Prepare

Cisco Product Requirements

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

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

- Cisco Unified Communications Manager 8.6.x or later

    Cisco Jabber Guest requires that your Cisco Unified Communications Manager be configured to work with Cisco TelePresence Video Communication Server.

- Cisco Jabber Guest Server

- Cisco Expressway-C 8.2 or later

- Cisco Expressway-E 8.2 or later

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

- You cannot use the same Cisco Expressway-C and Cisco Expressway-E pair or cluster for both Cisco Jabber Guest and Expressway for Mobile and Remote Access.

- Cisco Jabber Guest can be deployed in combination with Cisco Expressway-E and Cisco Expressway-C or in combination with Cisco VCS-E and VCS-C. To simplify the documentation, we reference only Cisco Expressway-E and Cisco Expressway-C throughout this guide.

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

Related Topics

Cisco VCS and CUCM Deployment Guide
Cisco Expressway Series on www.cisco.com
Cisco Expressway Series on www.cisco.com

Virtual Machine Requirements

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

Hardware and System Requirements

- A server platform that meets VMware's Compatibility Guide for VMware vSphere 5.*x* or later is required. The Cisco Jabber Guest virtual machine uses a 64-bit distribution of CentOS 6.5. Make sure that the server platform uses CPUs that are capable of 64-bit instructions.

- Cisco Jabber Guest Server is supported on any Full UC Performance CPU, beginning with Intel Xeon Processor 5600 with a minimum physical core speed of 2.53 GHz or higher and any Restricted UC Performance CPU, beginning with Intel Xeon Processor E5 2609 v1 with a minimum physical core speed of 2.4 GHz or higher. For more information on Full UC performance CPUs and Restricted UC Performance CPUs, see the *Processors/CPUs* section in *UC Virtualization Supported Hardware*.

- Cisco Jabber Guest is allowed on server models meeting required specifications, including Cisco Business Edition 6000 (BE6000), Cisco Business Edition 7000 (BE7000), and UC on UCS Tested Reference Configurations with a Full UC Performance CPU. BE6000M (M2) UCS C200 M2 TRC#1 is not supported. For more information, see *Virtualization for Cisco Jabber Guest Server*. Cisco Jabber Guest Server must follow the application co-residency and virtual-to-physical sizing rules in the *Unified Communications Virtualization Sizing Guidelines*.

- Cisco Jabber Guest supports all virtualization software described in *Purchasing/Sourcing Options for Required Virtualization Software*.

- If Cisco Jabber Guest Server is installed on a Cisco Business Edition 6000 server or Cisco Business Edition 7000 server, it must follow the additional co-residency rules in the *Cisco Business Edition 6000 and Cisco Business Edition 7000 Co-residency Policy Requirements*.

- See the VMware developer documentation for additional configuration and hardware requirements. We highly recommend using the Cisco Unified Computing System (CUCS) to simplify and maximize performance.

Related Topics

Cisco UCS
Processors/CPUs section in UC Virtualization Supported Hardware
Virtualization for Cisco Jabber Guest Server
Unified Communications Virtualization Sizing Guidelines
Purchasing/Sourcing Options for Required Virtualization Software
Cisco Business Edition 6000 and Cisco Business Edition 7000 Co-residency Policy Requirements

Supported Storage Models

Virtual Machine Specifications

Table 1: Virtual Machine Specifications

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

VMware vSphere Feature Support

The following VMware vSphere features are supported:

- VM OVA template deployment (using the Cisco-provided Cisco Jabber Guest OVA)

- VMware vMotion

- VMware vSphere Distributed Switch (vDS)

- VMware Dynamic Resource Scheduler (DRS)

- VMware Storage vMotion (Storage DRS)

- VMware Virtual Machine Snapshots

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

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

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

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

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

Reverse Proxy Server Requirements

The Cisco Expressway-E and Cisco Expressway-C can be used to tunnel HTTP from the Cisco Jabber Guest client to the Cisco Jabber Guest server. If a third-party reverse proxy is used in front of the Expressway, configure it to proxy only the following URL types:

