Cisco Jabber Guest 11.1 Administration Guide

First Published: 2017-12-08

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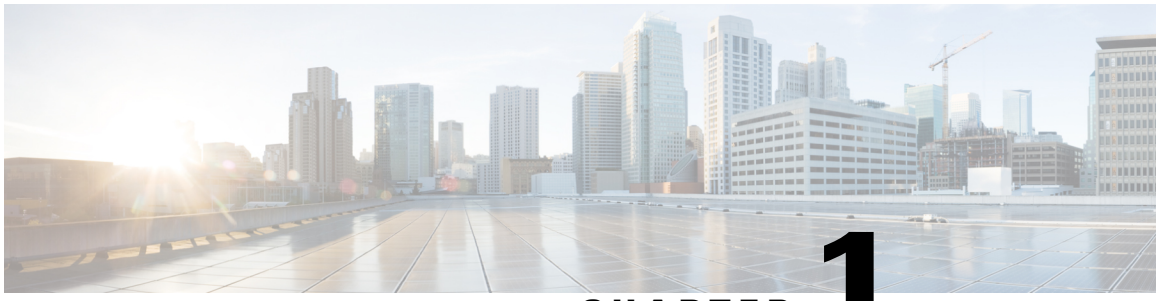


CHAPTER 1

Get Started

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, or 64-bit running 32-bit tabs only)
- Mozilla Firefox 10 or later

You can access Cisco Jabber Guest Administration on Mac with:

- Safari 7 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.

Set Links for Mobile Users

If your organization has developed its own Android or iOS application that implements Cisco Jabber Guest, you can update the Mobile settings so that your application opens instead of Cisco Jabber Guest. For more information, see About Mobile Settings, on page 3

Procedure

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

Step 2 To set up Android support, do the following:

a) For **Android Package Name**, enter the package name that uniquely identifies your application.
b) For **Android URL scheme**, enter the URL scheme for the Android application.
c) For **Redirect URL for Android**, enter the URL that you want the server to redirect Android users to when they click a call link. The server can redirect users to another domain.

Step 3 To set up iOS support, do the following:

a) For **iOS App Store link**, enter the URL to the application in the iOS App Store.
b) For **iOS URL scheme**, enter the URL scheme for the iOS application.
c) For **Redirect URL for iOS**, 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 4 Click **Update**.

About Mobile Settings

Use the settings on the **Mobile** page for Android and iOS support.

Settings for Android Support

When Android users click a call link, the server redirects them to the value set in the **Redirect URL for Android** field. The default value of the **Redirect URL for Android** 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 **Android URL scheme** field , which allows the appropriately registered native application to launch into the call. The default value of the **Android URL scheme** field is *jabberguest*.

If Cisco Jabber Guest is not installed, users are then redirected to the value set in the **Android Package Name** field. By default, the **Android Package Name** field contains the value *com.cisco.jabber.guest*.

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

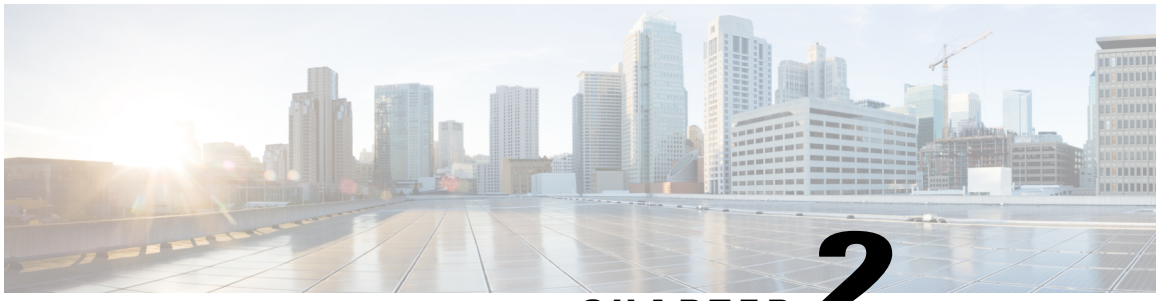
Setting for iOS Support

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 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.



