



Cisco Jabber Guest 10.0 Release Notes

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Release and General Information

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Cisco Jabber Guest

Cisco Jabber Guest is a consumer-to-business (C2B) solution that extends the reach of Cisco's enterprise telephony to people outside of a corporate firewall who do not have phones registered with Cisco Unified Communications Manager.

Cisco Jabber Guest links, users, and other call features are controlled from the application's web interface. To manage these features you must sign in to Cisco Jabber Guest Administration.

New and Changed Information



Important

To install a Certificate Authority (CA) signed certificate on a Cisco Jabber Guest server, the certificate signing request must be generated on the server on which you will install the certificate. For this reason, we recommend that you obtain a new CA-signed certificate for your new install of Cisco Jabber Guest or use a self-signed certificate.

Limitations and Restrictions

Emergency Services Calls

Do not use Cisco Jabber Guest for emergency services calls. Do not configure Cisco Jabber Guest to route calls through the public switched telephone network (PSTN) to an emergency response center. If you do, calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location.

Chrome for Windows 64-bit

Cisco Jabber Guest 10.0(2) does not support Chrome for Windows 64-bit: Chrome 37 (64-bit) and later.

We recommend that you add a note to any web page that starts a Cisco Jabber Guest session. The note should inform users that Chrome 37 (64-bit) or later is not supported.

If users try to use Cisco Jabber Guest 10.0(2) with Chrome 37 (64-bit) or later, they will be prompted to install the Cisco Jabber Guest Plug-in, even after the plug-in is installed.

For access to an early version of Cisco Jabber Guest 10.5 that addresses this incompatibility, join the Cisco Jabber Guest Early Adopter Trial:

- 1 Go to the Cisco Customer Connection Program (CCP) page: www.cisco.com/go/ccp.
- 2 If you are already a CCP member, sign in with your cisco.com (CCO) ID.
- 3 If you are not a CCP member, follow the instructions to join the CCP and then return to Step 1.
- 4 Click the **Go to the private member community** button.
- 5 Click the **Access & sign up for trials** button.
- 6 Click **Cisco Jabber Guest 10.5**.
- 7 Read the requirements and register for the trial.

Cisco TelePresence Systems

The following Cisco TelePresence Systems (CTS) are not supported:

Cisco TelePresence System
TelePresence Immersive Endpoints
CTS 3000

Cisco TelePresence System
CTS 3010
CTS TX1300 47
CTS TX1300 65
CTS TX1300 65 ACR
CTS TX1310 65
CTS TX9000
CTS TX9200
TelePresence Personal Endpoints > TelePresence Office
CTS 500 32"
CTS 1100

Infrastructure Requirements

Supporting infrastructure must be in place before beginning to deploy and configure Cisco Jabber Guest. You should be deploying Cisco Jabber Guest for use with an existing Cisco Unified Communications Manager installation.

The following section provides an overview of the Cisco Jabber Guest infrastructure requirements. These elements must be in place before deploying the application.

The following must be deployed to allow Cisco Jabber Guest to access endpoints located inside the enterprise firewall:

- Cisco Expressway-C 8.2 or later
- Cisco Expressway-E 8.2 or later



Note

- You cannot use the same Cisco Expressway-C and Cisco Expressway-E pair or cluster for both Cisco Jabber Guest and Expressway for Mobile and Remote Access.
- Cisco Jabber Guest can be deployed in combination with Cisco Expressway-E and Cisco Expressway-C or alternatively in combination with Cisco VCS-E and VCS-C. To simplify the documentation, we reference only Cisco Expressway-E and Cisco Expressway-C throughout this guide.

- Cisco Jabber Guest Server
- Cisco Unified Communications Manager 8.6.x or later

Virtual Machine Infrastructure

Cisco Jabber Guest is deployed as a virtual server using the Open Virtualization Format (OVF) standard for packaging and distributing virtual appliances that run in a virtual environment. It requires VMware vSphere as the hypervisor. Cisco publishes the distribution as an OVF file with the file extension .OVA. This file contains the OVF template for the application. The OVF template defines the virtual machine's hardware and is preloaded with required software.

