The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE. IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: http://www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

© 2013 Cisco Systems, Inc. All rights reserved.
CONTENTS

CHAPTER 1  Jabber for Everyone  1
    Purpose of this Document  1
    “Jabber for Everyone” Overview  1
    Jabber for Everyone Solution Supported Features  2
    Jabber for Everyone Architecture  5
        Server Software  5
        Client Software  6
    Related Documentation  6

CHAPTER 2  System Requirements  7
    Deployment Prerequisites  7
    Hardware and Software Requirements  7
        Hardware Requirements  7
        Software Requirements  8
            Cisco Unified Communications Manager  8
            IM and Presence Service  8
            Cisco Jabber Client  8
    License Requirements  8

CHAPTER 3  Jabber for Everyone Deployment Workflow  11
    Core IM and Presence Deployment  12
        Set Up Users on Unified Communications Manager  13
        Install IM and Presence Service  14
        Verify Essential Services on Unified Communications Manager and IM and Presence Service  14
        Specify End-User Capabilities on Unified Communications Manager  15
        LDAP Configuration on IM and Presence Service  16
        Create LDAP Profile  16
Jabber for Everyone

• Purpose of this Document, page 1
• Jabber for Everyone Overview, page 1
• Jabber for Everyone Solution Supported Features, page 2
• Jabber for Everyone Architecture, page 5
• Related Documentation, page 6

Purpose of this Document

This document provides a solution level overview of the Cisco "Jabber for Everyone" offer as well as a quick start guide to deployment; from core functionality to advanced features. This document also contains links to the appropriate supporting documentation on www.cisco.com.

This document supports Release 9.0(1) of Cisco Unified Communications Manager and IM and Presence. "Jabber for Everyone" for pre-9.0(1) is described in a separate document, Jabber for Everyone Quick Start Guide, Release 7.x, 8.x.

“Jabber for Everyone” Overview

“Jabber for Everyone” is a new offer which is being made available to Cisco customers from mid-year 2012 onwards. The offer makes Cisco Jabber presence and instant messaging (IM) available at zero cost for an end-user license to all employees of Cisco customers who have deployed Cisco Unified Communications Manager for all or even part of their organization.

The "Jabber for Everyone" offer provides the complete flexibility of Jabber's Bring Your Own Device (BYOD) capabilities for presence and IM. The full range of Cisco Jabber clients deployable on Windows, MAC, iPad, iPhone, BlackBerry, and Android\(^1\) are supported. Customers can also build and deploy presence and IM-enabled applications using the Jabber Web Software Development Kit (SDK).

As part of the offer, employees who are existing Cisco IP Telephony users can leverage Cisco Jabber clients to control their IP desk phone to initiate and manage calls. In addition, employees who are existing Cisco Unity Connection users can leverage Cisco Jabber clients for visual voicemail. Customers who are fully

---

\(^1\) As release available
licensed for Cisco Collaboration can easily expand beyond the "Jabber for Everyone" IM and Presence offer to leverage Jabber's complete Unified Communications capabilities, including WebEx Meetings, and standards-based voice and HD video (using Cisco's Precision Video Engine PVE technology) across desktop and mobile devices.

Jabber for Everyone Solution Supported Features

The “Jabber for Everyone” offer enables a broad range of Cisco Jabber features as follows:

- **Core IM and Presence**—This is the baseline offering. It provides standard IM features such as One-to-One and Group Chat IM. It also provides a range of presence states ("Available," "Away," "Offline," "Do Not Disturb," and custom status). **Core IM and Presence** also enables Multi-Device which allows a user to log in to multiple Cisco Jabber devices in parallel (such as Cisco Jabber for Windows and Cisco Jabber IM for iPhone), send and receive IMs to multiple devices simultaneously and set presence state from any device. See Table 1 for details of supported features.

- **Advanced IM**—If you want to add other advanced IM features such as Federation, Compliance and High Availability, you can incorporate them into your deployment with additional configuration. See Table 1 for details.

- **Rich UC Presence**—If you want to integrate additional sources of presence including the telephony state of Cisco IP phone-enabled users ("On a call") or meeting status from Microsoft Exchange ("In a Meeting") with the presence features that are available with **Core IM and Presence**, you can do so with additional configuration. See Table 1 for details.

- **Desk Phone Control**—Along with IM and presence capabilities, the “Jabber for Everyone” offer allows users who are configured for Cisco IP Telephony to also use their Cisco Jabber client to control their Cisco IP phone to make and answer calls (through Computer Telephony Integration (CTI)).