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

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

Client System Requirements

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

Table 2: Client Requirements

	PC Requirements	Mac Requirements
Operating system	Microsoft Windows Vista Service Pack 2 (SP2) or later	Apple Mac OS X 10.7 (Lion) or later

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

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

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

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

Cisco Jabber Guest Plug-in Requirement

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

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

License Requirements

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

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

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

License	Requirement	Note
Rich Media Session licenses	2 Rich Media Session licenses are required per Cisco Jabber Guest session: • 1 Rich Media Session license on the Cisco Expressway-E for each Cisco Jabber Guest session • 1 Rich Media Session license on the Cisco Expressway-C for each Cisco Jabber Guest session	
TURN relay license	TURN licensed on Cisco Expressway	When you order Cisco Expressway, a TURN relay license is included.
Advanced Networking (AN) license	If Cisco Jabber Guest is installed in a dual-NIC deployment, an AN license is required on Cisco Expressway.	When you order Cisco Expressway, an AN license is included.

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

Table 4: License Requirements for Using Cisco VCS with Cisco Jabber Guest

License	Requirement	Note
Traversal call licenses	2 traversal call licenses are required per Cisco Jabber Guest session: • 1 traversal call license on the VCS-E for each Cisco Jabber Guest session • 1 traversal call license on the VCS-C for each Cisco Jabber Guest session	
TURN relay license	TURN licensed on Cisco VCS	When you order Cisco VCS, a TURN relay license is included.

License	Requirement	Note
Dual Network Inteface (DI) license	If Cisco Jabber Guest is installed in a dual-NIC deployment, a DI license is required on Cisco VCS.	When you order Cisco VCS, a DI license is not included. Specifically select this license.

Mobile Device Requirements

Android Supported Devices

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

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

Make	Model	Android OS Required
Samsung	Galaxy Note II	4.2–4.4.x
	Galaxy Note 3	4.3–4.4.x
	Galaxy Note 4	4.4.x
	Galaxy Note Pro 12.2	4.4.x
	Galaxy Rugby Pro	4.2.2–4.4.x
	Galaxy S II	4.1.2–4.4.x
	Galaxy S III	4.1.2–4.4.x
	Galaxy S4	4.2.2–4.4.x
	Galaxy S4 mini	4.2.2–4.4.x
	Galaxy S5	4.4.x
	Galaxy S5 mini	4.4.x
	Galaxy Tab 3 8.0	4.4.x
	Galaxy Tab 4 7.0, 8.0, and 10.1	4.4.x
	Galaxy Tab Pro 8.4 and 10.1	4.4.x
	Galaxy Tab S 8.4 and 10.5	4.4.x
Sony	Xperia M2	4.3
	Xperia Z1	4.2–4.4.x
	Xperia ZR/A	4.1.2–4.4.x
	Xperia Z2	4.4.x
	Xperia Z2 tablet	4.4.x
	Xperia Z3	4.4.x

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

iOS Supported Devices

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

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

iPad	iPhone
iPad 2	iPhone 4S
iPad 3	iPhone 5
iPad 4	iPhone 5c
iPad Air	iPhone 5s
iPad Air 2	iPhone 6
iPad mini	iPhone 6 Plus
iPad mini with Retina display	
iPad mini 3	

Supported Languages

Cisco Jabber Guest Administration is available in English only.

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

Browser plug-in installation is not localized.

Table 5: Supported Languages

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

Customize Cisco Jabber Guest Clients

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Important   Do not to modify any files on the Cisco Jabber Guest server. For example, on the web client, editing the appearance of the Cisco Jabber Guest video window, such as the **Call** button, is not supported.

To change the appearance of the web page that contains the Cisco Jabber Guest video window, host the page on a server other than the Cisco Jabber Guest server.

The mobile client can be fully customized.

For more information about customizing Cisco Jabber Guest clients, go to the Cisco Jabber Guest SDK DevNet website.

Related Topics

Cisco Jabber Guest SDK DevNet