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

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`.