- **Visual Voicemail**—If you have Cisco Unity Connection deployed, you can add the ability to view, play, sort and delete voicemail messages from Cisco Jabber with additional configuration.

You must configure **Core IM and Presence** as the first step to utilize basic features of IM and presence and as a prerequisite to further enable **Rich UC Presence**, any of the **Advanced IM**, **Desk Phone Control** or **Visual Voicemail** features, if you wish to do so. You can flexibly select which features of **Rich UC Presence** and **Advanced IM** you wish to enable. In general, these optional features do not have to be configured or enabled in any particular sequence.

The following matrix lists the features that the “Jabber for Everyone” offer supports for each client.

Table 1: Supported Cisco Jabber Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Jabber for Windows</th>
<th>Jabber for Mac</th>
<th>Jabber IM for Android</th>
<th>Jabber IM for BlackBerry</th>
<th>Jabber IM for iPhone</th>
<th>Jabber for iPad</th>
<th>Jabber Web SDK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presence (&quot;Available,&quot; &quot;Away,&quot; &quot;Do not Disturb,&quot; &quot;Offline&quot;)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
## Jabber for Everyone Solution Supported Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Jabber for Windows</th>
<th>Jabber for Mac</th>
<th>Jabber IM for Android</th>
<th>Jabber IM for BlackBerry</th>
<th>Jabber IM for iPhone</th>
<th>Jabber for iPad</th>
<th>Jabber Web SDK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instant messaging</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Multi-device (support for simultaneous login to multiple Cisco Jabber devices)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Group chat</td>
<td>X</td>
<td>X</td>
<td>X^1</td>
<td>X^1</td>
<td>X^1</td>
<td>X^1</td>
<td>X^1</td>
</tr>
<tr>
<td>File transfer</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Emoticons</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Contact search and retrieval including predictive search</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Microsoft Office Integration, Office 2007, 2010^2</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Offline messages</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Client history</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Localization</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

### Advanced IM Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Jabber for Windows</th>
<th>Jabber for Mac</th>
<th>Jabber IM for Android</th>
<th>Jabber IM for BlackBerry</th>
<th>Jabber IM for iPhone</th>
<th>Jabber for iPad</th>
<th>Jabber Web SDK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interdomain federation with Microsoft (LCS, OCS, Lync)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Interdomain federation with IBM Sametime</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Interdomain federation with XMPP-enabled Enterprises (Cisco, WebEx, multiple third parties)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Interdomain federation with Google</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Partitioned intradomain federation with Microsoft (LCS, OCS, Lync)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Start/join WebEx meetings</td>
<td>X</td>
<td>X^4</td>
<td>X^4</td>
<td>X^5</td>
<td>X^5</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
### Jabber for Everyone Solution Supported Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Jabber for Windows</th>
<th>Jabber for Mac</th>
<th>Jabber IM for Android</th>
<th>Jabber IM for BlackBerry</th>
<th>Jabber IM for iPhone</th>
<th>Jabber for iPad</th>
<th>Jabber Web SDK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual Voicemail (Cisco Unity Connection customers)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rich UC Presence Features</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cisco Telephony Presence Integration (&quot;On a call&quot;)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>&quot;In a meeting&quot; status via Exchange calendar integration</td>
<td>X</td>
<td>X</td>
<td>X³</td>
<td>X³</td>
<td>X³</td>
<td>X³</td>
<td>X</td>
</tr>
<tr>
<td>Desk Phone Control (for Cisco Phones)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Desktop Phone Control</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visual Voicemail</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visual Voicemail (Cisco Unity Connection customers)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Participate only
2. Presence light-up and Click to IM
3. With local calendar, not Microsoft Exchange
4. Join cross-launch WebEx app
5. Cross-launch WebEx app
6. Interdomain federation enables IM and Presence client users in one enterprise domain to exchange presence information and IM with users in foreign domains.
7. Partitioned intradomain federation enables IM and Presence client users and Microsoft Office Communicator users within the same enterprise domain to exchange presence information and IM.

