



Mobile and Remote Access Through Cisco Expressway

Deployment Guide

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Cisco Expressway X8.11.4



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Preface

Change History

Table 1 Mobile and Remote Access Through Cisco Expressway Deployment Guide Change History

Date	Change	Reason
April 2019	Update DNS section that URL for Cisco Meeting Server Web Proxy and MRA domain cannot be the same.	Clarification
March 2019	Clarify that refresh of discovered nodes prevents devices connecting to MRA during the refresh.	Clarification
December 2018	Update Limitation regarding chat/messaging services over MRA with OAuth refresh plus IM and Presence Service presence redundancy groups.	External software version change
November 2018	Correct omission in document (add to limitations some caveats about recording over MRA).	Clarification
September 2018	Updated for X8.11.2 (change to limitations for chat/messaging if user authentication by OAuth refresh).	X8.11.2 release
September 2018	Updated for Webex and Spark platform rebranding, and for X8.11.1 maintenance release. Also add to <i>Unsupported Expressway Features and Limitations</i> section, a known issue with chat/messaging services over MRA if user authentication is by OAuth refresh (self-describing tokens).	X8.11.1 release Clarification
July 2018	Include Hunt Group support, subject to Cisco Unified Communications Manager 11.5(1)SU5 or later fixed version.	Software dependency change
July 2018	Updated for X8.11. Also removed port reference topic, which is now available in the Cisco Expressway IP Port Usage Guide.	X8.11 release
May 2018	Clarify MFT over MRA is not supported when using an unrestricted version of IM and Presence Service.	Clarification
March 2018	Clarify no Jabber support for redundant UDS services.	Clarification
December 2017	Add configuration step to enable SIP protocol (disabled by default on new installs).	Content defect
November 2017	Clarify which Cisco IP Phones in the 88xx series support MRA (<i>Configuration Overview</i> section).	Content defect
September 2017	Add links to information about supported features for MRA-connected endpoints. Add information about Collaboration Solutions Analyzer.	Content enhancement
August 2017	Deskphone control functions bullet removed from "Unsupported Contact Center Features" as not applicable.	Content defect
July 2017	Clarify required versions for Unified Communications software. Corrected duplicated prerequisites for Push Notifications feature.	Content defect
July 2017	Updated.	X8.10 release
April 2017	Added details on partial support for Cisco Jabber SDK features.	Content defect

Preface

Table 1 Mobile and Remote Access Through Cisco Expressway Deployment Guide Change History (continued)

Date	Change	Reason
January 2017	Updated section on unsupported features when using MRA. Added description of Maintenance Mode. Clarified that Expressway-C and Expressway-E need separate IP addresses.	X8.9.1 release
December 2016	Updated.	X8.9 release
September 2016	Unsupported deployments section updated. Minimum versions note about TLS added.	Clarification to avoid misconfiguration
August 2016	Updated DNS prerequisite to create reverse lookup entries for Expressway-E	Customer found defect
June 2016	HTTP Allow list feature updates.	X8.8 release
February 2016	Troubleshooting topic updated with information about CSCux16696 . Republished with X8.7.1.	Notable issue discovered post X8.7 but not yet fixed in X8.7.1.
November 2015	Updated.	X8.7 release
July 2015	Updated.	X8.6 release
June 2015	Updated. Note about internal DNS lookups for UC nodes.	X8.5.3 release
April 2015	Information about authorization rate control and document defects addressed.	X8.5.2 release
February 2015	SSO feature changes: SHA-256 signing of SAML requests by default, changed wording of IdP prerequisites.	X8.5.1 release
December 2014	Added new features and corrections from X8.2 version.	X8.5 release
August 2014	Re-issued X8.1.1 version of this document with shared line limitation, as per X8.2 version.	Content defect
July 2014	Re-issued with updated client support details and a media encryption limitation removed.	Content defect
July 2014	Re-issued with updated firewall advice and unsupported deployment.	Content defect
July 2014	Re-issued with updated domains screenshot.	Content defect
June 2014	Republished for X8.2.	X8.2 release
April 2014	Initial release of document.	Introduction of MRA

This Guide also Applies for the VCS

This Expressway guide also now applies to VCS. Any VCS-specific information is noted where necessary in the guide. (Older VCS guides on [Cisco.com](#) are still valid for the VCS versions they apply to—as specified on the title page of each guide.)

Related Documentation

Information contained in the following documents and sites may be required to assist in setting up your Unified Communications environment:

- [Expressway Basic Configuration \(Expressway-C with Expressway-E\) Deployment Guide](#)
- [Expressway Cluster Creation and Maintenance Deployment Guide](#)
- [Certificate Creation and Use With Expressway Deployment Guide](#)
- [Cisco Expressway IP Port Usage Configuration Guide](#), for your version, on the [Cisco Expressway Series configuration guides page](#).
- **For Expressway:** [Expressway Administrator Guide](#)
- **For VCS:** [Cisco TelePresence VCS Administrator Guide](#)
- [Configuration and Administration of IM and Presence Service on Cisco Unified Communications Manager](#) (for your version), at [Cisco Unified Communications Manager Configuration Guides](#)
- [Directory Integration and Identity Management](#) in the [Cisco Collaboration System 10.x Solution Reference Network Designs \(SRND\)](#) document
- [SAML SSO Deployment Guide for Cisco Unified Communications Applications](#) (for your version), at [Cisco Unified Communications Manager Maintain and Operate Guides](#)
- Jabber client configuration details:
 - [Cisco Jabber for Windows](#)
 - [Cisco Jabber for iPad](#)
 - [Cisco Jabber for Android](#)
 - [Cisco Jabber for Mac](#)
 - [Cisco Jabber DNS Configuration Guide](#)

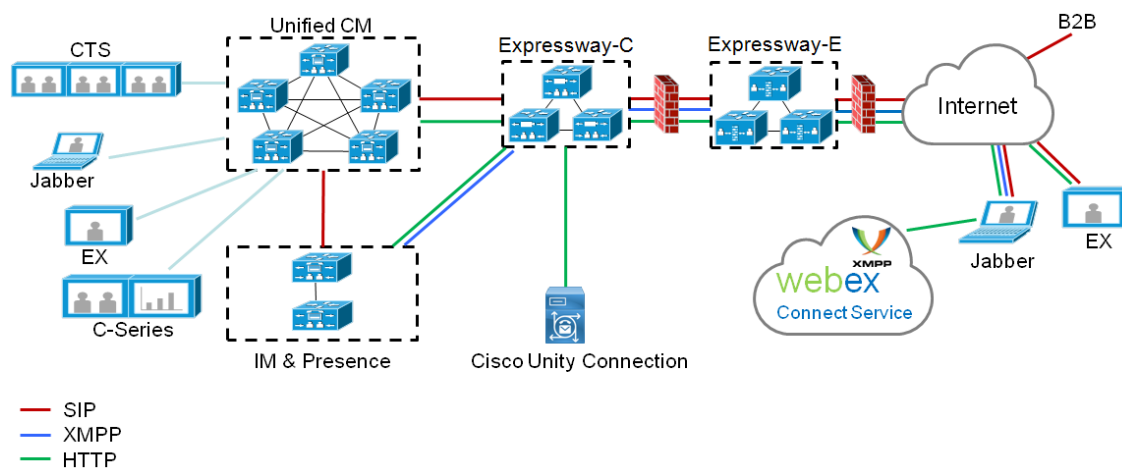
Mobile and Remote Access Overview

Cisco Unified Communications Mobile and Remote Access is a core part of the Cisco Collaboration Edge Architecture. It allows endpoints such as Cisco Jabber to have their registration, call control, provisioning, messaging and presence services provided by Cisco Unified Communications Manager (Unified CM) when the endpoint is not within the enterprise network. The Expressway provides secure firewall traversal and line-side support for Unified CM registrations.

The overall solution provides the following functions:

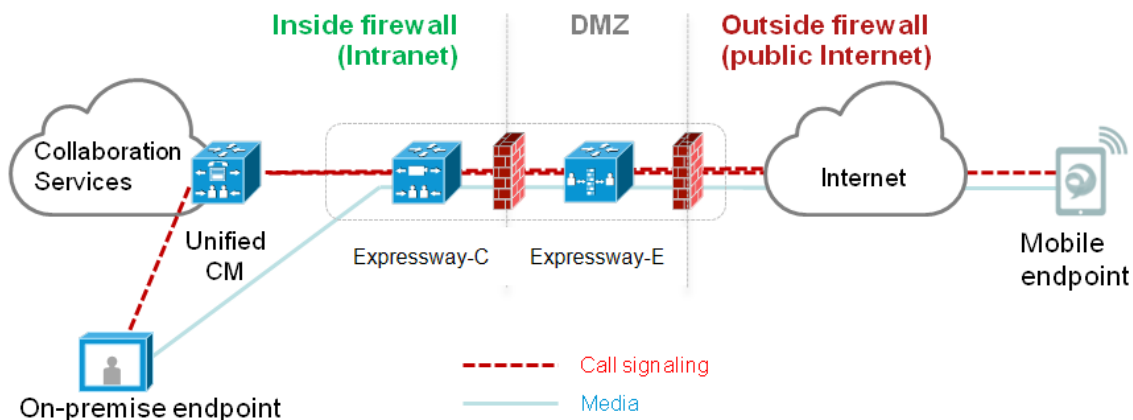
- **Off-premises access:** a consistent experience outside the network for Jabber and EX/MX/SX Series clients
- **Security:** secure business-to-business communications
- **Cloud services:** enterprise grade flexibility and scalable solutions providing rich Cisco Webex integration and service provider offerings
- **Gateway and interoperability services:** media and signaling normalization, and support for non-standard endpoints

Figure 1 Unified Communications: Mobile and Remote Access



Note: Third-party SIP or H.323 devices can register to the Expressway-C and, if necessary, interoperate with Unified CM-registered devices over a SIP trunk.

Figure 2 Typical call flow - signaling and media paths



Unified CM provides call control for both mobile and on-premises endpoints.

Mobile and Remote Access Overview

Signaling traverses the Expressway solution between the mobile endpoint and Unified CM. Media traverses the Expressway solution and is relayed between endpoints directly.

All media is encrypted between the Expressway-C and the mobile endpoint.

Deployment Scope

The following major Expressway-based deployments do not work together. They cannot be implemented together on the same Expressway (or traversal pair):

- Mobile and Remote Access
- Microsoft interoperability, using the Expressway-C-based B2BUA
- Jabber Guest services

Mobile & Remote Access Ports

Information about MRA ports is available in the *Cisco Expressway IP Port Usage Configuration Guide* at the [Cisco Expressway Series Configuration Guides page](#). This includes ports that can potentially be used between the internal network (where the Expressway-C is located) and the DMZ (where the Expressway-E is located), and between the DMZ and the public internet.

Jabber Client Connectivity Without VPN

The MRA solution supports a hybrid on-premises and cloud-based service model. This provides a consistent experience inside and outside the enterprise. MRA provides a secure connection for Jabber application traffic without having to connect to the corporate network over a VPN. It is a device and operating system agnostic solution for Cisco Jabber clients on Windows, Mac, iOS and Android platforms.

MRA allows Jabber clients that are outside the enterprise to do the following:

- Use instant messaging and presence services
- Make voice and video calls
- Search the corporate directory
- Share content
- Launch a web conference
- Access visual voicemail

Note: Cisco Jabber Video for TelePresence (Jabber Video) does not work with MRA, although it is supported as a general client registered to Expressway.

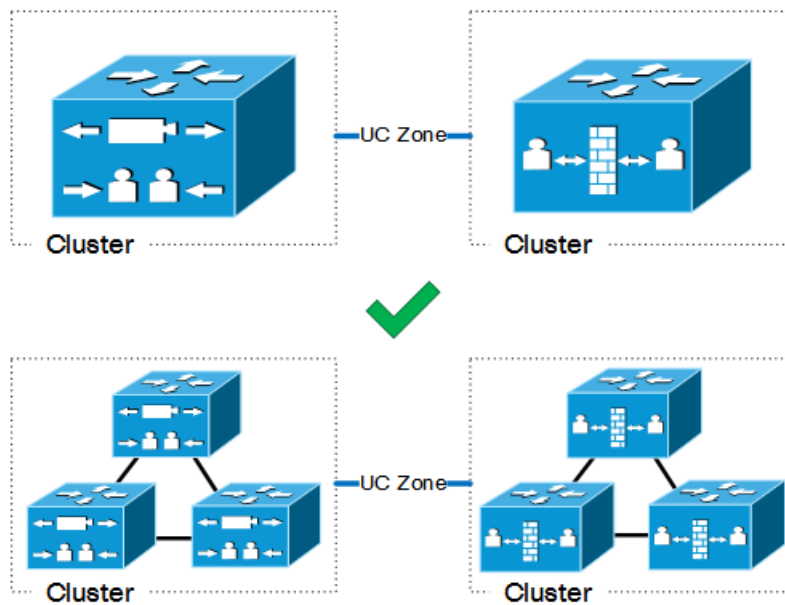
Deployment Scenarios

This section describes the supported deployment environments:

- Single network elements
- Single clustered network elements
- Multiple clustered network elements
- Hybrid deployment
- Unsupported deployments

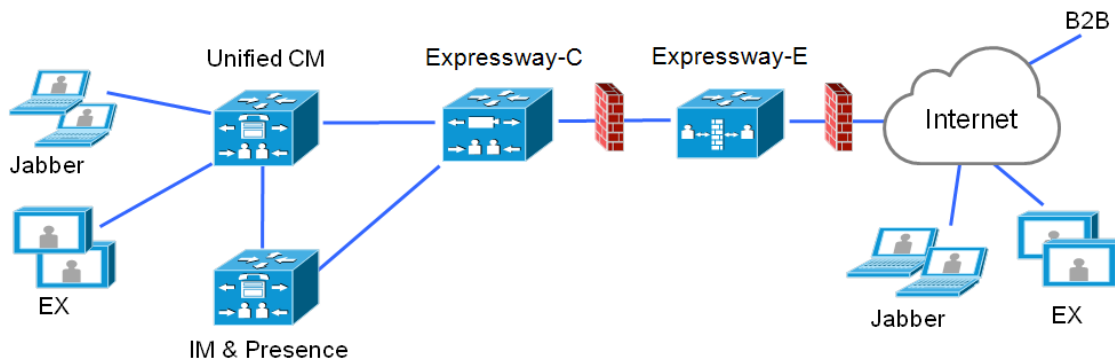
Note: The only supported Mobile and Remote Access deployments are based on one-to-one Unified Communications zones between Expressway-C clusters and Expressway-E clusters.

Figure 3 Supported MRA Traversal Connections



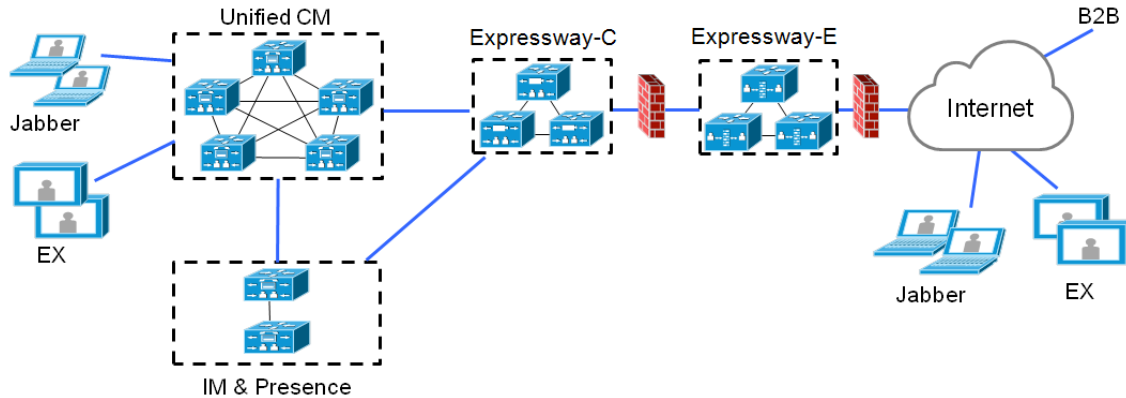
Single Network Elements

In this scenario there are single (non-clustered) Unified CM, IM & Presence, Expressway-C and Expressway-E servers.



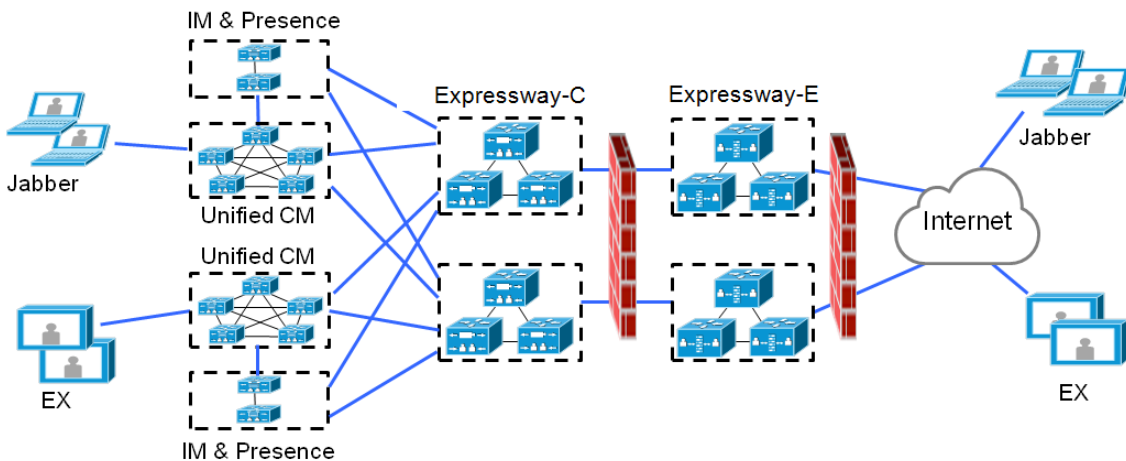
Single Clustered Network Elements

In this scenario each network element is clustered.



Multiple Clustered Network Elements

In this scenario there are multiple clusters of each network element.

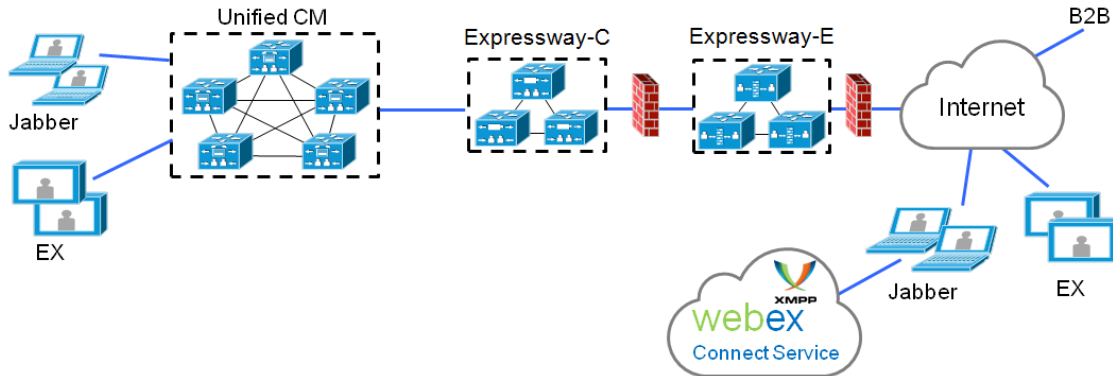


- Jabber clients can access their own cluster through any route.
- Expressway-C uses round robin to select a node (publisher or subscriber) when routing home cluster discovery requests.
- Each combination of Unified CM and IM and Presence Service clusters must use the same domain.
- Intercluster Lookup Service (ILS) must be active on the Unified CM clusters.
- Intercluster peer links must be configured between the IM and Presence Service clusters, and the Intercluster Sync Agent (ICSA) must be active.

