Jabber Log in Failure Due To Proxy Settings

Contents

Introduction

This document describes the reasons for the Cisco Jabber log in failure which is due to a proxy defined on the workstation.

Prerequisites

Requirement

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Instant Messaging & Presence (IM&P)
- Cisco Unified Communications Manager (CUCM)
- Cisco Jabber clients

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Jabber for Windows 11.8
- Cisco Web Security Applicance (WSA) 9.1
- CUCM 11.5
- IM&P 11.5

Problem

Cisco Jabber Log in fails when a system proxy is defined and does not allow traffic to reach the Call Managers to download it's configuration.

```
2017-04-19 16:30:30,565 INFO [0x000013b0] [etutils\src\http\CurlHttpUtils.cpp(1088)]
[csf.httpclient] [csf::http::CurlHttpUtils::configureEasyRequest] - *-----* Configuring request
#20 GET https://cucm.cisco.com:8443/cucm-uds/version
2017-04-19 16:30:30,565 DEBUG [0x000013b0] [etutils\src\http\CurlHttpUtils.cpp(1472)]
[csf.httpclient] [csf::http::CurlHttpUtils::configureEasyRequest] - Request #20 configured with:
connection timeout 10000 msec, transfer timeout 0 msec
2017-04-19 16:30:30,565 DEBUG [0x000013b0] [netutils\src\http\CurlHttpUtils.cpp(188)]
[csf.httpclient] [csf::http::CurlHttpUtils::curlTraceCallback] - Request #20 pre connect phase:
' Trying ::1...'
2017-04-19 16:30:30,768 DEBUG [0x000013b0] [netutils\src\http\CurlHttpUtils.cpp(188)]
[csf.httpclient] [csf::http::CurlHttpUtils::curlTraceCallback] - Request #20 pre connect phase:
' Trying 127.0.0.1...'
2017-04-19 16:30:30,770 DEBUG [0x000013b0] [netutils\src\http\CurlHttpUtils.cpp(192)]
[csf.httpclient] [csf::http::CurlHttpUtils::curlTraceCallback] - Request #20 post connect phase:
'Connected to localhost (127.0.0.1) port 3128 (#1)'
2017-04-19 16:30:35,229 INFO [0x00000380] [lugin-runtime\impl\HangDetector.cpp(150)]
[PluginRuntime-HangDetector] [HangDetector::hangDetectionCallback] - Enter -
hangDetectionCallback()
2017-04-19 16:30:35,913 DEBUG [0x000013b0] [netutils\src\http\CurlHttpUtils.cpp(733)]
[csf.httpclient] [csf::http::CurlHttpUtils::curlHeaderCallback] - Request #20 got status line:
HTTP/1.1 503 Service Unavailable
2017-04-19 16:30:35,913 DEBUG [0x000013b0] [netutils\src\http\CurlHttpUtils.cpp(713)]
[csf.httpclient] [csf::http::CurlHttpUtils::curlHeaderCallback] - Request #20 got CR-LF pair.
Accumulated headers:

Mime-Version: Redacted by client
Date: Wed, 19 Apr 2017 16:30:35 AEST
Via: 1.1 proxy-rtp-1.cisco.com:80 (Cisco-WSA/9.1.1-074)
Content-Type: text/html
Connection: keep-alive
Proxy-Connection: keep-alive
Content-Length: 2410



2017-04-19 16:30:35,913 INFO [0x000013b0] [ls\src\http\CurlAnswerEvaluator.cpp(115)]
[csf.httpclient] [csf::http::CurlAnswerEvaluator::curlCodeToResult] - Request #20 got
curlCode=[56] curl error message="[Received HTTP code 503 from proxy after CONNECT]"
HttpClientResult=[UNKNOWN_ERROR] fips enabled=[false]
2017-04-19 16:30:35,913 INFO [0x000013b0] [ls\src\http\BasicHttpClientImpl.cpp(452)]
[csf.httpclient] [csf::http::executeImpl] - *-----* HTTP response code 0 for request #20 to
https://cucm.cisco.com:8443/cucm-uds/version
2017-04-19 16:30:35,913 ERROR [0x000013b0] [ls\src\http\BasicHttpClientImpl.cpp(457)]
[csf.httpclient] [csf::http::executeImpl] - There was an issue performing the call to
curl_easy_perform for request #20: UNKNOWN_ERROR
```

