Perform Initial Setup

Configure Cisco Expressway-E and Cisco Expressway-C

Do one of the following:

- Configure Cisco Expressway-E and Cisco Expressway-C: Cisco Expressway-E with Single NIC Deployment, on page 1
- Configure Cisco Expressway-E and Cisco Expressway-C: Cisco Expressway-E with Dual NIC Deployment, on page 4

Configure Cisco Expressway-E and Cisco Expressway-C: Cisco Expressway-E with Single NIC Deployment

Cisco Expressway-E and Cisco Expressway-C provide the following functionality:

- Both provide reverse proxy for HTTPS traffic.
- Cisco Expressway-E provides TURN relays.

- Cisco Expressway-C routes calls to Cisco Unified Communications Manager through a SIP trunk.

Before You Begin

Follow the instructions in the Cisco Expressway documentation to set up Cisco Expressway security certificates and a Unified Communications traversal zone. Configure the traversal zone type between the Cisco Expressway-C and Cisco Expressway-E as *Unified Communications traversal*.

Procedure

Step 1 On the Cisco Expressway-E, enable Cisco Jabber Guest support:

a) Choose **Configuration** > **Unified Communications** > **Configuration**.
b) From the **Unified Communications mode** drop-down list, select **Jabber Guest services**.
c) Click **Save**.

Step 2 On the Cisco Expressway-E, enable TURN service:

a) Choose **Configuration** > **Traversal** > **TURN**.
b) From the **TURN services** drop-down list, select **On**.
c) Click **Save**.

Step 3 On the Cisco Expressway-C, enable Cisco Jabber Guest support:

a) Choose **Configuration** > **Unified Communications** > **Configuration**.
b) From the **Unified Communications mode** drop-down list, select **Jabber Guest services**.
c) Click **Save**.

Step 4 On the Cisco Expressway-C, configure the domain for which HTTP traffic will be routed to the Cisco Jabber Guest server:
This domain is the outward-facing domain that is used to route the call on the Internet when users click a link.

a) Choose **Configuration** > **Domains**.
b) Create a new domain if none exist or, in the row of the target domain, click **View/Edit**.
c) From the **Jabber Guest** drop-down list, select **On**.
d) Click **Save**.
e) Repeat Step 5.a. through Step 5.d. for each domain.

Step 5 Make sure that the domain has an associated DNS record that resolves to the Cisco Expressway-E. The domain information is propagated from the Cisco Expressway-C to the Cisco Expressway-E through the SSH tunnel (port 2222). It is used by the Cisco Expressway-E to validate incoming HTTP requests for the Cisco Jabber Guest service.

Step 6 On the Cisco Expressway-C, associate the Cisco Jabber Guest servers with the domain:
This allows the Cisco Expressway-C to route HTTP requests with this domain to the appropriate Cisco Jabber Guest server.

a) Choose **Configuration** > **Unified Communications** > **Configuration**.
b) In the **Advanced** section, click **Configure Jabber Guest servers**.
c) Click **New**.
d) For **Server hostname**, enter the FQDN of the Cisco Jabber Guest server.
e) For **Priority**, enter the priority of the Cisco Jabber Guest server. Lower numbers have higher priority. Make sure that all Cisco Jabber Guest servers have a different priority so that calls are only sent to one Cisco Jabber Guest server in the deployment at a time.
f) From the **Domain** drop-down list, select the Cisco Jabber Guest HTTP domain.

g) Click **Create entry**.
h) Repeat Step 6.c. through Step 6.g. for each Cisco Jabber Guest server in the cluster.

Step 7 Verify that the SSH tunnel is active:

a) On either the Cisco Expressway-C or the Cisco Expressway-E, choose **Status** > **Unified Communications**.
b) Click **View ssh tunnel status**.
c) Make sure that the Cisco Jabber Guest domain is listed and that the SSH tunnel is active.