Deployment Scenarios

Hybrid Deployment

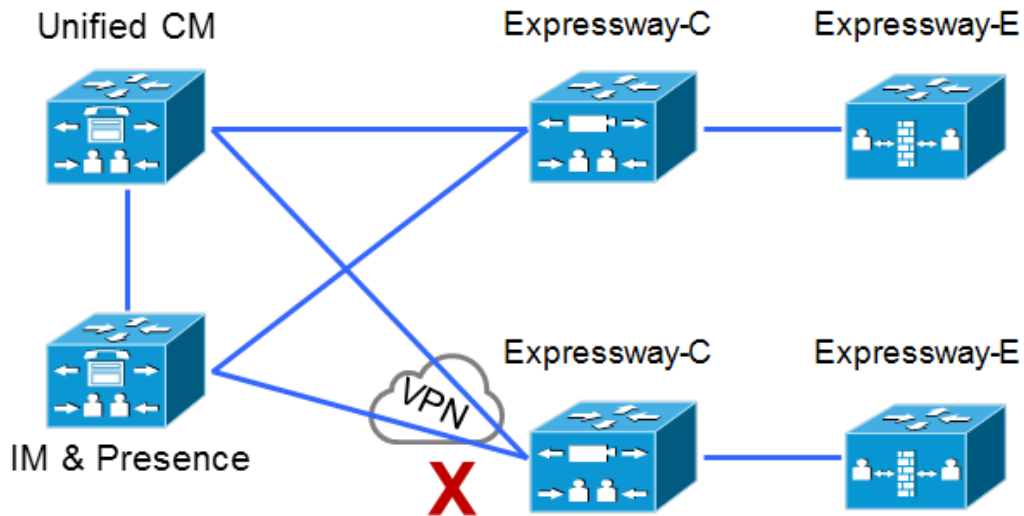
In this scenario, IM and Presence services for Jabber clients are provided via the WebEx cloud.



Unsupported Deployments

VPN Links

VPN links, between the Expressway-C and the Unified CM services / clusters, are not supported.



Traversal Zones Between VCS Series and Expressway Series

"Mixed" traversal connections are not supported. That is, we do not support traversal zones, or Unified Communications traversal zones, between Cisco VCS and Cisco Expressway even though it is possible to configure these zones.

Deployment Scenarios

VCS Control Expressway-E



Expressway-C VCS Expressway

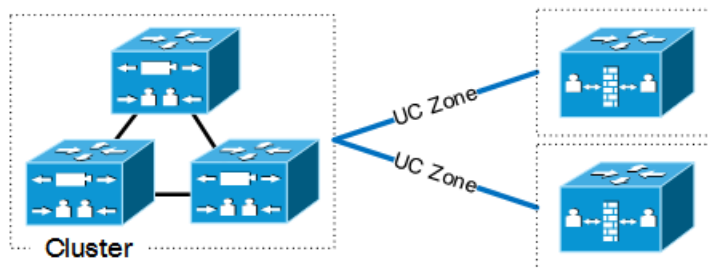
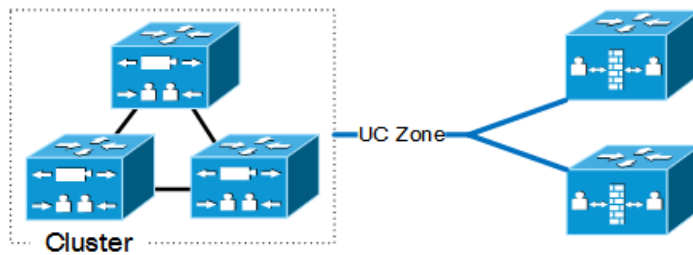


Explicitly, we do not support VCS Control traversal to Expressway-E, nor do we support Expressway-C traversal to VCS Expressway.

Unclustered or Many-to-One Traversal Connections

We do not support Unified Communications zones from one Expressway-C cluster to multiple unclustered Expressway-Es.

We also do not support multiple Unified Communications zones from one Expressway-C cluster to multiple Expressway-Es or Expressway-E clusters.

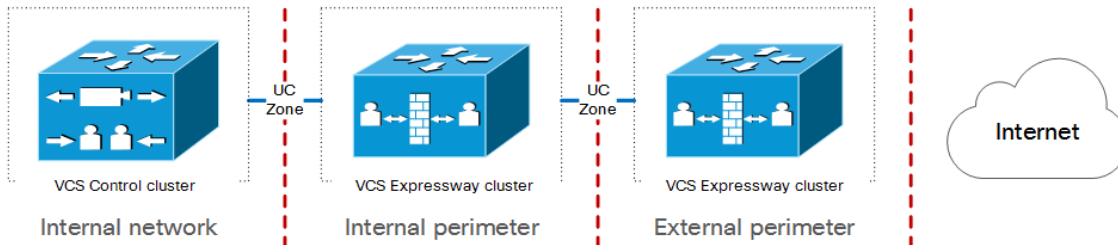


Deployment Scenarios

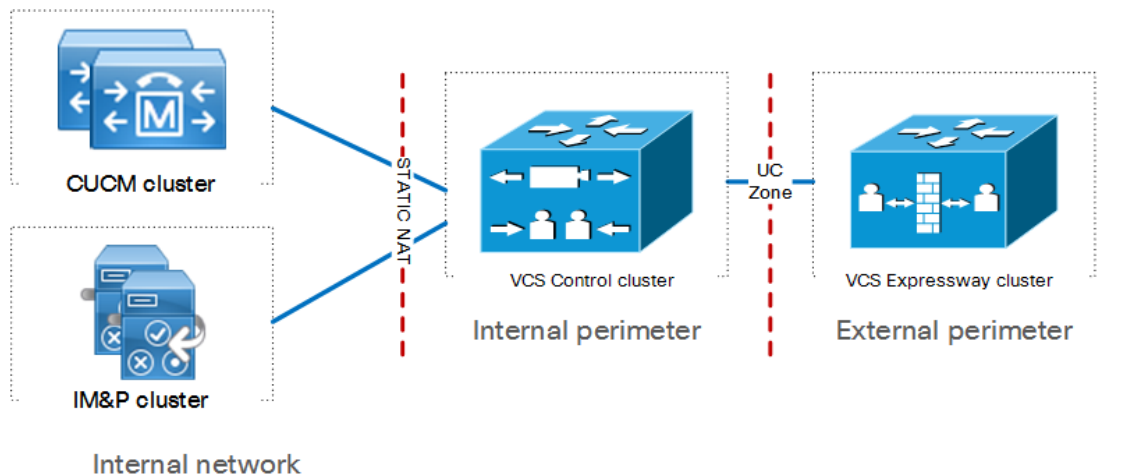
Nested Perimeter Networks

MRA is not currently supported over chained traversal connections (using multiple Expressway-Es to cross multiple firewalls).

This means that you cannot use Expressway-E to give Mobile and Remote Access to endpoints that must traverse a nested perimeter network to call internal endpoints.

**Expressway-C in DMZ with Static NAT**

We do not support Expressway-C in a DMZ that uses static NAT. This is because the Expressway-C does not perform the SDP rewriting that is required to traverse static NAT-enabled firewalls. You should use the Expressway-E for this purpose.



You could potentially place the Expressway-C in a DMZ that does not use static NAT, but we strongly discourage this deployment because it requires a lot of management on the inmost firewall. We always recommend placing the Expressway-C in the internal network.

Key Supported and Unsupported Features with Mobile and Remote Access

Not all features are supported in every deployment scenario when using Mobile and Remote Access (MRA). This section provides information about:

- Supported clients and endpoints. Where to get information about MRA-compatible devices, and what features they support when connected over MRA.
- Key unsupported features for clients and endpoints. Lists client/endpoint features that are known not to work in certain MRA situations. **This is not an exhaustive list.** For full details refer to the documentation for the endpoint or client concerned.
- Unsupported Expressway features that are known not to work in certain MRA situations.

Clients and Endpoints Supported with MRA

Details of which clients and endpoints are MRA-compatible are in [MRA-Compatible Client and Endpoint Versions](#), page 19

For information about which features are supported over MRA for specific clients and endpoints, refer to the relevant product documentation:

- Jabber clients
See *Supported Services* in the *Remote Access* section, *Planning Guide for Cisco Jabber* (for your version) on the [Install and Upgrade Guides page](#).
- IP Phone 7800 Series
See *Phone Features Available for Mobile and Remote Access Through Expressway* in the *Phone Features and Setup* chapter, *Cisco IP Phone 7800 Series Administration Guide for Cisco Unified Communications Manager* on the [Maintain and Operate Guides page](#).
- IP Phone 8811, 8841, 8845, 8861 and 8865
See *Phone Features Available for Mobile and Remote Access Through Expressway* in the *Phone Features and Setup* chapter, *Cisco IP Phone 8800 Series Administration Guide for Cisco Unified Communications Manager* on the [Maintain and Operate Guides page](#).

Known Unsupported Client and Endpoint Features

This section is not exhaustive, but for convenience it lists some key client and endpoint features which we know do not work with MRA-connected devices.

- This item applies if you have multiple IM and Presence Service clusters configured on Cisco Expressway-C, and some of them run software earlier than version 11.5n. In this case, because Cisco Expressway-C may select any cluster (round robin approach), it might select a cluster on an older software version. If so, IM and Presence Service features that require 11.5 are unavailable for endpoints connected over MRA.
- These limitations exist for recording over MRA connections:
 - Recording only works for direct person-to-person calls, not for conferences. This includes Built-in-Bridge (BiB) recording.
 - Recording is not currently supported for the Silent Monitoring and Whisper Coaching features.
 - Call recording for Cisco Jabber endpoints has the following limitations (which also apply on premises):
 - Cisco Unified Communications Manager does not allow Jabber mobile devices to be CTI-monitored.
 - Jabber does not support injecting recording tones into the media stream.

Key Supported and Unsupported Features with Mobile and Remote Access

- For supported Cisco Jabber clients connected over MRA, the *E911NotificationURL* feature requires a static HTML page for the notification, to ensure that the web page renders correctly. Scripts and link tags are not supported.
- Directory access mechanisms other than the Cisco User Data Service (UDS) are not supported for Jabber clients over MRA.
- Endpoint failover behavior:
 - Cisco Jabber clients support IM and Presence Service failover over MRA. However, they don't support any other type of MRA-related redundancy or failover—including SIP, voicemail, and User Data Services (UDS). The clients use a single UDS server only.

Note: This also applies on premises, and not just over MRA.
 - If an Expressway-C or Expressway-E node fails, active MRA calls through the failed Expressway node will be lost. This applies to all device types, including Jabber clients.

SIP *registration* failover is supported over MRA, for Cisco IP Phones and devices running TC or CE software. This includes failure of Cisco Expressway-C, Cisco Expressway-E, or a Cisco Unified Communications Manager node. SIP registration failover is subject to certain conditions:

If an Expressway node fails, another active node must be available in the Expressway cluster.

To support Cisco Unified Communications Manager failover over MRA, Cisco IP Phones need clustered Expressway-C and Expressway-E servers. Devices running TC or CE software do not need clustered Expressway servers for this case.
- Cisco Jabber 12.5 or later is needed if you want chat/messaging services over MRA with authentication using OAuth refresh (self-describing tokens) and you configure IM and Presence Service presence redundancy groups. With this release of Expressway, user login failures will occur in this scenario if Jabber versions before 12.5 are in use.
- These limitations exist for recording over MRA connections, including for Built-in-Bridge (BiB) recording:
 - Recording only works for direct person-to-person calls, and not for conferences.
 - Recording is not currently supported for Silent Monitoring and Whisper Coaching features.
- The Expressway does not encrypt the iX protocol on behalf of other entities. So iX must be encrypted end to end, with the endpoints and conferencing server doing the encryption, or it must be unencrypted end to end.

Note: For iX to work over MRA, the iX-capable endpoints must use encrypted phone security profiles and the conferencing server must be capable of encrypted iX.
- Certificate provisioning to remote endpoints is not supported over MRA. For example, the Certificate Authority Proxy Function (CAPF). If you can do the first-time configuration on premises (inside the firewall) including CAPF enrolment, then these endpoints can use encrypted TFTP configuration files over MRA. But you can't do the CAPF enrolment over MRA, so you must bring the endpoints back on-premises for subsequent certificate operations.
- Features that rely on the SIP UPDATE method ([RFC 3311](#)) will not work as expected, because the Expressway does not support this method. For example, Unified CM and endpoints use UPDATE to implement blind transfer, which does not work correctly over MRA.
- Peer-to-peer file transfer when using IM and Presence Service and Jabber is not supported over MRA.
- Managed File Transfer (MFT) over MRA is supported when using IM and Presence Service 10.5.2 and later and Jabber 10.6 and later clients. MFT over MRA is not supported when using an **unrestricted** version of IM and Presence Service.
- File transfer with WebEx Messenger Service and Cisco Jabber *is* supported.
- Additional mobility features including GSM handoff and session persistence are not supported over MRA.
- Hunt groups (including hunt pilots and hunt lists) are supported over MRA when using Cisco Unified Communications Manager version 11.5(1)SU5, or any later version that has the relevant change.
- The Cisco Unified Communications Self Care Portal is not supported over MRA.

Unsupported Expressway Features and Limitations

- We don't support third-party network load balancers between MRA clients and Expressway-E.
- The Expressway cannot be used for Jabber Guest when it's used for Mobile and Remote Access (MRA).
- The Expressway-C used for MRA cannot also be used for Microsoft gateway service. Microsoft gateway service requires a dedicated Expressway-C.
- Maintenance mode is not supported over MRA for endpoints running CE software. The Expressway drops MRA calls from these endpoints when you enable maintenance mode.
- As Expressway only supports IPv4 mode for MRA connections, the IP configuration settings "*IPv6 only*" or "*Both*" are not supported. In the case of "*Both*", as Expressway does not proxy IPv6 MRA traffic from clients, intermittent issues may arise if clients send IPv6 instead of IPv4.
- Endpoint management capability (SNMP, SSH/HTTP access) is not supported.
- Multidomain and multicustomer support is limited as follows:
 - Before X8.5, each Expressway deployment supported only one IM&P domain. (Even though IM and Presence Service 10.0 and later supports Multiple Presence Domains.)
 - As of X8.5, you can create multiple deployments on the Expressway-C, but this feature is still limited to one domain per deployment.
 - As of X8.5.1, a deployment can have Multiple Presence Domains. However, this feature is in **preview status** only, and we currently recommend that you do not exceed 50 domains.
- Deployments on Large VM servers are limited to 2500 proxied registrations to Unified CM.
- The Expressway does not support some Cisco Unified Contact Center Express (Unified CCX) features for contact center agents or other users who connect over MRA. Jabber for Mac and Jabber for Windows cannot provide deskphone control over MRA, because the Expressway pair does not traverse the CTI-QBE protocol. However, if these Jabber applications, or other CTI applications, can connect to CUCM CTIManager (directly or through the VPN) they *can* provide deskphone control of MRA-connected clients.

Configuration Prerequisites

This section summarizes the steps to configure the Unified Communications system for Mobile and Remote Access (MRA). It assumes that the following items are already set up:

- A basic Expressway-C and Expressway-E configuration, as specified in the following document. (The document describes the networking options for deploying Expressway-E in the DMZ.)
 - **For Expressway:** [Expressway Basic Configuration \(Expressway-C with Expressway-E\) Deployment Guide](#)
 - **For VCS:** [Cisco VCS Basic Configuration \(Control with Expressway\) Deployment Guide](#)
- Unified CM and IM and Presence Service are configured as specified in *Configuration and Administration of IM and Presence Service on Cisco Unified Communications Manager* (for your version), at [Cisco Unified Communications Manager Configuration Guides](#)

Required Versions

MRA through Cisco Expressway requires the following components. These are *minimum* requirements, and some individual MRA features need later software versions (specified where applicable in the relevant part of the guide). Notable features that have later software version dependencies, include [OAuth token authentication](#) and [Push Notifications](#).

Infrastructure Product Versions

- Expressway X8.1.1 or later (this document describes X8.11.4).
- Unified CM 10.0 or later.
- IM and Presence Service 10.0 or later.
- Cisco Unity Connection 10.0 or later.

MRA-Compatible Client and Endpoint Versions

- Cisco Jabber for Windows 9.7 or later.
- Cisco Jabber for iPhone and iPad 9.6.1 or later.
- Cisco Jabber for Android 9.6 or later.
- Cisco Jabber for Mac 9.6 or later.
- Cisco IP Phones 7811, 7821, 7841 and 7861 and Cisco IP Phones 8811, 8841, 8845, 8851, 8861 and 8865, running 11.0(1) or later. Requires Cisco Expressway X8.6 or later.
Cisco IP Phones 7832 and 8832 require version 12.1(1) or later.
- Cisco TelePresence endpoints/codecs running software version TC7.0.1 or later, or CE software.
 - These Cisco TelePresence endpoints/codecs running TC7.0.1 or later:
SX Series, EX Series, MX Series, Profile Series, C Series
 - These Cisco TelePresence and Cisco Webex endpoints/codecs running CE8 or CE9:
DX70, DX80, MX700, MX800, MX800 Dual, SX10, SX20, SX80, MX200 G2, MX300 G2
 - These Cisco Webex endpoints/codecs running CE9:
Cisco Webex Room Kit, Cisco Webex Codec Plus, Cisco Webex Room 55, Cisco Webex Room 70 Single, Cisco Webex Room 70 Dual
- Android-based Cisco DX650, DX70, and DX80 devices running firmware 10.2.4(99) or later. Requires Cisco Expressway X8.6 or later.

Configuration Prerequisites

Considerations for Android-based DX650, DX80, and DX70 devices and supported IP Phone 7800/8800 models

If you deploy these devices to register with Cisco Unified Communications Manager through MRA, be aware of the following points. For DX endpoints, these considerations only apply to Android-based devices and do not apply to DX70 or DX80 devices running CE software:

- **Trust list:** You cannot modify the root CA trust list on IP Phone 7800/8800 devices. Make sure that the Expressway-E's server certificate is signed by one of the CAs that the devices trust, and that the CA is trusted by the Expressway-C and the Expressway-E.
- **Off-hook dialling:** The way KPML dialing works between these devices and Unified CM means that you need CUCM 10.5(2)SU2 or later to be able to do off-hook dialing via MRA. You can work around this dependency by using on-hook dialing.

Configuration Recommendations and Requirements

IP Addresses

Assign separate IP addresses to the Expressway-C and the Expressway-E. Do not use a shared address for both elements, as the firewall cannot distinguish between them.

Network Domain

We **strongly** recommend configuring your network servers as a single domain, for both internal and external access.

DNS

SRV Records

This section summarizes the public (external) and local (internal) DNS requirements for MRA. For more information, see the *Cisco Jabber Planning Guide* for your version on the [Jabber Install and Upgrade Guides page](#).

Important! From version X8.8 onward, you must create forward and reverse DNS entries for all Expressway-E systems, so that systems making TLS connections to them can resolve their FQDNs and validate their certificates.

Public DNS (external domains)

The public, external DNS must be configured with `_collab-edge._tls.<domain>` SRV records so that endpoints can discover the Expressway-Es to use for Mobile and Remote Access. You also need SIP service records for general deployment (not specifically for MRA). For example, for a cluster of 2 Expressway-E systems:

Domain	Service	Protocol	Priority	Weight	Port	Target host
example.com	collab-edge	tls	10	10	8443	expe1.example.com
example.com	collab-edge	tls	10	10	8443	expe2.example.com
example.com	sips	tcp	10	10	5061	expe1.example.com
example.com	sips	tcp	10	10	5061	expe2.example.com

Local DNS (internal domains)

The local, internal DNS requires `_cisco-uds._tcp.<domain>` SRV records. For example:

Domain	Service	Protocol	Priority	Weight	Port	Target host
example.com	cisco-uds	tcp	10	10	8443	cucmserver1.example.com
example.com	cisco-uds	tcp	10	10	8443	cucmserver2.example.com

Configuration Prerequisites

You must create internal DNS records, for both forward and reverse lookups, for all Unified Communications nodes used with MRA. This allows Expressway-C to find the nodes when IP addresses or hostnames are used instead of FQDNs.

Ensure that the *cisco-uds* SRV records are NOT resolvable outside of the internal network, otherwise the Jabber client will not start MRA negotiation via the Expressway-E.

URL for Cisco Meeting Server Web Proxy and MRA domain cannot be the same

If you use both the CMS Web Proxy service and MRA on the same Expressway, the following configuration items must be assigned different values per service. If you try to use the same value, the service that was configured first will work, but the other one will fail:

- MRA domain(s). The domain(s) configured on Expressway and enabled for Unified CM registration.
- CMS Web Proxy URL link. Defined in the Expressway **Guest account client URI** setting on Expressway's **Configuration > Unified Communications > Cisco Meeting Server** page.

