# Install Cisco Jabber Guest Server

## Overview

Cisco Jabber Guest is deployed as a virtual server and requires a VMware server to act its host. The server operating system is CentOS. Cisco Jabber Guest is an on-premises deployment: all services are set up, managed, and maintained on your corporate network.

Cisco Jabber Guest is delivered as an OVA image and deployed manually.

For a summary of the Cisco Unified Communications Manager to Cisco Expressway configuration, see the *Cisco Unified Communications Manager/Cisco Expressway Configuration Checklist*.

## Install Server

Do one of the following:

## Install Server to vCenter Server

**Procedure**

**Step 1** Download `JabberGuest-11.x.x.x-New-Install.iso` or access the file from the physical media you receive.

**Step 2** Extract the contents from the ISO file.

**Step 3** Copy the .OVA to a location on your drive that is accessible to vSphere.

| | |
|---|---|
| **Step 4** | Open the vSphere Client. |
| **Step 5** | Choose **File** > **Deploy OVF Template**. |
| **Step 6** | In the **Source** screen, browse to location of the OVA package, and then click **Next**. |
| | You can enter the URL if you know it. |
| **Step 7** | Verify the details in the **OVF Template Details** screen, and then click **Next**. |
| **Step 8** | In the **Name and Location** screen, enter a name for the virtual machine, select its location, and then click **Next**. |
| **Step 9** | In the **Host / Cluster** screen, select the virtual machine deployment cluster, and then click **Next**. |
| **Step 10** | In the **Storage** screen, select the virtual machine storage usage, and then click **Next**. |
| **Step 11** | In the **Disk Format** screen, select a Virtual Machine Disk (VMDK) provisioning format, and then click **Next**. |
| **Step 12** | In the **Networking Mapping** screen, select the appropriate Destination Networks for OVA deployment, and then click **Next**. |
| **Step 13** | In the **Properties** screen, enter the network settings, and then click **Next**. |

The virtual machine is set up with DHCP by default. Provide the following to configure the virtual machine with a static IP address:

- IP address

- Network mask

- Hostname

- Gateway IP address

- At least one DNS server IP address

**Important** Do not add leading zeros to the IP addresses. The addresses won't resolve as intended.

| | |
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| **Step 14** | Click **Finish**. |

**What to do next**

To turn on the virtual machine after it has been created, in the console window select **Power On**.

Configure the appropriate SIP trunk in Cisco Unified Communications Manager or zones in Cisco TelePresence Video Communication Server depending on the type of server deployed in your network.

**Note** If the virtual machine cannot acquire the IP address of your VLAN, it shows a bootup failure related to network `eth0`.

# Install Server to ESXi, UC Virtualization Foundation, or UC Virtualization Hypervisor

**Procedure**

| | |
|---|---|
| **Step 1** | Download `JabberGuest-11.x.x.x-New-Install.iso` or access the file from the physical media you receive. |
| **Step 2** | Extract the contents from the ISO file. |
| **Step 3** | Copy the .OVA to a location on your drive that is accessible to vSphere. |
| **Step 4** | Open the vSphere Client. |
| **Step 5** | Choose **File** > **Deploy OVF Template**. |
| **Step 6** | In the **Source** screen, browse to location of the OVA package, and then click **Next**.<br><br>You can enter the URL if you know it. |
| **Step 7** | Verify the details in the **OVF Template Details** screen, and then click **Next**. |
| **Step 8** | In the **Name and Location** screen, enter a name for the virtual machine, select its location, and then click **Next**. |
| **Step 9** | In the **Disk Format** screen, select a Virtual Machine Disk (VMDK) provisioning format, and then click **Next**. |
| **Step 10** | Click **Finish**. |

**What to do next**

To turn on the virtual machine after it has been created, in the console window, select **Power On**.

**Note** The virtual machine is set up with DHCP by default. If you want to configure the virtual machine with a static IP address, edit the following properties in network configuration file: IP address, network mask, hostname, gateway IP address, and at least one DNS server IP address. ESXi 6.5 provides properties screen to set up static IP address directly, and it might not work with the current release.