Step 8 On the Cisco Expressway-C, create a neighbor zone for each Cisco Jabber Guest server:

a) Choose **Configuration** > **Zones** > **Zones**.
b) Click **New**.
c) Enter the details. From the **Type** drop-down list, select **Neighbor**.
d) In the **H.323** section, from the **Mode** drop-down list, select **Off**
e) In the **SIP** section, from the **Mode** drop-down list, select **On**.
f) For **Port**, enter 5061.
g) From the **Transport** drop-down list, select TLS.

Note To enable TLS, you must also upload the Cisco Expressway-C certificate to Cisco Jabber Guest Administration. For more information, see Configure Signaling and Media: Cisco Expressway-E with Single NIC Deployment, on page 7.

h) From the **Media encryption mode** drop-down list, select **Best effort**.

Important Selecting *Best effort* forces media from the Cisco Expressway-E to terminate on the Cisco Expressway-C.

i) From the **ICE support** drop-down list, select **Off**.
j) In the **Location** section, for **Peer 1 address**, enter the IP address or FQDN of the Cisco Jabber Guest server.
k) In the **Advanced** section, from the **Zone profile** drop-down list, select **Default**.
l) Click **Create zone**.
m) Repeat Step 7.b. through 7.l. for each Cisco Jabber Guest server in a Cisco Jabber Guest cluster.
Do not configure any search rules for these neighbor zones. These zones are used to receive traffic only.

Step 9 Set up a connection between the Cisco Expressway-C and Cisco Unified Communications Manager:

a) On Cisco Unified Communications Manager, set up a non-secure or secure SIP trunk and point it to the Cisco Expressway-C.
b) On Cisco Expressway-C, set up a neighbor zone and point it to Cisco Unified Communications Manager.

Follow the steps in the *Cisco Unified Communications Manager with Cisco Expressway (SIP Trunk) Deployment Guide*.

Step 10 Create a search rule on Cisco Expressway-C to route calls to Cisco Unified Communications Manager.

Step 11 Force the protocol between the Cisco Jabber Guest server and the Cisco Expressway-C to be http:

a) Sign in to the Cisco Expressway-C command-line interface as an administrator. In a clustered Cisco Expressway-C deployment, sign in to the master Cisco Expressway-C.
b) Enter the following command:

```
xconf CollaborationEdge JabbercProxyProtocol: http
```

HTTP request goes from the Cisco Expressway-E to the Cisco Expressway-C to the Cisco Jabber Guest server.

Related Topics

Cisco Expressway Series on www.cisco.com

Cisco Unified Communications Manager with Cisco Expressway (SIP Trunk) Deployment Guide

Configure Cisco Expressway-E and Cisco Expressway-C: Cisco Expressway-E with Dual NIC Deployment

Cisco Expressway-E and Cisco Expressway-C provide the following functionality:

- Both provide reverse proxy for HTTPS traffic.
- Cisco Expressway-E provides TURN relays.
- Cisco Expressway-C routes calls to Cisco Unified Communications Manager through a SIP trunk.

Before You Begin

Follow the instructions in the Cisco Expressway documentation to set up Cisco Expressway security certificates and a Unified Communications traversal zone. Configure the traversal zone type between the Cisco Expressway-C and Cisco Expressway-E as *Unified Communications traversal*.

Procedure

Step 1 On the Cisco Expressway-E, enable Cisco Jabber Guest support:

a) Choose **Configuration** > **Unified Communications** > **Configuration**.
b) From the **Unified Communications mode** drop-down list, select **Jabber Guest services**.
c) Click **Save**.

Step 2 On the Cisco Expressway-E, enable TURN service:

a) Choose **Configuration** > **Traversal** > **TURN**.
b) From the **TURN services** drop-down list, select **On**.
c) Click **Save**.

Step 3 On the Cisco Expressway-C, enable Cisco Jabber Guest support:

a) Choose **Configuration** > **Unified Communications** > **Configuration**.
b) From the **Unified Communications mode** drop-down list, select **Jabber Guest services**.
c) Click **Save**.