CHAPTER 2

Manage Users

About Users

Think of users as accounts that you can use 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**.

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.

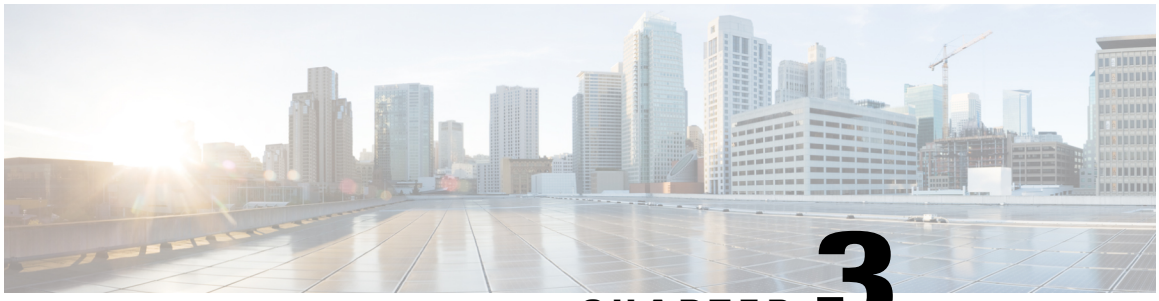
Delete User

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**.



CHAPTER 3

Manage Call Links

About Call Links

Call links are classified either as in database or ad hoc. When a call link is clicked, the Cisco Jabber Guest web client opens and checks if the link exists in the database. If the link exists in the database, the following operational parameters for the call are taken from the database:

- Destination endpoint
- Caller ID
- Called ID
- Time

If the link is not listed in the database, the server checks the **Allow ad hoc links** setting (in Cisco Jabber Guest Administration > **Settings** > **Links**). 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 **Allow ad hoc links** is disabled, the call is not routed unless the link exists in the database.

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.

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 31.

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 If you want to allow guest clients to specify their own caller names, check **Allow customized caller name**. Guest clients can append additional URL query parameter **callerName** to override **Caller name** with a customized value. This customized value will be displayed on the destination endpoint in the enterprise and could be specified in different languages other than just English. See Call Link Format, on page 31.
In order to preserve customized caller name in SIP messages and display correctly on destination endpoints, make sure that the following actions are applied to Cisco Unified Communications Manager and the destination endpoints:

- The selected language locale is supported and installed on Cisco Unified Communications Manager and the destination endpoint(s).
- The destination endpoint **User Locale** matches locale setting of **Common Device Configuration** in SIP trunk setting.
- **Transmit UTF-8 for Calling Party Name** in SIP trunk setting is checked for Unicode support.

See Cisco Unified Communications Manager Configuration Guide for more details.

Note This setting is supported only in Cisco Jabber Guest 11.1(0) and its later releases.

Note If the guest client specifies the customized caller name on Microsoft Internet Explorer 10 or earlier version with different language other than English, the customized value cannot be displayed correctly on destination endpoints as the URL query parameter cannot be encoded with UTF-8.

On Microsoft Internet Explorer 11, guest client needs to follow these steps to enable UTF-8 encoding on the URL query parameter to ensure customized caller name is displayed correctly on destination endpoints:

- Go to **Internet Options > Advanced** .
- Check **Send UTF-8 query strings for Intranet URLs** and **Send UTF-8 query strings for non-Intranet URLs**.
- Restart Microsoft Internet Explorer.

Step 8 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 contain only the following characters: A-Z, a-z, 0-9, hyphen (-), underscore (_), period (.), and the plus sign (+).

Step 9 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 10 For **State**, choose when the link is active.

Step 11 For **Auto call**, select the Disable or Enable option.
Disable is selected by default.

If you select Enable, you must enter the timer in the **Seconds** field to start a call automatically. The permitted range of values is between **0** and **60**.

Note The **Auto call** setting is supported only in Cisco Jabber Guest 10.6(9) and its later releases.