Hardware and System Requirements

- A server platform that meets VMware's Compatibility Guide for VMware vSphere 5.x or later is required. The Cisco Jabber Guest virtual machine uses a 64-bit distribution of CentOS 6.5. Make sure that the server platform uses CPUs that are capable of 64-bit instructions.
- Cisco Jabber Guest Server is supported on any Full UC Performance CPU, beginning with Intel Xeon Processor 5600 with a minimum physical core speed of 2.53 GHz or higher and any Restricted UC Performance CPU, beginning with Intel Xeon Processor E5 2609 v1 with a minimum physical core speed of 2.4 GHz or higher. For more information on Full UC performance CPUs and Restricted UC Performance CPUs, see the *Processors/CPUs* section in *UC Virtualization Supported Hardware*.
- Cisco Jabber Guest is allowed on server models meeting required specifications, including Cisco Business Edition 6000 (BE6000), Cisco Business Edition 7000 (BE7000), and UC on UCS Tested Reference Configurations with a Full UC Performance CPU. BE6000M (M2) UCS C200 M2 TRC#1 is not supported. For more information, see *Virtualization for Cisco Jabber Guest Server*. Cisco Jabber Guest Server must follow the application co-residency and virtual-to-physical sizing rules in the *Unified Communications Virtualization Sizing Guidelines*.
- Cisco Jabber Guest supports all virtualization software described in *Purchasing/Sourcing Options for Required Virtualization Software*.
- If Cisco Jabber Guest Server is installed on a Cisco Business Edition 6000 server or Cisco Business Edition 7000 server, it must follow the additional co-residency rules in the *Cisco Business Edition 6000 and Cisco Business Edition 7000 Co-residency Policy Requirements*.
- See the VMware developer documentation for additional configuration and hardware requirements. We highly recommend using the Cisco Unified Computing System (CUCS) to simplify and maximize performance.

Related Topics

[Processors/CPUs section in UC Virtualization Supported Hardware](#)

[Virtualization for Cisco Jabber Guest Server](#)

[Unified Communications Virtualization Sizing Guidelines](#)

[Purchasing/Sourcing Options for Required Virtualization Software](#)

[Cisco Business Edition 6000 and Cisco Business Edition 7000 Co-residency Policy Requirements](#)

Supported Storage Models

Cisco Jabber Guest supports the following back-end storage models:

- Direct Attached Storage
- SAN
- NAS

A network connection of 1 Gb/s or greater is required if you are using iSCSI. A 10 Gb/s Fibre Channel over Ethernet connection is preferred.

Virtual Machine (OVA) Specifications

Table 1: Virtual Machine Specifications

RAM	CPU	Storage	Operating System	CPU Resource Allocation	Memory Resource Allocation
4 GB	2 logical CPUs with 1 core each	100 GB	CentOS 6.5 64-bit	Default (not defined)	Default (not defined)

VMware vSphere Feature Support

The following VMware vSphere features are supported:

- VM OVA template deployment (using the Cisco-provided Cisco Jabber Guest OVA)
- VMware vMotion
- VMware vSphere Distributed Switch (vDS)
- VMware Dynamic Resource Scheduler (DRS)
- VMware Storage vMotion (Storage DRS)
- VMware Virtual Machine Snapshots

You can restart Cisco Jabber Guest on a different VMware ESXi host and create or revert VMware Snapshots as long as the application was shut down without any issues before moving or taking a snapshot.

The following VMware vSphere features have not been tested with Cisco Jabber Guest:

- VMware Site Recovery Manager (SRM)
- VMware Consolidated Backup (VCB)
- VMware Data Recovery (VDR)
- VMware Dynamic Power Management (Cisco Jabber Guest must be configured to run 24/7)
- Long Distance vMotion (vMotion over a WAN)
- VMware Fault Tolerance (FT)

The following VMware vSphere and third-party features are not supported with Cisco Jabber Guest:

- VMware Hot Add
- Copying a Cisco Jabber Guest virtual machine (must use OVA to deploy new server)
- Configuring Cisco Jabber Guest with multiple virtual network interface controllers (vNICs)
- Third-party Virtual to Physical (V2P) migration tools
- Third-party deployment tools

Unified Communications Infrastructure

Cisco Jabber Guest requires that your Cisco Unified Communications Manager be configured to work with Cisco TelePresence Video Communication Server. Cisco Jabber Guest must be deployed with Cisco Unified Communications Manager 8.6.x or later.

