Release Notes for Cisco Jabber Guest 10.6(10)

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Introduction

The objective of this release is to:

- Introduce certain new features
- Provide enhancements
- Resolve certain caveats

These release notes include the Cisco Jabber Guest requirements and limitations too. These have not changed since the previous release of this product. Before you install Cisco Jabber Guest, we recommend that you review this document for information regarding issues that may affect your system.

New Features

Cisco Jabber Guest client sends HTTP long polling to Cisco Jabber Guest server to communicate events and keep alive.

We introduce you to two advanced settings to control long polling intervals in this release:

- **Client Long Polling**: Cisco Jabber Guest client sends long polling to Cisco Jabber Guest server at predefined intervals.

  You can configure this interval in the **Client long-polling (seconds)** field.

  The default value is 20 seconds.

- **Call Session Expires**: If Cisco Jabber Guest server does not receive long polling from Cisco Jabber Guest client for a while, it terminates the call.

  You can configure this interval in the **Call session expires (seconds)** field.

  The default value is 60 seconds.

Enhanced Support

Jabber Guest Server

- Improved to handle calls that are accidentally disconnected.
- Uses **SHA2** instead of **SHA1** for certificate signing request.

iOS, Android

Improved cross-launch parameters.

Requirements

Server Requirements

Cisco Product Requirements

Make sure that supporting infrastructure is in place before you begin to deploy and configure Cisco Jabber Guest. Deploy Cisco Jabber Guest with an existing Cisco Unified Communications Manager installation.

To allow Cisco Jabber Guest to access devices located inside the enterprise firewall, deploy the following:

- Cisco Unified Communications Manager 8.6.*x* or later

  Cisco Jabber Guest requires that your Cisco Unified Communications Manager be configured to work with Cisco Expressway.

- Cisco Jabber Guest Server
- Cisco Expressway-C 8.2 or later
- Cisco Expressway-E 8.2 or later

Important

- Without Cisco Expressway-C and Cisco Expressway-E, you are limited to testing with clients that can directly access the network on which the Cisco Jabber Guest server is homed.
- 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.

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 Requirements

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. If a third-party reverse proxy is used in front of the Cisco Expressway-E, configure it to proxy only the following URL types:

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

Configure the reverse proxy to redirect any HTTP requests to HTTPS.

Virtual Machine Requirements

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, which stands for Open Virtual Appliance. 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 6.7. 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

Virtual Machine 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 6.7 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

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	2 Rich Media Session licenses are required per Cisco Jabber Guest session: • 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	2 traversal call licenses are required per Cisco Jabber Guest session: • 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 Inteface (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. Specifically select this license.

Client Requirements

Client Hardware and System 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 7 or later	For Cisco Jabber Guest 10.6 and 10.6(8): Apple Mac OS X 10.7 (Lion) or later For Cisco Jabber Guest 10.6(9) and later: Apple Mac OS X 10.9 (Mavericks) or later

	PC Requirements	Mac Requirements
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** 1 On Windows 8 or later, only the desktop version is supported. The Metro version won't work. 2 Microsoft Internet Explorer 8 exhibits some minor layout differences because of certain browser limitations. [1]	For Cisco Jabber Guest 10.6 and 10.6(8): Apple Safari 5 or later For Cisco Jabber Guest 10.6(9) and later: Apple Safari 7 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. From 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.

Cisco Jabber Guest Plug-in Requirement

The Cisco Jabber Guest solution includes a browser plug-in that is downloaded and installed by the caller on the local machine. For Google Chrome, the web page prompts the user to install the Cisco Jabber Guest Add-on and Cisco Jabber Guest Extension. For all other browsers, the Cisco Jabber Guest web page prompts the caller to download and install 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

Android Supported Devices

We support Cisco Jabber Guest for Android on audio and video for the following Android devices and operating systems:

Make	Model	Android OS Required
Google	Nexus 5	4.4.*x*, 5.0, 5.1
	Nexus 6	5.0, 5.1
	Nexus 7 2013 version or later	4.4.*x*, 5.0, 5.1
	Nexus 10	4.4.*x*, 5.0, 5.1
HTC	One (M7)	4.4.*x*
	One Max	4.4.*x*
	One (M8)	4.4.*x*
LG	G2	4.2.2–5.0.*x*, 5.1
	G3	4.4.*x*–5.0.*x*, 5.1
	G4	5.1
Motorola	Moto G	4.4.*x*

