

Release Notes for Cisco Jabber Guest 11.2

First Published: 2020-04-08 **Last Modified:** 2020-05-28

New and Changed Features

What's New in Release 11.2(1)

30 fps Video Support for iOS Devices

Jabber Guest supports 30 fps video on iPhone (iPhone 8 and later) and iPad (iPad Pro and later).

Resolved Caveats

This release provides fixes for a number of known issues. See *Resolved Caveats in Release 11.2(1)* for a list of caveats fixed in this release.

What's New in Release 11.2

Support for New Client Operating Systems

This release includes support for the following client operating systems:

- macOS 10.15 Catalina
- iOS 13
- Android 9.0 API 28
- 64-bit Android operating systems

CentOS 6.10

For this release, Cisco Jabber Guest Server runs on a virtual machine with a 64-bit distribution of CentOS 6.10.

Resolved Caveats

This release provides fixes for a number of known issues. See *Resolved Caveats in Release 11.2* for a list of caveats fixed in this release.

Requirements

Server Requirements

Cisco Product Requirements

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 X8.2 or later
- Cisco Expressway-E X8.2 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 5.1 or later is required. The Cisco Jabber Guest virtual machine uses a 64-bit distribution of CentOS 6.10. 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		CentOS 6.10 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	• For Cisco Expressway X8.7.3 or earlier, 2 Rich Media Session licenses are required per Cisco Jabber Guest session:	
	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	
	For Cisco Expressway X8.8 or later, 1 Rich Media Session license on the Cisco Expressway-E is required 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	

License	Requirement	Note
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. Specifically select this license.

Client Requirements

Client Hardware and System Requirements

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

Table 4: Client Requirements

	Windows Requirements	Mac Requirements
Operating system	Microsoft Windows 7 or later	macOS 10.13 to 10.15
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	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.

Google (Firefox 10 or later Chrome 18 or later	Safari 7 to 11
	Chrome 18 or later	
Microsof		Mozilla Firefox 10 or later ²
(32-bit, conly. 64-tabs are n	ft Internet Explorer 8 or later or 64-bit running 32-bit tabs bit browsers running 64-bit not supported.) 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. 3. You may encounter video frame layout issues in Windows 7 and Windows 8, if the screen display scaling is not set at 100%. This is due to an OS limitation and does not occur in Windows 8.1 or later.	Google Chrome 18 or later Note Safari requires you to manually restart the browser in order for the Jabber Guest plugin to take effect.
	tabs are	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. 3. You may encounter video frame layout issues in Windows 7 and Windows 8, if the screen display scaling is not set at 100%. This is due to an OS limitation and does not occur in Windows 8.1 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.

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 and Firefox (50 and later), the web page prompts the user to install the Chrome/Firefox Extension and the Cisco Jabber Guest Add-on. 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.

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.

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:

Table 5:

Make	Model	Minimum Android OS	Limitations
BlackBerry	Priv	5.1	Blackberry Priv device limitation: If Jabber is removed from the recently viewed apps list, and the device is kept idle for some time, then Jabber becomes inactive.
Fujitsu	Arrows M357	6.0.1	

Make	Model	Minimum Android OS	Limitations
Google Nexus	4	5.1.1	
	5	5	
	5X	6	
	6	5.0.2	
	6P	6	If you have a Google Nexus 6P device with Android OS version 6.x or 7.0, then contact your administrator to set your Jabber phone service as a secure phone service. Otherwise, your device might not respond. However, if your Android OS version is 7.1 or later, no action is required.
	7	5	
	9	5.0.2	
	10	5	
	Pixel	7	
	Pixel C	6	
	Pixel XL	7	
	Pixel 2	8	During a Jabber call if the user switches audio from mobile device to a headset, then there might be some issues with the auido for few seconds.
	Pixel 2 XL	8	During a Jabber call if the user switches audio from mobile device to a headset, then there might be some issues with the auido for few seconds.
	Pixel 3	8	If you use the attached headset with the phone, then there might be some issues with the audio for few seconds.
	Pixel 3 XL	8	

Make	Model	Minimum Android OS	Limitations
			If you use the attached headset with the phone, then there might be some issues with the audio for few seconds.
Honeywell Dolphin	CT40	7.1.1	
	CT50	5	
HTC	10	6	
	A9	6	
	E9 PLUS	5.0.2	
	M7	5	
	M8	5	
	M9	5	
	One Max	5	
	X9	6	
Huawei	Honor 7	5	
	M2	5	
	Mate 7	5	
	Mate 8	6	
	Mate 9	6	
	Nova	7	
	Mate 10	8	
	Mate 10 Pro	8	
	P8	5	
	P9	6	
	P10	7	
	P10 Plus	7	
	P20	8	
	P20 Pro	8	
	Mate20	8	
	Mate20 Pro	8	

Make	Model	Minimum Android OS	Limitations
LG	G2	5	
	G3	5	
	G4	5.1	
	G5	6	
	G6	7	
	V10	5	
	V30	8	
Motorola	MC40	5	Cisco Jabber supports only audio mode with MC40 device. Cisco Jabber does not support launching Webex Meetings from MC40 device.
	Moto G	5	
	Moto X	5	
	Moto Z Droid	6	
OnePlus	One	5	
	5	8	
	5T	8	
	6	9	
	6T	9	
Panasonic	Toughpad FZ-X1	5	Contact your administrator to set your Jabber phone service to be secure. Jabber plays ringback tone and busy tone at 24kHz.