The following features are not included in the "Jabber for Everyone" offer:

- Audio
- Video (softphone and softphone control)
- Desktop sharing
- Options for phone configuration
Jabber for Everyone Architecture

“Jabber for Everyone” is an IM and Presence solution that consists of the following components:

- **Server software**—Provides IM, presence, and directory services to the client application
- **Client application**—Renders IM and presence functionality to users

**Figure 1:** “Jabber for Everyone” Architecture

![Diagram of Jabber for Everyone Architecture](image)

**Related Topics**
- Cisco Unified Communications Manager Data Sheet
- Cisco Jabber

**Server Software**

“Jabber for Everyone” comprises the following server components:

- **Cisco Unified Communications Manager**—Provides user configuration, device configuration, licensing and directory integration services.
- **IM and Presence Service**—Provides instant messaging and presence capabilities.
- **External directory source**—Provides contact search and retrieval services. For directory requirements for specific clients, see the appropriate client documentation.
Client Software

"Jabber for Everyone" supports the following Cisco Jabber clients, as release available:

- Cisco Jabber for Windows
- Cisco Jabber for Mac
- Cisco Jabber IM for Android
- Cisco Jabber IM for BlackBerry
- Cisco Jabber IM for iPhone
- Cisco Jabber for iPad
- Cisco Jabber Web SDK

Related Documentation

You can find installation, configuration, and administration information for Cisco Unified Communications Manager, IM and Presence Service, and Cisco Jabber clients at the following links:

- Cisco Unified Communications Manager
- IM and Presence Service
- Cisco Jabber for Windows
- Cisco Jabber for Mac
- Cisco Jabber IM for iPhone
- Cisco Jabber IM for Android
- Cisco Jabber IM for BlackBerry
- Cisco Jabber for iPad
- Cisco Jabber Software Development Kit
System Requirements

- Deployment Prerequisites, page 7
- Hardware and Software Requirements, page 7
- License Requirements, page 8

Deployment Prerequisites

The only prerequisite to deploy "Jabber for Everyone" is that you must be a Cisco Unified Communications Manager customer.

Hardware and Software Requirements

This section describes the hardware and software requirements for the "Jabber for Everyone" offer.

Hardware Requirements

The "Jabber for Everyone" offer supports Cisco-provided, third party compatible, or virtual hardware solutions. For more information about hardware requirements, see the appropriate compatibility information for IM and Presence Service and Cisco Unified Communications Manager.

Scale Requirements

For Cisco Unified Communications Manager nodes, adding users with the "Jabber for Everyone" offer should not impact the scalability for the core voice and video users.

For IM and Presence, mixing full UC mode users and users added with the "Jabber for Everyone" offer is supported on the same node, or cluster. The following formula shows how to determine how many users you can add to your deployment with the "Jabber for Everyone" offer:

\[
\text{Number of "Jabber for Everyone" users} = (\text{Number of full UC users}/\text{Maximum number of full UC users}) \times \text{Maximum number of "Jabber for Everyone" users}
\]

For example, if you have 10,000 full UC users on a server that supports a maximum of 15,000 users, then you are operating at 2/3 of the scale for UC, which means that 1/3 is available for "Jabber for Everyone" users.
The IM and Presence Service supports 25,000 users for IM-only mode, therefore, you can add 8,333 users (25,000 x 1/3) through "Jabber for Everyone". This amounts to a total of 18,333 users.

**Related Topics**
- Cisco Unified Communications Manager hardware compatibility information
- IM and Presence Service hardware compatibility information

## Software Requirements

This section describes the software requirements for Cisco Unified Communications Manager, IM and Presence Service and Cisco Jabber clients.

### Cisco Unified Communications Manager

"Jabber for Everyone" is supported with Cisco Unified Communications Manager Release 9.0(1) and later. For earlier releases of Cisco Unified Communications Manager, you must install a Cisco Option Package (COP) file to support "Jabber for Everyone". However, there is no requirement for a COP file to support "Jabber for Everyone" with Cisco Unified Communications Manager Release 9.0(1) and later.

### IM and Presence Service

If you do not currently have Cisco Unified Presence Release 8.x or IM and Presence Service Release 9.0(1) installed, you must order IM and Presence Service Release 9.0(1) and later. See the "License Requirements" section for more information.

If you currently have Cisco Unified Presence Release 8.6(4) or earlier installed, you must upgrade to IM and Presence Service Release 9.0(1) and later. You can acquire IM and Presence Service upgrade software as part of Cisco Unified Communications Manager Unified Communications Software Subscription (UCSS) in addition to UCSS for Cisco Unified Presence.

For information about how to upgrade to IM and Presence Service Release 9.0(1) and later, see the Upgrade Guide for Cisco Unified Communications Manager.