Step 12 For **Guest video policy**, select the option as per the privacy control you wish to set:

Option	Description
send and receive, can start/stop sending during call (default)	The guests can send their video and receive the video of the person they are communicating with. They can start or stop the transmission of their own video during the call.
cannot send or receive throughout call	The guests cannot send their video and receive the video of the person they are communicating with throughout a call.
receive only, cannot start sending during call	The guests can only receive the video of the person they are communicating with, but not send their own video, during the call.
receive only initially, can start/stop sending during call	The guests can receive the video of the person they are communicating with, not send their own video at the start. They can start or stop sending their own video, later, during the call.

Note The **Guest video policy** setting is supported only in Cisco Jabber Guest 10.6(9) and its later releases.

Step 13 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 14

Related Topics

Set Default Display Name for Links, on page 13
Mapping Between Link Fields and SIP Headers, on page 32
Set Up Ad Hoc Links to Automatically Start a Call, on page 14
Set Up Ad Hoc Links to Control Guests' Video Call Ability, on page 14
Unified Communications Manager Configuration Guide

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 contain only the following characters: A-Z, a-z, 0-9, hyphen (-), underscore (_), period (.), and the 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 to Automatically Start a Call

Complete this task to set a timer to automatically start a call for ad hoc links.

Note This setting is supported only in Cisco Jabber Guest 10.6(9) and its later releases.

Procedure

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

Step 2 For **Auto call for ad hoc links**, select the **Enable** option.

Step 3 Enter the timer in the **Seconds** field to start a call automatically.
The permitted range of values is between 0 and 60.

Step 4 Click **Update**.

Set Up Ad Hoc Links to Control Guests' Video Call Ability

You can set controls on the guests' ability to conduct video calls. That way, you can ensure that the guest users can be permitted to make audio calls and you can set restrictions on their video call capability.

Note This setting is supported only in Cisco Jabber Guest 10.6(9) and its later releases.

Procedure

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

Step 2 For **Guest video policy for ad hoc links**, select the option as per the privacy control you wish to set:

Option	Description
send and receive, can start/stop sending during call (default)	The guests can send their video and receive the video of the person they are communicating with. They can start or stop the transmission of their own video during the call.
cannot send or receive throughout call	The guests cannot send their video and receive the video of the person they are communicating with throughout a call.
receive only, cannot start sending during call	The guests can only receive the video of the person they are communicating with, but not send their own video, during the call.
receive only initially, can start/stop sending during call	The guests can receive the video of the person they are communicating with, not send their own video at the start. During the call they can start or stop sending their own video.

Step 3 Click **Update**.

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**.

Set Up Ad Hoc Links for Customized Caller Name

Complete this task if you want to allow guest clients to specify their own caller names for ad hoc calls. See Call Link Format, on page 31 for more information on customizing a guest caller name.

Guest clients can append additional URL query parameter **callerName** to customize their own caller names, in order to preserve customized caller name in SIP messages and display correctly on destination endpoints, make sure that the following actions are applied to Cisco Unified Communications Manager and the destination endpoints:

- The selected language locale is supported and installed on Cisco Unified Communications Manager and the destination endpoint(s).
- The destination endpoint **User Locale** matches locale setting of **Common Device Configuration** in SIP trunk setting.
- **Transmit UTF-8 for Calling Party Name** in SIP trunk setting is checked for Unicode support.

See Cisco Unified Communications Manager Configuration Guide for more details.

Note This setting is supported only in Cisco Jabber Guest 11.1(0) and its later releases.

Note If the guest client specifies the customized caller name on Microsoft Internet Explorer 10 or earlier version with different language other than English, the customized value cannot be displayed correctly on destination endpoints as the URL query parameter cannot be encoded with UTF-8.

