endpoint. If a **Caller SIP alias** is set for an individual link, that value overrides the **Default caller SIP alias**.
The caller ID can only contain the following characters: A–Z, a–z, 0–9, hyphen (-), underscore (_), period (.), and plus sign (+).

Step 3 Click **Update**.

Set Your Links to Automatically Delete

If you chose start and end dates for any of the links that you created, you can choose to automatically delete these links after the end date passes.

Procedure

Step 1 From Cisco Jabber Guest Administration, choose **Settings** > **Links**.

Step 2 For **Expired links deleted after *n* days**, choose how many days after the end date passes that you want to delete the links.
If you do not enter a value or if you enter a value of 0, expired links are kept in the database indefinitely.

Set Up Ad Hoc Links for Video Conference Bridges

A unique caller name is required to allow Cisco Jabber Guest callers into some video conference bridges. Complete this task to append a unique identifier to ad hoc links.

Procedure

Step 1 From Cisco Jabber Guest Administration, choose **Settings** > **Links**.

Step 2 Check **Append unique identifier to SIP alias for ad-hoc links**.
A unique number is appended to the SIP alias. Each time the link is clicked, the number increments.

Step 3 Click **Update**.

Mobile Settings

The settings on the **Mobile** page are for iOS support.

When iOS users click a call link, the server redirects them to the value set in the **Redirect URL for iOS** field. The default value of the **Redirect URL for iOS** field is a Cisco Jabber Guest welcome page.

On the client side, users are then redirected to a special URL using the scheme value set in the **iOS URL scheme** field , which allows the appropriately registered native application to launch into the call. The default value of the **iOS URL scheme** field is *jabberguest*.

If Cisco Jabber Guest is not installed, users are then redirected to the value set in the **iOS App Store link** field. By default, the **iOS App Store link** field contains a link to download Cisco Jabber Guest.

If your organization has developed its own iOS application that implements Cisco Jabber Guest, you can update these fields so that your application opens instead of Cisco Jabber Guest.

Alternatively, if you do not want an application to open when iOS users click a call link, you can edit the **Redirect URL for iOS** field to redirect users to another location, such as a web page.

Procedure

Step 1 From Cisco Jabber Guest Administration, choose **Settings** > **Mobile**.

Step 2 In the **iOS App Store link** field, enter the URL to the application in the iOS App Store.

Step 3 In the **iOS URL scheme** field, enter the URL scheme for the iOS application.

Step 4 In the **Redirect URL for iOS** field, enter the URL that you want the server to redirect iOS users to when they click a call link. The server can redirect users to another domain.

Step 5 Click **Update**.

Download Logs

Complete this task to download log files as a zip archive for troubleshooting or maintenance.

Procedure

Step 1 From Cisco Jabber Guest Administration, click **Logs**.

Step 2 Do one of the following:

- To download all of the log files on the system, click **Download All**. A zip file named `diagnosticFiles_yyyy-mm-dd_hh-mm-ss.zip` downloads.
- To download a specific log:
  1. Click the log file.
  2. Click **Download Current Log**.

Monitor Product Use

You can monitor product use in several ways.

View Plug-in Download Count

Complete this task to view the number of unique (per device) browser plug-ins that have been downloaded since Cisco Jabber Guest was installed.

Procedure

Step 1 From Cisco Jabber Guest Administration, click **Reports**.

Step 2 Click **Session Activity**.
The count does not update in real time. You must refresh the page to view a real-time count.

View Current Call Session Count

Complete this task to view the number of current active call sessions. This number includes all users who have clicked a link but have not yet clicked **Call**.

Procedure

Step 1 From Cisco Jabber Guest Administration, click **Reports**.

Step 2 Click **Session Activity**.
The count does not update in real time. You must refresh the page to view a real-time count.

View Call Session Usage Log

Complete this task to help you determine the capacity that is required for your deployment. Usage logs show the number of call sessions that were active each minute in a day.

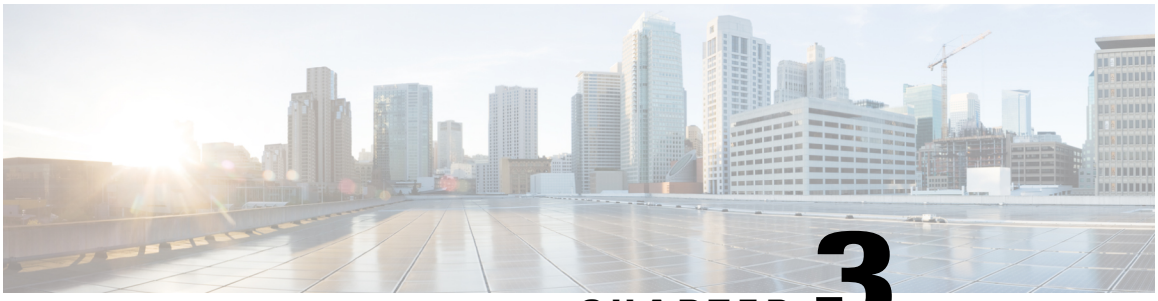
Procedure

Step 1 From Cisco Jabber Guest Administration, click **Logs**.