Firewall

- Ensure that the relevant ports have been configured on your firewalls between your internal network (where the Expressway-C is located) and the DMZ (where the Expressway-E is located) and between the DMZ and the public internet. See the *Cisco Expressway IP Port Usage Configuration Guide*, for your version, on the [Cisco Expressway Series configuration guides page](#).
- Do not use a shared address for the Expressway-E and the Expressway-C, as the firewall cannot distinguish between them. If you use static NAT for IP addressing on the Expressway-E, make sure that any NAT operation on the Expressway-C does not resolve to the same traffic IP address. We do not support shared NAT addresses between Expressway-E and Expressway-C.
- If your Expressway-E has one NIC enabled and is using static NAT mode, the following requirement applies: You must enter the FQDN of the Expressway-E, as it is seen from outside the network, as the peer address on the Expressway-C's secure traversal zone. The reason for this is that in static NAT mode, the Expressway-E requests that incoming signaling and media traffic should be sent to its external FQDN, rather than its private name.

This also means that the external firewall must allow traffic from the Expressway-C to the Expressway-E's external FQDN. This is known as NAT reflection, and may not be supported by all types of firewalls.

For more information, see the *Advanced network deployments* appendix in the following document:

- **For Expressway:** [Expressway Basic Configuration \(Expressway-C with Expressway-E\) Deployment Guide](#)
- **For VCS:** [Cisco VCS Basic Configuration \(Control with Expressway\) Deployment Guide](#)

Bandwidth Restrictions

The **Maximum Session Bit Rate for Video Calls** on the default region on Cisco Unified Communications Manager is 384 kbps by default. The **Default call bandwidth** on Expressway-C is also 384 kbps by default. These settings may be too low to deliver the expected video quality for MRA-connected devices.

EX/MX/SX Series Endpoints (Running TC Software)

Ensure that the provisioning mode is set to *Cisco UCM via Expressway*.

These devices must verify the identity of the Expressway-E they are connecting to by validating its server certificate. To do this, they must have the certificate authority that was used to sign the Expressway-E's server certificate in their list of trusted CAs.

The devices ship with a list of default CAs which cover the most common providers (including Verisign and Thawte). If the relevant CA is not included, it must be added (for instructions, see the endpoint administrator guide).

Configuration Prerequisites

Mutual authentication is optional, and these devices are not required to provide client certificates. If you do want to configure mutual TLS, you cannot use CAPF enrolment to provision the client certificates. Instead, manually apply the certificates to the devices. The client certificates must be signed by an authority that is trusted by the Expressway-E.

Jabber Clients

Jabber clients verify the identity of the Expressway-E they are connecting to by validating its server certificate. To do this, they must have the certificate authority that was used to sign the Expressway-E's server certificate in their list of trusted CAs.

Jabber uses the underlying operating system's certificate mechanism:

- Windows: Certificate Manager
- MAC OS X: Key chain access
- IOS: Trust store
- Android: Location & Security settings

Jabber client configuration details for MRA are provided in the installation and configuration guide for the relevant client:

- [Cisco Jabber for Windows](#)
- [Cisco Jabber for iPad](#)
- [Cisco Jabber for Android](#)
- [Cisco Jabber for Mac](#) (requires X8.2 or later)

Unified CM

1. If you have multiple Unified CM clusters, you must configure ILS (Intercluster Lookup Service) on all of the clusters. The Expressway needs to communicate with each user's home Unified CM cluster, and to discover the home cluster it sends a UDS (User Data Service) query to any one of the Unified CM nodes.

For details, search for "Intercluster Lookup Service" in the [Unified CM documentation](#) for your version.

2. Ensure that the **Maximum Session Bit Rate for Video Calls** between and within regions (**System > Region Information > Region**) is set to a suitable upper limit for your system, for example 6000 kbps.

Region	Audio Codec Preference List	Maximum Audio Bit Rate	Maximum Session Bit Rate for Video Calls
Default	Use System Default (Factory Default low loss)	Wideband	6000

See [Region setup](#) for more information.

Configuration Prerequisites

3. These items apply to the Phone Security Profiles in Unified CM (**System > Security > Phone Security Profile**):
 - a. If a Phone Security Profile has **TFTP Encrypted Config** checked, you can't use these devices through MRA. The MRA solution does not support devices interacting with CAPF (Certificate Authority Proxy Function).
 - b. Phone Security Profiles that are configured for TLS and used for devices requiring remote access must have a **Name** in the form of an FQDN that includes the enterprise domain. For example, *jabber.secure.example.com*. (This is because those names must be present in the list of Subject Alternate Names in the Expressway-C's server certificate.)

Note: Secure profiles must set **Device Security Mode** to *Encrypted*, because the Expressway does not allow unencrypted TLS connections. When **Device Security Mode** is set to *Authenticated*, Unified CM only offers the NULL-SHA cipher suite, which the Expressway rejects.

Phone Security Profile Configuration

Save Delete Copy Reset Apply Config Add New

Status
Status: Ready

Phone Security Profile Information

Product Type: Cisco TelePresence EX90
Device Protocol: SIP
Name* EX90.secure.example.com
Description
Nonce Validity Time* 600
Device Security Mode Encrypted
Transport Type* TLS
☐ Enable Digest Authentication
☐ TFTP Encrypted Config
☐ Exclude Digest Credentials in Configuration File

Phone Security Profile CAPF Information

Authentication Mode* By Null String
Key Size (Bits)* 1024
 Note: These fields are related to the CAPF Information settings on the Phone Configuration page.

Parameters used in Phone

SIP Phone Port* 5061

4. If Unified CM servers (**System > Server**) are configured by **Host Name** (rather than IP address), then ensure that those host names are resolvable by the Expressway-C.
5. If you are using secure profiles, ensure that the root CA of the authority that signed the Expressway-C certificate is installed as a *CallManager-trust* certificate (**Security > Certificate Management** in the **Cisco Unified OS Administration** application).
6. Ensure that the **Cisco AXL Web Service** is active on the Unified CM publishers you will be using to discover the Unified CM servers that are to be used for remote access. To check this, select the **Cisco Unified Serviceability** application and go to **Tools > Service Activation**.
7. Ensure that the **IP Addressing Mode** for all MRA-configured devices is set to *IPv4_ONLY*.

Configuration Prerequisites

8. We recommend that MRA devices are configured to use publicly accessible NTP servers, either directly or by Device Mobility.
 - a. Configure a public NTP server **System > Phone NTP Reference**.
 - b. Add the Phone NTP Reference to a Date/Time Group (**System > Date/Time Group**).
 - c. Assign the Date/Time Group to the Device Pool of the endpoint (**System > Device Pool**).

IM and Presence Service

Ensure that the **Cisco AXL Web Service** is active on the IM and Presence Service publishers that will discover other IM and Presence Service nodes for remote access. To check this, select the **Cisco Unified Serviceability** application and go to **Tools > Service Activation**.

If you are deploying Mobile and Remote Access with multiple IM and Presence Service clusters, you must configure Intercluster peer links between the clusters, and the Intercluster Sync Agent (ICSA) must be active on all clusters. This ensures that the user database is replicated between clusters, allowing Expressway-C to correctly route XMPP traffic.

For details of the correct configuration, refer to the chapter "Intercluster Peer Configuration" in *Configuration and Administration of IM and Presence Service on Cisco Unified Communications Manager*. You can find the correct document for your version at <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.html>.

Expressway Configuration Summary

The following steps summarize the configuration required on the Expressway-E and the Expressway-C. Full details are described in section [Configuring Mobile and Remote Access on Expressway, page 31](#)

1. Ensure that **System host name** and **Domain name** are specified for every Expressway, and that all Expressway systems are synchronized to a reliable NTP service.
Note: The hostname can contain only letters, digits, hyphens, and underscores. The first character must be a letter, and the last character must be a letter or a digit.
2. Enable the SIP protocol on the Expressway-E and on the Expressway-C.
(SIP is disabled by default on new installs.)
3. [Recommended] Disable automated intrusion protection on the Expressway-C and configure it on Expressway-E.
From X8.9, this feature is enabled by default on new installations. See [Expressway Automated Intrusion Protection, page 63](#).
4. Set **Unified Communications mode** to *Mobile and Remote Access*.
5. Configure the Unified CM, IM and Presence Service, and Cisco Unity Connection servers on the Expressway-C.
6. Configure the domains on the Expressway-C for which services are to be routed to Unified CM.
7. [Optional] Create additional deployments and associate domains and UC services with them.
8. Install appropriate server certificates and trusted CA certificates.
9. Configure a Unified Communications traversal zone connection between the Expressway-E and the Expressway-C.
10. If required, configure the HTTP server allow list for any web services inside the enterprise that need to be accessed from remote Jabber clients.
11. [Optional] Configure SSO over collaboration edge, to allow for common identity between external Jabber clients and the users' Unified CM profiles

Configuration changes on the Expressway generally take immediate effect. If a system restart or other action is required, you are notified through a banner message or an alarm.

Unified Communications Prerequisites

Configuring a Secure Traversal Zone Connection for Unified Communications

Unified Communications features such as Mobile and Remote Access or Jabber Guest, require a Unified Communications traversal zone connection between the Expressway-C and the Expressway-E. This involves:

- Installing suitable security certificates on the Expressway-C and the Expressway-E.
- Configuring a Unified Communications traversal zone between the Expressway-C and the Expressway-E.

Note: Configure only one *Unified Communications traversal* zone per Expressway traversal pair. That is, one *Unified Communications traversal* zone on the Expressway-C cluster, and one corresponding *Unified Communications traversal* zone on the Expressway-E cluster.

Installing Expressway Security Certificates

You must set up trust between the Expressway-C and the Expressway-E:

1. Install a suitable server certificate on both the Expressway-C and the Expressway-E.
 - The certificate must include the **Client Authentication** extension. The system will not let you upload a server certificate without this extension when Unified Communications features are enabled.
 - The Expressway includes a built-in mechanism to generate a certificate signing request (CSR) and is the recommended method for generating a CSR:
 - Ensure that the CA that signs the request does not strip out the client authentication extension.
 - The generated CSR includes the client authentication request and any relevant subject alternate names for the Unified Communications features that have been enabled (see [Server Certificate Requirements for Unified Communications, page 27](#)).
 - To generate a CSR and /or to upload a server certificate to the Expressway, go to **Maintenance > Security > Server certificate**. You must restart the Expressway for the new server certificate to take effect.

2. Install on both Expressways the trusted Certificate Authority (CA) certificates of the authority that signed the Expressway's server certificates.

There are additional trust requirements, depending on the Unified Communications features being deployed.

For Mobile and Remote Access deployments:

- The Expressway-C must trust the Unified CM and IM&P tomcat certificate.
- If appropriate, both the Expressway-C and the Expressway-E must trust the authority that signed the endpoints' certificates.

For Jabber Guest deployments:

- When the Jabber Guest server is installed, it uses a self-signed certificate by default. However, you can install a certificate that is signed by a trusted certificate authority. You must install on the Expressway-C either the self-signed certificate of the Jabber Guest server, or the trusted CA certificates of the authority that signed the Jabber Guest server's certificate.

To upload trusted Certificate Authority (CA) certificates to the Expressway, go to **Maintenance > Security > Trusted CA certificate**. You must restart the Expressway for the new trusted CA certificate to take effect.

See *Cisco Expressway Certificate Creation and Use Deployment Guide* on the [Expressway configuration guides page](#).

Unified Communications Prerequisites

Configuring Encrypted Expressway Traversal Zones

To support Unified Communications features via a secure traversal zone connection between the Expressway-C and the Expressway-E:

- The Expressway-C and Expressway-E must be configured with a zone of type *Unified Communications traversal*. This automatically configures an appropriate traversal zone (a traversal client zone when selected on Expressway-C or a traversal server zone when selected on Expressway-E) that uses SIP TLS with **TLS verify mode** set to *On*, and **Media encryption mode** set to *Force encrypted*.
- Both Expressways must trust each other's server certificate. As each Expressway acts both as a client and as a server you must ensure that each Expressway's certificate is valid both as a client and as a server.
- If an H.323 or a non-encrypted connection is also required, a separate pair of traversal zones must be configured.

To set up a secure traversal zone, configure your Expressway-C and Expressway-E as follows:

1. Go to **Configuration > Zones > Zones**.
2. Click **New**.

Unified Communications Prerequisites

3. Configure the fields as follows (leave all other fields with default values):

	Expressway-C	Expressway-E
Name	"Traversal zone" for example	"Traversal zone" for example
Type	<i>Unified Communications traversal</i>	<i>Unified Communications traversal</i>
Connection credentials section		
Username	"exampleauth" for example	"exampleauth" for example
Password	"ex4mpl3.c0m" for example	Click Add/Edit local authentication database , then in the popup dialog click New and enter the Name ("exampleauth") and Password ("ex4mpl3.c0m") and click Create credential .
SIP section		
Port	Must match the Expressway-E setting.	7001 (default. See the <i>Cisco Expressway IP Port Usage Configuration Guide</i> , for your version, on the Cisco Expressway Series configuration guides page .)
TLS verify subject name	Not applicable	Enter the name to look for in the traversal client's certificate (must be in either the Subject Common Name or the Subject Alternative Name attributes). If there is a cluster of traversal clients, specify the cluster name here and ensure that it is included in each client's certificate.
Authentication section		
Authentication policy	<i>Do not check credentials</i>	<i>Do not check credentials</i>
Location section		
Peer 1 address	Enter the FQDN of the Expressway-E. Note that if you use an IP address (not recommended), that address must be present in the Expressway-E server certificate.	Not applicable
Peer 2...6 address	Enter the FQDNs of additional peers if it is a cluster of Expressway-Es.	Not applicable

4. Click **Create zone**.

Server Certificate Requirements for Unified Communications

Cisco Unified Communications Manager Certificates

Two Cisco Unified Communications Manager certificates are significant for Mobile and Remote Access:

Unified Communications Prerequisites

- *CallManager* certificate
- *tomcat* certificate

These certificates are automatically installed on the Cisco Unified Communications Manager and by default they are self-signed and have the same common name (CN).

We recommend using CA-signed certificates. However, if you do use self-signed certificates, the two certificates must have different common names. The Expressway does not allow two self-signed certificates with the same CN. So if the *CallManager* and *tomcat* self-signed certificates have the same CN in the Expressway's trusted CA list, the Expressway can only trust one of them. This means that either secure HTTP or secure SIP, between Expressway-C and Cisco Unified Communications Manager, will fail.

Also, when generating *tomcat* certificate signing requests for any products in the Cisco Collaboration Systems Release 10.5.2, you need to be aware of [CSCus47235](#). You need to work around this issue to ensure that the FQDNs of the nodes are in the certificates as Subject Alternative Name (SAN) entries. The *Expressway X8.5.3 Release Note* on the [Release Notes page](#) has details of the workarounds.

IM and Presence Service Certificates

Two IM and Presence Service certificates are significant if you use XMPP:

- *cup-xmpp* certificate
- *tomcat* certificate

We recommend using CA-signed certificates. However, if you do use self-signed certificates, the two certificates must have different common names. The Expressway does not allow two self-signed certificates with the same CN. If the *cup-xmpp* and *tomcat* (self-signed) certificates have the same CN, Expressway only trusts one of them, and some TLS attempts between Cisco Expressway-E and IM and Presence Service servers will fail. For more details, see [CSCve56019](#).

Expressway Certificates

The Expressway certificate signing request (CSR) tool prompts for and incorporates the relevant Subject Alternative Name (SAN) entries as appropriate for the Unified Communications features that are supported on that Expressway.

The following table shows which CSR alternative name elements apply to which Unified Communications features:

Add these items ↓ as subject alternative names	← When generating a CSR for these purposes →			
	Mobile and Remote Access	Jabber Guest	XMPP Federation	Business to Business Calls
Unified CM registrations domains (despite their name, these have more in common with service discovery domains than with Unified CM SIP registration domains)	Required on Expressway-E only	—	—	—
XMPP federation domains	—	—	Required on Expressway-E only	—
IM and Presence chat node aliases (federated group chat)	—	—	Required	—
Unified CM phone security profile names	Required on Expressway-C only	—	—	—

Unified Communications Prerequisites

Add these items ↓ as subject alternative names	← When generating a CSR for these purposes →			
	Mobile and Remote Access	Jabber Guest	XMPP Federation	Business to Business Calls
(Clustered systems only) Expressway cluster name	Required on Expressway-C only	Required on Expressway-C only	Required on Expressway-C only	

Note:

- You may need to produce a new server certificate for the Expressway-C if chat node aliases are added or renamed. Or when IM and Presence nodes are added or renamed, or new TLS phone security profiles are added.
- You must produce a new Expressway-E certificate if new chat node aliases are added to the system, or if the Unified CM or XMPP federation domains are modified.
- You must restart the Expressway for any new uploaded server certificate to take effect.

More details about the individual feature requirements per Expressway-C / Expressway-E are described below.

Expressway-C server certificate requirements

The Expressway-C server certificate needs to include the following elements in its list of subject alternate names:

- **Unified CM phone security profile names:** the names of the **Phone Security Profiles** in Unified CM that are configured for encrypted TLS and are used for devices requiring remote access. Use the FQDN format and separate multiple entries with commas.
Having the secure phone profiles as alternative names means that Unified CM can communicate via TLS with the Expressway-C when it is forwarding messages from devices that use those profiles.
- **IM and Presence chat node aliases (federated group chat):** the **Chat Node Aliases** (e.g. chatroom1.example.com) that are configured on the IM and Presence servers. These are required only for Unified Communications XMPP federation deployments that intend to support group chat over TLS with federated contacts.

The Expressway-C automatically includes the chat node aliases in the CSR, providing it has discovered a set of IM&P servers.

We recommend that you use DNS format for the chat node aliases when generating the CSR. You must include the same chat node aliases in the Expressway-E server certificate's alternative names.

Figure 4 Entering subject alternative names for security profiles and chat node aliases on the Expressway-C's CSR generator

The screenshot shows the 'Alternative name' section of the CSR generator. It includes four input fields and a summary list:

- Additional alternative names (comma separated):** An empty text box.
- IM and Presence chat node aliases (federated group chat):** A text box containing 'chatnode1.xmpp.example.com,chatnode2.xmpp.example.com' and a 'Format' dropdown set to 'DNS'.
- Unified CM phone security profile names:** A text box containing 'DX80TLSprofile.example.com'.
- Alternative name as it will appear:** A list of four DNS entries: 'DNS:vcsc.example.com', 'DNS:chatnode1.xmpp.example.com', 'DNS:chatnode2.xmpp.example.com', and 'DNS:DX80TLSprofile.example.com'.

Unified Communications Prerequisites

Expressway-E server certificate requirements

The Expressway-E server certificate needs to include the following elements in its list of subject alternative names (SAN):

- **Unified CM registrations domains:** all of the domains which are configured on the Expressway-C for Unified CM registrations. Required for secure communications between endpoint devices and Expressway-E.

The Unified CM registration domains used in the Expressway configuration and Expressway-E certificate, are used by Mobile and Remote Access clients to lookup the `_collab-edge` DNS SRV record during service discovery. They enable MRA registrations on Unified CM, and are primarily for service discovery.

These service discovery domains may or may not match the SIP registration domains. It depends on the deployment, and they don't have to match. One example is a deployment that uses a `.local` or similar private domain with Unified CM on the internal network, and public domain names for the Expressway-E FQDN and service discovery. In this case, you need to include the public domain names in the Expressway-E certificate as SANs. There is no need to include the private domain names used on Unified CM. You only need to list the edge domain as a SAN.

Select the *DNS* format and manually specify the required FQDNs. Separate the FQDNs by commas if you need multiple domains. You may select *CollabEdgeDNS* format instead, which simply adds the prefix `collab-edge.` to the domain that you enter. This format is recommended if you do not want to include your top level domain as a SAN (see example in following screenshot).

- **XMPP federation domains:** the domains used for point-to-point XMPP federation. These are configured on the IM&P servers and should also be configured on the Expressway-C as domains for XMPP federation.

Select the *DNS* format and manually specify the required FQDNs. Separate the FQDNs by commas if you need multiple domains. Do not use the *XMPPAddress* format as it may not be supported by your CA, and may be discontinued in future versions of the Expressway software.

- **IM and Presence chat node aliases (federated group chat):** the same set of **Chat Node Aliases** as entered on the Expressway-C's certificate. They are only required for voice and presence deployments which will support group chat over TLS with federated contacts.

Note that you can copy the list of chat node aliases from the equivalent **Generate CSR** page on the Expressway-C.