On Microsoft Internet Explorer 11, guest client needs to follow these steps to enable UTF-8 encoding on URL query parameter to ensure customized caller name is displayed correctly on destination endpoints:

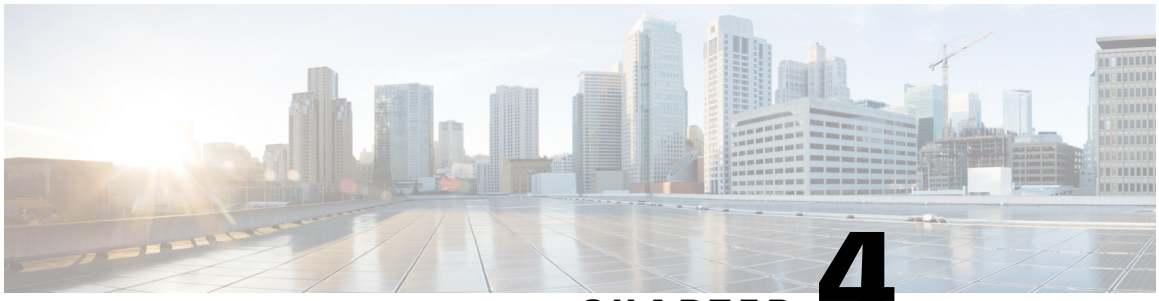
- Go to **Internet Options > Advanced** .
- Check **Send UTF-8 query strings for Intranet URLs** and **Send UTF-8 query strings for non-Intranet URLs**.
- Restart Microsoft Internet Explorer.

Procedure

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

Step 2 Check **Allow customized caller name for ad hoc links** .

Step 3 Click **Update**.



CHAPTER 4

Perform Routine Maintenance

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

Download Logs

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

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

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

Usage logs show the number of call sessions that were active each minute in a day. This information can help you determine the capacity that is required for your deployment.

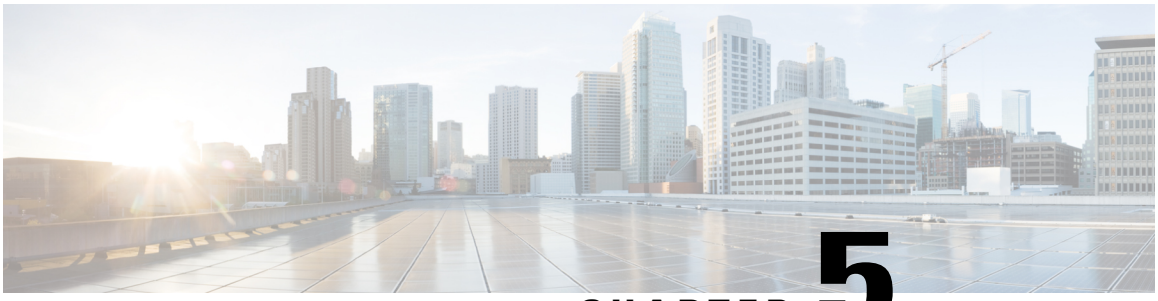
Procedure

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 5

Backup and Restore System

Disaster Backup and Recovery

To minimize the effects of a disaster, you must create a disaster recovery plan to minimize downtime and data loss. You can achieve this by using a VMware-supported disaster backup and recovery solution or you can export the OVA files as described in this section.

The following provides an overview of the steps required to back up and recover one, two, or all three servers in your cluster by exporting the OVA files:

1. Record the media access control (MAC) address of each virtual machine in the cluster. Make sure that you save the addresses in both an on-site and off-site location.
2. Back up each virtual machine in the cluster by exporting its OVA. Make sure that you store the exported OVAs in an off-site location.
3. If a disaster occurs, restore one, two, or all three virtual machines that you have lost by deploying the exported OVAs.
4. Before you turn on each restored virtual machine, update its MAC address.

Save the MAC Address of Each Virtual Machine

As part of your disaster backup and recovery plan, make sure that you record the MAC address of each virtual machine in the cluster. When you restore a backed up OVA, you must update the MAC address before you turn on the machine.

Procedure

Step 1 Open vSphere Client.
Step 2 Right-click the virtual machine and click **Edit Settings**.
Step 3 On the **Hardware** tab, select **Network adapter 1** or the equivalent.
Step 4 Record the value that is in the **MAC Address** field.
Step 5 Save the address in both an on-site and off-site location.
Step 6 Click **Cancel**.
Step 7 Repeat Steps 2 through 6 for each virtual machine in the cluster.