Step 2 Do one of the following:

- To view all of the daily usage logs on the system:
  1. Click **Download**. A zip file named `diagnosticFiles_`*`yyyy-mm-dd_hh-mm-ss`*`.zip` downloads.
  2. Open the zip file. Each daily usage log file is named `usage.log-`*`yyyymmdd`*.
- To view the usage log for today:
  1. Click **Jabber Guest Usage CSV**.
  2. Click **Download**. A file named `usage.log` downloads.

Step 3 Open the usage log with an application that can open CSV-format files, such as Microsoft Excel or Notepad ++.
The data appears in the format: *`mm/dd/yyyy hh:mm:ss, number of active call sessions`*.



CHAPTER 3

Reference

Call Link Format

Call links are constructed in the following format:

`https://example-jabberguest/call/`*`directory number (DN) or UserID@example.com`*

The following table provides some examples of how links are constructed.

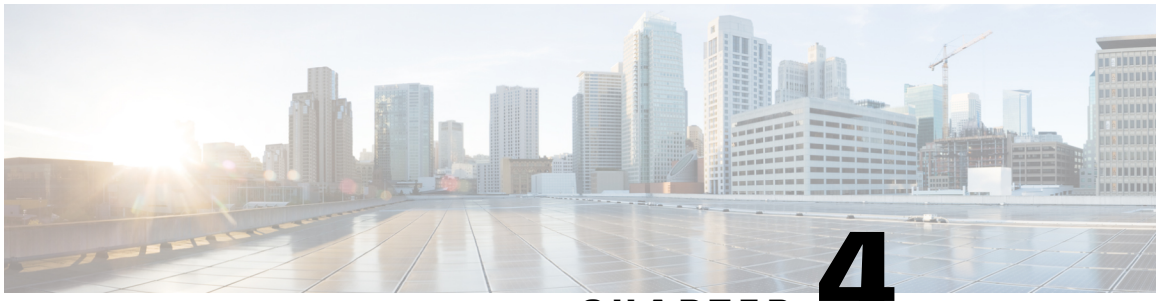
Table 2: Example Call Link URLs

URL	Notes
`http://example-jabberguest.com/call/janedoe@example.com`	URI links work only for endpoints with URI dialing enabled.
`http://example-jabberguest.com/call/5309@example.com`	4-digit DNs work only for endpoints homed on the same cluster.
`http://example-jabberguest.com/call/17011701@example.com`	8-digit DNs work for all endpoints on the same domain.

Note The domain is optional. If the domain is supplied, it must match the enterprise domain configured in Cisco Unified Communications Manager. If a domain is not supplied on an ad hoc link, the SIP domain (in **Settings** > **Call Control and Media**) for this server is used.

Mapping Between Link Fields and SIP Headers

Link Field	SIP Header
Destination	Request-URI in the INVITE
Caller SIP Alias **Note** If you do not enter a value in the **Caller SIP alias** field, the value in the **Default caller SIP alias** field is used.	User portion of the *From:* and *Remote Party ID:* (RPID) headers Example: • From: <sip:alice@cisco.com> • Remote-Party-ID: <sip:alice@cisco.com>
Caller name **Note** If you do not enter a value in the **Caller name** field, the caller name is *Jabber Guest*.	Display name of the *From:* and *Remote Party ID:* (RPID) headers Example: • From: "Alice" <sip:alice@cisco.com> • Remote-Party-ID: "Alice" <sip:alice@cisco.com>
Append unique identifier to SIP alias	Adds a unique identifier to the *From:* and *Remote Party ID:* (RPID) headers Example: • From: <sip:alice-123@cisco.com> • Remote-Party-ID: <sip:alice-123@cisco.com>



CHAPTER 4

Troubleshoot

What to Do If

Q. I am asked to provide a `chip.log`?

A. Locate the chip.log file.

Related Topics

Locate chip.log File, on page 17

Locate chip.log File

If you are asked to send the `chip.log` file, follow either step 1 for Windows systems or step 2 for Mac OS X systems and then proceed to step 3.

Procedure

Step 1 For Windows, navigate to `%HOMEPATH%\Appdata\LocalLow\Cisco\chip`.

Note `%HOMEPATH%` is generally of the form '`C:\Users\`*`username`*'.

Step 2 For Mac OS X, navigate to `~/Library/"Internet Plug-Ins"/"Cisco JabberC Video over IP Plug-In.plugin"/Contents/Frameworks/Logs`.

Step 3 Compress the file and email it back to the requester.

Locate chip.dmp File

If your plug-in crashes, a dump file called `chip.dmp` is created. Currently, this file is created only for plug-in crashes on Microsoft Windows. If you are asked to send the `chip.dmp` file, follow this procedure.

Procedure

Step 1 Navigate to `%HOMEPATH%\Appdata\LocalLow\Cisco\chip`.

Note `%HOMEPATH%` is generally of the form '`C:\Users\`*`username`*'.