Solution 1

You can configure the client to bypass the proxy and go directly to Call Manager in the exceptions section of proxy settings; naviagate to **Control Panel** > **Network and Internet** > **Internet Options** > **Connection** > **LAN Settings** > **Advanced**
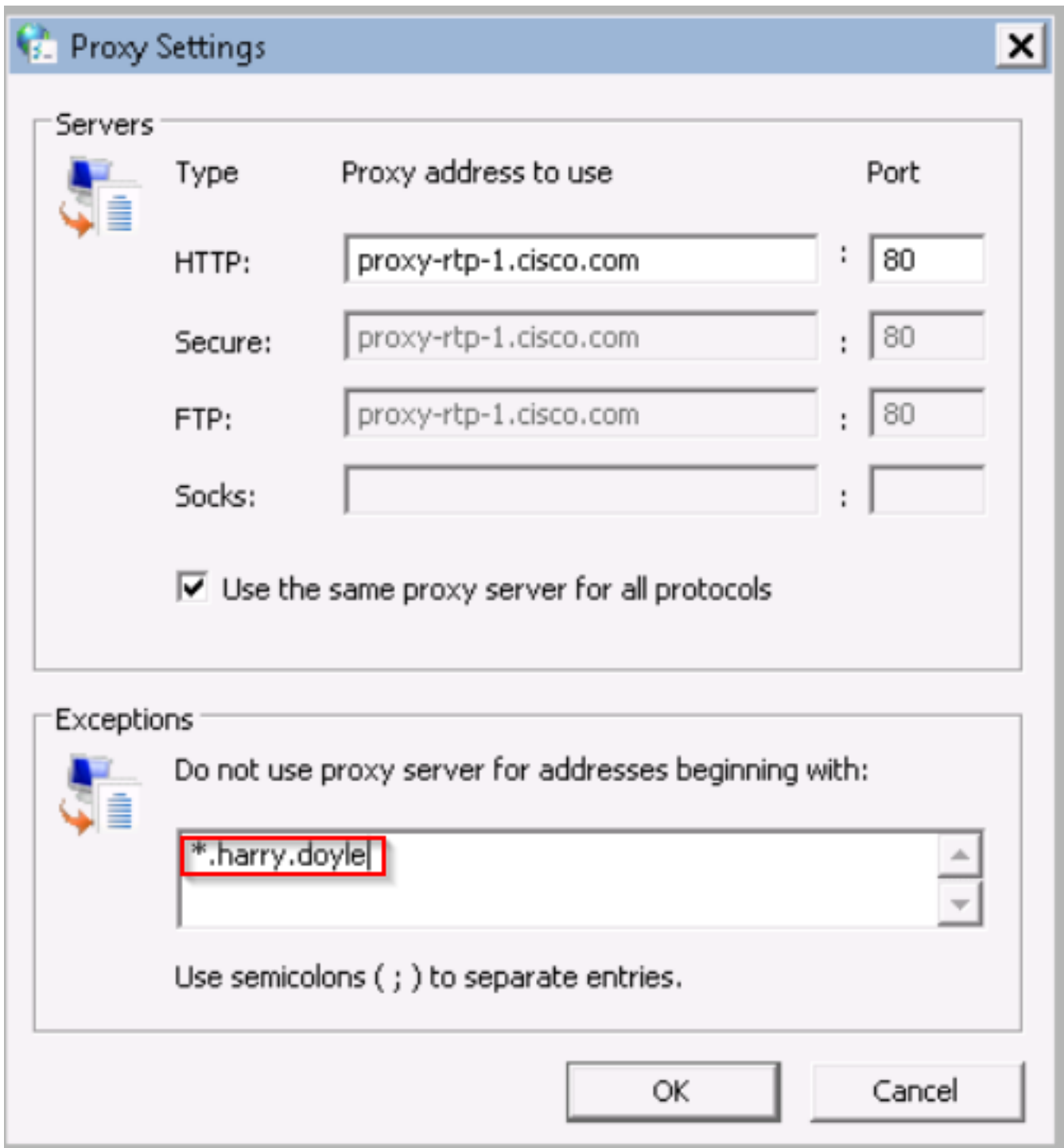
You can define the exceptions by asterisk's (*) and then your domain, by an individual IP Address, or a range; e.g. *.MY.Domain; 192.168.1.1; 192.168.1.12-14.