Figure 5 Entering subject alternative names for Unified CM registration domains, XMPP federation domains, and chat node aliases, on the Expressway-E's CSR generator

The screenshot shows the 'Alternative name' section of the Expressway-E CSR generator. It contains several input fields and format dropdowns:

- Subject alternative names:** A dropdown menu with the value 'FQDN of Expressway cluster plus FQDN of this peer' and an information icon.
- Additional alternative names (comma separated):** An empty text input field with an information icon.
- Unified CM registrations domains:** A text input field containing 'example.com' and a 'Format' dropdown set to 'CollabEdgeDNS' with an information icon.
- XMPP federation domains:** A text input field containing 'example.com' and a 'Format' dropdown set to 'DNS' with an information icon.
- IM and Presence chat node aliases (federated group chat):** A text input field containing 'chatnode1.example.com,chatnode2.example.com' and a 'Format' dropdown set to 'DNS' with an information icon.
- Alternative name as it will appear:** A list of generated DNS entries:
 - DNS:vcse.example.com
 - DNS:vcs-e-cluster.example.com
 - DNS:collab-edge.example.com
 - DNS:example.com
 - DNS:chatnode1.example.com
 - DNS:chatnode2.example.com

See *Cisco Expressway Certificate Creation and Use Deployment Guide* on the [Expressway configuration guides page](#).

Configuring Mobile and Remote Access on Expressway

This section describes how to enable and configure Mobile and Remote Access features on Expressway-C and Expressway-E, and how to discover the Unified CM servers and IM&P servers used by the service. It also describes MRA access control settings.

- [Installing Expressway Security Certificates and Setting Up a Secure Traversal Zone, page 31](#)
- [Setting Up the Expressway-C for Mobile and Remote Access, page 31](#)
- [Discover Unified Communications Servers and Services for Mobile and Remote Access, page 33](#)
- [About the HTTP Allow List on Expressway-C, page 43](#)
- [Setting Up the Expressway-E for Mobile and Remote Access, page 45](#)
- [Checking the Status of Unified Communications Services, page 43](#)
- (Optional) [Using Deployments to Partition Unified Communications Services, page 52](#)
- (Optional) [Configuring SAML SSO Authentication Over the Edge, page 46](#)

Installing Expressway Security Certificates and Setting Up a Secure Traversal Zone

Unified Communications features such as Mobile and Remote Access or Jabber Guest, require a Unified Communications traversal zone connection between the Expressway-C and the Expressway-E. This involves:

- Installing suitable security certificates on the Expressway-C and the Expressway-E.
- Configuring a Unified Communications traversal zone between the Expressway-C and the Expressway-E.

For information about how to do this, see:

- [Configuring a Secure Traversal Zone Connection for Unified Communications, page 25](#) (if your system does not already have a secure traversal zone in place)
- [Server Certificate Requirements for Unified Communications, page 27](#)

If you want to use XMPP federation, the IM&P servers must be discovered on the Expressway-C. So that all relevant information is available when generating certificate signing requests.

Setting Up the Expressway-C for Mobile and Remote Access

This section describes the configuration steps required on the Expressway-C for Mobile and Remote Access.

Configuring DNS and NTP Settings

Make sure that the following basic system settings are configured on Expressway:

1. **System host name** and **Domain name** are specified (**System > DNS**).
2. Local DNS servers are specified (**System > DNS**).
3. All Expressway systems are synchronized to a reliable NTP service (**System > Time**). Use an **Authentication** method in accordance with your local policy.

If you have a cluster of Expressways you must do this for every peer.

Enable SIP Protocol

SIP and H.323 protocols are disabled by default on new installs of X8.9.2 and later versions.

1. On the Expressway-C, go to **Configuration > Protocols > SIP**.
2. Set **SIP mode** to *On* and **Save** the page.

Configuring Mobile and Remote Access on Expressway

[Recommended] Disabling Automated Intrusion Protection on Expressway-C

If your Expressway-C is newly installed from X8.9 onwards, the automated intrusion protection service is running by default. This could prevent your deployment working properly, so we recommend you disable it on the Expressway-C as follows:

1. Go to **System > Administration**.
2. Switch **Automated protection service** to *Off*.
3. Click **Save**.

See [Automated Intrusion Protection, page 1](#).

Enabling the Expressway-C for Mobile and Remote Access

To enable Mobile and Remote Access functionality:

1. Go to **Configuration > Unified Communications > Configuration**.
2. Set **Unified Communications mode** to *Mobile and Remote Access*.
3. Click **Save**.

You must select *Mobile and Remote Access* before you can configure the relevant domains and traversal zones.

Configuring the Domains to Route to Unified CM

You must configure the domains for which registration, call control, provisioning, messaging and presence services are to be routed to Unified CM.

1. On Expressway-C, go to **Configuration > Domains**.
2. Select the domains (or create a new domain, if not already configured) for which services are to be routed to Unified CM.
3. For each domain, turn *On* the services for that domain that Expressway is to support. The available services are:
 - **SIP registrations and provisioning on Expressway:** the Expressway is authoritative for this SIP domain. The Expressway acts as a SIP registrar for the domain (and Presence Server in the case of VCS systems), and accepts registration requests for any SIP endpoints attempting to register with an alias that includes this domain.
 - **SIP registrations and provisioning on Unified CM:** Endpoint registration, call control and provisioning for this SIP domain is serviced by Unified CM. The Expressway acts as a Unified Communications gateway to provide secure firewall traversal and line-side support for Unified CM registrations.
 - **IM and Presence Service:** Instant messaging and presence services for this SIP domain are provided by the Unified CM IM and Presence service.
 - **XMPP federation:** Enables XMPP federation between this domain and partner domains.
 - **Deployment:** Associates the domain with the selected deployment, if there are multiple deployments. This setting is absent if there is only one deployment (there is always at least one).

Turn *On* all of the applicable services for each domain. For example, the same domain may be used by endpoints such as Jabber or EX Series devices that require line-side Unified Communications support, and by other endpoints such as third-party SIP or H.323 devices that require Expressway support. (In this scenario, the signaling messages sent from the endpoint indicate whether line-side unified communications or Expressway support is required.)

Note that these settings are not entirely independent. You cannot disable **SIP registration and provisioning on Unified CM** while using IM and Presence. You can disable IM and Presence while **SIP registrations and provisioning on Unified CM** is *On*, but the reverse is not true. So, if you switch **IM and Presence Service** *On*, then your setting for SIP registrations and provisioning on Unified CM is ignored and the Expressway-C behaves as though it was *On*.

Configuring Mobile and Remote Access on Expressway

Domains You are here: [Configuration](#) > [Domains](#) > [Edit](#)

Configuration

Domain name

Supported services for this domain

SIP registrations and provisioning on Expressway	Off ▼ ⓘ
SIP registrations and provisioning on Unified CM	On ▼ ⓘ
IM and Presence Service	On ▼ ⓘ
XMPP federation	Off ▼ ⓘ

Enabling Shared Line / Multiple Lines for MRA Endpoints

Requires Unified CM 11.5(1)SU3 or later.

If you want MRA endpoints to be able to register multiple lines, or to share lines with other endpoints, then you must enable SIP Path headers on the Expressway-C. Due to a known issue in Unified CM 11.5(1)SU2, only enable SIP Path headers if you are running Unified CM version 11.5(1)SU3 or later (CDETS [CSCvd84831](#) refers).

The default behavior is for the Expressway-C to rewrite the Contact header in REGISTER messages. When you turn SIP Path headers on, the Expressway-C does not rewrite the Contact header, but adds its address into the Path header instead.

1. On the Expressway-C, go to **Configuration > Unified Communications > Configuration**.
2. Change **SIP Path headers** to *On*.
3. Click **Save**.

The Expressway-C puts its address in the Path headers of registrations from now on, and preserves the Contact header.

4. Refresh your Unified CM servers (**Configuration > Unified Communications > Unified CM servers**, click **Refresh servers**).

Note: This feature is disabled by default, because it impacts some features on earlier versions of Unified CM.

If you are using a Unified CM version before 11.5(1)SU3, and you enable SIP Path headers on Expressway-C, the following Unified CM features will *report the MRA devices' IP addresses instead of the Expressway's IP address*:

- Device Mobility
- Real-Time Monitoring Tool (RTMT)
- Cisco Emergency Responder (CER)

Other features may also be affected by this change. The devices' IP addresses are not useful for determining their location, as they are typically from reserved private ranges and could overlap with your organization's internal range.

Discover Unified Communications Servers and Services for Mobile and Remote Access

The Expressway-C must be configured with the address details of the Unified Communications services/nodes that are going to provide registration, call control, provisioning, voicemail, messaging, and presence services to MRA users.

IM and Presence Service configuration is not required if you're deploying the hybrid model, as these services are provided by the Cisco Webex cloud.

Configuring Mobile and Remote Access on Expressway

The connections configured in this procedure are static. After you reconfigure or upgrade any of the discovered Unified Communications nodes, you must refresh the configuration on the Expressway-C as described in the tasks below (**Configuration > Unified Communications > <UC server type>**; click **Refresh servers**). More detail about why this is needed is in [Why It's Necessary to Refresh Discovered Nodes](#), page 37. Be aware that as described in that section, Jabber and other endpoints cannot connect during the refresh.

Trust the Certificates Presented to the Expressway-C

If **TLS verify mode** is *On* when discovering Unified Communications services, then you must configure the Expressway-C to trust the certificates presented by the IM and Presence Service nodes and Unified CM servers.

1. Determine the relevant CA certificates to upload:
 - If the servers' tomcat and CallManager certificates are CA-signed, the Expressway-C's trusted CA list must include the root CA of the certificate issuer.
 - If the servers are using self-signed certificates, the Expressway-C's trusted CA list must include the self-signed certificates from all discovered IM and Presence Service nodes, Cisco Unity Connection servers, and Unified CM servers.
2. Upload the required certificates to the Expressway-C (**Maintenance > Security > Trusted CA certificate**).
3. Restart the Expressway-C (**Maintenance > Restart options**).

Discover Unified CM Servers

1. On Expressway-C, go to **Configuration > Unified Communications > Unified CM servers**.
The page lists any Unified CM nodes that have already been discovered.

Configuring Mobile and Remote Access on Expressway

2. Add the details of a Unified CM publisher node:

a. Click **New**.b. Enter the **Unified CM publisher address**.

You must enter an FQDN when **TLS verify mode** is *On*.

c. Enter the **Username** and **Password** of an account that can access this server.

Note: These credentials are stored permanently in the Expressway database. The corresponding Unified CM user must have the *Standard AXL API Access* role.

d. [Recommended] Leave **TLS verify mode** switched *On* to ensure Expressway verifies the node's certificates.

The Unified CM node presents its tomcat certificate for AXL and UDS queries, and its CallManager certificate for subsequent SIP traffic. If the Unified CM server is using self-signed certificates, the Expressway-C's trusted CA list must include a copy of the tomcat certificate and the CallManager certificate from every Unified CM server.

e. [Optional] To enable support for AES GCM media encryption, set **AES GCM support** to *On*.

f. [Optional] Select which deployment this node/cluster will belong to.

The **Deployment** field does not show if you have not created multiple deployments. All nodes belong to the default deployment if you choose not to use multiple deployments.

g. Click **Add address**

If you enabled TLS verify mode, then the Expressway tests whether a secure connection can be established. It does this so you can find any TLS configuration errors before it continues the discovery process.

If the secure connection test was successful, or if you did not enable TLS verify mode, then the system attempts to contact the publisher and retrieve details of its associated nodes.

Unified CM servers You are here: [Configuration](#) > [Unified Communications](#) > [Unified CM servers](#) > [New](#)

Unified CM server lookup

Unified CM publisher address	★ <input type="text" value="cucm1.example.com"/>	i
Username	★ <input type="text" value="admin"/>	i
Password	★ <input type="password" value="••••••••"/>	i
TLS verify mode	On ▼	i

3. Repeat the discovery procedure for other Unified CM nodes/clusters, if required.

4. Click **Refresh servers** to refresh all the node details after configuring multiple publisher addresses.

Discover IM and Presence Service Nodes

1. On Expressway-C, go to **Configuration > Unified Communications > IM and Presence Service nodes**.

The page lists any IM and Presence Service nodes that have already been discovered.

Configuring Mobile and Remote Access on Expressway

2. Add the details of an IM and Presence Service database publisher node:

a. Click **New**.b. Enter the address of the **IM and Presence Service database publisher node**.You must enter an FQDN when **TLS verify mode** is *On*.c. Enter the **Username** and **Password** of an account that can access this server.**Note:** These credentials are stored permanently in the Expressway database. The corresponding IM and Presence Service user must have the *Standard AXL API Access* role.d. [Recommended] Leave **TLS verify mode** switched *On* to ensure Expressway verifies the node's tomcat certificate (for XMPP-related communications).

e. [Optional] Select which deployment this node/cluster will belong to.

The **Deployment** field does not show if you have not created multiple deployments. All nodes belong to the default deployment if you choose not to use multiple deployments.f. Click **Add address**.

If you enabled TLS verify mode, then the Expressway tests whether a secure connection can be established. It does this so you can find any TLS configuration errors before it continues the discovery process.

If the secure connection test was successful, or if you did not enable TLS verify mode, then the system attempts to contact the publisher and retrieve details of its associated nodes.

IM and Presence Service nodes You are here: [Configuration](#) > [Unified Communications](#) > [IM and Presence Service nodes](#) > New

IM and Presence Service node discovery

IM and Presence Service database publisher node ⓘ

Username ⓘ

Password ⓘ

TLS verify mode ⓘ

Note: The status of the discovered node will be **Inactive** unless a valid traversal zone connection exists between the Expressway-C and the Expressway-E (may not yet be configured).

3. Repeat the discovery procedure for other IM and Presence Service nodes/clusters, if required.
4. Click **Refresh servers** to refresh all the node details after configuring multiple publisher addresses.

Discover Cisco Unity Connection Servers

1. On Expressway-C, go to **Configuration > Unified Communications > Unity Connection servers**.

The page lists any Cisco Unity Connection nodes that have already been discovered.

Configuring Mobile and Remote Access on Expressway

2. Add the details of a Cisco Unity Connection publisher node:
 - a. Click **New**.
 - b. Enter the **Unity Connection address**.
You must enter an FQDN when **TLS verify mode** is *On*.
 - c. Enter the **Username** and **Password** of an account that can access this server.
Note: These credentials are stored permanently in the Expressway database.
 - d. [Recommended] Leave **TLS verify mode** switched *On* to ensure Expressway verifies the node's tomcat certificate.
 - e. [Optional] Select which deployment this node/cluster will belong to.
The **Deployment** field does not show if you have not created multiple deployments. All nodes belong to the default deployment if you choose not to use multiple deployments.
 - f. Click **Add address**.
If you enabled TLS verify mode, then the Expressway tests whether a secure connection can be established. It does this so you can find any TLS configuration errors before it continues the discovery process.
If the secure connection test was successful, or if you did not enable TLS verify mode, then the system attempts to contact the publisher and retrieve details of its associated nodes.
3. Repeat the discovery procedure for other Cisco Unity Connection nodes/clusters, if required.
4. Click **Refresh servers** to refresh all the node details after configuring multiple publisher addresses.

Automatically Generated Zones and Search Rules

Expressway-C automatically generates non-configurable neighbor zones between itself and each discovered Unified CM node. A TCP zone is always created, and a TLS zone is created also if the Unified CM node is configured with a **Cluster Security Mode (System > Enterprise Parameters > Security Parameters)** of *1 (Mixed)* (so that it can support devices provisioned with secure profiles). The TLS zone is configured with its **TLS verify mode** set to *On* if the Unified CM discovery had **TLS verify mode** enabled. This means that the Expressway-C will verify the CallManager certificate for subsequent SIP communications. Each zone is created with a name in the format 'CEtcp-<node name>' or 'CEtls-<node name>'.

A non-configurable search rule, following the same naming convention, is also created automatically for each zone. The rules are created with a priority of 45. If the Unified CM node that is targeted by the search rule has a long name, the search rule will use a regex for its address pattern match.

Note that load balancing is managed by Unified CM when it passes routing information back to the registering endpoints.

Why It's Necessary to Refresh Discovered Nodes

When the Expressway-C discovers a Unified Communications node, it establishes a connection to read the information required to create zones and search rules to proxy requests originating from outside of the network in towards that node. **This configuration information is static.** The Expressway only reads it when you manually initiate discovery of a new node, or refresh the configuration of previously discovered nodes. If any related configuration has changed on a node after you discover it, the mismatch between the new configuration and what the Expressway-C knows of that node is likely to cause some kind of failure.

The information that the Expressway-C reads from the Unified Communications node is different for each node type/role. These are examples of UC configuration that you can expect to require a refresh from the Expressway. The list is not exhaustive. If you suspect that a configuration change on a node is affecting MRA services, you should refresh those nodes to eliminate one known source of potential problems.

- Changing cluster (such as adding or removing a node)
- Changing security parameters (such as enabling Mixed Mode)
- Changing connection sockets (such as SIP port configuration)

Configuring Mobile and Remote Access on Expressway

- Changing TFTP server configuration
- Upgrading node software

Devices cannot connect during the refresh

It takes some time to restore services after a server refresh **and while the refresh is in progress, Jabber clients and other endpoints are unable to connect over MRA**. It's not possible to provide accurate timings as they vary depending on the deployment. For straightforward deployments the refresh typically takes 5 to 10 seconds, but very complex configurations may take upwards of 45 seconds.

Configuring MRA Access Control

To define how clients must authenticate for Mobile and Remote Access (MRA) requests, on the Expressway-C go to **Configuration > Unified Communications > Configuration > MRA Access Control**.

Caution: If you are upgrading from X8.9 or earlier, the settings applied after the upgrade are not the same as listed here. Please refer instead to the upgrade instructions in the Expressway Release Notes.

Authorization and authentication compared

We use the concepts "authorization" and "authentication" in documentation and the user interface. At a high level, these terms can be explained using a hotel analogy:

Authentication. Equates to hotel registration by a visitor. Defines the initial check-in process to allow you access into the hotel, where you prove who you are by presenting credentials like a passport or driving license.

Authorization. Equates to a hotel key card given to a visitor. Controls the specific hotel room and other services that you are allowed to use during your stay.

The fields you actually see in the Web UI depend on whether MRA is enabled (**Unified Communications mode** set to *Mobile and remote access*) and on the selected authentication path. Not all the fields in the table are necessarily displayed.