Step 2 Compress the file and email it back to the requester.

Reset Admin Password for Cisco Jabber Guest Administration

Procedure

Step 1 Sign in to the Cisco Jabber Guest server as root.

Step 2 Change directory to `/opt/cisco/webcommon/scripts`:
```
cd /opt/cisco/webcommon/scripts
```

Step 3 Enter the following command:
```
python mongo_admin_reset.py
```
The password is reset to its default value: jabbercserver.

Reset Root Password for Cisco Jabber Guest Server

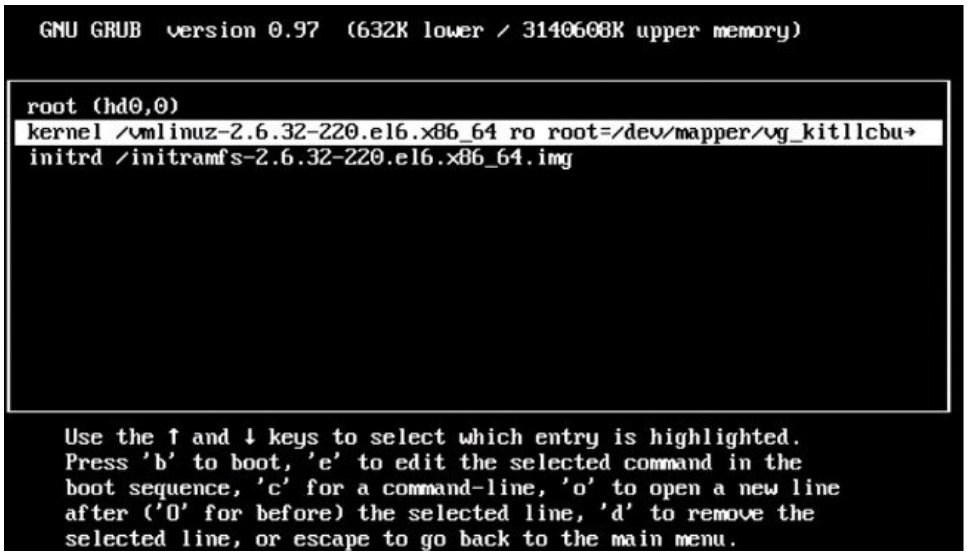
Procedure

Step 1 Open a console session for the Cisco Jabber Guest server and restart the server.

Step 2 Press any key to interrupt the start process.

Step 3 Press e to edit.

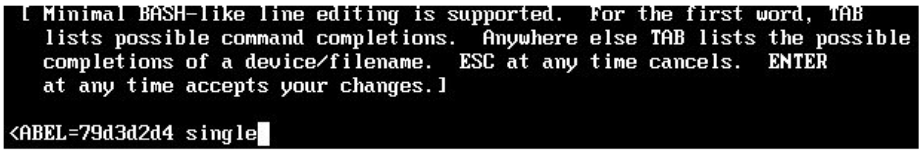
Step 4 From the entries, select **kernel** and press e to edit.



Step 5 Start the server in single-user mode:

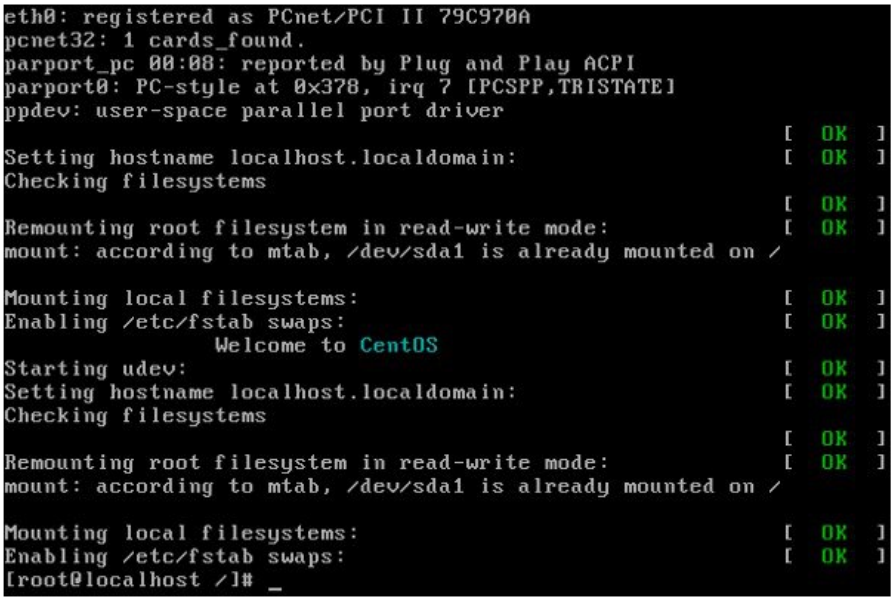
a) Add the word **single** to the end of the line.

b) Press the Enter key.



Step 6 Press b to start the server.

The Cisco Jabber Guest server starts in single-user mode.



Step 7 Enter **passwd root**, and then enter a new password.

Step 8 Restart the server.