Cisco Expressway-C and Cisco Expressway-E

Before deploying a Cisco Jabber Guest server, you must have Cisco Expressway-E and Cisco Expressway-C. Without Cisco Expressway-C and Cisco Expressway-E, you will be limited to testing with clients that can directly access the network on which the Cisco Jabber Guest server is homed.

For more information, download the *Cisco Expressway Administrator Guide*, deployment guides, and release notes or see the online help for complete information on configuring the options available on your Cisco Expressway.

Reverse Proxy Server

The Cisco Expressway-E and Cisco Expressway-C can be used to tunnel HTTP from the Cisco Jabber Guest client to the Cisco Jabber Guest server. However, if a third-party reverse proxy is used, it needs to be configured to proxy only the following URL types:

- /call
- /jabberc (used for HTTP/call control)

The reverse proxy should be configured to redirect any HTTP requests to HTTPS.

License Requirements

Cisco Jabber Guest is licensed and obtained through User Connect Licensing (UCL), Cisco Unified Workspace Licensing (CUWL), and other ordering mechanisms. Contact a sales representative from a Cisco partner or from Cisco for ordering details. No license keys are provided or required for the Cisco Jabber Guest software.

The following table describes the license requirements for using Cisco Expressway with Cisco Jabber Guest.

Table 2: License Requirements for Using Cisco Expressway with Cisco Jabber Guest

License	Requirement	Note
Rich Media Session licenses	<p>2 Rich Media Session licenses are required per Cisco Jabber Guest session:</p> <ul style="list-style-type: none"> • 1 Rich Media Session license on the Cisco Expressway-E for each Cisco Jabber Guest session • 1 Rich Media Session license on the Cisco Expressway-C for each Cisco Jabber Guest session 	
TURN relay license	TURN licensed on Cisco Expressway	When you order Cisco Expressway, a TURN relay license is included.
Advanced Networking (AN) license	If Cisco Jabber Guest is installed in a dual-NIC deployment, an AN license is required on Cisco Expressway.	When you order Cisco Expressway, an AN license is included.

The following table describes the license requirements for using Cisco TelePresence Video Communication Server (VCS) with Cisco Jabber Guest.

Table 3: License Requirements for Using Cisco VCS with Cisco Jabber Guest

License	Requirement	Note
Traversal call licenses	<p>2 traversal call licenses are required per Cisco Jabber Guest session:</p> <ul style="list-style-type: none"> • 1 traversal call license on the VCS-E for each Cisco Jabber Guest session • 1 traversal call license on the VCS-C for each Cisco Jabber Guest session 	
TURN relay license	TURN licensed on Cisco VCS	When you order Cisco VCS, a TURN relay license is included.
Dual Network Interface (DI) license	If Cisco Jabber Guest is installed in a dual-NIC deployment, a DI license is required on Cisco VCS.	When you order Cisco VCS, a DI license is not included. You must specifically select this license.

Cisco Jabber Guest Client Requirements

Callers require a multimedia-capable computer with a camera and microphone that support the following software and hardware requirements:

Table 4: Client Requirements

	PC Requirements	Mac Requirements
Operating system	Microsoft Windows Vista Service Pack 2 (SP2) or later	Apple Mac OS X 10.7 (Lion) or later
Hardware	GPU capable of OpenGL 1.2 or later Minimum CPU supporting SSE2 (Pentium IV or newer) Encoding at 720p 30 fps requires Intel Core2Duo @ 1.2 GHz or better Encoding at VGA 30 fps can be done on as low-end CPUs as the Intel Atom @ 1.6 GHz	Apple computer with Intel x86 processor Encoding at 720p 30 fps requires Intel Core2Duo @ 1.2 GHz or better. For optimal experience, Core2Duo @ 2 GHz with 2 MB L2 cache per core is recommended.
Browsers	Mozilla Firefox 10 or later Google Chrome 18 or later Microsoft Internet Explorer 8 or later (32-bit, or 64-bit running 32-bit tabs only. 64-bit browsers running 64-bit tabs are not supported.) Note On Windows 8 or later, only the desktop version is supported. The Metro version won't work. 1	Apple Safari 5 or later Mozilla Firefox 10 or later ² Google Chrome 18 or later

¹ To configure Internet Explorer on Windows 8 or later to open the desktop version by default, do the following:

- 1 Open Microsoft Internet Explorer.
- 2 On the **Tools** menu, click **Internet options**.
- 3 Click the **Programs** tab.
- 4 Under **Opening Internet Explorer**, choose **Always in Internet Explorer on the desktop**.