Configuring Expressway (Expressway-C)

Table 2 Settings for MRA access control

Field	Description	Default
Authentication path	<p>Hidden field until MRA is enabled. Defines how MRA authentication is controlled.</p> <p><i>SAML SSO authentication:</i> Clients are authenticated by an external IdP.</p> <p><i>UCM/LDAP basic authentication:</i> Clients are authenticated locally by the Unified CM against their LDAP credentials.</p> <p><i>SAML SSO and UCM/LDAP:</i> Allows either method.</p> <p><i>None:</i> No authentication is applied. The default until MRA is first enabled. The "None" option is required (rather than just leaving MRA turned off) because some deployments must turn on MRA to allow functions which are not actually MRA. (Such as the Web Proxy for Meeting Server, or XMPP Federation.) Only these customers should use "None". It is not recommended in other cases.</p>	<p>None before MRA turned on</p> <p>UCM/LDAP after MRA turned on</p>

Configuring Mobile and Remote Access on Expressway

Table 2 Settings for MRA access control (continued)

Field	Description	Default
Authorize by OAuth token with refresh	<p>This option requires self-describing tokens for authorization. It's our recommended authorization option for all deployments that have the infrastructure to support them.</p> <p>Only Jabber clients are currently capable of using this authorization method. Other MRA endpoints do not currently support it. The clients must also be in OAuth token with refresh authorization mode.</p> <p>Important: From X8.10.1, the Expressway fully supports the benefits of self-describing tokens (including token refresh, fast authorization, and access policy support). However, not all of the benefits are actually available throughout the wider solution. Depending on what other products you use (Unified CM, IM and Presence Service, Cisco Unity Connection) and what versions they are on, not all products fully support all benefits of self-describing tokens.</p> <p>If you use this option on Expressway, you must also enable OAuth with refresh on the Unified CMs, and on Cisco Unity Connection if used. The process is summarized below.</p>	On
Authorize by OAuth token (previously SSO Mode)	<p>Available if Authentication path is <i>SAML SSO</i> or <i>SAML SSO and UCM/LDAP</i>.</p> <p>This option requires authentication through the IdP. Currently, only Jabber clients are capable of using this authorization method, which is not supported by other MRA endpoints.</p>	Off
Authorize by user credentials	<p>Available if Authentication path is <i>UCM/LDAP</i> or <i>SAML SSO and UCM/LDAP</i>.</p> <p>Clients attempting to perform authentication by user credentials are allowed through MRA. This includes Jabber, and supported IP phone and TelePresence devices.</p>	Off

Configuring Mobile and Remote Access on Expressway

Table 2 Settings for MRA access control (continued)

Field	Description	Default
Check for internal authentication availability	<p>Available if Authorize by OAuth token with refresh or Authorize by OAuth token is enabled.</p> <p>The default is No, for optimal security and to reduce network traffic.</p> <p>Controls how the Expressway-E reacts to remote client authentication requests by selecting whether or not the Expressway-C should check the home nodes.</p> <p>The request asks whether the client may try to authenticate the user by OAuth token, and includes a user identity with which the Expressway-C can find the user's home cluster:</p> <p><i>Yes:</i> The <i>get_edge_sso</i> request will ask the user's home Unified CM if OAuth tokens are supported. The home Unified CM is determined from the identity sent by the Jabber client's <i>get_edge_sso</i> request.</p> <p><i>No:</i> If the Expressway is configured not to look internally, the same response will be sent to all clients, depending on the Edge authentication settings.</p> <p>The option to choose depends on your implementation and security policy. If all Unified CM nodes support OAuth tokens, you can reduce response time and overall network traffic by selecting <i>No</i>. Or select <i>Yes</i> if you want clients to use either mode of getting the edge configuration - during rollout or because you can't guarantee OAuth on all nodes.</p> <p>Caution: Setting this to Yes has the potential to allow rogue inbound requests from unauthenticated remote clients. If you specify No for this setting, the Expressway prevents rogue requests.</p>	No

Table 2 Settings for MRA access control (continued)

Field	Description	Default
Identity providers: Create or modify IdPs	<p>Available if Authentication path is <i>SAML SSO</i> or <i>SAML SSO and UCM/LDAP</i>.</p> <p>Selecting an Identity Provider</p> <p>Cisco Collaboration solutions use SAML 2.0 (Security Assertion Markup Language) to enable SSO (single sign-on) for clients consuming Unified Communications services.</p> <p>If you choose SAML-based SSO for your environment, note the following:</p> <ul style="list-style-type: none"> ■ SAML 2.0 is not compatible with SAML 1.1 and you must select an IdP that uses the SAML 2.0 standard. ■ SAML-based identity management is implemented in different ways by vendors in the computing and networking industry, and there are no widely accepted regulations for compliance to the SAML standards. ■ The configuration of and policies governing your selected IdP are outside the scope of Cisco TAC (Technical Assistance Center) support. Please use your relationship and support contract with your IdP Vendor to assist in configuring the IdP properly. Cisco cannot accept responsibility for any errors, limitations, or specific configuration of the IdP. <p>Although Cisco Collaboration infrastructure may prove to be compatible with other IdPs claiming SAML 2.0 compliance, only the following IdPs have been tested with Cisco Collaboration solutions:</p> <ul style="list-style-type: none"> ■ OpenAM 10.0.1 ■ Active Directory Federation Services 2.0 (AD FS 2.0) ■ PingFederate® 6.10.0.4 	—
Identity providers: Export SAML data	<p>Available if Authentication path is <i>SAML SSO</i> or <i>SAML SSO and UCM/LDAP</i>.</p> <p>For details about working with SAML data, see SAML SSO Authentication Over the Edge, page 46.</p>	—
Allow Jabber iOS clients to use embedded Safari	<p>By default the IdP or Unified CM authentication page is displayed in an embedded web browser (not the Safari browser) on iOS devices. That default browser is unable to access the iOS trust store, and so cannot use any certificates deployed to the devices.</p> <p>This setting optionally allows Jabber on iOS devices to use the native Safari browser. Because the Safari browser <i>is</i> able to access the device trust store, you can now enable password-less authentication or two-factor authentication in your OAuth deployment.</p> <p>A potential security issue exists for this option. The mechanism to return browser control from Safari to Jabber after the authentication completes, uses a custom URL scheme that invokes a custom protocol handler. It's possible that another application other than Jabber could intercept the scheme and gain control from iOS. In that case, the application would have access to the OAuth token in the URL.</p> <p>If you are confident that your iOS devices will not have other applications that register the Jabber custom URL scheme, for example because all mobile devices are managed, then it's safe to enable the option. If you are concerned about the possibility of another app intercepting the custom Jabber URL, then do not enable the embedded Safari browser.</p>	No

Configuring Mobile and Remote Access on Expressway

Table 2 Settings for MRA access control (continued)

Field	Description	Default
SIP token extra time to live	Available if Authorize by OAuth token is <i>On</i> . Optionally extends the time-to-live for simple OAuth tokens (in seconds). Gives users a short window to accept calls after their credentials expire. However, it increases the potential security exposure.	0 seconds

Configuring Cisco Unified Communications Manager / Cisco Unity Connection for OAuth with Refresh

To use self-describing tokens on Expressway (**Authorize by OAuth token with refresh**), you must also enable OAuth with refresh on Unified CM, and on Unity Connection if you use it. The settings are summarized here for convenience. For details, refer to the Cisco Unified CM / Unity Connection documentation.

- For Unified CM, enable **OAuth with Refresh Login Flow**, and **Caching**, in the System > Enterprise Parameters.
- For Unity Connection, enable **OAuth with Refresh Login Flow** and add CUCM Publisher to the Authz server settings.

How to check Unified CM support

You can check what authorization methods your Unified CM servers support, on the Expressway **Configuration > Unified Communications > Unified CM servers** page. This displays the version numbers in use.

Refresh Servers on the Expressway-C

You must refresh the Cisco Unified CM / Unity Connection nodes defined on the Expressway-C. This fetches keys that the Expressway needs to decrypt the tokens.

- For Unified CM, go to **Configuration > Unified Communications > Unified CM servers** and click **Refresh servers**.
- For Unity Connection, go to **Configuration > Unified Communications > Unity Connection servers** and click **Refresh servers**.

Checking the Status of Unified Communications Services

You can check the status of the Unified Communications services on both Expressway-C and Expressway-E.

1. Go to **Status > Unified Communications**.

2. Review the list and status of domains, zones and (Expressway-C only) Unified CM and IM&P servers.

Any configuration errors listed along with links to the relevant configuration page from where you can address the issue.

About the HTTP Allow List on Expressway-C

Expressway-C automatically adds rules (inbound and outbound) to the HTTP allow list.

For example, it adds inbound rules to allow external clients to access the Unified Communications nodes discovered during MRA configuration. These include Unified CM nodes (running CallManager and TFTP service), IM and Presence Service nodes, and Cisco Unity Connection nodes.

Inbound rules are viewable at **Configuration > Unified Communications > HTTP allow list > Automatic inbound rules**. Outbound rules are viewable at **Configuration > Unified Communications > HTTP allow list > Automatic outbound rules**.

Can I edit the allow list?

- You can't add outbound rules to the list.
- You can add your own inbound rules, if clients from outside need to access other web services inside the enterprise. For example, these services may require you to configure the allow list.
 - Jabber Update Server
 - Cisco Extension Mobility
 - Directory Photo Host
 - Advanced File Transfer (AFT)
 - Problem Report Tool server
- You can't edit or delete auto-added rules in the list.

AFT feature

For the AFT feature to work across Expressway, make sure that *all* Unified CM IM and Presence Service nodes are on the allow list, whether manually or automatically added.

Automatic Inbound Rules

Expressway automatically edits the HTTP allow list when you discover or refresh Unified Communications nodes. This page shows the discovered nodes, and the rules that apply to those nodes.

The first list is Discovered nodes, and contains all the nodes currently known to this Expressway-C. For each node, the list contains the node's address, its type, and the address of its publisher.

The second list is the rules that have been added for you, to control client access to the different types of Unified Communications nodes. For each type of node in your MRA configuration, you'll see one or more rules in this list. They are shown in the same format as the editable rules, but you cannot modify these rules.

Table 3 Properties of Automatically Added Allow List Rules

Column	Description
Type	This rule affects all nodes of the listed type: <ul style="list-style-type: none">■ Unified CM servers: Cisco Unified Communications Manager nodes■ IM and Presence Service nodes: Cisco Unified Communications Manager IM and Presence Service nodes■ Unity Connection servers: Cisco Unity Connection nodes■ TFTP: TFTP nodes
Protocol	The protocol on which the rule allows clients to communicate with these types of nodes.
Ports	The ports on which the rule allows clients to communicate with these types of nodes.
Match type	<i>Exact</i> or <i>Prefix</i> . Depends on the nature of the service the clients access with the help of this rule.
Path	The path to the resource that clients access with the help of this rule. This may not be present, or may only be a partial match of the actual resource, if the rule allows <i>Prefix</i> match.
Methods	The HTTP methods that will be allowed through by this rule (such as <code>GET</code>).

Edit the HTTP Allow List

1. Go to **Configuration > Unified Communications > HTTP allow list > Editable inbound rules** to view, create, modify, or delete HTTP allow list rules.

The page has two areas; one for controlling the default HTTP methods, and the other showing the editable rules.

2. [Optional] Use the checkboxes to modify the set of default HTTP methods, then click **Save**.

You can override the defaults while you're editing individual rules. If you want to be as secure as possible, clear all methods from the default set and specify methods on a per rule basis.

Note: When you change the default methods, all rules that you previously created with the default methods will use the new defaults.

3. [Recommended] Delete any rules you don't need by checking the boxes in the left column, then clicking **Delete**.
4. Click **New** to create a rule.

Configuring Mobile and Remote Access on Expressway

5. Configure the rule to your requirements. Here is some advice for each of the fields:

Table 4 Properties of Manually Added Allow List Rules

Column	Description
Description	Enter a meaningful description for this rule, to help you recognize its purpose.
Url	<p>Specify a URL that MRA clients are allowed to access. For example, to allow access to <code>https://www.example.com:8080/resource/path</code> just type it in exactly like that.</p> <ul style="list-style-type: none"> a. The protocol the clients are using to access the host must be <code>http://</code> or <code>https://</code> b. Specify a port when using a non-default port eg. <code>:8080</code> (Default ports are 80 (http) and 443 (https)) c. Specify the path to limit the rule scope (more secure), eg. <code>/resource/path</code> <p>If you select <i>Prefix match</i> for this rule, you can use a partial path or omit the path. Be aware that this could be a security risk if the target resources are not resilient to malformed URLs.</p>
Allowed methods	<p>Select <i>Use defaults</i> or <i>Choose methods</i>.</p> <p>If you choose specific HTTP methods for this rule, they will override the defaults you chose for all rules.</p>
Match type	<p>Select <i>Exact match</i> or <i>Prefix match</i>.</p> <p>Your decision here depends on your environment. It is more secure to use exact matches, but you may need more rules. It is more convenient to use prefix matches, but there is some risk of unintentionally exposing server resources.</p>
Deployment	If you are using multiple deployments for your MRA environment, you also need to choose which deployment uses the new rule. You won't see this field unless you have more than one deployment.

6. Click **Create Entry** to save the rule and return to the editable allow list.
7. [Optional] Click **View/Edit** to change the rule.

Upload Rules to the HTTP Allow List

Note: You cannot upload outbound rules.

- Go to **Configuration > Unified Communications > HTTP allow list > Upload rules**.
- Browse to and select the CSV file containing your rule definitions.
See [Allow List Rules File Reference](#), page 73.
- Click **Upload**.

The Expressway responds with a success message and displays the **Editable inbound rules** page.

Setting Up the Expressway-E for Mobile and Remote Access

This section describes the configuration steps required on the Expressway-E for Mobile and Remote Access.

Configuring DNS and NTP Settings

Make sure that the following basic system settings are configured on Expressway:

Configuring Mobile and Remote Access on Expressway

1. **System host name** and **Domain name** are specified (**System > DNS**).
2. Public DNS servers are specified (**System > DNS**).
3. All Expressway systems are synchronized to a reliable NTP service (**System > Time**). Use an **Authentication** method in accordance with your local policy.

If you have a cluster of Expressways you must do this for every peer.

Note: The combination of <**System host name**>. <**Domain name**> is the FQDN of this Expressway-E. Ensure that this FQDN is resolvable in public DNS.

If you have a cluster of Expressway-Es, make sure that the **Domain name** is identical on each peer, and *it is case-sensitive*.

Enable SIP Protocol

SIP and H.323 protocols are disabled by default on new installs of X8.9.2 and later versions.

1. On the Expressway-E, go to **Configuration > Protocols > SIP**.
2. Set **SIP mode** to *On* and **Save** the page.

Enabling the Expressway-E for Mobile and Remote Access

To enable Mobile and Remote Access functionality:

1. Go to **Configuration > Unified Communications > Configuration**.
2. Set **Unified Communications mode** to *Mobile and Remote Access*.
3. Click **Save**.

SAML SSO Authentication Over the Edge

SAML-based SSO is an option for authenticating Unified Communications service requests. The requests can originate inside the enterprise network, or, as described here, from clients requesting Unified Communications services from outside through MRA.

SAML SSO authentication over the edge requires an external identity provider (IdP). It relies on the secure traversal capabilities of the Expressway pair at the edge, and on trust relationships between the internal service providers and an externally resolvable IdP.

The endpoints do not need to connect via VPN. They use one identity and one authentication mechanism to access multiple Unified Communications services. Authentication is owned by the IdP, and there is no authentication at the Expressway, nor at the internal Unified CM services.

The Expressway supports two types of OAuth token authorization with SAML SSO:

- Simple (standard) tokens. These always require SAML SSO authentication.
- Self-describing tokens with refresh. These can also work with Unified CM-based authentication.

About Simple OAuth Token Authorization

Prerequisites

- Cisco Jabber 10.6 or later. Jabber clients are the *only* endpoints supported for OAuth token authorization through Mobile and Remote Access (MRA).
- Cisco Unified Communications Manager 10.5(2) or later
- Cisco Unity Connection 10.5(2) or later
- Cisco Unified Communications Manager IM and Presence Service 10.5(2) or later

How it works

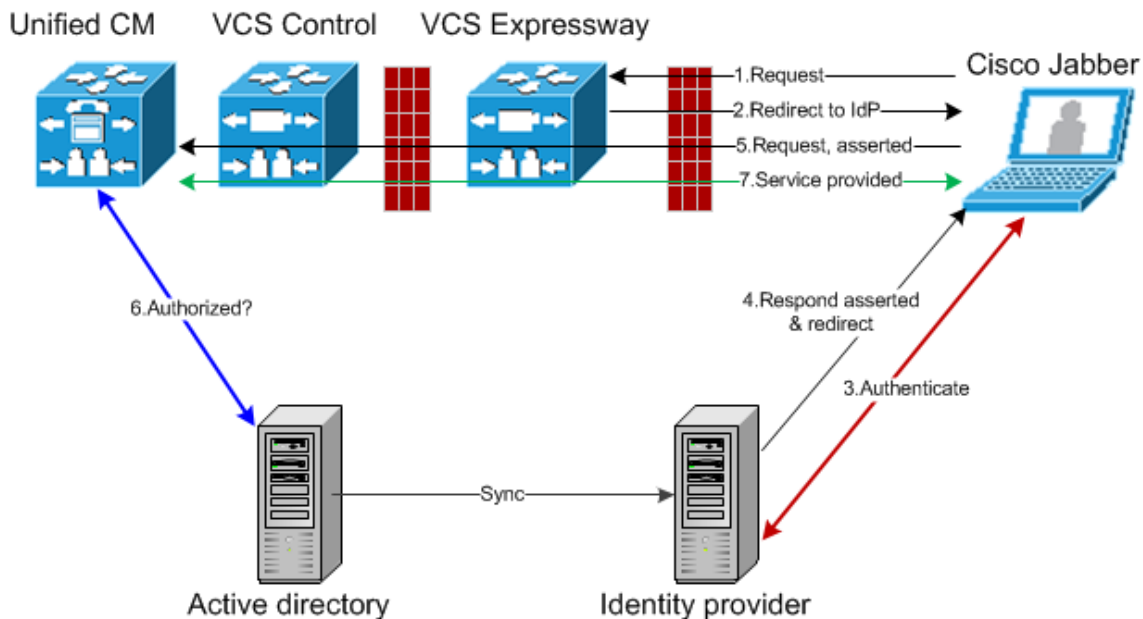
Configuring Mobile and Remote Access on Expressway

Cisco Jabber determines whether it is inside the organization's network before requesting a Unified Communications service. If Jabber is outside the network, it requests the service from the Expressway-E on the edge of the network. If SAML SSO authentication is enabled at the edge, the Expressway-E redirects Jabber to the IdP with a signed request to authenticate the user.

The IdP challenges the client to identify itself. When this identity is authenticated, the IdP redirects Jabber's service request back to the Expressway-E with a signed assertion that the identity is authentic.

The Expressway-E trusts the IdP, so it passes the request to the appropriate service inside the network. The Unified Communications service trusts the IdP and the Expressway-E, so it provides the service to the Jabber client.

Figure 6 Simple OAuth token-based authorization for on-premises UC services



About Self-Describing OAuth Token Authorization with Refresh

We introduced this feature in X8.10 **in preview status only**. It's fully supported from **X8.10.1**.

Expressway supports using self-describing tokens as an MRA authorization option. (Set "**Authorize by OAuth token with refresh**" to Yes.) Self-describing tokens offer significant benefits:

- Token refresh capability, so users don't have to repeatedly re-authenticate.
- Fast authorization.
- Access policy support. The Expressway can enforce MRA access policy settings applied to users on the Unified CM.
- Roaming support. Tokens are valid on-premises and remotely, so roaming users don't need to re-authenticate if they move between on-premises and off-premises.

The Expressway uses self-describing tokens in particular to facilitate Cisco Jabber users. Jabber users who are mobile or work remotely, can authenticate while away from the local network (off-premises). If they originally authenticate on the premises, they don't have to re-authenticate if they later move off-premises. Similarly, users don't have to re-authenticate if they move on-premises after authenticating off-premises. Either case is subject to any configured access token or refresh token limits, which may force re-authentication.

For users with Jabber iOS devices, the high speeds supported by self-describing tokens optimize Expressway support for Apple Push Notifications (APNs).

Configuring Mobile and Remote Access on Expressway

We recommend self-describing token authorization for all deployments, assuming the necessary infrastructure exists to support it. Subject to proper Expressway configuration, if the Jabber client presents a self-describing token then the Expressway simply checks the token. No password or certificate-based authentication is needed. The token is issued by Unified CM (regardless of whether the configured authentication path is by external IdP or by the Unified CM). Self-describing token authorization is used automatically if all devices in the call flow are configured for it.

The Expressway-C performs token authorization. This avoids authentication and authorization settings being exposed on Expressway-E.

Prerequisites

- Expressway is already providing Mobile and Remote Access for Cisco Jabber.
- All other devices in the call flow are similarly enabled.
- You have the following minimum product versions installed, or later:
 - Expressway X8.10.1 (preview status only in X8.10)
 - Cisco Jabber iOS 11.9If you have a mix of Jabber devices, with some on an older software version, the older ones will use simple OAuth token authorization (assuming SSO and an IdP are in place).
 - Cisco Unified Communications Manager 11.5(SU3)
 - Cisco Unified Communications Manager IM and Presence Service 11.5(SU3)
 - Cisco Unity Connection 11.5(SU3)
- Make sure that self-describing authentication is enabled on the Cisco Expressway-C ("**Authorize by OAuth token with refresh**" setting) and on Unified CM and/or IM and Presence Service ("**OAuth with Refresh Login Flow**" enterprise parameter).
- You must refresh the Unified CM nodes defined on the Expressway. This fetches keys from the Unified CM that the Expressway needs to decrypt the tokens.

OAuth Token Authorization Prerequisites

On the Expressway pair:

- An Expressway-E and an Expressway-C are configured to work together at your network edge.
- A Unified Communications traversal zone is configured between the Expressway-C and the Expressway-E.
- The SIP domain that will be accessed via OAuth is configured on the Expressway-C.
- The Expressway-C has MRA enabled and has discovered the required Unified CM resources.
- The required Unified CM resources are in the HTTP allow list on the Expressway-C.
- If you are using multiple deployments, the Unified CM resources to be accessed by OAuth are in the same deployment as the domain to be called from Jabber clients.

On the Cisco Jabber clients:

- Clients are configured to request the internal services using the correct domain names / SIP URIs / Chat aliases.
- The default browser can resolve the Expressway-E and the IdP.

On Unified CM:

- Users who are associated with non-OAuth MRA clients or endpoints, have their credentials stored in Unified CM. Or Unified CM is configured for LDAP authentication.

On the Identity Provider:

The domain that is on the IdP certificate must be published in the DNS so that clients can resolve the IdP.