Export a Virtual Machine to an OVA

Make sure that you are prepared to recover from a disaster. On a regular basis, back up each virtual machine in the cluster by exporting its OVA.

Procedure

Step 1 Open vSphere Client.
Step 2 Turn off the virtual machine:
a) In the virtual machines and templates inventory tree, right-click the virtual machine.
b) Choose **Power** > **Power Off**.
Step 3 Make sure that the virtual machine is selected and choose **File** > **Export** > **Export OVF Template**.
Step 4 Enter a meaningful name for the file.
Step 5 Choose a directory in which to save the file.
Step 6 From the **Format** drop-down list, select **Single file (OVA)**.
Step 7 Enter a meaningful description for the file.
Add a date, version, and reason for export to help you determine which file to restore later.
Step 8 Click **OK**.
Step 9 Repeat Steps 2 through 8 for each virtual machine in the cluster.
Step 10 Store the OVAs in an off-site location.

Restore a Backed Up OVA After a Disaster

Procedure

Step 1 In vSphere Client, verify that the virtual machine involved in the disaster does not appear in the virtual machines and templates inventory tree.

Step 2 If the virtual machine appears in the virtual machines and templates inventory tree, turn off and delete this virtual machine:

a) Right-click the virtual machine.
b) Choose **Power** > **Power Off**.
c) Right-click the virtual machine and click **Delete from Disk**.

Step 3 In the virtual machines and templates inventory tree, select the location where you want to deploy the backed up OVA.

Step 4 Choose **File** > **Deploy OVF Template**.

Step 5 In the **Source** screen, browse to the location of the OVA, and then click **Next**.

Step 6 Verify the details in the **OVF Template Details** screen, and then click **Next**.

Step 7 In the **Name and Location** screen, enter a name for the template, select its location, and then click **Next**.

Step 8 In the **Host / Cluster** screen, select where you want to run the template, and then click **Next**.

Step 9 In the **Storage** screen, select where you want to store the virtual machine files, and then click **Next**.

Step 10 In the **Disk Format** screen, select the format in which you want to store the virtual disks, and then click **Next**.

Step 11 In the **Networking Mapping** screen, select the appropriate Destination Networks for OVA deployment, and then click **Next**.

Step 12 In the **Properties** screen, enter the properties that are appropriate for your network, and then click **Next**.

Step 13 On the **Ready to Complete** screen, make sure that **Power on after deployment** check box is unchecked.

Important Before you turn on the virtual machine, you must update its MAC address.

Step 14 Click **Finish**.

Step 15 Repeat Steps 1 through 14 for each virtual machine in the cluster that you need to restore.

Related Topics

Update the MAC Address of Each Virtual Machine, on page 23

Update the MAC Address of Each Virtual Machine

After you restore a backed up OVA, you must update the MAC address before you turn on the virtual machine.

Procedure

Step 1 Open vSphere Client.

Step 2 Right-click the restored virtual machine and click **Edit Settings**.

Step 3 On the **Hardware** tab, select **Network adapter 1** or the equivalent.

Step 4 Under the **MAC Address** field, select **Manual**.

Step 5 In the **MAC Address** field, enter the MAC address of the virtual machine that you recorded as part of your disaster backup and recovery plan.

Step 6 Click **OK**.

Step 7 Restart the virtual machine:

a) In the virtual machines and templates inventory tree, right-click the virtual machine.

b) Choose **Power** > **Restart Guest**.

Step 8 Repeat Steps 2 through 7 for each virtual machine in the cluster that you need to restore.

Step 9 If you restored only one or two servers in the cluster, you must restart Tomcat on the server that was always up and running:

```
service tomcat-as-standalone.sh restart
```

Step 10 If you restored all three servers in the cluster, after each of the restored virtual machines have been restarted, restart all three virtual machines in the cluster.