Step 4 On the Cisco Expressway-C, configure the domain for which HTTP traffic routes to the Cisco Jabber Guest server:
This domain is the outward-facing domain that is used to route the call on the Internet when users click a link.

a) Choose **Configuration** > **Domains**.
b) Create a new domain if none exist or, in the row of the target domain, click **View/Edit**.
c) From the **Jabber Guest** drop-down list, select **On**.
d) Click **Save**.
e) Repeat Step 5.a. through Step 5.d. for each domain.

Step 5 Make sure that the domain has an associated DNS record that resolves to the Cisco Expressway-E. The domain information is propagated from the Cisco Expressway-C to the Cisco Expressway-E through the SSH tunnel

(port 2222). The information is used by the Cisco Expressway-E to validate incoming HTTP requests for the Cisco Jabber Guest service.

Step 6 On the Cisco Expressway-C, associate the Cisco Jabber Guest servers with the domain:
This allows the Cisco Expressway-C to route HTTP requests with this domain to the appropriate Cisco Jabber Guest server.

a) Choose **Configuration** > **Unified Communications** > **Configuration**.
b) In the **Advanced** section, click **Configure Jabber Guest servers**.
c) Click **New**.
d) For **Server hostname**, enter the FQDN of the Cisco Jabber Guest server.
e) For **Priority**, enter the priority of the Cisco Jabber Guest server. Lower numbers have higher priority. Give each Cisco Jabber Guest server a different priority so that calls are only sent to one Cisco Jabber Guest server in the deployment at a time.
f) From the **Domain** drop-down list, select the Cisco Jabber Guest HTTP domain.
g) Click **Create entry**.
h) Repeat Step 6.c. through Step 6.g. for each Cisco Jabber Guest server in the cluster.

Step 7 Verify that the SSH tunnel is active:

a) On either the Cisco Expressway-C or the Cisco Expressway-E, choose **Status** > **Unified Communications**.
b) Click **View ssh tunnel status**.
c) Make sure that the Cisco Jabber Guest domain is listed and that the SSH tunnel is active.

Step 8 On the Cisco Expressway-E, create a neighbor zone for each Cisco Jabber Guest server so that you can verify that the zone between the Cisco Expressway-E and the Cisco Jabber Guest server is active:

a) Choose **Configuration** > **Zones** > **Zones**.
b) Click **New**.
c) Enter the details. From the **Type** drop-down list, select **Neighbor**.
d) In the **H.323** section, from the **Mode** drop-down list, select **Off**
e) In the **SIP** section, from the **Mode** drop-down list, select **On**.
f) For **Port**, enter 5061.
g) From the **Transport** drop-down list, select TLS.
Note To enable TLS, you must also upload the Cisco Expressway-C certificate to Cisco Jabber Guest Administration. For more information, see Configure Signaling and Media: Cisco Expressway-E with Dual NIC Deployment, on page 8.
h) From the **Media encryption mode** drop-down list, select **Best effort**.
i) From the **ICE support** drop-down list, select **Off**.
j) In the **Location** section, for **Peer 1 address**, enter the IP address or FQDN of the Cisco Jabber Guest server.
k) In the **Advanced** section, from the **Zone profile** drop-down list, select **Default**.
l) Click **Create zone**.
m) Repeat Step 7.b. through 7.l. for each Cisco Jabber Guest server in a Cisco Jabber Guest cluster.
Do not configure any search rules for these neighbor zones. These zones are used to receive traffic only.

Step 9 Create a search rule for the traversal zone between the Cisco Expressway-E and the Cisco Expressway-C servers.

Important For proper call routing, the SIP domain that you specify (click **Settings**, click **Call Control and Media**) and the domain that you optionally specify for **Destination** when you create a link (click **Links**, click **New**) must be configured on the Cisco Expressway-E search rule to point to the traversal zone.