Configuring Mobile and Remote Access on Expressway

Selecting an Identity Provider

Cisco Collaboration solutions use SAML 2.0 (Security Assertion Markup Language) to enable SSO (single sign-on) for clients consuming Unified Communications services.

If you choose SAML-based SSO for your environment, note the following:

- SAML 2.0 is not compatible with SAML 1.1 and you must select an IdP that uses the SAML 2.0 standard.
- SAML-based identity management is implemented in different ways by vendors in the computing and networking industry, and there are no widely accepted regulations for compliance to the SAML standards.
- The configuration of and policies governing your selected IdP are outside the scope of Cisco TAC (Technical Assistance Center) support. Please use your relationship and support contract with your IdP Vendor to assist in configuring the IdP properly. Cisco cannot accept responsibility for any errors, limitations, or specific configuration of the IdP.

Although Cisco Collaboration infrastructure may prove to be compatible with other IdPs claiming SAML 2.0 compliance, only the following IdPs have been tested with Cisco Collaboration solutions:

- OpenAM 10.0.1
- Active Directory Federation Services 2.0 (AD FS 2.0)
- PingFederate® 6.10.0.4

High Level Task List

1. If you intend to use self-describing token authorization (**Authorize by OAuth token with refresh**) we recommend getting it working on-premises first, before attempting to enable it for MRA clients.
2. Configure a synchronizable relationship between the identity provider and your on-premises directory such that authentication can securely be owned by the IdP. See *Directory Integration and Identity Management* in the [Cisco Collaboration System 11.x Solution Reference Network Designs \(SRND\)](#) document.
3. Export SAML metadata file from the IdP. Check the documentation on your identity provider for the procedure. For example, see *Enable SAML SSO through the OpenAM IdP* in the *SAML SSO Deployment Guide for Cisco Unified Communications Applications*.
4. Import the SAML metadata file from the IdP to the Unified CM servers and Cisco Unity Connection servers that will be accessed by single sign-on. See the Unified Communications documentation or help for more details.
5. Export the SAML metadata files from the Unified CM servers and Cisco Unity Connection servers. For example, see *High-Level Circle of Trust Setup* in the *SAML SSO Deployment Guide for Cisco Unified Communications Applications*.
6. Create the Identity Provider on the Expressway-C, by importing the SAML metadata file from the IdP.
7. Associate the IdP with SIP domain(s) on the Expressway-C.
8. Export the SAML metadata file(s) from the (primary) Expressway-C; ensure that it includes the externally resolvable address of the (primary) Expressway-E.

The SAML metadata file from the Expressway-C contains the X.509 certificate for signing and encrypting SAML interchanges between the edge and the IdP, and the binding(s) that the IdP needs to redirect clients to the Expressway-E (peers).
9. Import the SAML metadata files from the Unified CM servers and Cisco Unity Connection servers to the IdP. An example using OpenAM is in the *SAML SSO Deployment Guide for Cisco Unified Communications Applications*.
10. Similarly, import the SAML metadata file from the Expressway-C to the IdP. See your IdP documentation for details.
11. Turn on SAML SSO at the edge, on the Expressway-C. See [Configuring MRA Access Control, page 38](#)

Importing the SAML Metadata from the IdP

1. On the Expressway-C, go to **Configuration > Unified Communications > Identity providers (IdP)**.
You only need to do this on the primary peer of the cluster.
 2. Click **Import new IdP from SAML**.
 3. Use the **Import SAML file** control to locate the SAML metadata file from the IdP.
 4. Set the **Digest** to the required SHA hash algorithm.
The Expressway uses this digest for signing SAML authentication requests for clients to present to the IdP. The signing algorithm must match the one expected by the IdP for verifying SAML authentication request signatures.
 5. Click **Upload**.
The Expressway-C can now authenticate the IdP's communications and encrypt SAML communications to the IdP.
- Note:** You can change the signing algorithm after you have imported the metadata, by going to **Configuration > Unified Communications > Identity Providers (IdP)**, locating your IdP row then, in the **Actions** column, clicking **Configure Digest**.

Associating Domains with an IdP

You need to associate a domain with an IdP if you want the MRA users of that domain to authenticate through the IdP. The IdP adds no value until you associate at least one domain with it.

There is a many-to-one relationship between domains and IdPs. A single IdP can be used for multiple domains, but you may associate just one IdP with each domain.

On the Expressway-C:

1. Open the IdP list (**Configuration > Unified Communications > Identity providers (IdP)**) and verify that your IdP is in the list.
The IdPs are listed by their entity IDs. The associated domains for each are shown next to the ID.
2. Click **Associate domains** in the row for your IdP.
This shows a list of all the domains on this Expressway-C. There are checkmarks next to domains that are already associated with this IdP. It also shows the IdP entity IDs if there are different IdPs associated with other domains in the list.
3. Check the boxes next to the domains you want to associate with this IdP.
If you see *(Transfer)* next to the check box, checking it breaks the domain's existing association and associates the domain with this IdP.
4. Click **Save**.
The selected domains are associated with this IdP.

Exporting the SAML Metadata from the Expressway-C

Note: The Expressway-C must have a valid connection to the Expressway-E before you can export the Expressway-C's SAML metadata.

1. Go to **Configuration > Unified Communications > Export SAML data**.
This page lists the connected Expressway-E, or all the Expressway-E peers if it's a cluster. These are listed because data about them is included in the SAML metadata for the Expressway-C.
2. If you have multiple deployments configured, you must select a deployment before you can export the SAML metadata.

Configuring Mobile and Remote Access on Expressway

3. Click **Download** or **Download all**.

The page also lists all the Expressway-C peers, and you can download SAML metadata for each one, or export them all in a .zip file.

4. Copy the resulting file(s) to a secure location that you can access when you need to import SAML metadata to the IdP.

Configuring IdPs

This topic covers any known additional configurations that are needed when using a particular IdP for OAuth token-based authorization over MRA.

These configuration procedures are required in addition to the prerequisites and high level tasks already mentioned, some of which are outside of the document's scope.

Active Directory Federation Services 2.0

After creating Relying Party Trusts for the Expressway-Es, you must set some properties of each entity, to ensure that AD FS formulates the SAML responses as Expressway-E expects them.

You also need to add a claim rule, for each relying party trust, that sets the uid attribute of the SAML response to the AD attribute value that users are authenticating with.

These procedures were verified on AD FS 2.0, although the same configuration is required if you are using AD FS 3.0.

You need to:

- Sign the whole response (message and assertion)
- Add a claim rule to send identity as uid attribute

To sign the whole response:

In Windows PowerShell®, repeat the following command for each Expressway-E's *<EntityName>*:

```
Set-ADFSRelyingPartyTrust -TargetName "<EntityName>" -SAMLResponseSignature MessageAndAssertion
```

To add a claim rule for each Relying Party Trust:

1. Open the Edit Claims Rule dialog, and create a new claim rule that sends AD attributes as claims
2. Select the AD attribute to match the one that identifies the OAuth users to the internal systems, typically email or SAMAccountName
3. Enter uid as the Outgoing Claim Type

Using Deployments to Partition Unified Communications Services

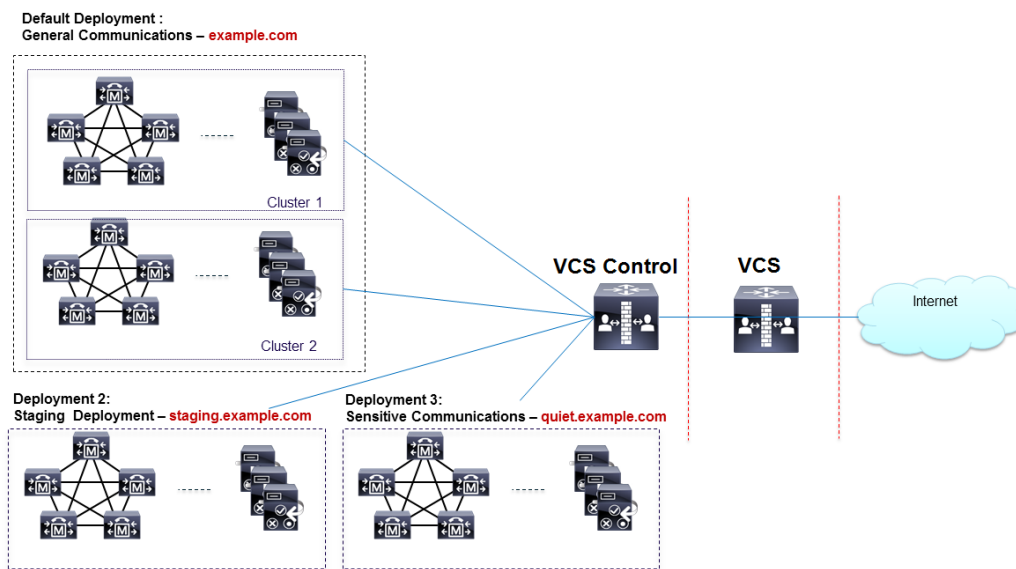
A deployment is an abstract boundary used to enclose a domain and one or more Unified Communications service providers (such as Unified CM, Cisco Unity Connection, and IM and Presence Service nodes). The purpose of multiple deployments is to partition the Unified Communications services available to Mobile and Remote Access (MRA) users. So different subsets of MRA users can access different sets of services over the same Expressway pair.

We recommend that you do not exceed ten deployments.

Example

Consider an implementation of two sets of Unified Communications infrastructure to provide a live MRA environment and a staging environment, respectively. This implementation might also require an isolated environment for sensitive communications, as a third set.

Figure 7 Multiple deployments to partition Unified Communications services accessed from outside the network



Deployments and their associated domains and services are configured on the Expressway-C.

One primary deployment (called "Default deployment" unless you rename it) automatically encloses all domains and services until you create and populate additional deployments. This primary deployment cannot be deleted, even if it is renamed or has no members.

To partition the services that you provide through Mobile and Remote Access, create as many deployments as you need. Associate a different domain with each one, and then associate the required Unified Communications resources with each deployment.

You cannot associate one domain with more than one deployment. Similarly, each Unified Communications node may only be associated with one deployment.

To create a new deployment:

1. Log in to the Expressway-C.
2. Go to **Configuration > Unified Communications > Deployments** and click **New**.

Configuring Mobile and Remote Access on Expressway

3. Give the deployment a name and click **Create deployment**.

The new deployment is listed on the **Deployments** page and is available to select when editing domains or UC services.

To associate a domain with a deployment:

1. Go to **Configuration > Domains**.

The domains and their associated services are listed here. The deployment column shows where the listed domains are associated.

2. Click the domain name, or create a new domain.
3. In the **Deployment** field, select the deployment which will enclose this domain.
4. Click **Save**.

To associate a Unified CM or other server/service with the deployment:

1. Go to **Configuration > Unified Communications >** and then **Unified CM servers**, or **IM and Presence Service nodes**, or **Unity Connection servers**.

Any previously discovered service nodes of the selected type are listed here. The deployment column shows where the listed nodes are associated.

If the list is not properly populated, see [Discover Unified Communications Servers and Services for Mobile and Remote Access, page 33](#).

2. Click the server / service node name.
3. In the **Deployment** field, select which deployment will enclose this server / service node.
4. Click **Save**.

Note: When you save this change, the Expressway-C refreshes the connection to the node, which may temporarily disrupt the service to the connected users.

5. Repeat for any other Unified Communications services that will belong to the deployment.

Dial via Office-Reverse through MRA

Dial via Office-Reverse through MRA

Mobile workers need the same high quality, security and reliability as when they place calls in the office. You can assure them of that when you enable the Dial via Office-Reverse (DVO-R) feature and they are using Cisco Jabber on a dual-mode mobile device. DVO-R routes Cisco Jabber calls through the enterprise automatically.

DVO-R handles call signaling and voice media separately. Call signaling, including the signaling for Mobile and Remote Access on Expressway, traverses the IP connection between the client and Cisco Unified Communications Manager. Voice media traverses the cellular interface and hairpins at the enterprise Public Switched Telephone Network (PSTN) gateway. Moving audio to the cellular interface ensures high-quality calls and securely maintained audio even when the IP connection is lost.

You can configure DVO-R so that, when a user makes a call, the return call from Cisco Unified Communications Manager goes to either:

- The user's Mobile Identity (mobile number).
- An Alternate Number for the user (such as a hotel room).

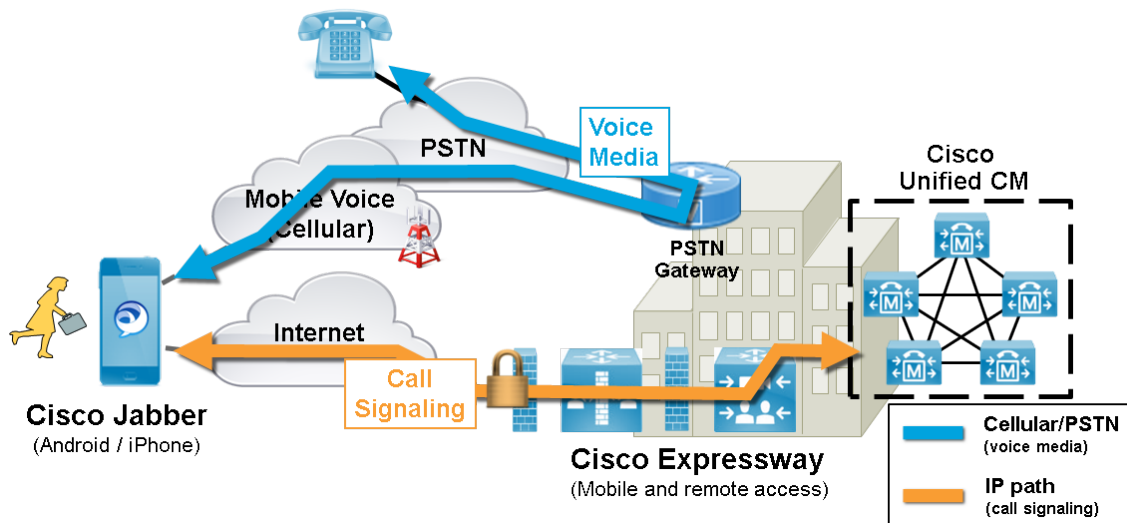
Prerequisites

This feature is dependent on the following versions of related systems:

- Cisco Unified Communications Manager 11.0(1) or later
- Cisco Jabber 11.1 or later

Call flows

Figure 8 DVO-R calling



Dial via Office-Reverse through MRA

Figure 9 DVO-R using Mobility Identity

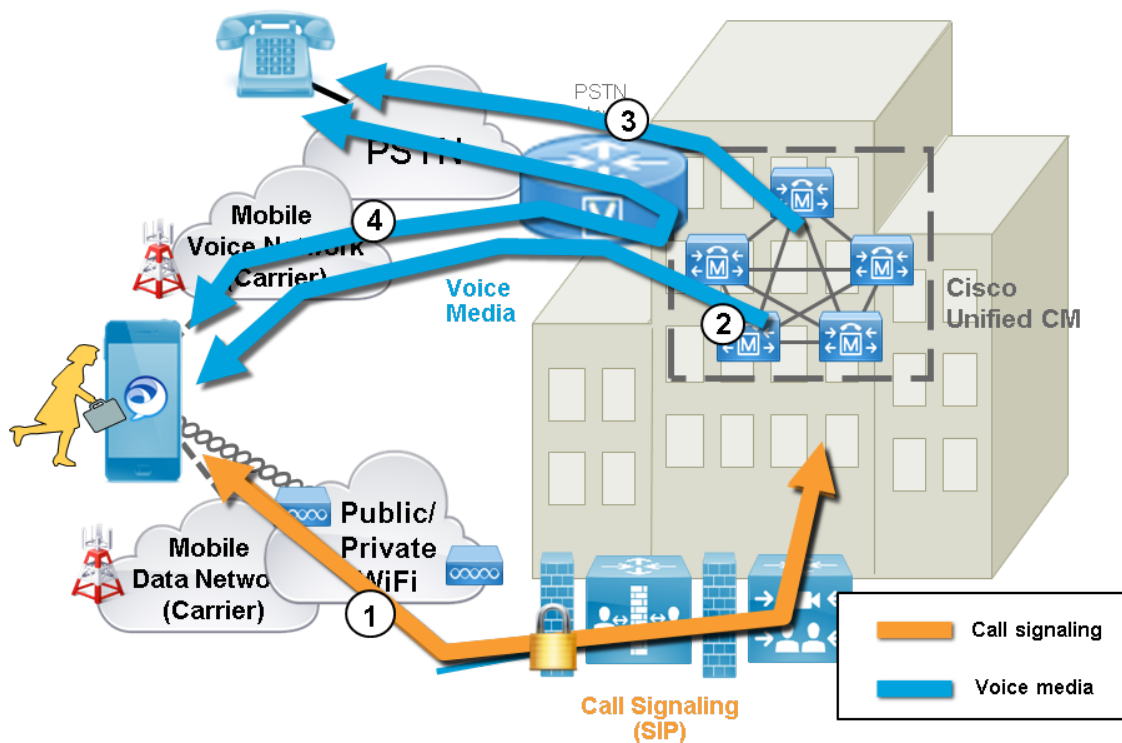
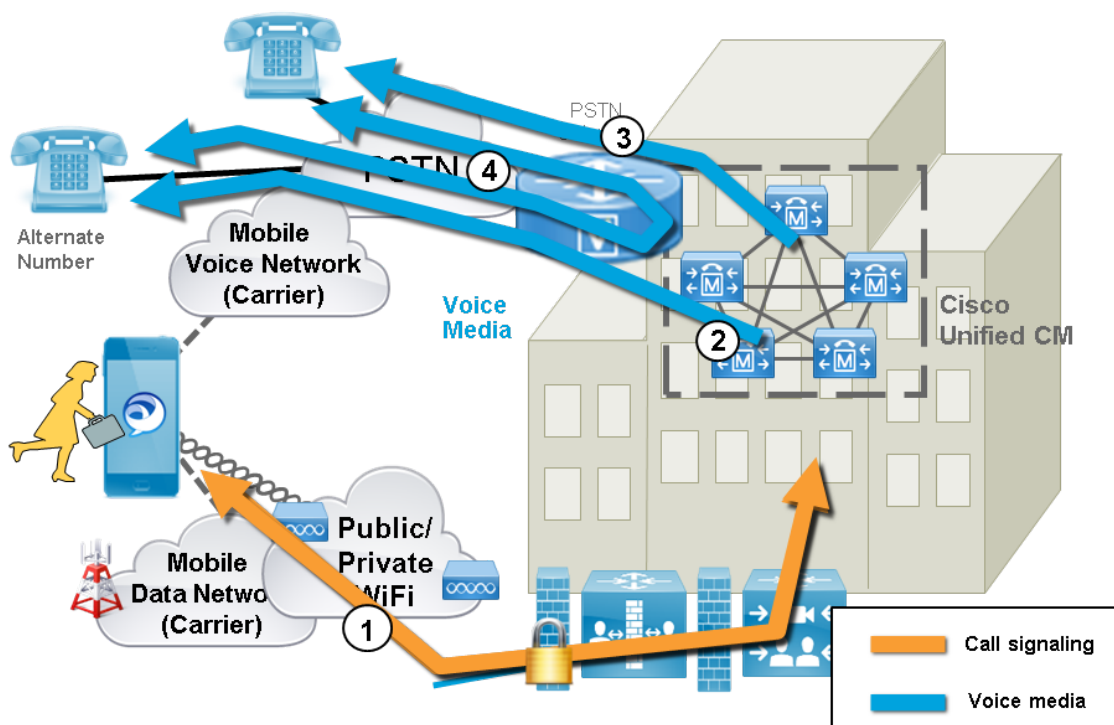


Figure 10 DVO-R using Alternate Number



Built-in-Bridge Recording through MRA

How DVO-R works with Expressway Mobile and Remote Access

1. When you dial a number, a signal is sent to Cisco Unified Communications Manager over the IP path (WLAN or mobile network). See stage 1 of [Figure 2](#) or [Figure 3](#).
2. Cisco Unified Communications Manager calls your mobile number or the Alternate Number you set (see stage 2 of [Figure 2](#) or [Figure 3](#).)
3. When you answer, Cisco Unified Communications Manager extends the call to the number you dialed and you hear ring back (see stage 3 of [Figure 2](#) or [Figure 3](#)).
4. When the person answers, the ongoing call is hairpinned at the enterprise PSTN gateway.
 - If you made the call using a Mobile Identity, your call is anchored at the enterprise gateway. The call is active on your mobile and desk phone, so you can switch between the two (see stage 4 of [Figure 2](#)).
 - If you specified an Alternate Number, your ongoing call is not anchored and you cannot pick up on your desk phone (see stage 4 of [Figure 3](#)).

