

BlueJeans Rooms

Listener Service Guide

What is the Listener Service?

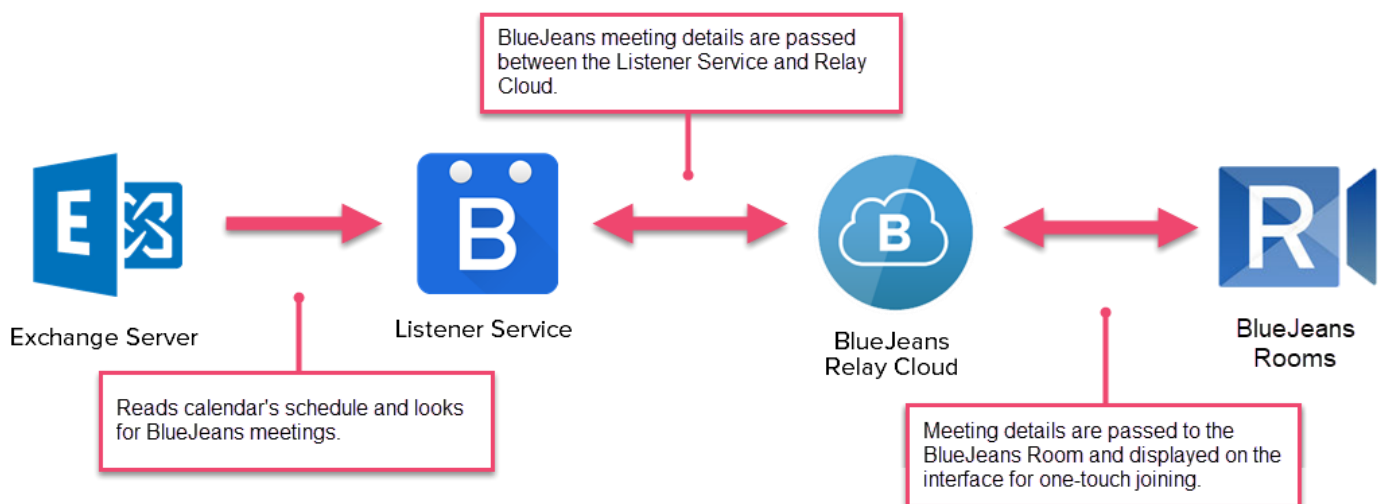
The Listener Service is an on-premise program which receives information from specified sources and relays those details back to the BlueJeans Relay Cloud. BlueJeans Rooms use the provided information from Calendar Servers to populate meetings on the Room tablet or Dolby Conference Phone to provide the one-touch joining experience for users.

Please Note:

This guide will walkthrough how to setup the Relay Listener Service for use with **BlueJeans Rooms ONLY**. If you plan on also using the Relay Listener Service to control traditional conference rooms (Cisco, Lifesize, Polycom, etc.), then please refer to our standard [Relay Guides](#) for those setups.

Support Calendar Servers:

- Microsoft Exchange 2010, 2013 and 2016.
- Microsoft Office 365 and Exchange Online



Listener Service Requirements

The Listener Service is a Java program that can run on a variety of operating systems:

Debian/Ubuntu Linux	Red Hat/Fedora/CentOS Linux	Windows Server 2008 or later
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Java 7 or later is required. Both Oracle and OpenJDK distributions are supported. Oracle JRE requires the Unlimited Strength Jurisdiction Policy Files for [Java 7](#) and [Java 8](#). On Linux, you can use openjdk-7-jre-headless.

A 1.5GHz CPU and at least 1GB of RAM is recommended to run the Listener Service software. The software can be installed on a physical machine, a virtual machine, or even a Raspberry Pi!

Listener Service Installation

Once you've selected your host OS, download the Listener Service installer from the [BlueJeans Downloads page](#). Once downloaded, run the following commands for your chosen OS:

Debian or Ubuntu

- `sudo dpkg -i listenerservice.deb`
- `/opt/listenerservice/setup.sh`
- `sudo service listenerservice restart`

Red Hat, Fedora, CentOS

- `sudo rpm -Uvf listenerservice.rpm`
- `/usr/local/listenerservice/setup.sh`
- `sudo service listenerservice restart`

Windows Server

- Temporarily turn off your anti-virus program before downloading the Listener Service
- Run listenerservice.exe as an administrator
- Re-enable your anti-virus once the installation has completed

Java executable JAR

- Unpack listenerservice.jar and setup.sh to a directory.
- After configuration, start the service by running: `java -jar listenerservice.jar`

During the installation, you'll be prompted to enter in the credentials for your BlueJeans Relay account. This login will link the Listener Service to your Enterprise Group's Relay account.

Post-Installation

After installing the Listener Service, log into the [Relay administrative site](#) with your Relay credentials to see your Listener Service and verify that its Health is OK.

Please Note: You will not be adding any Endpoints to the Listener Service for a BlueJeans Room deployment. Each BlueJeans Room will automatically sync to the Relay Cloud after completing the final step in the [Calendar Integration](#) article.

Installing Updates

Download the install and run the above installation commands for your OS. It is a good idea to back up the config.properties and private.der files from your installation directory. The private.der file is your Listener Service's private key and used to encrypt local data such as passwords. Be sure to keep a secure backup of your private key and do not lose it!

Alternative Transport Configuration

The Listener Service makes brief outbound connections on port **443** (HTTPS) and persistently connects to the Relay server on a port in the range **5671–5679** (AMQP over TLS). If you can't open the latter ports, you can try the experimental STOMP over WebSockets transport. To enable, set up the Listener Service normally, then manually edit the config.properties file and append:

- transport=webstomp

Then restart the Listener Service, which will now connect outbound only via HTTPS.

Health Monitoring

Relay API Health

You can monitor the health of the Relay API server by sending an HTTPS GET request to: <https://relay.bluejeans.com/api/system/health>. The response status code will be 200 if all services are OK, and 503 otherwise. See the [system.getHealth API documentation](#) for more details.

Listener Service Health

You can remotely monitor the health of your Listener Services by sending an HTTPS GET request to: <https://relay.bluejeans.com/api/system/listenerhealth> with your Relay username and password in Basic Auth. Inspect the JSON response for health information. See the [system.getListenerHealth API documentation](#).

Alternatively, you can monitor locally by opening a socket connection to your Listener Service Host on port 8880. It will immediately echo **OK** if the service is running and connected or **FAIL** if otherwise.