Solution 2

Configure the Proxy to redirect traffic sourced from the Jabber Client to redirect to the appropriate Call Manager.

Solution 3

Remove the proxy configuration from the windows client, then have the HTTP GET method from Jabber bypass the proxy and all other traffic sourced from the PC. This is dependant on the network flow from the client to the Call Manager and would be nullified if the infrastructure

inbetween is sends web traffic via Web Cache Communication Protocol (WCCP).

Verify

Check the proxy settings on the workstation.

Step 1. You verify the proxy configuration from the command line; navigate to **command prompt** and run the command **netsh winhttp show proxy**

```
C:\Users\user1.HARRY>netsh winhttp show proxy

Current WinHTTP proxy settings:

    Direct access (no proxy server).
```

Step 2. You can navigate to **Control Panel** > **Network and Internet** > **Internet Options** > **Connections** > **LAN Settings**.

- When there is no proxy:
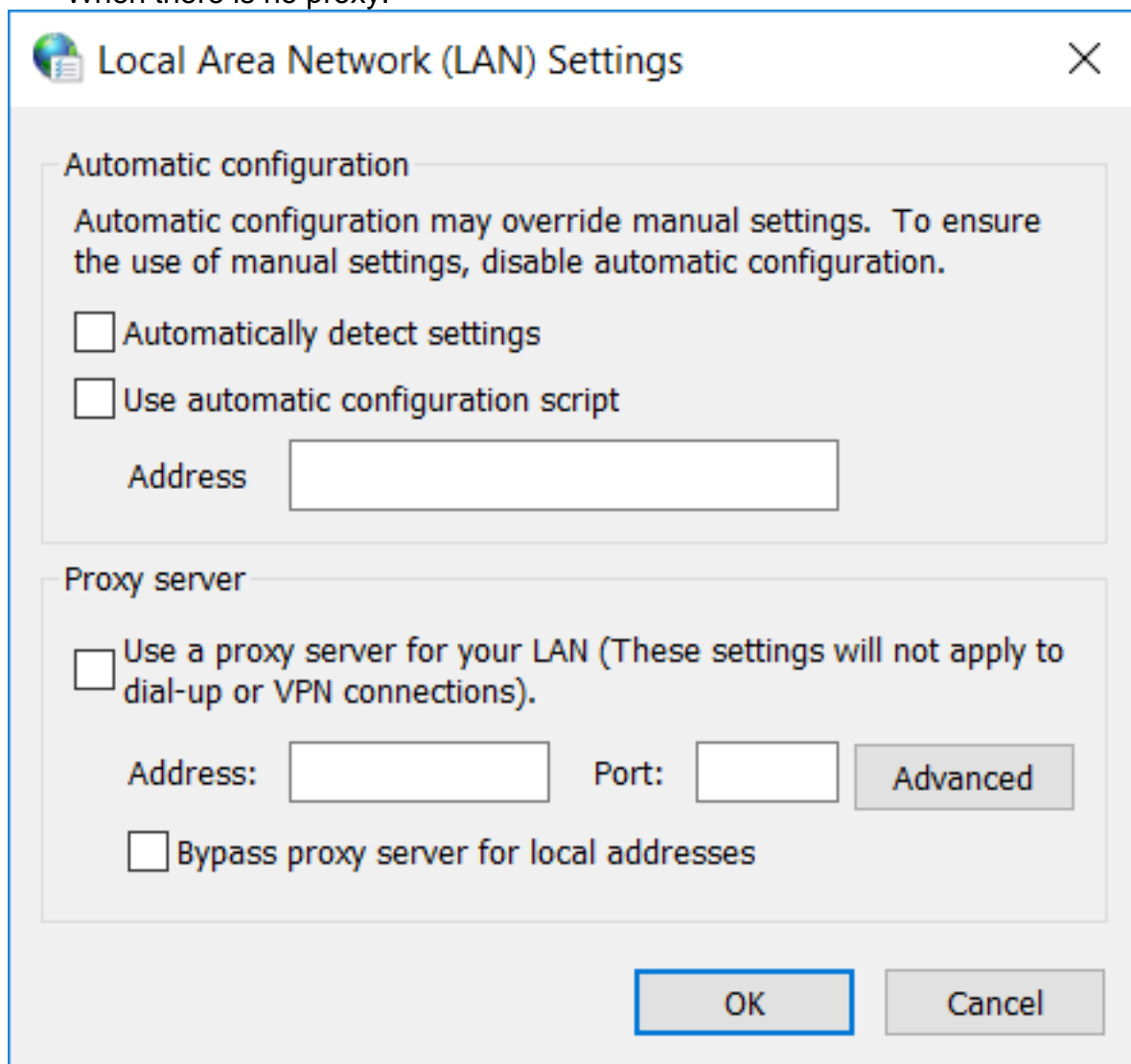
- When there is a proxy:
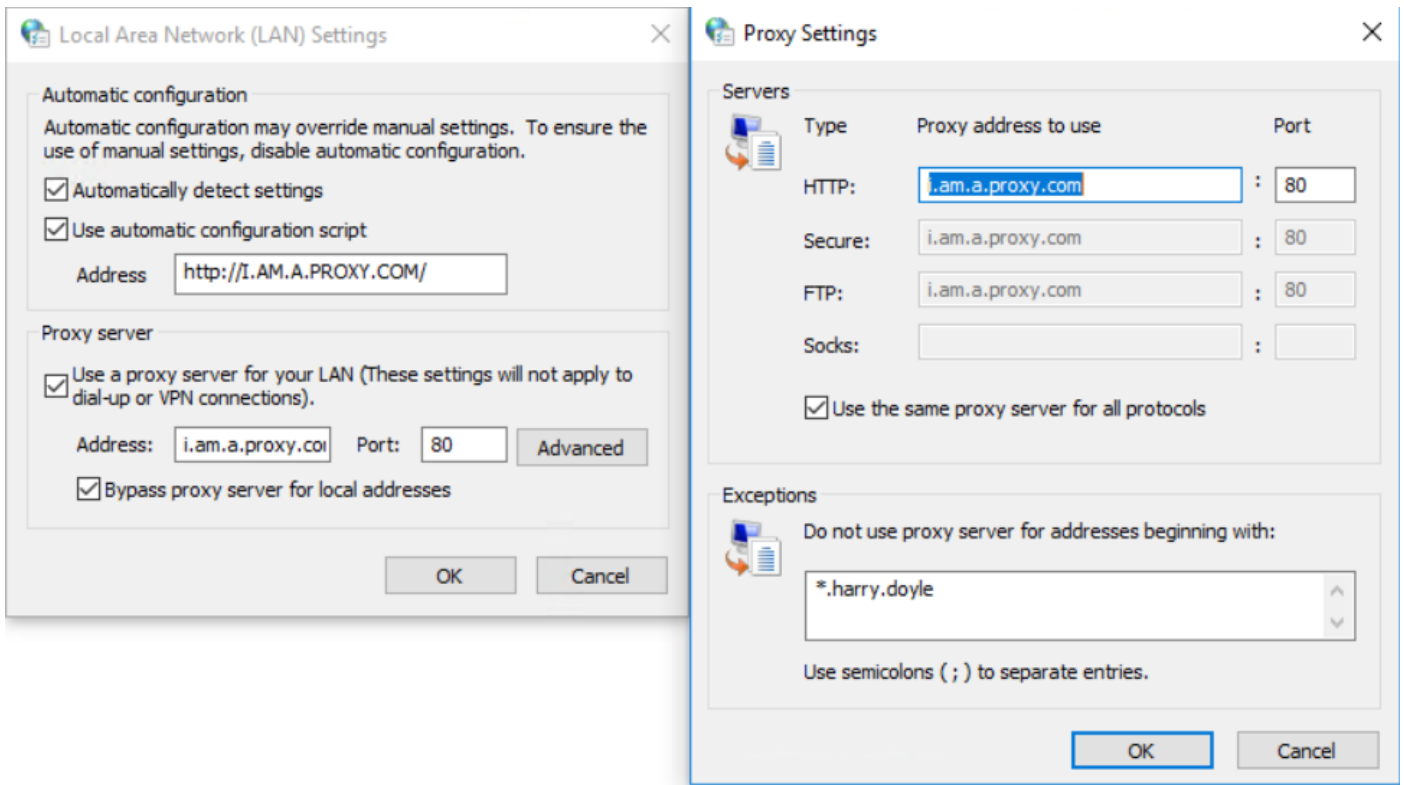
Step 3. Run the command "**regedit**" and navigate to **HKEY_CURRENT_USER** > **Software** > **Microsoft** > **Windows** > **CurrentVersion** > **Internet Settings**