Notes:

- You can use Dual Tone Multi Frequency-based (DTMF) mid-call features (for example *81 for hold) on anchored calls if there is out-of-band DTMF relay between the PSTN gateway and Cisco Unified Communications Manager. You cannot utilize mid-call features when using an Alternate Number.
- To prevent the callback leg from Cisco Unified Communications Manager routing to your voicemail – thus stopping the voicemail call going through to the person you are dialing – Cisco recommends that you set your DVO-R voicemail policy to 'user controlled'. This ensures you must generate a DTMF tone by pressing any key on the keypad before your call can proceed.

Note: Although this feature now works for users calling over Mobile and Remote Access, there is no configuration on the Expressway. There is some configuration required on the Unified CM nodes and Cisco Jabber clients.

Configuration checklist for DVO-R

1. Set up Cisco Unified Communications Manager to support DVO-R.
2. Set up DVO-R for each device.
3. Set up user-controlled voicemail avoidance.
4. Add Remote Destination (optional).
5. Configure Cisco Jabber client settings.

See the following article for more information:

- **For Expressway:** *Configuring Dial via Office-Reverse to Work with Mobile and Remote Access* at <http://www.cisco.com/c/en/us/support/unified-communications/expressway-series/products-configuration-examples-list.html>
- **For VCS:** *Configuring Dial via Office-Reverse to Work with Mobile and Remote Access* at <http://www.cisco.com/c/en/us/support/unified-communications/telepresence-video-communication-server-vcs/products-configuration-examples-list.html>

Built-in-Bridge Recording through MRA

The Expressway supports Built-in-Bridge (BiB) recording over MRA. This feature can help organizations to comply with the phone recording requirements of the European Union's *Markets in Financial Instruments Directive* (MiFID II).

How it works

BiB can be used to record the audio portion of calls that are made or received by users working off-premises.

Built-in-Bridge Recording through MRA

- BiB is always enabled on the Expressway.
- BiB is configurable on Cisco Unified Communications Manager. When BiB is enabled, Unified CM forks the call to/from the endpoint to a media recording server.

Prerequisites

BiB over MRA requires the following components, or later:

- Any compatible clients:
 - Cisco Jabber for Windows 11.9
 - Cisco Jabber for Mac 11.9
 - Cisco Jabber for iPhone and iPad 11.9
 - Cisco Jabber for Android 11.9
 - Cisco IP Phone 7800 Series or 8800 Series devices **which support MRA** (not all these phones are MRA-compatible)
The 7800/8800 Series phones which currently support MRA are listed in the "Prerequisites" section of this guide, or ask your Cisco representative for details.
- Registrar/call control agent: **Cisco Unified Communications Manager 11.5(1)SU3**
BiB is not supported on Expressway-registered endpoints.
- Edge traversal: **Expressway X8.11.1**
- Recording server: Out of scope for this document. (Information about configuring recording for Cisco Unified Communications Manager is available in the [Feature Configuration Guide for Cisco Unified Communications Manager](#).)

How to configure BiB over MRA

1. Verify that the BiB recording system in the Unified CM works correctly, before you configure BiB for MRA.
2. Make sure that the prerequisites listed above are in place.
3. SIP Path headers must be enabled on Cisco Expressway-C:
 - a. On the Cisco Expressway-C, go to **Configuration > Unified Communications > Configuration**.
 - b. Set **SIP Path headers** to *On*.

Note: The default Cisco Expressway-C behavior is to rewrite the Contact header in REGISTER messages. When you turn SIP Path headers on, Cisco Expressway-C does not rewrite the Contact header, but adds its address into the Path header instead.

Enabling Support for Apple Push Notifications (APNS)

Enabling Support for Apple Push Notifications (APNS)

This feature applies if you have Cisco Jabber users with iOS devices (Cisco Jabber for iPhone and iPad) who sign in remotely. Expressway deployments that are configured for MRA can support Apple's cloud-based Push Notification Service (APNS). From X8.9.1, we supported Push Notifications for IM and Presence Service instant messages. From X8.10, we support them for voice and video calls too. Push Notifications are only used for Jabber for iPhone and iPad clients. Android, Windows, and Mac users are unaffected.

Note: If Unified CM detects a remote or mobile Jabber for iPhone and iPad connection, it always sends a Push Notification as well as a SIP Invite.

Prerequisites and recommendations

No specific configuration is needed on the Expressway for Push Notifications, assuming Expressway-E is already providing Mobile and Remote Access (MRA) for Jabber iOS devices. However, these prerequisites and recommendations apply:

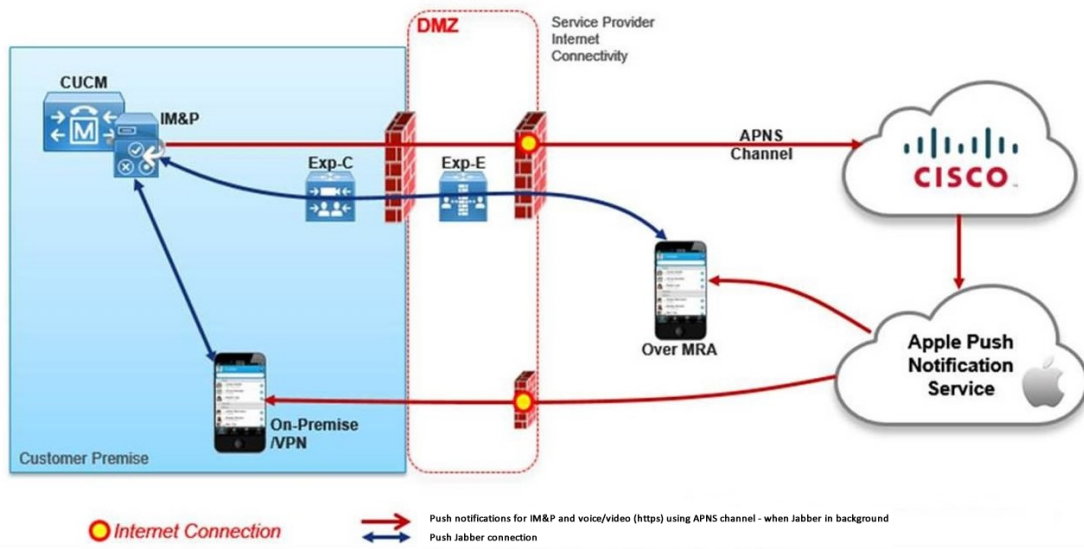
- Push Notifications in the Expressway require a network connection between Expressway and the Cisco WebEx cloud, and between Cisco Jabber and the Push Notification servers in the Apple cloud. **They cannot work in a private network, with no internet connection.**
- Expressway is already providing Mobile and Remote Access for Jabber for iPhone and iPad. MRA must be fully configured (domain, zone, server settings).
- Depending on your Unified CM configuration, the Unified CM may need a forward proxy to send Push Notifications to the Cisco Collaboration Cloud.
- We recommend using self-describing token authorization.
- Expressway-E **restart required for Push Notifications with instant messages**. After you enable Push Notifications on the IM and Presence Service you need to restart the Expressway-E. Until the restart, Expressway-E can't recognize the push capability on IM and Presence Service, and does not send PUSH messages to the Jabber clients.
- You need the following Push Notification-enabled software versions, or later:
 - Expressway X8.10.1 (preview status only in X8.10)
 - Cisco Jabber iOS 11.9
 - Cisco Unified Communications Manager 11.5(SU3)
 - Cisco Unified Communications Manager IM and Presence Service 11.5(SU3)
 - Cisco Unity Connection 11.5(SU3)

Why have we implemented support for Push Notifications?

Apple now deprecates the VoIP Background Mode that allows Jabber iOS to keep a SIP session open even when the app is running in the background. Push Notifications allow Unified CM to tell Jabber about incoming calls and messages. Then Jabber can reconnect to Unified CM to retrieve the message or answer the call. Jabber uses the new self-describing token feature in this release to help it to do this quickly.

Enabling Support for Apple Push Notifications (APNS)

Figure 11 Push Notifications architecture



Information about Push Notifications in Unified Communications products

For information about Push Notifications in Unified CM and IM and Presence Service, see *Deploying Push Notifications for Cisco Jabber on iPhone and iPad* available from the [Cisco Unified Communications Manager documentation pages](#) on Cisco.com.

Process to use Apple Push Notifications in Expressway

1. Configure OAuth token validation on the Expressway (see [Configuring MRA Access Control, page 38](#)).
2. Unified CM must be able to make HTTPS connections to Cisco's cloud services. To allow that you may have to configure Unified CM to use a forward proxy server (depending on your requirements for external requests from iOS devices).

CAUTION: Although the built-in forward proxy is in the Expressway interface, it is not currently supported and it should not be used.

Additional Information

Maintenance Mode on the Expressway

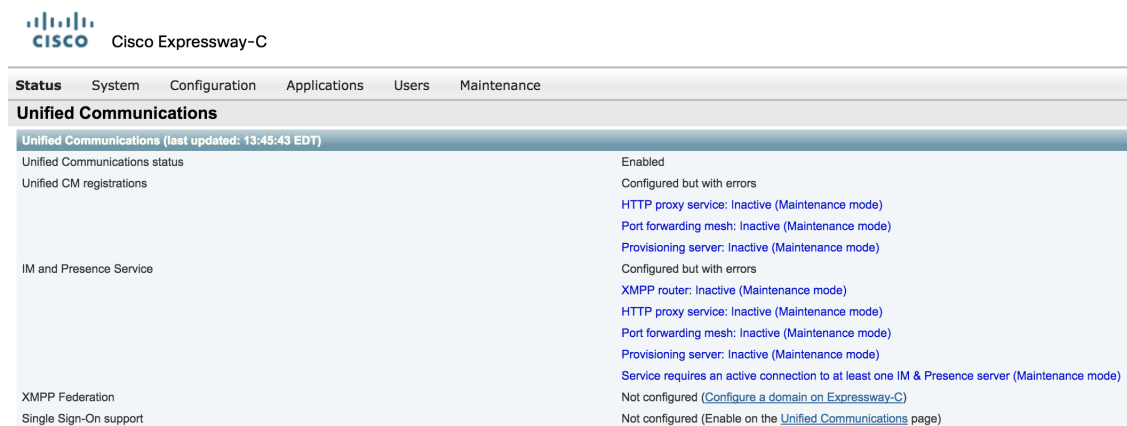
Maintenance mode on the Expressway has been enhanced so that you can bring an MRA system down in a managed way.


When you engage maintenance mode, the Expressway stops accepting new calls or proxy (MRA) traffic. Existing calls and chat sessions are not affected.

As users end their sessions normally, the system comes to a point when it is not processing any traffic of a certain type, and then it shuts that service down.

If users try to make new calls or start new chat sessions while the Expressway is in maintenance mode, the clients will receive a service unavailable response, and they might then choose to use another peer (if they are capable). This fail-over behavior depends on the client, but restarting the client should resolve any connection issues if there are active peers in the cluster.

The Unified Communications status pages also show (Maintenance Mode) in any places where MRA services are affected.



 Cisco Expressway-C	
Status	System Configuration Applications Users Maintenance
Unified Communications	
Unified Communications (last updated: 13:45:43 EDT)	
Unified Communications status	Enabled
Unified CM registrations	Configured but with errors
	HTTP proxy service: Inactive (Maintenance mode)
	Port forwarding mesh: Inactive (Maintenance mode)
	Provisioning server: Inactive (Maintenance mode)
IM and Presence Service	Configured but with errors
	XMPP router: Inactive (Maintenance mode)
	HTTP proxy service: Inactive (Maintenance mode)
	Port forwarding mesh: Inactive (Maintenance mode)
	Provisioning server: Inactive (Maintenance mode)
	Service requires an active connection to at least one IM & Presence server (Maintenance mode)
XMPP Federation	Not configured (Configure a domain on Expressway-C)
Single Sign-On support	Not configured (Enable on the Unified Communications page)

Maintenance mode: Maintenance mode is not supported over MRA for endpoints running CE software. The Expressway drops MRA calls from these endpoints when you enable maintenance mode.

Unified CM Dial Plan

The Unified CM dial plan is not impacted by devices registering via Expressway. Remote and mobile devices still register directly to Unified CM and their dial plan will be the same as when it is registered locally.

Deploying Unified CM and Expressway in Different Domains

Unified CM nodes and Expressway peers can be located in different domains. For example, your Unified CM nodes may be in the `enterprise.com` domain and your Expressway system may be in the `edge.com` domain.

In this case, Unified CM nodes must use IP addresses or FQDNs for the **Server host name / IP address** to ensure that Expressway can route traffic to the relevant Unified CM nodes.

Unified CM servers and IM&P servers must share the same domain.

SIP Trunks Between Unified CM and Expressway-C

Expressway deployments for Mobile and Remote Access do not require SIP trunk connections between Unified CM and Expressway-C. Note that the automatically generated neighbor zones between Expressway-C and each discovered Unified CM node are not SIP trunks.

However, you may still configure a SIP trunk if required. (For example, to enable B2B callers or endpoints registered to Expressway to call endpoints registered to Unified CM.)

If a SIP trunk is configured, you must ensure that it uses a different listening port on Unified CM from that used for SIP line registrations to Unified CM. An alarm is raised on Expressway-C if a conflict is detected.

Configuring line registration listening ports on Unified CM

The listening ports used for line registrations to Unified CM are configured via **System > Cisco Unified CM**.

The **SIP Phone Port** and **SIP Phone Secure Port** fields define the ports used for TCP and TLS connections respectively and are typically set to 5060/5061.

Configuring SIP trunk listening ports

The ports used for SIP trunks are configured on both Unified CM and Expressway.

On Unified CM:

1. Go to **System > Security > SIP Trunk Security Profile** and select the profile used for the SIP trunk.
If this profile is used for connections from other devices, you may want to create a separate security profile for the SIP trunk connection to Expressway.
2. Configure the **Incoming Port** to be different from that used for line registrations.
3. Click **Save** and then click **Apply Config**.

On Expressway:

1. Go to **Configuration > Zones > Zones** and select the Unified CM neighbor zone used for the SIP trunk.
(Note that the automatically generated neighbor zones between Expressway-C and each discovered Unified CM node for line side communications are non-configurable.)
2. Configure the SIP **Port** to the same value as the **Incoming Port** configured on Unified CM.
3. Click **Save**.

See [Cisco TelePresence Cisco Unified Communications Manager with Expressway \(SIP Trunk\) Deployment Guide](#) for more information about configuring a SIP trunk.

Configuring Secure Communications

This deployment requires secure communications between the Expressway-C and the Expressway-E, and between the Expressway-E and endpoints located outside the enterprise. This involves the mandating of encrypted TLS communications for HTTP, SIP and XMPP, and, where applicable, the exchange and checking of certificates. Jabber endpoints must supply a valid username and password combination, which will be validated against credentials held in Unified CM. All media is secured over SRTP.

Expressway-C automatically generates non-configurable neighbor zones between itself and each discovered Unified CM node. A TCP zone is always created, and a TLS zone is created also if the Unified CM node is configured with a **Cluster Security Mode (System > Enterprise Parameters > Security Parameters)** of *1 (Mixed)* (so that it can support devices provisioned with secure profiles). The TLS zone is configured with its **TLS verify mode** set to *On* if the Unified CM discovery had **TLS verify mode** enabled. This means that the Expressway-C will verify the CallManager certificate for subsequent SIP communications.

Note: Secure profiles are downgraded to use TCP if Unified CM is not in mixed mode.

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The Expressway neighbor zones to Unified CM use the names of the Unified CM nodes that were returned by Unified CM when the Unified CM publishers were added (or refreshed) to the Expressway. The Expressway uses those returned names to connect to the Unified CM node. If that name is just the host name then:

- it needs to be routable using that name
- this is the name that the Expressway expects to see in the Unified CM's server certificate

If you are using secure profiles, ensure that the root CA of the authority that signed the Expressway-C certificate is installed as a *CallManager-trust* certificate (**Security > Certificate Management** in the **Cisco Unified OS Administration** application).

Media Encryption

Media encryption is enforced on the call legs between the Expressway-C and the Expressway-E, and between the Expressway-E and endpoints located outside the enterprise.

The encryption is physically applied to the media as it passes through the B2BUA on the Expressway-C.

Limitations

- In Expressway-E systems that use dual network interfaces, XCP connections (for IM&P XMPP traffic) always use the non-external (i.e. internal) interface. This means that XCP connections may fail in deployments where the Expressway-E internal interface is on a separate network segment and is used for system management purposes only, and where the traversal zone on the Expressway-C connects to the Expressway-E's external interface.
- For information about endpoint or Expressway features which are not supported over MRA, see [Key Supported and Unsupported Features with Mobile and Remote Access, page 16](#)

Protocol Summary

The table below lists the protocols and associated services used in the Unified Communications solution.

Protocol	Security	Service
SIP	TLS	Session establishment – Register, Invite etc.
HTTPS	TLS	Logon, provisioning/configuration, directory, visual voicemail
RTP	SRTP	Media – audio, video, content sharing
XMPP	TLS	Instant Messaging, Presence, Federation

Clustered Expressway Systems and Failover Considerations

You can configure a cluster of Expressway-Cs and a cluster of Expressway-Es to provide failover (redundancy) support as well as improved scalability.

Details about how to set up Expressway clusters are contained in [Expressway Cluster Creation and Maintenance Deployment Guide](#) and information about how to configure Jabber endpoints and DNS are contained in [Configure DNS for Cisco Jabber](#).

Note that when discovering Unified CM and IM&P servers on Expressway-C, you must do this on the primary peer.

Authorization Rate Control

The Expressway can limit the number of times that any user's credentials can be used, in a given configurable period, to authorize the user for collaboration services. This feature is designed to thwart inadvertent or real denial of service

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attacks, which can originate from multiple client devices authorizing the same user, or from clients that reauthorize more often than necessary.

Each time a client supplies credentials to authorize the user, the Expressway checks whether this attempt would exceed the **Maximum authorizations per period** within the previous number of seconds specified by the **Rate control period**.

If the attempt would exceed the chosen maximum, then the Expressway rejects the attempt and issues the HTTP error 429 "Too Many Requests".

The authorization rate control settings are configurable in the **Advanced** section of the **Configuration > Unified Communications > Configuration** page.

Credential Caching

Note: These settings do not apply to clients that are using SSO (common identity) for authenticating via MRA.

The Expressway caches endpoint credentials which have been authenticated by Unified CM. This caching improves overall performance because the Expressway does not always have to submit endpoint credentials to Unified CM for authentication.

The caching settings are configurable in the **Advanced** section of the **Configuration > Unified Communications > Configuration** page.

Credentials refresh interval specifies the lifetime of the authentication token issued by the Expressway to a successfully authenticated client. A client that successfully authenticates should request a refresh before this token expires, or it will need to re-authenticate. The default is 480 minutes (8 hours).

Credentials cleanup interval specifies how long the Expressway waits between cache clearing operations. Only expired tokens are removed when the cache is cleared, so this setting is the longest possible time that an expired token can remain in the cache. The default is 720 minutes (12 hours).

Unified CM Denial of Service Threshold

High volumes of Mobile and Remote Access calls may trigger denial of service thresholds on Unified CM. This is because all the calls arriving at Unified CM are from the same Expressway-C (cluster).

If necessary, we recommend that you increase the level of the **SIP Station TCP Port Throttle Threshold (System > Service Parameters)**, and select the *Cisco CallManager* service) to 750 KB/second.

Expressway Automated Intrusion Protection

From X8.9 onwards, automated intrusion protection is enabled, by default, for the following categories:

- http-ce-auth
- http-ce-intrusion
- sshpfwd-auth
- sshpfwd-intrusion
- xmpp-intrusion

This change affects new systems. Upgraded systems keep their existing protection configuration.

On Expressway-C:

The Expressway-C receives a lot of inbound traffic from Unified CM and from the Expressway-E when it is used for Mobile and Remote Access.

If you want to use automated protection on the Expressway-C, you should add exemptions for all hosts that use the automatically created neighbor zones and the Unified Communications secure traversal zone. The Expressway does not automatically create exemptions for discovered Unified CM or related nodes.

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On Expressway-E:

You should enable the **Automated protection service** (**System > System administration**) if it is not yet running.

To protect against malicious attempts to access the HTTP proxy, you can configure automated intrusion protection on the Expressway-E (**System > Protection > Automated detection > Configuration**).