Configure the appropriate SIP trunk in Cisco Unified Communications Manager or zones in Cisco TelePresence Video Communication Server depending on the type of server deployed in your network.

**Note** If the virtual machine cannot acquire the IP address of your VLAN, it shows a boot up failure related to network `eth0`.

# Sign In to Cisco Jabber Guest Administration

The Cisco Jabber Guest server is set up with default credentials.

**Before you begin**

You can access Cisco Jabber Guest Administration on Windows with:

- Google Chrome 18 or later

- Microsoft Internet Explorer 8 or later (32-bit, or 64-bit running 32-bit tabs only)

- Mozilla Firefox 10 or later

You can access Cisco Jabber Guest Administration on Mac with:

- Safari 7 to 11

- Google Chrome 18 or later

- Mozilla Firefox 10 or later

Your session times out after 30 minutes of inactivity.

**Procedure**

| | |
|---|---|
| **Step 1** | From a compatible browser, navigate to the IP address or host name of your Cisco Jabber Guest server and append `/admin/` to the URL. |
| **Step 2** | For **Alias**, enter `admin`. |
| **Step 3** | For **Password**, enter `jabbercserver`.<br>The first time that you sign in you must change your password. |
| **Step 4** | Enter a new password. |

# Install Certificate

When you install Cisco Jabber Guest, a self-signed certificate is installed by default. If you want, you can:

- Install a certificate that is signed by a third party (a trusted certificate authority).

- Install a certificate with additional distinguished name information.

- Install a certificate that includes the intermediate certificate or the entire certificate trust chain.

Cisco Jabber Guest supports installing DER encoded certificates and PEM encoded certificates.

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**Important**  The certificate signing request must be generated on the server on which you install the certificate. For this reason, we recommend that you obtain a new CA-signed certificate for your new install of Cisco Jabber Guest or use a self-signed certificate.

If you choose to use the certificate that is installed by default, you must generate a new self-signed certificate if the hostname of the server changes.

# Install Certificate Signed by a Certificate Authority

The following procedure creates a certificate signing request in which the Distinguished Name (DN) information is composed of Common Name=*<ip address>* only. If your organization requires you to include additional DN information in your request, follow the instructions in the procedure, *Install Certificate with Additional Distinguished Name Information*.

If you have deployed a Cisco Jabber Guest cluster, you must install a certificate on each server in the cluster.

When you create the new certificate signing request, the current certificate becomes invalid.

**Procedure**

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

**Step 2**   Click **Settings**, and then click **Local SSL Certificate**.

**Step 3**   Under **Certificate Signing Request Options**, click **Create a New Certificate Signing Request**.

**Step 4**   Click **Download a certificate signing request**.
A 4096-bit certificate signing request named `csr.pem` downloads.

**Step 5**   Send the certificate signing request to a trusted certificate authority.

**Step 6**   After you receive the signed certificate from the certificate authority:
a) Click **Choose File**.
b) Open the signed certificate.
c) Click **Install a Certificate Authority Signed Certificate**.
Under **Certificate Status**, the following message appears:

```
This system has a certificate authority signed certificate
```

**Step 7**   Restart the virtual machine:
a) Open vSphere Client.
b) In the virtual machines and templates inventory tree, right-click the virtual machine.
c) Choose **Power** > **Restart Guest**.

# Install Certificate with Additional Distinguished Name Information

If you use Cisco Jabber Guest Administration to create a certificate signing request, the Distinguished Name (DN) information in the request is composed only of Common Name=*<ip address>*. If your organization requires you to include additional DN information, such as organization name and locality name, use the following procedure.

If you have deployed a Cisco Jabber Guest cluster, you must install a certificate on each server in the cluster.

When you create the new certificate signing request, the current certificate becomes invalid.

**Procedure**

**Step 1**   Sign in to the server as root.

**Step 2**    Change directory to `/opt/cisco/webcommon/scripts`:

`/opt/cisco/webcommon/scripts`

**Step 3**    Execute the `createcsr` script:

`./createcsr.sh`

**Step 4**    Follow the instructions on the screen to enter additional DN information, including country name, state or province name, locality name, organization name, organizational unit name, and common name.
After you enter the information, the `csr` file is saved in a location from which you download it in Step 7.