Short-Term Backup and Recovery

Back Up Data Short-Term

We recommend that you regularly back up your data by taking snapshots. These short-term backups allow you to recover data from an earlier time.

A backup captures the entire state of the virtual machine at the time you create the backup. You can back up a virtual machine when the machine is powered on, powered off, or suspended.

Important Make sure that you back up your server cluster before you upgrade.

Procedure

Step 1 Open vSphere Client.

Step 2 In the virtual machines and templates inventory tree, right-click the virtual machine, and then choose **Snapshot** > **Take Snapshot**.

Step 3 Type a meaningful name for the snapshot.

Step 4 Type a meaningful description for the snapshot.

Important Adding a date and time or a description can help you determine which snapshot to restore.

Step 5 Select whether the snapshot includes the virtual machine's memory. If the snapshot includes the memory state, the virtual machine will be in the same power state as when you created the snapshot:

Table 1: Virtual Machine State

Virtual Machine State When Parent Snapshot Is Taken	Virtual Machine State After Restoration
Powered on (includes memory)	Reverts to the parent snapshot, and the virtual machine is powered on and running.
Powered on (does not include memory)	Reverts to the parent snapshot and the virtual machine is powered off.
Powered off (does not include memory)	Reverts to the parent snapshot and the virtual machine is powered off.

Step 6 Click **OK**.
It will take a few minutes to take the snapshot. When the snapshot has been created, in the **Recent Tasks** list, the **Create virtual machine snapshot** task status shows `Completed`.

Step 7 Repeat Steps 2 through 6 to back up the other virtual machines in the cluster.

Restore Data from an Earlier Time

You can restore snapshots in the following ways:

- **Revert to Current Snapshot—**Restores the most recent snapshot, the parent snapshot.
- **Go to—**Lets you restore any snapshot in the snapshot tree and makes that snapshot the parent snapshot of the current state of the virtual machine.

Restoring snapshots has the following effects:

- The current disk and memory states are discarded, and the virtual machine reverts to the disk and memory states of the snapshot that you restore. Any users or links that are not captured in the snapshot are discarded.
- Existing snapshots are not removed. You can restore those snapshots at any time.
- If the snapshot includes the memory state, the virtual machine will be in the same power state as when you created the snapshot.

Important Mixed version clusters are not supported outside of an upgrade or revert maintenance window.

Procedure

Step 1 Open vSphere Client.

Step 2 Make sure that you have backed up each virtual machine in the cluster.

Step 3 Shut down each virtual machine in the cluster:

a) In the virtual machines and templates inventory tree, select the virtual machine.

b) On the **Getting Started** tab, click **Shut down the virtual machine**.

Step 4 In the virtual machines and templates inventory tree, right-click the virtual machine, and then point to **Snapshot**.

Step 5 Restore the snapshot:

- If you want to revert to the most recent snapshot, click **Revert to Current Snapshot**.
- If you want to restore to another snapshot in the snapshots tree:

  1 Click **Manage Snapshots**.

  2 From the list of snapshots, click the snapshot that you want to restore.

  3 Click **Go to** to restore the virtual machine to the snapshot.

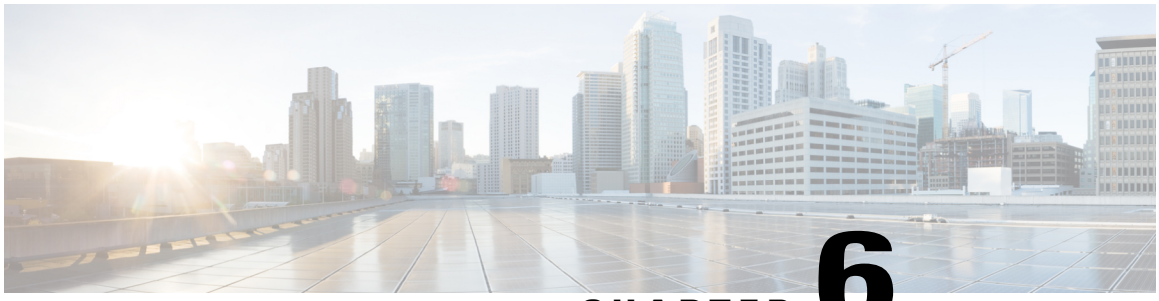
  4 Click **Yes** in the confirmation dialog box.