We recommend that you enable the following categories on the Expressway-E:

- **HTTP proxy authorization failure** and **HTTP proxy protocol violation**.

Note: Do not enable the **HTTP proxy resource access failure** category.

- **XMPP protocol violation**

Note: The **Automated protection service** uses Fail2ban software. It protects against brute force attacks that originate from a single source IP address.

Partial Support for Cisco Jabber SDK

You can use the following supported Cisco Jabber SDK features over MRA:

- Sign in/ sign out
- Register phone services
- Make or receive audio/ video calls
- Hold and resume, mute/ unmute, and call transfer

For more information, see the [Getting Started Guide for Cisco Jabber SDK](#).

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General Techniques

Checking Alarms and Status

When troubleshooting, first check if any alarms have been raised (**Status > Alarms**). If alarms exist, follow the instructions in the **Action** column. Check the alarms on both Expressway-C and Expressway-E.

Next, review the status summary and configuration information (**Status > Unified Communications**). Check the status page on both Expressway-C and Expressway-E. If any required configuration is missing or invalid, an error message and a link to the relevant configuration page is shown.

You may see invalid services or errors if you change the following items on Expressway, for which a system restart is required to be sure the configuration changes take effect:

- Server or CA certificates
- DNS configuration
- Domain configuration

Using the Collaboration Solutions Analyzer

The Collaboration Solutions Analyzer (CSA) tool set provided by TAC, can be used to help with deploying and troubleshooting MRA. (See the Expressway release notes for instructions about how to access the CSA.)

1. First, you can use the CollabEdge **validator tool** to validate your MRA deployment. It simulates a Jabber client sign in process, and provides feedback on the result.
2. If the CollabEdge validator can't identify the issue, we suggest that you collect logs from the Expressway while attempting to sign in. Then use the **log analysis** component in the CSA to analyze the logs.

Taking Diagnostic Logs

Jabber for Windows

The Jabber for Windows log file is saved as **csf-unified.log** under **C:\Users\<UserID>\AppData\Local\Cisco\Unified Communications\Jabber\CSF\Logs**.

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The configuration files are located under **C:\Users\<UserID>\AppData\Roaming\Cisco\Unified Communications\Jabber\CSF\Config**.

Performing Expressway diagnostic logging

The diagnostic logging tool in Expressway can be used to assist in troubleshooting system issues. It allows you to generate a diagnostic log of system activity over a period of time, and then to download the log.

Before taking a diagnostic log, you must configure the log level of the relevant logging modules:

1. Go to **Maintenance > Diagnostics > Advanced > Support Log configuration**.
2. Select the following logs:
 - developer.edgeconfigprovisioning
 - developer.trafficserver
 - developer.xcp
3. Click **Set to debug**.

You can now start the diagnostic log capture:

1. Go to **Maintenance > Diagnostics > Diagnostic logging**.
2. Optionally, select **Take tcpdump while logging**.
3. Click **Start new log**.
4. (Optional) Enter some **Marker** text and click **Add marker**.
 - The marker facility can be used to add comment text to the log file before certain activities are performed. This helps to subsequently identify the relevant sections in the downloaded diagnostic log file.
 - You can add as many markers as required, at any time while the diagnostic logging is in progress.
 - Marker text is added to the log with a "DEBUG_MARKER" tag.
5. Reproduce the system issue you want to trace in the diagnostic log.
6. Click **Stop logging**.
7. Click **Collect log**.
8. When the log collection completes, click **Download log** to save the diagnostic log archive to your local file system.

You are prompted to save the archive (the exact wording depends on your browser).

To download logs again

If you want to download the logs again, you can re-collect them by using the **Collect log** button. If the button is grayed out, first refresh the page in your browser.

After you have completed your diagnostic logging, return to the **Support Log configuration** page and reset the modified logging modules back to *INFO* level.

Checking DNS Records

You can use the Expressway's DNS lookup tool (**Maintenance > Tools > Network utilities > DNS lookup**) to assist in troubleshooting system issues. The SRV record lookup includes those specific to H.323, SIP, Unified Communications and TURN services.

Note that performing the DNS lookup from the Expressway-C will return the view from within the enterprise, and that performing it on the Expressway-E will return what is visible from within the DMZ which is not necessarily the same set of records available to endpoints in the public internet.

The DNS lookup includes the following SRV services that are used for Unified Communications:

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- `_collab-edge._tls`
- `_cisco-uds._tcp`

Checking Reachability of the Expressway-E

Ensure that the FQDN of the Expressway-E is resolvable in public DNS.

The FQDN is configured at **System > DNS** and is built as **<System host name>.<Domain name>**.

Checking Call Status

Call status information can be displayed for both current and completed calls:

- **Current calls:** the **Call status** page (**Status > Calls > Calls**) lists all the calls currently taking place to or from devices registered with the Expressway, or that are passing through the Expressway.
- **Completed calls:** the **Call history** page (**Status > Calls > History**) lists all the calls that are no longer active. The list is limited to the most recent 500 calls, and only includes calls that have taken place since the Expressway was last restarted.

The same set of call status information is also shown on the **Calls by registration** page (accessed via the **Registration details** page).

If the Expressway is part of a cluster, all calls that apply to any peer in the cluster are shown, although the list is limited to the most recent 500 calls per peer.

Identifying Mobile and Remote Access calls

The call status and call history pages show all call types. Unified CM remote sessions (if Mobile and Remote Access is enabled) as well as VCS traversal and non-traversal calls, or Expressway RMS sessions.

To distinguish between the call types, you must drill down into the call components. Mobile and Remote Access calls have different component characteristics depending on whether the call is being viewed on the Expressway-C or Expressway-E:

- On the Expressway-C, a Unified CM remote session has three components (as it uses the B2BUA to enforce media encryption). One of the Expressway components routes the call through one of the automatically generated neighbor zones (with a name prefixed by either **CEtcp** or **CEtls**) between Expressway and Unified CM.
- On the Expressway-E, there is one component and that routes the call through the **CollaborationEdgeZone**.

If both endpoints are outside of the enterprise (that is, off premises), you will see this treated as two separate calls.

Rich media sessions (for Expressway only)

If your system has a rich media session key installed and thus supports business-to-business calls, and interworked or gatewayed calls to third-party solutions and so on, those calls are also listed on the call status and call history pages.

Checking Devices Registered to Unified CM via Expressway

Identifying devices in Unified CM

To identify devices registered to Unified CM via Expressway:

1. In Unified CM, go to **Device > Phone** and click **Find**.
2. Check the **IP Address** column. Devices that are registered via Expressway will display an **IP Address** of the Expressway-C it is registered through.

Identifying provisioned sessions in Expressway-C

To identify sessions that have been provisioned via Expressway-C:

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1. In Expressway-C, go to **Status > Unified Communications**.
2. In the **Advanced status information** section, click **View provisioning sessions**.
This shows a list of all current and recent (shown in red) provisioning sessions.

Ensuring that Expressway-C is Synchronized to Unified CM

Changes to Unified CM cluster or node configuration can lead to communication problems between Unified CM and Expressway-C. This includes changes to the following items:

- Number of nodes within a Unified CM cluster
- Host name or IP address of an existing node
- Listening port numbers
- Security parameters
- Phone security profiles

You must ensure that any such changes are reflected in the Expressway-C. To do this you must rediscover all Unified CM and IM and Presence Service nodes (on Expressway go to **Configuration > Unified Communications**).

Checking MRA Authentication Status and Tokens

You can check and clear standard (non-refresh) OAuth user tokens on **Users > View and manage OAuth without refresh token holders**. This could help identify problems with a particular user's OAuth access.

You can check statistics for MRA authentication on **Status > Unified Communications > View detailed MRA authentication statistics**. Any unexpected requests or responses on this page could help identify configuration or authorization issues.

Expressway Certificate / TLS Connectivity Issues

Modifications to the Expressway's server certificate or trusted CA certificates need a Expressway restart for the changes to take effect.

If you are using secure profiles, ensure that the root CA of the authority that signed the Expressway-C certificate is installed as a *CallManager-trust* certificate (**Security > Certificate Management** in the **Cisco Unified OS Administration** application).

CiscoSSL 5.4.3 Rejects Diffie-Hellman Keys with Fewer than 1024 Bits

If you are running version 9.x, or earlier, of Unified CM or Unified CM IM&P, with Expressway version X8.7.2 or later, then the SSL handshake between the two systems will fail by default.

The symptom is that all MRA endpoints fail to register or make calls after you upgrade to Expressway X8.7.2 or later.

The cause of this issue is an upgrade of the CiscoSSL component to 5.4.3 or later. This version rejects the default (768 bit) key provided by Unified CM when using D-H key exchange.

You must either upgrade your infrastructure or consult the Cisco Technical Assistance Center to check whether it's possible to modify the default configurations for Unified CM and/or Unified CM IM&P to support TLS ([CSCuy59366](#) refers).

Cisco Jabber Sign In Issues

Jabber triggers automated intrusion protection

Conditions:

- Your MRA solution is configured for authorization by OAuth token (with or without refresh)
- The Jabber user's access token has expired
- Jabber does one of these:
 - Resumes from desktop hibernate
 - Recovers network connection
 - Attempts fast login after it has been signed out for several hours

Behavior:

- Some Jabber modules attempt to authorize at Expressway-E using the expired access token.
- The Expressway-E (correctly) denies these requests.
- If there are more than 5 such requests from a particular Jabber client, the Expressway-E blocks that IP address for ten minutes (by default).

Symptoms:

The affected Jabber clients' IP addresses are added to the Expressway-E's **Blocked addresses** list, in the *HTTP proxy authorization failure* category. You can see these on **System > Protection > Automated detection > Blocked addresses**.

Workaround:

There are two ways you can work around this issue; you can increase the detection threshold for that particular category, or you can create exemptions for the affected clients. We describe the threshold option here because the exemptions may well be impractical in your environment.

1. Go to **System > Protection > Automated detection > Configuration**.
2. Click **HTTP proxy authorization failure**.
3. Change the **Trigger level** from 5 to 10. 10 should be enough to tolerate the Jabber modules that present expired tokens.
4. Save the configuration, which takes effect immediately.
5. Unblock any affected clients.

Jabber popup warns about invalid certificate when connecting from outside the network

This is a symptom of an incorrectly configured server certificate on the Expressway-E. The certificate could be self-signed, or it may not have the external DNS domain of your organization listed as a subject alternative name (SAN).

This is expected behavior from Jabber. We recommend that you install a certificate issued by a CA that Jabber trusts, and that the certificate has the domains Jabber is using included in its list of SANs. See [Server Certificate Requirements for Unified Communications, page 27](#).

Jabber Does Not Register for Phone Services

There is a case handling mismatch between the Expressway and the UDS (User Data Service) that prevents Jabber from registering for phone services if the supplied user ID does not match the case of the stored ID. Jabber still signs in but cannot use phone services.

Users can avoid this issue by signing in with the user ID exactly as it is stored in UDS.

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Users can recover from this issue by signing out and resetting Jabber. See [CSCux16696](#).

Jabber Cannot Sign In due to XMPP Bind Failure

The Jabber client may be unable to sign in ("Cannot communicate with the server" error messages) due to XMPP bind failures.

This will be indicated by resource bind errors in the Jabber client logs, for example:

```
XmppSDK.dll #0, 201, Recv:<iq id='uid:527a7fe7:00000cfe:00000000' type='error'><bind
xmlns='urn:ietf:params:xml:ns:xmpp-bind' /><error code='409' type='cancel'><conflict
xmlns='urn:ietf:params:xml:ns:xmpp-stanzas' /></error></iq>
XmppSDK.dll #0, CXmppClient::onResourceBindError
XmppSDK.dll #0, 39, CTriclient::HandleDisconnect, reason:16
```

This typically occurs if the IM and Presence Intercluster Sync Agent is not working correctly. See [IM and Presence intercluster deployment configuration](#) for more information.

Jabber Cannot Sign In due to SSH Tunnels Failure

Jabber can fail to sign in due to the SSH tunnels failing to be established. The traversal zone between the Expressway-C and Expressway-E will work normally in all other respects. Expressway will report 'Application failed - An unexpected software error was detected in portforwarding.pyc'.

This can occur if the Expressway-E DNS hostname contains underscore characters. Go to **System > DNS** and ensure that the **System host name** only contains letters, digits and hyphens.

Jabber Cannot Sign In When Connecting to Different Peers in a Cluster of Expressway-Es

Jabber sign in failures have been seen when there is inconsistency of the DNS domain name between Expressway-E peers. The domain names must be identical, even with respect to case, on all peers in the cluster.

Go to **System > DNS** on each peer to make sure that **Domain name** is identical on all peers.

Expressway Returns "401 Unauthorized" Failure Messages

A "401 unauthorized" failure message can occur when the Expressway attempts to authenticate the credentials presented by the endpoint client. The reasons for this include:

- The client is supplying an unknown username or the wrong password.
- ILS (Intercluster Lookup Service) has not been set up on all of the Unified CM clusters. This may result in intermittent failures, depending upon which Unified CM node is being used by Expressway for its UDS query to discover the client's home cluster.

Call Failures due to "407 Proxy Authentication Required" or "500 Internal Server Error" Errors

Call failures can occur if the traversal zones on Expressway are configured with an **Authentication policy** of *Check credentials*. Ensure that the **Authentication policy** on the traversal zones used for Mobile and Remote Access is set to *Do not check credentials*.

Call Bit Rate is Restricted to 384 kbps / Video Issues when Using BFCP (Presentation Sharing)

This can be caused by video bit rate restrictions within the regions configured on Unified CM.

Ensure that the **Maximum Session Bit Rate for Video Calls** between and within regions (**System > Region Information > Region**) is set to a suitable upper limit for your system, for example 6000 kbps.

Endpoints Cannot Register to Unified CM

Endpoints may fail to register for various reasons:

- Endpoints may not be able to register to Unified CM if there is also a SIP trunk configured between Unified CM and Expressway-C. If a SIP trunk is configured, you must ensure that it uses a different listening port on Unified CM from that used for SIP line registrations to Unified CM. See [SIP Trunks Between Unified CM and Expressway-C](#), page 61 for more information.
- Secure registrations may fail ('Failed to establish SSL connection' messages) if the server certificate on the Expressway-C does not contain in its Subject Alternate Name list, the names of all of the Phone Security Profiles in Unified CM that are configured for encrypted TLS and are used for devices requiring remote access. Note that these names – in both Unified CM and in the Expressway's certificate – must be in FQDN format.

IM and Presence Service Realm Changes

Provisioning failures can occur when the IM and Presence Service realm has changed and the realm data on the Expressway-C has not been updated.

For example, this could happen if the address of an IM and Presence Service node has changed, or if a new peer has been added to an IM and Presence Service cluster.

The diagnostic log may contain an INFO message like "Failed to query auth component for SASL mechanisms" because the Expressway-C cannot find the realm.

Go to **Configuration > Unified Communications > IM and Presence Service nodes** and click **Refresh servers** and then save the updated configuration. If the provisioning failures persist, verify the IM and Presence Service nodes configuration and refresh again.

No Voicemail Service ("403 Forbidden" Response)

Ensure that the Cisco Unity Connection (CUC) hostname is included on the HTTP server allow list on the Expressway-C.

"403 Forbidden" Responses for Any Service Requests

Services may fail ("403 Forbidden" responses) if the Expressway-C and Expressway-E are not synchronized to a reliable NTP server. Ensure that all Expressway systems are synchronized to a reliable NTP service.

Client HTTPS Requests are Dropped by Expressway

This can be caused by the automated intrusion protection feature on the Expressway-E if it detects repeated invalid attempts (404 errors) from a client IP address to access resources through the HTTP proxy.

To prevent the client address from being blocked, ensure that the **HTTP proxy resource access failure** category (**System > Protection > Automated detection > Configuration**) is disabled.

Unable to Configure IM&P Servers for Remote Access

'Failed: <address> is not a IM and Presence Server'

This error can occur when trying to configure the IM&P servers used for remote access (via **Configuration > Unified Communications > IM and Presence servers**). It's due to missing CA certificates on the IM&P servers and applies to systems running 9.1.1. More information and the recommended solution is described in [bug CSCu105131](#).

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Invalid SAML Assertions

If clients fail to authenticate via SSO, one potential reason is that invalid assertions from the IDP are being rejected by the Expressway-C.

Check the logs for "Invalid SAML Response" .

One example is when ADFS does not have a claim rule to send the users' IDs to the Expressway-C. In this case you will see "No uid Attribute in Assertion from IdP" in the log.

The Expressway is expecting the user ID to be asserted by a claim from ADFS that has the identity in an attribute called `uid`. You need to go into ADFS and set up a claim rule, on each relying party trust, to send the users' AD email addresses (or `sAMAccountNames`, depending on your deployment) as "uid" to each relying party.

" 502 Next Hop Connection Failed" Messages

A 502 message on the Expressway-E indicates that the next hop failed (typically to the Expressway-C). Try the following steps:

1. Go to the **Status > Unified Communications** page on the Expressway-E. Did the Expressway-E report any issues?
2. If the status looks normal, click the **SSH tunnel status** link at the foot of the status page. If one or more tunnels to the Expressway-C node is down, that is probably causing the 502 error.

Allow List Rules File Reference

You can define rules using a CSV file. This topic provides a reference to acceptable data for each rule argument, and demonstrates the format of the CSV rules.

Table 5 Allow List Rule Arguments

Argument index	Parameter name	Required/Optional	Sample value
0	Url	Required	<code>protocol://host[:port][/path]</code> Where: <ul style="list-style-type: none"> protocol is <code>http</code> or <code>https</code> host may be a DNS name or IP address :port is optional, and may only be : followed by one number in the range 0-65535, eg. :8443 If the port is not specified, then the Expressway uses the default port for the supplied protocol (80 or 443) /path is optional and must conform to HTTP specification
1	Deployment	Optional	Name of the deployment that uses this rule. Required when you have more than one deployment, otherwise supply an empty argument.
2	HttpMethods	Optional	Comma-delimited list of HTTP methods, optionally in double-quotes, eg. "GET,PUT"
3	MatchType	Optional	<code>exact</code> or <code>prefix</code> . Default is <code>prefix</code>
4	Description	Optional	Text description of the rule. Enclose with double quotes if there are spaces.

Example CSV file

```
Url,Deployment,HttpMethods,MatchType,Description
https://myServer1:8443/myPath1,myDomain1,GET,,"First Rule"
http://myServer2:8000/myPath2,myDomain200,"GET,PUT",exact,
https://myServer3:8080/myPath3,myDomain1,,prefix,"Third Rule"
https://myServer4/myPath4,myDomain1,,prefix,"Fourth Rule"
http://myServer5/myPath5,myDomain1,,prefix,"Fifth Rule"
```

- List the parameter names (as shown) in the first line of the file
- One rule per line, one line per rule
- Separate arguments with commas
- Correctly order the rule values as shown in the table above
- Enclose values that have spaces in them with double quotes

Allow List Tests File Reference

You can define tests using a CSV file. This topic provides a reference to acceptable data for each test argument, and demonstrates the format of the CSV tests.

Table 6 Allow List Test Arguments

Argument index	Parameter name	Required/Optional	Sample value
0	Url	Required	<code>protocol://host[:port][/path]</code> Where: <ul style="list-style-type: none"> protocol is <code>http</code> or <code>https</code> host may be a DNS name or IP address :port is optional, and may only be <code>:</code> followed by one number in the range 0-65535 /path is optional and must conform to HTTP specification
1	ExpectedResult	Required	<code>allow</code> or <code>block</code> . Specifies whether the test expects that the rules should allow or block the specified URL.
2	Deployment	Optional	Name of the deployment to test with this URL. If you omit this argument, the test will use the default deployment.
3	Description	Optional	Text description of the rule. Enclose with double quotes if there are spaces.
4	HttpMethod	Optional	Specify one HTTP method to test eg. <code>PUT</code> . Defaults to <code>GET</code> if not supplied.

Example CSV file

```
Url,ExpectedResult,Deployment,Description,HttpMethod
https://myServer1:8443/myPath1,block,"my deployment","a block test",GET
http://myServer2:8000/myPath2,allow,"my deployment","an allow test",PUT
https://myServer4/myPath4,allow,,,GET
http://myServer4/myPath4,block,,,POST
```

- List the parameter names (as shown) in the first line
- One test per line, one line per test
- Separate arguments with commas
- Correctly order the test values as shown in the table above
- Enclose values that have spaces in them with double quotes

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