² Currently, a known issue with Firefox on Mac OS X prevents full-screen video. This option is not offered for this combination of browser and operating system.

Browser Plug-in

The Cisco Jabber Guest solution includes a browser plug-in that is downloaded and installed by the caller on the local machine. The Cisco Jabber Guest web page prompts the caller to download the plug-in the first time the service is used.

New plug-ins are periodically made available with fixes and new functionality. The caller is prompted to download and install the new plug-in the next time an attempt is made to place a call.

Supported Mobile Devices

Cisco Jabber Guest for iOS is supported on iOS 7.0 or later.

The following iOS mobile devices are supported:

- iPad 4
- iPad 3
- iPad 2
- iPad Air
- iPad mini
- iPad mini with Retina display
- iPhone 5s
- iPhone 5c
- iPhone 5
- iPhone 4S

Supported Languages

The Cisco Jabber Guest mobile and web clients are available in the following languages; Cisco Jabber Guest Administration is available in English only:

**Note**

Browser plug-in installation is not localized.

- Arabic
- Chinese (China)
- Chinese (Taiwan)
- Czech
- Danish
- Dutch

- Finnish
- French
- German
- Greek
- Hebrew
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Portuguese (Portugal)—This language is available only for the web client.
- Russian
- Spanish
- Swedish
- Turkish



Caveats

This section contains information about open caveats.

- [Open Caveats, page 11](#)

Open Caveats

The following caveats are currently open.

Identifier	Description
CSCum21141	unable to select microphone when multiple have same name
CSCun00901	After cluster health restored, UI will not work
CSCun63103	Web video mute may leave frozen video frame on enterprise phone
CSCup37792	Reset password fails with Sign-In Failed
CSCup37822	Create or update doesn't work after admin session timer expires
CSCup40488	Application inactive error kicks user off of call
CSCup40497	Video cropped or poorly scaled if browser running in "zoomed" mode
CSCup40518	install signed cert appears to do nothing if cert isn't valid
CSCup40534	Calls transferred connect properly, but display DN of original call
CSCup40538	Administration UI updates fail if page is reloaded after login
CSCup40540	Cluster remove on PRIMARY server doesn't provide detailed message
CSCup40547	navigating away from preview page leaves last frame overlaying browser
CSCup40555	If Jabber Guest Plug-in disabled, page acts as if not installed



Troubleshoot

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What to Do If

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

A. Locate the `chip.log` file.

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.

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.

- 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

- 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

- 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.

```
GNU GRUB version 0.97 (632K lower / 3140608K upper memory)

root (hd0,0)
kernel /vmlinuz-2.6.32-220.el6.x86_64 ro root=/dev/mapper/vg_kitllcbu-
initrd /initramfs-2.6.32-220.el6.x86_64.img

Use the ↑ and ↓ keys to select which entry is highlighted.
Press 'b' to boot, 'e' to edit the selected command in the
boot sequence, 'c' for a command-line, 'o' to open a new line
after ('O' for before) the selected line, 'd' to remove the
selected line, or escape to go back to the main menu.
```

- Step 5** Start the server in single-user mode:
- Add the word **single** to the end of the line.
 - Press the Enter key.

```
[ Minimal BASH-like line editing is supported. For the first word, TAB
lists possible command completions. Anywhere else TAB lists the possible
completions of a device/filename. ESC at any time cancels. ENTER
at any time accepts your changes.]

<ABEL=79d3d2d4 single
```

- Step 6** Press b to start the server.
The Cisco Jabber Guest server starts in single-user mode.

```

eth0: registered as PCnet/PCI II 79C970A
pcnet32: 1 cards_found.
parport_pc 00:08: reported by Plug and Play ACPI
parport0: PC-style at 0x378, irq 7 [PCSP,TRISTATE]
ppdev: user-space parallel port driver
[ OK ]
Setting hostname localhost.localdomain: [ OK ]
Checking filesystems [ OK ]
Remounting root filesystem in read-write mode: [ OK ]
mount: according to mtab, /dev/sda1 is already mounted on /
Mounting local filesystems: [ OK ]
Enabling /etc/fstab swaps: [ OK ]
Welcome to CentOS
Starting udev: [ OK ]
Setting hostname localhost.localdomain: [ OK ]
Checking filesystems [ OK ]
Remounting root filesystem in read-write mode: [ OK ]
mount: according to mtab, /dev/sda1 is already mounted on /
Mounting local filesystems: [ OK ]
Enabling /etc/fstab swaps: [ OK ]
[root@localhost ~]# _

```

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

Step 8 Restart the server.