When the snapshot is restored, in the **Recent Tasks** list, the status of the **Revert** task shows `Completed`.

Step 6 Repeat Steps 4 and 5 to restore the other virtual machines in the cluster.

Step 7 Verify that the cluster restored correctly by signing in to Cisco Jabber Guest Administration as an administrator. The Cisco Jabber Guest version number to which you restored appears at the bottom of the screen.

Step 8 Check to make sure that all users and links look as you expect.



CHAPTER 6

Troubleshoot

Locate chip.log File

If you are asked to send the `chip.log` file, use the following procedure.

Procedure

Step 1 Do one of the following:

- For Windows, navigate to `%HOMEPATH%\Appdata\LocalLow\Cisco\chip`.
  Note `%HOMEPATH%` is generally of the form '`C:\Users\`*username*'.
- For Safari and Firefox (49 or below) on Mac OS X, navigate to `~/Library/"Internet Plug-Ins"/"Cisco Jabber Guest Plug-in.`*version-number*`.plugin"/Contents/Frameworks/Logs`.
- For Chrome and Firefox (50 or later) on Mac OS X, navigate to `~/Applications/"Cisco Jabber Guest Add-on.`*version-number*`"/Contents/Frameworks/Logs`

Step 2 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

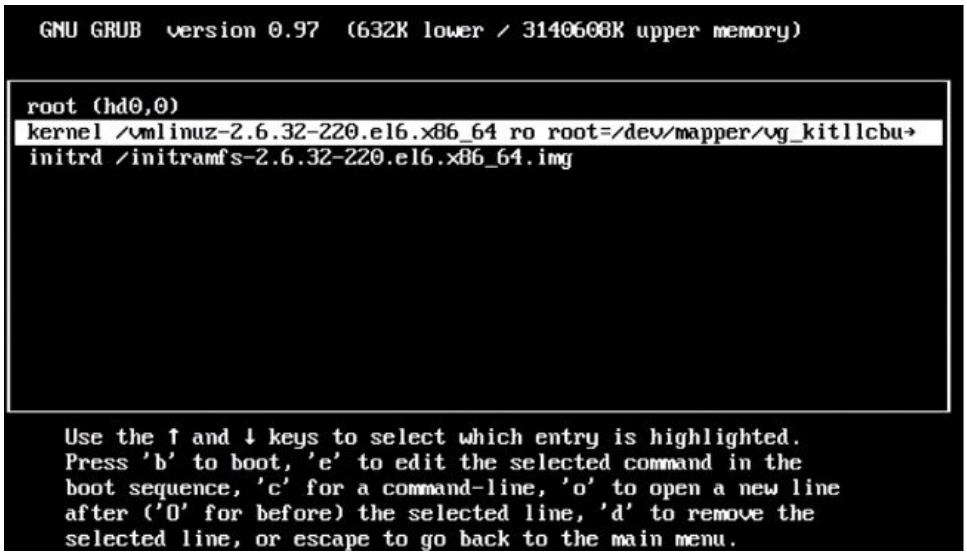
Procedure

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.

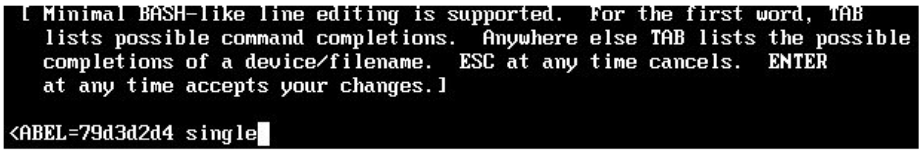
Step 4 From the entries, select **kernel** and press e to edit.