Make	Model	Minimum Android OS	Limitations
Samsung	All	5	· In the Samsung devices with Android OS 5.x or later, the auto-run option for Jabber must be enabled.
			For Android OS 5.x, you can find the auto-run option under Settings and Device Manager.
			For Android OS 6.x and later, you can find the auto-run option under App Smart Manager.
			Jabber delays the incoming call notification pop-up on Samsung Galaxy Tab Pro 8.4(Model T320UEU1AOC1) for Canada.
			· Jabber delays reconnecting to the network on a Samsung Xcover 3 when it loses Wi-Fi connectivity.
Smartisan	M1L	6.0.1	
Sonim	XP8	7.1.1	

Make	Model	Minimum Android OS	Limitations
Sony Xperia	M2	5	
	XZ	7	
	XZ1	8	
	XZ2	8	
	XZ3	9	
	Z1	5	
	Z2	5	
	Z2 tablet	5	
	Z3	5	Sony Xperia Z3 (Model SO-01G) with Android OS 5.0.2 has poor audio on Jabber calls.
	Z3 Tablet Compact	5	
	Z3+/Z4	5.0.2	Video call is unstable on Sony Z3+/Z4, you can disable your self-video for a video call or make a voice call only.
	Z4 TAB	5	
	Z5 Premium and Z5	5.0.2	
	ZR/A	5	There is a limitation that Sony devices with Android OS 6.0 cannot play voicemail in Jabber.

Make	Model	Minimum Android OS	Limitations	
Xiaomi	4C	5.1		
	MAX	5.1		
	Mi 4	5		
	Mi 5	6		
	Mi 5s	7		
	Mi 6	7		
	Mi 8	8		
	Pocophone	8		
	Mi Note	5		
	Mi Note 2	7		
	Mi Pad 2	5.1		
	Mi MIX 2	8		
	Mi A1	8		
	Redmi 3	5.1		
	Redmi Note 3	5.1		
	Redmi Note 4X	6.0.1		
	Redmi Note 5	8		
Zebra	TC51	6		
	TC70	5	TC70 devices might sometimes have issues connecting to Wi-Fi network configured over DHCP.	
			In TC70, the default value of Keep wifi on during sleep is Off, you must set it to Always On to use Jabber.	
	TC75X	6		

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 is supported on iOS 12or later.

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

iPhone	iPad
iPhone 5S	Pad Air
iPhone 6	iPad Air 2
iPhone 6 Plus	iPad Air (2019)
iPhone 6S	iPad (2017)
iPhone 6S Plus	iPad (2018)
iPhone SE	iPad Mini 2
iPhone 7	iPad Mini 3
iPhone 7 Plus	iPad Mini 4
iPhone 8	iPad Mini (5th generation)
iPhone 8 Plus	iPad Pro (9.7-inch)
iPhone X	iPad Pro (10.5-inch)
iPhone XS	iPad Pro (11-inch)
iPhone XS Max	iPad Pro (12.9-inch 1st generation)
iPhone XR	iPad Pro (12.9-inch 2nd generation)
	iPad Pro (12.9-inch 3rd generation)

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 6: 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 11.1 is supported for fresh installs or upgrades from Cisco Jabber Guest 11.0(2), 11.0(1), 11.0, 10.6(12), 10.6(11), 10.6(10), 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 at 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 Cisco Expressway-C and Cisco Expressway-E are deployed as a single pair or as clusters.

Deployment	Small/Medium Systems	Large Systems
Cisco Expressway-C and Cisco Expressway-E single 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
Cisco Expressway-C and Cisco Expressway-E single pair co-resident deployment with Business Edition 6000/7000 Cisco Unified Communications Manager		

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 Cisco VCS-C and Cisco VCS-E are deployed as a single pair or clusters.

Deployment	Small/Medium Systems	Large Systems
VCS-C and VCS-E single 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
Cluster of 4 or more VCS-C peers and cluster of 4 or more VCS-E peers	400	2000
VCS-C and VCS-E single 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.

Mac OS X (v10.11.1 and v10.11.2) Limitation: Video Display Always on Top of Other Windows in Chrome

When you use the Jabber Guest add-on for Chrome with Mac OS X El Capitan (v10.11.1 or v10.11.2), the video frame stays on top of other windows.

The workaround is to use either of the following browsers:

• Mozilla Firefox

or

Safari

Or upgrade to the Apple Mac OS X El Capitan version 10.11.3 and then restart.

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.

Procedure

- **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.

Resolved Caveats in Release 11.2(1)

Identifier	Severity	Headline
CSCvs91779	2	zlib inftrees.c Improper Pointer Arithmetic Vulnerability
CSCvs91957	2	zlib crc32_big Function Numeric Errors Vulnerability
CSCvs77065	2	cURL FILE: URL Creation Vulnerability
CSCvs76917	2	libxml2 xmlParseBalancedChunkMemoryRecover Memory Leak Vulnerability
CSCvu30912	3	Jabber Guest opus One-Way Audio
CSCvu30515	4	Jabber Guest Intermittent One-Way Audio

Resolved Caveats in Release 11.2

Identifier	Severity	Headline
CSCvr48419	3	Open redirect vulnerability could result in cross-site scripting attacks on Jabber Guest
CSCvm80390	3	When using iPAD OS 13, it keep asking to download the plugin each time.
CSCvr71759	3	Secure flag not set in session cookies which may result in cookie theft and attacks
CSCvs11789	3	Apple iPhone does not recognize Jabber Guest links after installing app
CSCvs48377	3	Jabber Guest calls to CMS: no video after 15 minutes

Open Caveats in Release 11.2

Identifier	Severity	Headline
CSCvj97274	3	Jabber Guest Extra Headers// character limit of 30
CSCvi09087	3	Need more specific certificate install error message