Step 10 Set up a connection between the Cisco Expressway-C and Cisco Unified Communications Manager:

a) On Cisco Unified Communications Manager, set up a non-secure or secure SIP trunk and point it to the Cisco Expressway-C.

b) On Cisco Expressway-C, set up a neighbor zone and point it to Cisco Unified Communications Manager.

Follow the steps in the *Cisco Unified Communications Manager with Cisco Expressway (SIP Trunk) Deployment Guide*.

Step 11 Create a search rule on Cisco Expressway-C to route calls to Cisco Unified Communications Manager.

Step 12 Force the protocol between the Cisco Jabber Guest server and the Cisco Expressway-C to be http:

a) Sign in to the Cisco Expressway-C command-line interface as an administrator. In a clustered Cisco Expressway-C deployment, you must sign in to the master Cisco Expressway-C.

b) Enter the following command:

```
xconf CollaborationEdge JabbercProxyProtocol: http
```

HTTP request goes from the Cisco Expressway-E to the Cisco Expressway-C to the Cisco Jabber Guest server.

Related Topics

Cisco Expressway Series on www.cisco.com
Cisco Unified Communications Manager with Cisco Expressway (SIP Trunk) Deployment Guide

Change MTU Size

In some call scenarios, such as when using VPN, the default Maximum Transmission Unit (MTU) on Cisco Expressway-E is too high and can cause packet loss. The default MTU is 1500 bytes. We recommend that you lower the MTU to 1400 bytes. If you do not, callers may experience problems, such as one-way video.

Procedure

Step 1 On Cisco Expressway-E, do one of the following:

- If you have Cisco Expressway-E X8.2, choose **System** > **IP**.
- If you have Cisco Expressway-E X8.5 or later, choose **System** > **Network Interfaces** > **IP**.

Step 2 In the **LAN 1** section, for **Maximum transmission unit (MTU)**, enter 1400.

Step 3 Click **Save**.

Configure Signaling and Media

Do one of the following:

- Configure Signaling and Media: Cisco Expressway-E with Single NIC Deployment, on page 7
- Configure Signaling and Media: Cisco Expressway-E with Dual NIC Deployment, on page 8

BFCP Screen Share

Existing Cisco Expressway and Cisco Unified Communications Manager deployments that use Binary Floor Control Protocol (BFCP) should not need any configuration changes to enable Cisco Jabber Guest for BFCP screen share. If you're not sure if your deployment has BFCP enabled, see *Check BFCP Settings for Screen Sharing*.

Related Topics

Check BFCP Settings for Screen Sharing

Configure Signaling and Media: Cisco Expressway-E with Single NIC Deployment

We recommend enabling Session Initiation Protocol (SIP) over Transport Layer Security (TLS) for call control signaling and enabling Secure Real-Time Transfer Protocol (SRTP) for secure media. Secure media requires secure signaling.

Before You Begin

On Cisco Expressway-C, make sure that you have created a neighbor zone for each Cisco Jabber Guest server. For more information, see Configure Cisco Expressway-E and Cisco Expressway-C: Cisco Expressway-E with Single NIC Deployment, on page 1.

Procedure

Step 1 To enable SIP over TLS, obtain the Cisco Expressway-C server certificate or the Cisco Expressway-C certificate authority certificate:

- If you have a single Cisco Expressway-C, obtain the Cisco Expressway-C server certificate.
- If Cisco Expressway-C is a cluster of servers, obtain the Cisco Expressway-C certificate authority certificate. This certificate must be uploaded to the Cisco Jabber Guest server so that Cisco Jabber Guest can communicate with all nodes in the Cisco Expressway-C cluster.

Step 2 Upload the certificate to Cisco Jabber Guest Administration:

a) Sign in to Cisco Jabber Guest Administration as an administrator.
b) Click **Settings**, and then click **Secure SIP Trust Certificate**.
c) Under **Secure SIP Trust Certificate**, click **Choose File**.
d) Select the certificate that you obtained, and then click **Upload**.