Make	Model	Android OS Required
Samsung	Galaxy Note II	4.2–4.4.*x*
	Galaxy Note 3	4.3–4.4.*x*
	Galaxy Note 4	4.4.*x*
	Galaxy Note Pro 12.2	4.4.*x*
	Galaxy Rugby Pro	4.2.2–4.4.*x*
	Galaxy S II	4.1.2–4.4.*x*
	Galaxy S III	4.1.2–4.4.*x*
	Galaxy S4	4.2.2–4.4.*x*
	Galaxy S4 mini	4.2.2–4.4.*x*
	Galaxy S5	4.4.*x*
	Galaxy S5 mini	4.4.*x*
	Galaxy S6	5.1.*x*
	Galaxy S6 edge	5.1.*x*
	Galaxy S6 edge +	5.1.*x*
	Galaxy Tab 3 8.0	4.4.*x*
	Galaxy Tab 4 7.0, 8.0, and 10.1	4.4.*x*
	Galaxy Tab Pro 8.4 and 10.1	4.4.*x*
	Galaxy Tab S 8.4 and 10.5	4.4.*x*

Make	Model	Android OS Required
Sony	Xperia M2	4.3
	Xperia Z1	4.2–4.4.*x*
	Xperia ZR/A	4.1.2–4.4.*x*
	Xperia Z2	4.4.*x*
	Xperia Z2 tablet	4.4.*x*
	Xperia Z3	4.4.*x*
	Xperia Z4	5.0.*x*

We support Cisco Jabber Guest for Android with tested Android devices. Although other devices are not officially supported, you may be able to use Cisco Jabber Guest for Android with other devices.

iOS Supported Devices

Cisco Jabber Guest 10.6 and 10.6(8) is supported on iOS 7.1 or later.

Cisco Jabber Guest 10.6(9) and 10.6(10) is supported on iOS 8.0 or later.

The following table lists the iOS mobile devices that Cisco Jabber Guest supports:

iPad	iPhone
iPad 2	iPhone 4s
iPad 3	iPhone 5
iPad 4	iPhone 5c
iPad Air	iPhone 5s
iPad Air 2	iPhone 6
iPad mini	iPhone 6 Plus
iPad mini 2	iPhone 6s
iPad mini 3	iPhone 6s Plus
iPad mini 4	
iPad Pro	

Supported Destination Devices

Cisco Jabber Guest is able to dial devices registered with Cisco Unified Communications Manager, Cisco VCS, as well as Cisco TelePresence Servers and Multipoint Control Units (MCUs).

Important For devices that are registered with Cisco VCS, the call path must include Cisco Unified Communications Manager.

Supported Languages

Cisco Jabber Guest Administration is available in English only.

The following tables describes the languages in which Cisco Jabber Guest mobile and web clients are available.

Browser plug-in installation is not localized.

Table 5: Supported Languages

Arabic	German	Portuguese (Brazilian)
Chinese (China)	Greek	Portuguese (Portugal)—This language is available only for the web client.
Chinese (Taiwan)	Hebrew	Russian
Czech	Italian	Spanish
Danish	Japanese	Swedish
Dutch	Korean	Turkish
Finnish	Norwegian	
French	Polish	

Limitations and Restrictions

Supported Upgrade Paths

Cisco Jabber Guest 10.6(10) is supported for fresh installs or upgrades from Cisco Jabber Guest 10.6(9), 10.6(8), 10.6.(7), 10.5(3), or 10.0(2). To obtain software for a fresh install, refer to the *Cisco Unified Communications Applications Ordering Guide* or contact your Cisco representative. To obtain software for upgrade, go to Cisco Jabber Guest on `cisco.com`.

Related Topics

Cisco Unified Communications Applications Ordering Guide
Cisco Jabber Guest on www.cisco.com

Call Session Capacity

Call Session Capacity (Cisco Expressway)

The maximum number of Cisco Jabber Guest sessions that can be supported through the Cisco Expressway depends on the type of appliance/VM server, and whether they are deployed as a single Cisco Expressway-C and Cisco Expressway-E pair or as Cisco Expressway-C and Cisco Expressway-E clusters.