**Related Topics**
- License Requirements, on page 8
- Upgrade Guide for Cisco Unified Communications Manager

### Cisco Jabber Client

See the relevant Cisco Jabber client documentation for software requirements.

## License Requirements

With the "Jabber for Everyone" offer, Jabber IM client applications and IM and Presence Service (on-premises\(^2\)) licenses are available to Cisco Unified Communications Manager customers at no additional license cost.

\(^2\) This offer is not available to HCS customers.
Ordering options are available for existing User Connect Licensing (UCL) and Cisco Unified Workspace Licensing (CUWL) customers as follows:

- Unified Communications Manager UCL customers can order “Jabber for Everyone” to provide IM to users that are not Unified Communications Manager users.
- CUWL customers can order “Jabber for Everyone” to provide IM to users that are not Unified Communications Manager users.

---

**Note**

From Cisco Unified Communications Manager Release 9.0(1) onwards, IM and Presence is an integrated service, therefore all Unified Communications Manager users have access to IM as part of the core user licensing.

The following table describes the available SKUs.

**Table 2: Available SKUs**

<table>
<thead>
<tr>
<th>Customer</th>
<th>SKU</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CUWL Customer</strong></td>
<td></td>
</tr>
<tr>
<td>New or upgrade customer for Unified Communications Manager 9.0(1)</td>
<td>Order new JABBER-IM-ADDON under the Presence on-premise CUWL options, where clients are selected to request IM for the number of non-Unified Communications Manager users.</td>
</tr>
</tbody>
</table>
| Existing Unified Communications Manager 9.0(1) customer | Order new JABBER-IM-ADDON standalone SKU to request IM for the number of non-Unified Communications Manager users.  
  - For e-delivery, use R-JABBER-ADDON-K9.  
  - For physical delivery, use JABBER-ADDON-K9. |

| **Unified Communications Manager UCL Customer** |                            |
| New or upgrade customer for Unified Communications Manager 9.0(1) | Order new JABBER-IM-ADDON within the UCL configuration (CUCM-USR-LIC) to request IM for the number of non-Unified Communications Manager users. |
| Existing Unified Communications Manager 9.0(1) customer | Order new JABBER-IM-ADDON standalone SKU to request IM for the number of non-Unified Communications Manager users.  
  - For e-delivery, use R-JABBER-ADDON-K9.  
  - For physical delivery, use JABBER-ADDON-K9. |
Jabber for Everyone Deployment Workflow

Core IM and Presence represents the baseline offering for the “Jabber for Everyone” solution. You can extend your deployment by incorporating any of the following additional, optional feature sets:

- Advanced IM
- Rich UC Presence
- Desk Phone Control
- Visual Voicemail

Each deployment scenario assumes that Unified Communications Manager is installed.
The following figure shows the **Core IM and Presence** feature set and the optional features that can be deployed with additional configuration for **Advanced IM**, **Rich UC Presence**, **Desk Phone Control** and **Visual Voicemail**.

*Figure 2: "Jabber for Everyone" Feature Set*

- **Core IM and Presence Deployment**, page 12
- **Advanced IM Deployment**, page 20
- **Rich UC Presence Deployment**, page 22
- **Desk Phone Control Deployment**, page 25
- **Visual Voicemail Deployment**, page 25

### Core IM and Presence Deployment

The following are the high-level tasks that you must complete to enable core IM and presence features in your network:

1. Set up users on Unified Communications Manager.
2. Install IM and Presence Service.
3. Verify essential services on Unified Communications Manager and IM and Presence Service.
4. Specify capabilities assignments for end users on Unified Communications Manager.
5. Create an LDAP profile on IM and Presence Service.
6. Install Cisco Jabber.

Note
You can deploy “Jabber for Everyone” in a mixed cluster where you provision some users with only instant messaging and availability and other users with instant messaging and availability along with audio capabilities.

You should create separate service profiles for users that have only instant messaging and availability capabilities. If the service profile contains a CTI or CCMCIP profile, the client attempts to retrieve device lists for users from Cisco Unified Communications Manager. If no device lists exist for users, the client continually requests device lists from the server. As a result, the server consumes additional CPU resources.

Set Up Users on Unified Communications Manager

The Cisco Jabber clients retrieve user details from Cisco Unified Communications Manager. For this reason, you must add users to Cisco Unified Communications Manager, including users who are not Cisco IP phone users.