Step 3 Configure the **Call Control and Media** settings in Cisco Jabber Guest Administration:

a) Click **Call Control and Media**.
b) Select **Route calls using Cisco Expressway**.
c) Check **Enable SIP over TLS**.
d) Check **Enable SRTP**.
e) For **SIP port**, enter 5061.
f) For **SIP domain**, enter the SIP domain. This setting is used if the Cisco Jabber Guest link does not contain a SIP domain. In most cases, this is the enterprise SIP domain as configured in Cisco Unified Communications Manager.

g) For **SIP server**, enter the IP address or FQDN of the Cisco Expressway-C.
h) Specify whether SIP is sent to the Cisco Expressway-C that originated the HTTP call control or to the server entered above.

Step 4 Click **Update**.
The message `Update successful` appears.

Step 5 Restart Tomcat:
```
service tomcat-as-standalone.sh restart
```

Step 6 On the Cisco Expressway-C, verify that the neighbor zones for each Cisco Jabber Guest server are active:
a) Choose **Configuration** > **Zones** > **Zones**.
b) View the **SIP status** column.

Configure Signaling and Media: Cisco Expressway-E with Dual NIC Deployment

We recommend enabling Session Initiation Protocol (SIP) over Transport Layer Security (TLS) for call control signaling and enabling Secure Real-Time Transfer Protocol (SRTP) for secure media. Secure media requires secure signaling.

Before You Begin

On Cisco Expressway-E, make sure that you have created a neighbor zone for each Cisco Jabber Guest server. For more information, see Configure Cisco Expressway-E and Cisco Expressway-C: Cisco Expressway-E with Dual NIC Deployment, on page 4.

Procedure

Step 1 To enable SIP over TLS, obtain the Cisco Expressway-E server certificate or the Cisco Expressway-E certificate authority certificate:

- If you have a single Cisco Expressway-E, obtain the Cisco Expressway-E server certificate.
- If Cisco Expressway-E is a cluster of servers, obtain the Cisco Expressway-E certificate authority certificate. This certificate must be uploaded to the Cisco Jabber Guest server so that Cisco Jabber Guest can communicate with all nodes in the Cisco Expressway-E cluster.

Step 2 Upload the certificate to Cisco Jabber Guest Administration:
a) Sign in to Cisco Jabber Guest Administration as an administrator.
b) Click **Settings**, and then click **Secure SIP Trust Certificate**.
c) Under **Secure SIP Trust Certificate**, click **Choose File**.
d) Select the certificate that you obtained, and then click **Upload**.

Step 3 Configure the **Call Control and Media** settings in Cisco Jabber Guest Administration:
a) Click **Call Control and Media**.
b) Select **Route calls using Cisco Expressway**.
c) Check **Enable SIP over TLS**.
d) Check **Enable SRTP**.
e) For **SIP port**, enter 5061.

f) For **SIP domain**, enter the SIP domain. This setting is used if the Cisco Jabber Guest link does not contain a SIP domain. In most cases, this is the enterprise SIP domain as configured in Cisco Unified Communications Manager.

Important For proper call routing, the SIP domain must be configured on the Cisco Expressway-E search rule to point to the traversal zone.

g) For a single Cisco Expressway-E server, for **SIP server**, enter the IP address or FQDN of Cisco Expressway-E's internal NIC.

h) Select where to send SIP traffic:

- For a single Cisco Expressway-E server, select **SIP server specified above**.
- For cluster of Cisco Expressway-E servers:

  1 Select **Expressway-E server that provided TURN service**.

  Important The TURN relay and SIP signaling must reside on the same server.

  2 Under **Cisco Expressway-E Network Address Map**, enter the external IP addresses and internal IP addresses of each of the Cisco Expressway-E servers in the cluster. Mapping allows the Cisco Jabber Guest server to send the SIP to the same Cisco Expressway-E servers as the TURN relay.