**Step 5**    Sign in to Cisco Jabber Guest Administration as an administrator.

**Step 6**    Click **Settings**, and then click **Local SSL Certificate**.

**Step 7**    Under **Certificate Signing Request Options**, click **Download a certificate signing request**.
A 4096-bit certificate signing request named `csr.pem` downloads.

**Step 8**    Send the certificate signing request to a trusted certificate authority.

**Step 9**    After you receive the signed certificate from the certificate authority:
a)   Click **Choose File**.
b)   Open the signed certificate.
c)   Click **Install a Certificate Authority Signed Certificate**.
Under **Certificate Status**, the following message appears:

`This system has a certificate authority signed certificate`

**Step 10**   Restart the virtual machine:
a)   Open vSphere Client.
b)   In the virtual machines and templates inventory tree, right-click the virtual machine.
c)   Choose **Power** > **Restart Guest**.

# Install Certificate That Includes the Intermediate Certificate or the Entire Certificate Trust Chain

You can upload a combined certificate file that includes the Cisco Jabber Guest server certificate and your intermediate certificate or that includes the Cisco Jabber Guest server certificate, your intermediate certificate, and your root certificate.

If you have deployed a Cisco Jabber Guest cluster, you must install a certificate on each server in the cluster.

When you create the new certificate signing request, the current certificate becomes invalid.

**Procedure**

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

**Step 2**    Click **Settings**, and then click **Local SSL Certificate**.

**Step 3**    Under **Certificate Signing Request Options**, click **Create a New Certificate Signing Request**.

**Step 4**    Click **Download a certificate signing request**.
A 4096-bit certificate signing request named `csr.pem` downloads.

**Step 5**     Send the certificate signing request to a trusted certificate authority.

**Step 6**     After you receive the signed certificate from the certificate authority, open it in a text editor, such as Notepad.

**Step 7**     Download your intermediate certificate.

**Step 8**     In the Cisco Jabber Guest certificate, after `-----END CERTIFICATE-----`, paste the entire body of your intermediate certificate.

> **Note**     Make sure that you include the beginning and end tags of both certificates. The result should look like this:
>
> ```
> ----BEGIN CERTIFICATE-----
> (Cisco Jabber Guest certificate)
> -----END CERTIFICATE-----
> -----BEGIN CERTIFICATE-----
> (Your intermediate certificate)
> -----END CERTIFICATE-----
> ```

**Step 9**     (Optional) If you want to include the root certificate in the combined certificate file:

    a)  Download your root certificate.

    b)  In the Cisco Jabber Guest certificate, after `-----END CERTIFICATE-----` for the intermediate file, paste the entire body of your root certificate.

> **Note**     Make sure that you include the beginning and end tags of all three certificates. The result should look like this:
>
> ```
> ----BEGIN CERTIFICATE-----
> (Cisco Jabber Guest certificate)
> -----END CERTIFICATE-----
> -----BEGIN CERTIFICATE-----
> (Your intermediate certificate)
> -----END CERTIFICATE-----
> -----BEGIN CERTIFICATE-----
> (Your root certificate)
> -----END CERTIFICATE-----
> ```

**Step 10**     Make sure that there is no additional formatting in the file.

**Step 11**     Save the combined certificate file.

**Step 12**     Sign in to Cisco Jabber Guest Administration as an administrator.

**Step 13**     Click **Settings**, and then click **Local SSL Certificate**.

**Step 14**     Click **Choose File**, open the combined certificate file, and click **Install a Certificate Authority Signed Certificate**.
Under **Certificate Status**, the following message appears:

```
This system has a certificate authority signed certificate
```

**Step 15**     Restart the virtual machine:

    a)  Open vSphere Client.

    b)  In the virtual machines and templates inventory tree, right-click the virtual machine.

    c)  Choose **Power** > **Restart Guest**.

# Edit the Certificate Trust Chain

If you make a mistake adding the certificate trust chain, use the following procedure to replace the existing certificate.