- When a proxy is not defined:

Name	Type	Data
(Default)	REG_SZ	(value not set)
CertificateRevocation	REG_DWORD	0x00000001 (1)
DisableCachingOfSSLPages	REG_DWORD	0x00000000 (0)
DisableIDNPrompt	REG_DWORD	0x00000000 (0)
EnableHttp1_1	REG_DWORD	0x00000001 (1)
EnableHTTP2	REG_DWORD	0x00000001 (1)
EnableNegotiate	REG_DWORD	0x00000001 (1)
EnablePunycode	REG_DWORD	0x00000001 (1)
IE5_UA_Backup_Flag	REG_SZ	5.0
MigrateProxy	REG_DWORD	0x00000001 (1)
PrivacyAdvanced	REG_DWORD	0x00000000 (0)
ProxyEnable	REG_DWORD	0x00000000 (0)
ProxyHttp1.1	REG_DWORD	0x00000001 (1)
ProxyOverride	REG_SZ	<local>
SecureProtocols	REG_DWORD	0x00000a80 (2688)
ShowPunycode	REG_DWORD	0x00000000 (0)
UrlEncoding	REG_DWORD	0x00000000 (0)
User Agent	REG_SZ	Mozilla/4.0 (compatible; MSIE 8.0; Win32)
WarnonBadCertRecving	REG_DWORD	0x00000001 (1)
WarnOnPostRedirect	REG_DWORD	0x00000001 (1)
WarnonZoneCrossing	REG_DWORD	0x00000000 (0)
ZonesSecurityUpgrade	REG_BINARY	fa ac 63 52 39 2b d3 01

- When a Proxy is defined:

Name	Type	Data
(Default)	REG_SZ	(value not set)
AutoConfigURL	REG_SZ	http://I.AM.A.PROXY.COM/
CertificateRevo...	REG_DWORD	0x00000001 (1)
DisableCaching...	REG_DWORD	0x00000000 (0)
EnableAutodial	REG_DWORD	0x00000000 (0)
EnableNegotiate	REG_DWORD	0x00000001 (1)
IE5_UA_Backup_...	REG_SZ	5.0
MigrateProxy	REG_DWORD	0x00000001 (1)
NoNetAutodial	REG_DWORD	0x00000000 (0)
PrivacyAdvanced	REG_DWORD	0x00000001 (1)
ProxyEnable	REG_DWORD	0x00000001 (1)
ProxyOverride	REG_SZ	*.harry.doyle;<local>
ProxyServer	REG_SZ	I.AM.A.PROXY.COM:80
SecureProtocols	REG_DWORD	0x00000a80 (2688)
User Agent	REG_SZ	Mozilla/4.0 (compatible; MSIE 8.0; Win32)
WarnonZoneCr...	REG_DWORD	0x00000000 (0)
ZonesSecurityU...	REG_BINARY	06 c4 43 be fe d0 d2 01