Audio and Video Issues

One-Way Video When Using VPN

Problem Callers experience one-way video when using Cisco Jabber Guest over VPN.

Possible Cause The default Maximum Transmission Unit (MTU) on Cisco Expressway-E is too high and can cause packet loss.

Solution Change the MTU.

No Audio or Video on Single NIC Deployment

Problem No audio or video on single NIC deployment; media is terminating on the Cisco Expressway-E

Possible Cause On the Cisco Expressway-C, for the zone to the Cisco Jabber Guest server, **Media encryption mode** is not set to **Best effort**.

Solution Set **Media encryption mode** to **Best effort**. *Best effort* forces media from the Cisco Expressway-E to terminate on the Cisco Expressway-C.

Call Links Redirect to Cisco Expressway-E Web Page

Problem Call links redirect to the Cisco Expressway-E web page.

Possible Cause The Cisco Expressway-E administrator already uses ports 80 and 443.

Solution Remap incoming requests from the Cisco Jabber Guest client to Cisco Expressway-E on ports 80 and 443 to ports 9980 and 9443, respectively, using a firewall or similar in front of Cisco Expressway-E. For the mobile client, using 9980 or 9443 in call links is not supported; you must use port remapping on your firewall to remap port 80 to port 9980 and port 443 to port 9443.

Plug-in Crashes

Problem The plug-in crashes.

Possible Cause The video drivers may not be current.

Solution Make sure that the video drivers are up to date on the system.

Error Messages

Table 5: Error Messages

Location	Error Message	What It Means
Cisco Jabber Guest webcommon logs	"IOException closing sock javax.net.ssl.SSLHandshakeException: General SSLEngine problem" appears in the Cisco Jabber Guest webcommon-tomcat.log file.	When one of these messages appears, it may indicate a problem with the Expressway certificate that is uploaded to Cisco Jabber Guest Administration. Verify that the Expressway certificate that is uploaded to Cisco Jabber Guest Administration is either an Expressway certificate or the CA certificate that signed it:
Cisco Expressway Event Log	tvcs: Event="Outbound TLS Negotiation Error" Service="SIP" Src-ip="<ip address>" Src-port="27510" Dst-ip="<ip address>" Dst-port="5061" Detail="No SSL error available, probably remote disconnect" Protocol="TLS" Level="1" UTCTime="yyyy-mm-dd hh:mm:ss,732"	<ol style="list-style-type: none"> 1 Check the common name (CN) of the issuer and the subject of the certificate that is uploaded to Expressway: <ol style="list-style-type: none"> 1 On the Expressway, choose Maintenance > Security certificates > Server certificate. 2 Click Show (decoded).
On Cisco Expressway, status of zone for Cisco Jabber Guest server shows <i>Failed</i>	SIP: Failed to connect to <IP address>:5061 : TLS negotiation failure	<ol style="list-style-type: none"> 2 Check the CN of the issuer and the subject of the certificate that is uploaded to Cisco Jabber Guest Administration: <ol style="list-style-type: none"> 1 Sign in to Cisco Jabber Guest Administration. 2 Click Settings, and then click Secure SIP Trust Certificate. 3 Make sure that Tomcat was restarted: <pre>service tomcat-as-standalone.sh restart</pre>

Location	Error Message	What It Means
Cisco Jabber Guest client	Failed to acquire TURN credentials	<p>This message may mean that the call control and media settings for Cisco Expressway-C may not be configured correctly. Check the settings:</p> <ol style="list-style-type: none"> 1 Sign in to Cisco Jabber Guest Administration as an administrator. 2 Click Settings, and then click Call Control and Media. 3 Under Cisco Expressway-C, if Request short-term TURN credentials from is set to Expressway-C server specified above, make sure that the value in the Expressway-C (IP address or DNS name) field is correct. 4 Check the value in the HTTP port field. The default value is 443. 5 Check the values in the Cisco Expressway-C administrator Username and Password fields: <ul style="list-style-type: none"> • The administrator account is created on the Cisco Expressway-C (Users > Administrator accounts). • The Cisco Expressway-C administrator must have read-write and API access.
Cisco Jabber Guest client	Link Not Found	<p>Make sure that the link is active: Click Links, click the link, and check the State settings to make sure that the link has not expired.</p>
Cisco Jabber Guest client	Link not valid	<p>This message may mean that the link that has not yet been replicated to the Cisco Jabber Guest server that handles the request.</p> <p>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.</p> <p>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.</p>