Procedure

Step 1 Add users to Cisco Unified Communications Manager using one of the following methods:

- Configure and synchronize an LDAP directory.
  See the "LDAP directory setup" section in the Cisco Unified Communications Manager Administration Guide for instructions on configuring and synchronizing an LDAP directory.

- Add individual users manually.
  See the "End user setup" section in the Cisco Unified Communications Manager Administration Guide for instructions on manually adding individual users.

- Add multiple users with the Bulk Administration Tool.
  See the "User additions" topic in the Cisco Unified Communications Manager Bulk Administration Guide for instructions on adding multiple users with the Bulk Administration Tool.

Step 2 Assign the users to the following access control group: Standard CCM End Users.
See the "Add users to access control groups" section in the Cisco Unified Communications Manager Administration Guide for instructions on assigning users to a user group.
Install IM and Presence Service

"Jabber for Everyone" requires integration with IM and Presence Service. If your environment does not already include IM and Presence Service, you must install the IM and Presence Service software that is included in your Unified Communications software delivery.

Procedure

Install IM and Presence Service using one of the following methods:

• Use an answer file to read predefined configuration values during the installation process.

Tip: You should use an answer file to install IM and Presence Service. The answer file enables you to define configuration values before initializing the installation process, which provides an automated installation and helps ensure a successful installation.

• Perform a manual installation.

See Installing Cisco Unified Communications Manager for installation instructions.

Verify Essential Services on Unified Communications Manager and IM and Presence Service

A number of essential services must be activated and in a started state on Unified Communications Manager and IM and Presence Service to ensure that data synchronizes between the two servers and that the Cisco Jabber clients can access IM and presence feature services.

Note: Most services automatically activate and start when you install the server. However, you should verify that the services that are listed in the following procedure are in a started state before you proceed with any other deployment tasks.

Procedure

Step 1 Verify that the following service is activated and in a started state on Cisco Unified Communications Manager:

Cisco AXL Web
This service ensures that Cisco Unified Communications Manager synchronizes data to IM and Presence Service.

See the “Activate feature services” section in the Cisco Unified Serviceability Administration Guide for more information.

**Step 2** Verify that the following feature services are activated and started on IM and Presence Service:

- Cisco Presence Engine
- Cisco Sync Agent
- Cisco XCP Connection Manager
- Cisco XCP Authentication Service
- Cisco XCP Text Conference Manager

See the “Activate and deactivate feature services” section in the Cisco Unified Serviceability Administration Guide for more information.

**Step 3** Verify that all network services on IM and Presence Service are activated and started.

**Related Topics**

- Activate feature services
- Activate and deactivate feature services

### Specify End-User Capabilities on Unified Communications Manager

You must assign IM and presence capabilities to users in Cisco Unified Communications Manager.

**Procedure**

**Step 1** Open the Cisco Unified Communications Manager Administration interface.

**Step 2** Select User Management > End User.

**Step 3** Use the filters to find the user that you want to enable for IM and Presence.

**Step 4** In the End User Configuration screen, check Enable User for Unified Communications Manager IM and Presence.

**Step 5** Select Save.

**Note**

You can also assign IM and presence capabilities in bulk. See the Cisco Unified Communications Manager Bulk Administration Guide for more information.

**Related Topics**

- User Updates
LDAP Configuration on IM and Presence Service

IM and Presence Service LDAP profiles provide contact search capabilities to the client. See the appropriate Cisco Jabber client documentation for more information about directory requirements and setup.

You should create an LDAP profile and verify LDAP attribute mappings, even if your Cisco Jabber client does not currently integrate with LDAP profiles on IM and Presence Service.

Create LDAP Profile

Procedure

Create an LDAP profile and assign users to the profile. See the "LDAP directory integration" section in the Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager.

Note

The instructions in the Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager refer to Cisco Unified Personal Communicator. However, these instructions also apply to Cisco Jabber clients that require an LDAP profile for IM and Presence Service.

Related Topics

LDAP directory integration

Verify LDAP Attribute Mappings

You must ensure that the same LDAP attribute mappings are used for IM and Presence Service and Cisco Jabber.

Procedure

Step 1 Open the Cisco Unified Communications Manager IM and Presence Administration interface.
Step 2 Select Application > Legacy Clients > Settings.
Step 3 Verify the attribute mappings in the Legacy Client LDAP Attribute Mapping section.
Step 4 Select Save.

