



# Configuration

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Cisco UC Integration for Microsoft Lync retrieves configuration settings from XML files that reside on your TFTP server. This section helps you to understand when you should create a custom configuration and learn about the different types of configuration files you can create.

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## Global Configuration Files

Global configuration files apply to all Cisco UC Integration for Microsoft Lync users. Cisco UC Integration for Microsoft Lync downloads the global configuration file from your TFTP server during the login sequence.

### Global Configuration File Names

The default name for the global configuration file is `jabber-config.xml`. However, you can specify a unique name for the global configuration file during deployment using the following command line argument:

`TFTP_FILE_NAME`

See the installation chapter for more information about the command line arguments.

## Group Configuration Files

Group configuration files apply to subsets of Cisco UC Integration for Microsoft Lync users. Group configuration files take priority over global configuration files.

Cisco UC Integration for Microsoft Lync retrieves group configuration files after users sign in to their phone account in the client for the first time. Cisco UC Integration for Microsoft Lync then prompts the users to sign out. During the second login sequence, Cisco UC Integration for Microsoft Lync downloads the group configuration file from your TFTP server.

Cisco UC Integration for Microsoft Lync loads group configuration files as follows:

### Users are not signed in

1. Users sign in.
2. Users sign out.

3. Users sign in and then Cisco UC Integration for Microsoft Lync loads the group configuration settings.

#### Users are signed in and use software phones for calls

1. Users are signed in and using their software phones for calls.
2. Users sign out.
3. Users sign in and then Cisco UC Integration for Microsoft Lync loads the group configuration settings.

#### Users are signed in and use desk phones for calls

1. Users are signed in and using their desk phones for calls.
2. Users sign out.
3. Users sign in and then Cisco UC Integration for Microsoft Lync loads the group configuration settings.

If users select the option to use software phones for calls before they sign out, Cisco UC Integration for Microsoft Lync notifies the users to sign out and then sign in again to load the group configuration settings.

#### Group Configuration File Names

You specify the name of the group configuration files in the **Cisco Support Field** on the CSF device configuration in Cisco Unified Communications Manager.

If you remove the name of the group configuration file in the CSF device configuration on Cisco Unified Communications Manager, Cisco UC Integration for Microsoft Lync detects the change, prompts the users to sign out, and loads the global configuration file. You can remove the name of the group configuration file in the CSF device configuration by deleting the entire `configurationFile=group_configuration_file_name.xml` string or by deleting the group configuration filename from the string.

If users have desk phone devices only, use the following command line argument to specify unique names configuration files for different groups:

TFTP\_FILE\_NAME

See the Installation chapter for more information about the command line arguments.

## Configuration File Requirements

- Configuration filenames are case sensitive. Use lowercase letters in the filename to prevent errors and to ensure Cisco UC Integration for Microsoft Lync can retrieve the file from the TFTP server.
- You must use utf-8 encoding for the configuration files.
- Cisco UC Integration for Microsoft Lync cannot read configuration files that do not have a valid XML structure. Ensure you check the structure of your configuration file for closing elements and that elements are nested correctly. Review the examples of configuration files in this chapter for more information.
- Your XML can contain only valid XML character entity references. For example, use `&amp;` instead of `&`. If your XML contains invalid characters, Cisco UC Integration for Microsoft Lync cannot parse the configuration file.

Open your configuration file in Microsoft Internet Explorer to determine if any characters or entities are not valid. If Internet Explorer displays the entire XML structure, your configuration file does not contain

invalid characters or entities. If Internet Explorer displays only part of the XML structure, your configuration file most likely contains invalid characters or entities.