  If static NAT mode is enabled on Cisco Expressway-E with either single NIC deployment or dual NIC deployment, the Cisco Jabber Guest server must be configured for static NAT mode as well.

Step 4 Click **Update**.
The message `Update successful` appears.

Step 5 Restart Tomcat:
```
service tomcat-as-standalone.sh restart
```

Step 6 On the Cisco Expressway-E, verify that the neighbor zones for each Cisco Jabber Guest server are active:

a) Choose **Configuration** > **Zones** > **Zones**.

b) View the **SIP status** column.

Configure Static NAT Mode on Cisco Expressway-E

If static NAT mode is enabled on Cisco Expressway-E with either single NIC deployment or dual NIC deployment, the Cisco Jabber Guest server must be configured for static NAT mode as well. This allows the media to flow within the DMZ, avoiding NAT reflection (sending media to the NATed address).

Procedure

Step 1 Sign in to Cisco Jabber Guest Administration.

Step 2 Click **Settings**, and then click **Call Control and Media**.

Step 3 Under **Cisco Expressway-E Network Address Map**, check **Static NAT mode**.

This check box appears only when the option,**Route calls using Cisco Expressway**, is selected.

Step 4 Under **Public IP (Static NAT)**, enter the static NAT IP address of the Cisco Expressway-E server.

Step 5 Under **External IP (DMZ)**, enter the external IP address of the Cisco Expressway-E server.

Step 6 Repeat Steps 4 and 5 for each of the Cisco Expressway-E servers in the cluster.

Step 7 Click **Update**.

Configure TURN Credential Provisioning

The Cisco Jabber Guest client needs TURN credentials to allocate TURN relays on the Cisco Expressway-E. The Cisco Jabber Guest server provisions these credentials on the Cisco Expressway-C when the Cisco Jabber Guest client connects.

The Cisco Jabber Guest server uses an HTTP-based XML API to communicate with Cisco Expressway-C.

Procedure

Step 1 Sign in to Cisco Jabber Guest Administration as an administrator.

Step 2 Click **Settings**, and then click **Call Control and Media**.

Step 3 Under **Cisco Expressway-C**, for **Expressway-C (IP address or DNS name)**, enter the Cisco Expressway-C IP address or DNS name.

Step 4 Specify whether short-term TURN credentials are requested from the Cisco Expressway-C that proxied the HTTP request from the Cisco Jabber Guest client or from the server entered in Step 3.

Step 5 For **HTTPS port**, specify the port.

Step 6 For **Domain**, enter the domain on Cisco Expressway-C that has Jabber Guest services enabled.

Step 7 For **Username** and **Password**, enter the username and password of the administrator account on Cisco Expressway-C that has read, write, and API access.

Step 8 Click **Update**.

Set Up TURN Server Information

The Cisco Jabber Guest client needs to know which Cisco Expressway-E to use for TURN relays.

Procedure

Step 1 Sign in to Cisco Jabber Guest Administration as an administrator.

Step 2 Click **Settings**, and then click **Call Control and Media**.

Step 3 Under **Cisco Expressway-E**, for **Expressway-E TURN server (IP address or DNS name)**, enter the Cisco Expressway-E TURN server outside IP address or DNS name.
If you have a cluster of Cisco Expressway-E servers, see *Configure Round-Robin DNS Load Balancing* or *Configure Round-Robin CSV Loading Balancing*.

Step 4 For **TURN port**, enter the UDP port. The port is typically 3478 but you can enter a range of ports, such as 3478-3483. The range is necessary if the Cisco Expressway-E supports multiple TURN ports.

Important The port must match the port specified on the Cisco Expressway-E (under **Configuration** > **Traversal** > **TURN**).

Step 5 Click **Update**.

Related Topics

Configure Round-Robin DNS Load Balancing
Configure Round-Robin CSV Loading Balancing

Set FQDN of Cisco Jabber Guest Server

Procedure

Step 1 Sign in to Cisco Jabber Guest Administration as an administrator.