Cisco Jabber Installation

After you complete the procedures to set up Cisco Unified Communications Manager and IM and Presence Service, you must configure and install the appropriate Cisco Jabber clients. However, it is beyond the scope of this document to provide detailed instructions on installing all of the Cisco Jabber clients. This document...
provides a high-level overview of the steps you must complete to install an IM and Presence deployment of Cisco Jabber. Refer to the appropriate client documentation for detailed instructions.

**Install Cisco Jabber for Windows**

This topic describes the high-level tasks you must complete to install Cisco Jabber for Windows.

See the "Cisco Jabber for Windows Administration Guide" for instructions on configuring and installing Cisco Jabber for Windows.

**Procedure**

**Step 1** Review configuration parameters for Cisco Jabber for Windows.

*Note*  In most environments, Cisco Jabber for Windows does not require any configuration and can connect automatically to IM and Presence Service and Microsoft Active Directory. Before you create a configuration file, review the default configuration parameters to determine if your deployment requires any configuration.

See the "Configure Cisco Jabber for Windows in an on-premises deployment" section of the "Cisco Jabber for Windows Administration Guide".

**Step 2** (Optional) Complete the following steps if your deployment requires configuration:

a) Create the configuration files.

b) Host the configuration files on your TFTP server.

c) Restart the TFTP service on Cisco Unified Communications Manager.

You must restart the TFTP service on each node where you host a configuration file.

See the following topics in the "Configure Cisco Jabber for Windows" chapter of the "Cisco Jabber for Windows Administration Guide":

- "Configuration overview"
- "Prepare your TFTP server"
- "Create global configurations"
- "Create group configurations"
- "Restart your TFTP server"

**Step 3** Install Cisco Jabber for Windows.

See the "Deploy Cisco Jabber for Windows" section of the "Cisco Jabber for Windows Administration Guide".

**Related Topics**

- Cisco Jabber for Windows Administration Guide
- Configure Cisco Jabber for Windows
- Deploy Cisco Jabber for Windows
Install Cisco Jabber for Mac

This topic describes the high-level tasks you must complete to install Cisco Jabber for Mac.

See the "Cisco Jabber for Mac Installation and Configuration Guide" for instructions on configuring and installing Cisco Jabber for Mac.

Procedure

Step 1
Review the configuration parameters for Cisco Jabber for Mac.
See the "Overview of Cisco Jabber for Mac" and "Deploy Cisco Jabber for Mac on-premises" sections of the "Cisco Jabber for Mac Installation and Configuration Guide".

Step 2
Install Cisco Jabber for Mac.
See the following topics in the "Overview of Cisco Jabber for Mac" and "Deploy Cisco Jabber for Mac on-premises" sections of the "Cisco Jabber for Mac Installation and Configuration Guide".

- "Configure Cisco Unified Presence settings"
- "Start essential services"
- "Configure firewalls"
- "Deploy certificates"
- "Configure IM and availability"
- "Distribute the Cisco Jabber for Mac client"

Related Topics
Cisco Jabber for Mac Installation and Configuration Guide

Develop with Cisco Jabber Web SDK

The Cisco Jabber Web SDK enables you to integrate Cisco Unified Communications capabilities in web applications. To integrate IM capabilities in a web application, you use the Cisco AJAX XMPP Library (CAXL). CAXL is a client-side JavaScript library that runs in a web browser and sends and receives XMPP messages as HTTP POSTs.

Procedure

Step 1
Set up a web server.

Step 2
Download the CAXL library from the Cisco Developer Network.

Step 3
Extract the contents of the CAXL library to the working directory of your website.

Step 4
Implement the required HTML with JavaScript objects to send and receive XMPP messages.
Install Cisco Jabber IM for BlackBerry

This topic describes the high-level tasks you must complete to install Cisco Jabber IM for BlackBerry.

See the "Cisco Jabber IM for BlackBerry Quick Start Guide" and "Administration Guide" for instructions on configuring and installing Cisco Jabber IM for BlackBerry.

Procedure

Step 1
Install the client application from BlackBerry App World. See the "Updating or reinstalling Cisco Jabber IM for BlackBerry" section in the "Cisco Jabber IM for BlackBerry Release 1.0 Quick Start Guide" for details.

Step 2
Sign in to Cisco Jabber IM for BlackBerry.