Step 5 Start the server in single-user mode:

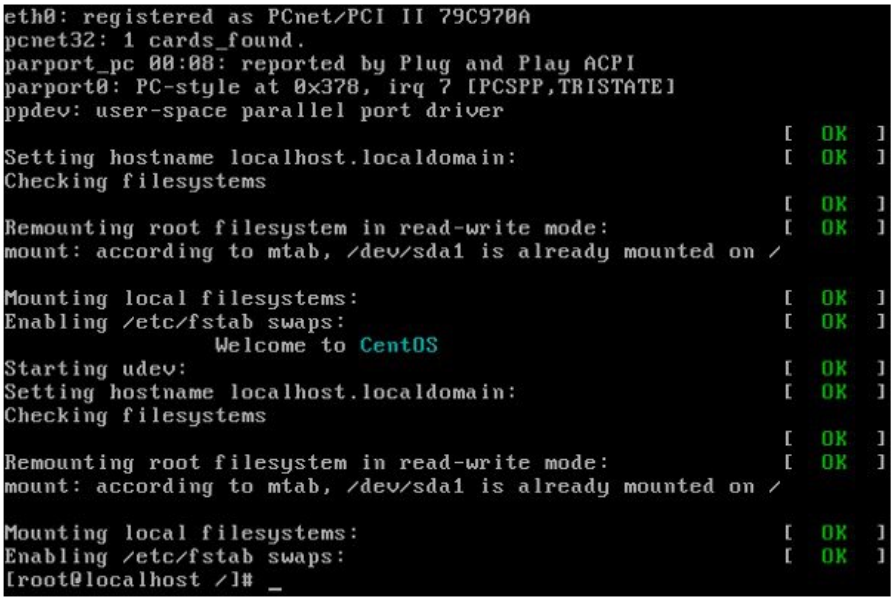
a) Add the word **single** to the end of the line.

b) Press the Enter key.



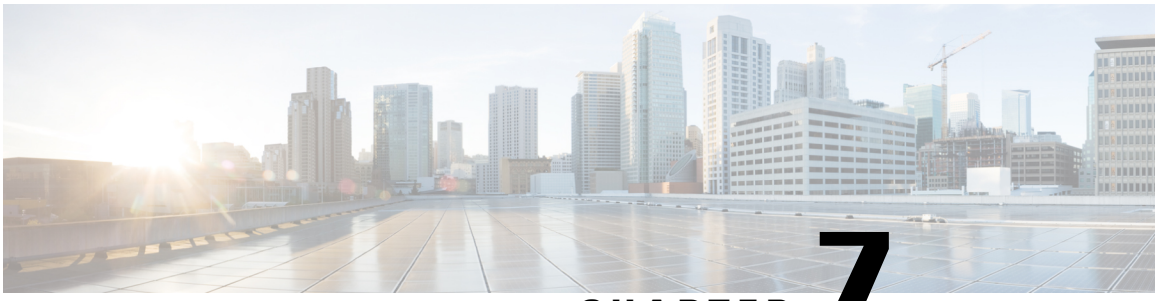
Step 6 Press b to start the server.

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.



CHAPTER 7

Reference

Call Link Format

Call links are constructed in the following format:

`https://example-jabberguest.com/call/`*`directory number (DN) or UserID@example.com[?callerName=customized-caller-name]`*

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.
`http://example-jabberguest.com/call/janedoe?callerName=Alice`	Destination endpoint will display the guest caller name as “Alice” if setting of allow customized caller name is enabled.

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.

Note URL query parameter **callerName** is supported only in Cisco Jabber Guest 11.1(0) and its later releases, it allows guest clients to have the ability to specify their own caller names. The administrator can enable this feature by accessing **Links >** Individual Link **> Allow customized caller name** and **Settings > Links > Allow customized caller name for ad hoc links**.

Mapping Between Link Fields and SIP Headers

Link Field	SIP Header
Destination	Request-URI in the INVITE
Caller SIP Alias **Note** If the administrator does 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 the administrator allows customized caller name and guest client specifies his/her own caller name, the customized value overrides this field, otherwise, if the administrator doesn't enter a value in the **Caller name** field,the caller name displayed 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>