Deployment	Small/Medium Systems	Large Systems
Single Cisco Expressway-C and Cisco Expressway-E pair	100	500
Cluster of 2 Cisco Expressway-C peers and cluster of 2 Cisco Expressway-E peers	200	1000
Cluster of 3 Cisco Expressway-C peers and cluster of 3 Cisco Expressway-E peers	300	1500
Cluster of 4 or more Cisco Expressway-C peers and cluster of 4 or more Cisco Expressway-E peers	400	2000
Single Cisco Expressway-C and Cisco Expressway-E pair co-resident deployment with Business Edition 6000/7000 Cisco Unified Communications Manager	100	

Each session typically uses 4 TURN server relays on the Cisco Expressway-E.

Each Cisco Jabber Guest call session is a video session, from the perspective of Cisco Expressway, even if video is disabled during the call.

Call Session Capacity (Cisco TelePresence Video Communication Server)

The maximum number of Cisco Jabber Guest sessions that can be supported through the Cisco TelePresence Video Communication Server depends on the type of appliance/VM server, and whether they are deployed as a single Cisco VCS-C and Cisco VCS-E pair or as Cisco VCS-C and Cisco VCS-E clusters.

Deployment	Small/Medium Systems	Large Systems
Single VCS-C and VCS-E pair	100	500
Cluster of 2 VCS-C peers and cluster of 2 VCS-E peers	200	1000
Cluster of 3 VCS-C peers and cluster of 3 VCS-E peers	300	1500

Deployment	Small/Medium Systems	Large Systems
Cluster of 4 or more VCS-C peers and cluster of 4 or more VCS-E peers	400	2000
Single VCS-C and VCS-E pair co-resident deployment with Business Edition 6000/7000 Cisco Unified Communications Manager	100	

Each session typically uses 4 TURN server relays on the VCS-E.

Each Cisco Jabber Guest call session is a video session, from the perspective of Cisco VCS, even if video is disabled during the call.

Emergency Service 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.

Caveats

Bug Severity Levels

Known defects, or bugs, have a severity level that indicates the priority of the defect.

Severity Level	Description
1 Catastrophic	Reasonably common circumstances cause the entire system to fail, or a major subsystem to stop working, or other devices on the network to be disrupted. No workarounds exist.
2 Severe	Important functions are unusable and workarounds do not exist. Other functions and the rest of the network is operating normally.
3 Moderate	Failures occur in unusual circumstances, or minor features do not work at all, or other failures occur but low-impact workarounds exist. This is the highest level for documentation bugs.
4 Minor	Failures occur under very unusual circumstances, but operation essentially recovers without intervention. Users do not need to install any workarounds and performance impact is tolerable.
5 Cosmetic	Defects do not cause any detrimental effect on system functionality.
6 Enhancement	Requests for new functionality or feature improvements.

Search for Bugs

To search for bugs not listed here, use the Bug Search Tool.

Step 1 To access the Bug Search Tool, go to https://tools.cisco.com/bugsearch/search.

Step 2 Sign in with your Cisco.com user ID and password.

Step 3 To look for information about a specific problem, enter the bug ID number in the **Search for** field, then press **Enter**. Alternatively, you can search by product and release.

Open Caveats

The following bugs have not yet been resolved:

Identifier	Severity	Headline
CSCup40555	4	If Jabber Guest Plug-in disabled, page acts as if not installed
CSCur88144	4	Mac Chrome: self-preview may not display if browser is partly off screen
CSCur88160	4	Browser refresh required after enabling Cisco Jabber Guest Extension
CSCuu00131	4	ARA+HEB: Jabber Guest iOS: Wrong alignment of the whole application

Resolved Caveats

The following bugs have been resolved in the Cisco Jabber Guest 10.6(10) release:

Identifier	Severity	Headline
CSCux74835	4	Jabber Guest Install Guide doc Defect - Certificate Requirements
CSCux98967	3	Jabber Guest - delay on initialization
CSCux99343	3	Zone failing after Jabber Guest upgrade
CSCuy11808	2	Jabber Guest client crashes on some iPhone models