The following sections in the "Cisco Jabber IM for BlackBerry Release 1.0 Quick Start Guide" contain information on signing in to the application:

• "Signing in to Cisco Jabber IM for BlackBerry"
• "I installed Cisco Jabber IM for BlackBerry myself (from a link)"
• "My administrator installed Cisco Jabber IM for BlackBerry for me"

Install Cisco Jabber IM for iPhone

This topic describes the high-level tasks you must complete to install Cisco Jabber IM for iPhone.

See the "Cisco Jabber IM for iPhone Administrator's Guide" for instructions on configuring and installing Cisco Jabber IM for iPhone.

Procedure

Step 1
Install the client application from Apple App Store. See the section "Deployment and Distribution" in the "Cisco Jabber IM for iPhone Administrator's Guide" for details.

Step 2
Sign in to Cisco Jabber IM for iPhone.

The following sections in the "Cisco Jabber IM for iPhone Administrator's Guide" contain information on signing in to the application:

• "Deployment and Distribution"
This topic describes the high-level tasks you must complete to install Cisco Jabber IM for Android.

See the Frequently Asked Questions: Cisco Jabber IM for Android for instructions on configuring and installing Cisco Jabber IM for Android.

**Procedure**

**Step 1** Obtain the application from Google Play (formerly known as Google Android Market). Install Cisco Jabber IM for Android the same way that you normally install any application from Google Play on your Android device. If you need help, consult the user manual for your device, or contact your system administrator.

**Step 2** Sign in to Cisco Jabber IM for Android. For details on how to sign in, including system and account requirements, see Frequently Asked Questions: Cisco Jabber IM for Android.

**Advanced IM Deployment**

“Jabber for Everyone” supports optional advanced IM and presence features that extend your baseline deployment.

**Supported Federation**

“Jabber for Everyone” supports interdomain federation and partitioned intradomain federation.

**Interdomain Federation**

“Jabber for Everyone” supports interdomain federation with the following:

- Microsoft Live Communications Server (LCS)
• Microsoft Office Communications Server (OCS)
• Microsoft Lync
• IBM Sametime
• XMPP-enabled Enterprises (Cisco, WebEx, multiple third parties)
• Google

For more information about deploying interdomain federation on Cisco Unified Presence, see the *Interdomain Federation for IM and Presence Service on Cisco Unified Communications Manager*.

See the appropriate Cisco Jabber client documentation to review support for interdomain federation and any required configuration.

**Related Topics**
- Interdomain Federation for IM and Presence Service on Cisco Unified Communications Manager

---

**Partitioned Intrdomain Federation**

“Jabber for Everyone” supports partitioned intrdomain federation with the following:

• Microsoft Lync Server
• Microsoft Office Communications Server
• Microsoft Live Communications Server

For more information about deploying partitioned intrdomain federation, see the *Partitioned Intrdomain Federation for IM and Presence Service on Cisco Unified Communications Manager*.

See the appropriate Cisco Jabber client documentation to review support for partitioned intrdomain federation and any required configuration.

**Related Topics**
- Partitioned Intrdomain Federation for IM and Presence Service on Cisco Unified Communications Manager

---

**IM Compliance**

To provide IM compliance, the IM and Presence service collects data for the following types of IM in single server, intercluster, or federated network configurations:

• Point-to-point messages
• Group chats, including temporary and permanent chat messages

For more information about configuring IM compliance, see *Instant Messaging Compliance for IM and Presence Service on Cisco Unified Communications Manager*.

**Related Topics**
- Instant Messaging Compliance for IM and Presence Service on Cisco Unified Communications Manager
Intercluster Peering

You can deploy multiple clusters of IM and Presence for large-scale deployments. If you deploy multiple clusters, you must define peer relationships for each IM and Presence cluster within the same domain.

For more information about multiple cluster deployments, see Cisco Unified Communications System 9.x SRND.

For more information about configuring an intercluster deployment, see the “IM and Presence Intercluster Deployment” section of the Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager.

Related Topics
- Cisco Unified Communications System 9.x SRND
- IM and Presence Intercluster Deployment

High Availability

The IM and Presence Service supports high availability (HA) with clustered servers. If a node in a subcluster fails, the IM and presence services from that node fail over to the second node in the subcluster. As a result, there is no loss of IM and presence services for users.

For information about configuring HA deployments, see the Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager.

Related Topics
- Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager

Rich UC Presence Deployment

You can optionally expand your “Jabber for Everyone” deployment to include Telephone Presence (“On a call”) for Cisco IP phone users and Meeting Status (“In a Meeting”) through integration with Microsoft Exchange.