**Procedure**

**Step 1** Sign in to Cisco Jabber Guest Server command-line interface.

**Step 2** Change directory to `/etc/opt/cisco/webcommon/security/ssl`:

```
/etc/opt/cisco/webcommon/security/ssl
```

**Step 3** Create an empty file named `server.csr`:

```
touch server.csr
```

**Step 4** Change directory to `/etc/opt/cisco/webcommon/.security/ssl`:

```
/etc/opt/cisco/webcommon/.security/ssl
```

**Step 5** Copy `server.pem` and rename `new_server.pem`:

```
cp server.pem new_server.pem
```

**Step 6** In the Cisco Jabber Guest certificate, after `-----END CERTIFICATE-----`, paste the entire body of your intermediate certificate.

**Note** Make sure that you include the beginning and end tags of both certificates. The result should look like this:

```
----BEGIN CERTIFICATE-----
(Cisco Jabber Guest certificate)
-----END CERTIFICATE-----
-----BEGIN CERTIFICATE-----
(Your intermediate certificate)
-----END CERTIFICATE-----
```

**Step 7** (Optional) If you want to include the root certificate in the combined certificate file:

a) Download your root certificate.

b) In the Cisco Jabber Guest certificate, after `-----END CERTIFICATE-----` for the intermediate file, paste the entire body of your root certificate.

**Note** Make sure that you include the beginning and end tags of all three certificates. The result should look like this:

```
----BEGIN CERTIFICATE-----
(Cisco Jabber Guest certificate)
-----END CERTIFICATE-----
-----BEGIN CERTIFICATE-----
(Your intermediate certificate)
-----END CERTIFICATE-----
-----BEGIN CERTIFICATE-----
(Your root certificate)
-----END CERTIFICATE-----
```

**Step 8** Make sure that there is no additional formatting in the file.

**Step 9** Save the combined certificate file.

**Step 10**    Sign in to Cisco Jabber Guest Administration as an administrator.

**Step 11**    Click **Settings**, and then click **Local SSL Certificate**.

**Step 12**    Click **Choose File**, open the combined certificate file, and click **Install a Certificate Authority Signed Certificate**.
Under **Certificate Status**, the following message appears:

```
This system has a certificate authority signed certificate
```

**Step 13**    Restart the virtual machine:

a)  Open vSphere Client.

b)  In the virtual machines and templates inventory tree, right-click the virtual machine.

c)  Choose **Power** > **Restart Guest**.

# Generate New Self-Signed Certificate

If you are using the self-signed certificate that is installed by default and the hostname of the server changes, you must generate a new self-signed certificate.

When you generate a new self-signed certificate, the current certificate becomes invalid.

### Procedure

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

**Step 2**    Click **Settings**, and then click **Local SSL Certificate**.

**Step 3**    Click **Generate a New Self-Signed Certificate**.
The message Update successful appears.

**Step 4**    Restart the virtual machine:

a)  Open vSphere Client.

b)  In the virtual machines and templates inventory tree, right-click the virtual machine.

c)  Choose **Power** > **Restart Guest**.

# Sign In to Cisco Jabber Guest Server CLI

The Cisco Jabber Guest server command-line interface (CLI) is set up with default credentials.

### Procedure

**Step 1**    For the user ID, enter **root**.

**Step 2**    For the password enter **jabbercserver**. The first time that you sign in, you must change the password.

**Step 3**    Enter a new password.

# Change Time Zone on Server

By default, the server time zone is set to Coordinated Universal Time (UTC). To change the time zone, use the following procedure.

The time zone change takes effect immediately.

**Procedure**

**Step 1**   Sign in to the server as root.

**Step 2**   Check the current time zone by executing the command: `date`.
The date and time appear in the format: *ddd mmm dd hh:mm:ss* `UTC` *yyyy*. For example: `Fri Dec 20 16:57:18 UTC 2013`.

**Step 3**   Change directory to `/opt/cisco/webcommon/scripts`:

```
cd /opt/cisco/webcommon/scripts
```

**Step 4**   Execute the `timezone` script:

```
./timezone
```

**Step 5**   Follow the on-screen instructions.

**Step 6**   At the confirmation message, type **1** for Yes.

**Step 7**   Verify that the server is set to your time zone by executing the command: `date`.

**Step 8**   Restart Tomcat:

```
service tomcat-as-standalone.sh restart
```