Location	Error Message	What It Means
Cisco Jabber Guest client	Missing SDP. There was a networking error between your device and the server.	This message may mean that Cisco Jabber Guest is unable to contact the TURN server. One possible cause is that multiple network interfaces are enabled, including SW VPN. Another possible cause is that a firewall or NAT blocking UDP port 3478 between the client and the Cisco Expressway-E (publicly accessible IP). Some home routers block all UDP.
Cisco Jabber Guest client	Not found on Accelerator	<p>You may see this message because the link between the Cisco Expressway-C and Cisco Expressway-E is down and domain information hasn't replicated from the Cisco Expressway-C to Cisco Expressway-E.</p> <p>On Cisco Expressway-E, when viewing Unified Communications status (choose Status > Unified Communications and click View ssh tunnel status), make sure that:</p> <ul style="list-style-type: none"> • The Cisco Jabber Guest domain is listed. • The SSH tunnel is active.
Cisco Jabber Guest client	Server error: class java.lang.IllegalStateException: Error creating sipServletRequest ROAP_EXCEPTION	<p>Apache Tomcat may not be running, perhaps after an upgrade or server interruption.</p> <p>Restart Tomcat on the Cisco Jabber Guest Server: <code>service tomcat-as-standalone.sh restart.</code></p>
Cisco Jabber Guest client	SIP Error. The destination associated with this link is not reachable.	<p>You may see this message for one of the following reasons:</p> <ul style="list-style-type: none"> • The directory number (DN) embedded in the link or associated with the link, does not exist on the Cisco Unified Communications Manager or Cisco TelePresence Video Communication Server. • The link contains a URI (<i>user@domain.com</i>) but the Cisco Unified Communications Manager is not configured to route calls by URI. Use a DN instead.

Location	Error Message	What It Means
Cisco Jabber Guest client	TURN Error. Your call attempt has failed due to incompatibility with your home or company security infrastructure. Please contact your network administrator or check your home network security settings.	<p>This message indicates that the web client could not allocate the TURN relay on the TURN server. This could occur for one of the following reasons:</p> <ul style="list-style-type: none"> • UDP port 3478 is blocked. You must allow this port inbound from the public Internet to the Cisco Expressway-E. • The DNS record for the TURN server is not resolvable (must be a DNS A-record). • The Expressway-E TURN Server (IP Address or DNS Name) field and Turn Port fields are not configured correctly in Cisco Jabber Guest Administration (Settings > Call Control and Media). • The Domain name (Settings > Call Control and Media, under Cisco Expressway-C) is not a configured domain name on Cisco Expressway-C or is not configured for Cisco Jabber Guest services.



CHAPTER

4

Documentation Reference

This section contains links to relevant documentation suites. Additional resources can be found through the links to the documentation home pages.

- [Cisco Unified Communications Manager](#) , page 23
- [Cisco TelePresence Video Communication Server](#), page 23

Cisco Unified Communications Manager

- Documentation Home
http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
- *Documentation Guide for Cisco Unified Communications Manager, Release 8.6(2a)*
http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/docguide/8_6_2/dg862a.html
- *Documentation Guide for Cisco Unified Communications Manager, Release 9.1(1)*
http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/docguide/9_1_1/CUCM_BK_CBABE0BB_00_cucm-documentation-guide-91.html

Cisco TelePresence Video Communication Server

- Documentation Home
http://www.cisco.com/en/US/products/ps11337/tsd_products_support_series_home.html
- *Cisco TelePresence Cisco Unified Communications Manager with Cisco VCS (SIP Trunk) Deployment Guide*
<http://www.cisco.com/c/en/us/support/unified-communications/expressway/model.html>
- *Cisco TelePresence Video Communication Server Basic Configuration (Control with Expressway) Deployment Guide*
<http://www.cisco.com/c/en/us/support/unified-communications/telepresence-video-communication-server-expressway/model.html>