Telephony Presence Integration

The following are the high-level tasks that you must complete if you want to deploy rich presence for Cisco IP phone users in your network:

1. Configure the SIP Publish trunk.
2. Configure a Presence gateway for Unified Communications Manager.
3. Associate line appearances to IM and presence enabled users.
Set Up SIP Publish Trunk

Cisco Unified Communications Manager communicates with the IM and Presence Service through a SIP trunk.

Procedure

**Step 1** Configure the SIP trunk on Cisco Unified Communications Manager. For instructions, see the "SIP Trunk configuration on Cisco Unified Communications Manager" section in the Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager.

**Step 2** Select the SIP publish trunk on IM and Presence.
   a) Open the Cisco Unified Communications Manager IM and Presence Administration interface.
   b) Select Presence > Settings.
   c) Select the SIP publish trunk from the CUCM SIP Publish Trunk drop-down list.
   d) Select Save.

Related Topics

SIP Trunk configuration on Cisco Unified Communications Manager

Set Up Presence Gateway for Unified Communications Manager

You must configure Cisco Unified Communications Manager as a presence gateway on IM and Presence Service. The presence gateway enables Cisco Unified Communications Manager and IM and Presence Service to share availability status for users.

Procedure

**Step 1** Open the Cisco Unified Communications Manager IM and Presence Administration interface.

**Step 2** Select Presence > Gateways.

**Step 3** Select Add New.

**Step 4** Select CUCM from the Presence Gateway Type drop-down list.

**Step 5** Enter a description in the Description field.

**Step 6** Specify one of the following values in the Presence Gateway field:
   • IP address of the Cisco Unified Communications Manager publisher
   • Fully qualified domain name (FQDN) of the Cisco Unified Communications Manager publisher
   • DNS SRV FQDN that resolves to the Cisco Unified Communications Manager subscriber nodes

**Step 7** Select Save.

For more information about configuring a presence gateway, see the "Presence Gateway configuration on IM and Presence" section in the Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager.
Related Topics

Presence Gateway configuration on IM and Presence

Associate Line Appearances with Users

To enable telephony presence, you must associate each IM and presence enabled user with a line appearance in Cisco Unified Communications Manager.

Procedure

Step 1
Open the Cisco Unified Communications Manager Administration interface.

Step 2
Select Device > Phone.

Step 3
Do one of the following to retrieve a list of phones:

- Specify appropriate criteria in the Find Capabilities Assignment where field and select Find.
- Select Find to retrieve a list of all available users.

Step 4
Select the appropriate device name from the list.
The Phone Configuration window opens.

Step 5
Select the link for the appropriate line in the Association Information section.
The Directory Number Configuration window opens.

Step 6
Select Associate End Users in the Users Associated with Line section.
The Find and List Users window opens.

Step 7
Do one of the following to retrieve a list of users:

- Specify appropriate criteria in the Find Capabilities Assignment where field and select Find.
- Select Find to retrieve a list of all available users.

Step 8
Select the appropriate users from the list.

Step 9
Select Add Selected.

Step 10
Select Save in the Directory Number Configuration window.

Integration with Microsoft Exchange

IM and Presence Service integrates with Microsoft Exchange so that events in a user’s Microsoft Outlook calendar change the user’s availability status in the client application.

To enable integration between IM and Presence Service and Microsoft Exchange, you must establish a gateway connection to the Microsoft Exchange server.

For more information about Microsoft Exchange integration, see the Microsoft Exchange for IM and Presence Service on Cisco Unified Communications Manager.

Related Topics
Microsoft Exchange for IM and Presence Service on Cisco Unified Communications Manager

Desk Phone Control Deployment

Computer Telephony Integration (CTI), or desk phone control, allows users to control their Cisco IP Phone through Cisco Jabber. To enable desk phone control, you must set up a CTI UC service and assign it to a service profile.

See the Cisco Unified Communications Manager Administration Guide for more information about how to set up desk phone control for Cisco IP Phones.

Related Topics
Add CTI service
Service profile setup

Visual Voicemail Deployment

Cisco Unity Connection provides Cisco Jabber users with the ability to view, play, sort, and delete voicemail messages from the Cisco Jabber interface.

See the Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager for more information about how to set up visual voicemail for Cisco Jabber users.

Note
The information regarding setting up visual voicemail in the Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager refers to Cisco Unified Personal Communicator, however, the same information also applies to Cisco Jabber.

Related Topics
Set up visual voicemail