Step 2 Click **Settings**, and then click **Call Control and Media (Local)**.

Step 3 Enter the FQDN of the Cisco Jabber Guest server.

Important The FQDN must match the value specified in the Cisco Jabber Guest **Server hostname** field on the Cisco Expressway-C. Cisco Expressway-C uses the FQDN to forward the per-session HTTP traffic to the appropriate Cisco Jabber Guest server in the cluster.

Step 4 Click **Update**.

What to Do Next

Make sure that you populate the **Cisco Jabber Guest local FQDN** field for each node in the Cisco Jabber Guest cluster.

Set Domain Used for Links

To create links on the Cisco Jabber Guest server, you must enter the Cisco Jabber Guest domain that is configured on the Cisco Expressway-C or the sub-domain of the Cisco Jabber Guest domain.

You also need to ensure that the appropriate DNS records exist so that the Cisco Jabber Guest client can reach the Cisco Expressway-E.

Procedure

Step 1 Sign in to Cisco Jabber Guest Administration as an administrator.

Step 2 Click **Settings**, and then click **Links**.

Step 3 For **Domain used for links**, enter the Cisco Jabber Guest domain that is configured on the Cisco Expressway-C. You can add a sub-domain for the Cisco Jabber Guest service. Make sure that the domain used for links has an associated DNS record that resolves to the public IP address of Cisco Expressway-E.

Example:
If `yourcompany.com` is configured as the Cisco Jabber Guest domain on Cisco Expressway-C and `jg.yourcompany.com` is configured on the Cisco Jabber Guest server, the format of the link is `https://jg.yourcompany.com/call/<directory number>`. And make sure there is a DNS record to resolve `jg.yourcompany.com` to the public IP address of Cisco Expressway-E.

Step 4 **Port Remapping**: If there is no port remapping in front of Cisco Expressway-E, then you can add port `9443` after the domain.

Example:
`jg.yourcompany.com:9443` is configured on the Cisco Jabber Guest server, the format of the link is `https://jg.yourcompany.com:9443/call/<directory number>`.

Step 5 Click **Update**.

Related Topics

Set Redirect URL for Mobile Clients, on page 12

Set Redirect URL for Mobile Clients

If ports are not remapped in front of Cisco Expressway-E, you must add port `9443` in the **Redirect URL** fields, for mobile clients.

Note The configuration of port `9443` in the **Redirect URL** fields is supported only in Cisco Jabber Guest 10.6(9) and its later releases.

Procedure

Step 1 Sign in to Cisco Jabber Guest Administration as an administrator.

Step 2 Click **Settings**, and then click **Mobile**.

Step 3 In the **Redirect URL for Android** field, enter **:9443/call/android_welcome.jsp**.

Step 4 In the **Redirect URL for iOS** field, enter **:9443/call/ios_welcome.jsp**.

Related Topics

Set Domain Used for Links, on page 11

Customize Cisco Jabber Guest Clients

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

Customize Long Polling and Call Session Expires

Cisco Jabber Guest client sends HTTP long polling to Cisco Jabber Guest server to communicate events and keep alive. We provide two advanced settings, **Client long-polling** and **Call session expires**, to control the long polling time intervals:

Note The **Client long-polling** and **Call session expires** field configurations are supported only in Cisco Jabber Guest 10.6(10) and its later releases.

Procedure

Step 1 Sign in to **Cisco Jabber Guest Administration**.

Step 2 Click **Settings**, and then click **Advanced Settings**.

Step 3 Enter a value in the **Client long-polling (seconds)** field.
The permitted range of values is 5 to 60 seconds.
The default value is 20 seconds.

Step 4 Enter a value in the **Call session expires (seconds)** field.
The permitted range of values is 5 to 60 seconds.
The default value is 60 seconds.

Step 5 Click **Update**.