



Cisco Jabber 11.0 Deployment and Installation Guide

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New and Changed Information

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New and Changed Information

Description of Change	Date	Where Documented
This document applies to Cisco Jabber releases 11.0 and 11.1.	October, 2015	
Enable Differentiated Service for Calls option is now available for Cisco Jabber for mobile clients.	October, 2015	<i>Set DSCP Values on the Client</i> section
Dial via Office Reverse is supported over Expressway for Mobile and Remote Access	October, 2015	<i>Cisco Jabber Options</i> chapter
Parameter information for Client configuration file moved to the <i>Cisco Jabber 11.0 Parameters Reference Guide</i> .	September, 2015	
New feature descriptions were added to the <i>Cisco Jabber Options</i> chapter.	September, 2015	Jabber to Jabber Call , on page 180 IBM Notes Contact Search and Calendar Integration , on page 217
Reference information moved from the <i>Integrate with Directory Sources</i> chapter into a Federation chapter in the <i>Cisco Jabber 11.0 Planning Guide</i> .	September, 2015	
New parameters were added to the <i>Configure Client</i> chapter for the 11.0(1) release.	August 5, 2015	
Some reference information was moved from the <i>Service Discovery</i> chapter into the corresponding chapter in the <i>Cisco Jabber 11.0 Planning Guide</i> .	June 18, 2015	

Description of Change	Date	Where Documented
New feature descriptions were added to the <i>Cisco Jabber Options</i> chapter.	June 18, 2015	Cisco Jabber 11.0 Features , on page 177 Enterprise Groups for Cisco Unified Communications Manager IM and Presence Service , on page 185 Far End Camera Control (FECC) , on page 187 Bridge Escalations , on page 187 Collaboration Meeting Rooms , on page 188 Personal Rooms , on page 188 Persistent Chat Room Support , on page 222
New parameters were added to the <i>Configure Client</i> chapter	June 18, 2015	
Updates were made to the topic on setting up SIP parameters for Cisco Jabber mobile clients.	June 18, 2015	Setting up System SIP Parameters , on page 49
New installation arguments were added to the <i>Install Client</i> chapter for Cisco Jabber for Windows, and new Configuration URLs were added to the <i>Service Discovery</i> chapter for Cisco Jabber for Mac, Android, and iPhone and iPad.	June 18, 2015	Common Installation Arguments , on page 147 Configuration URL , on page 21
New directory integration parameters were added to EDI and BDI content for the Enterprise Groups feature in the chapter on <i>Integrate with Directory Sources</i> .	June 18, 2015	
The chapter on <i>Service Discovery</i> was updated to include information on Mobile Configuration using Enterprise Mobility Management.	June 18, 2015	Mobile Configuration Using Enterprise Mobility Management , on page 24
Other changes were made throughout the guide to resolve caveats.	June 18, 2015	



Jabber Overview

- [Purpose of this Guide, page 1](#)
- [About Cisco Jabber, page 1](#)

Purpose of this Guide

The *Cisco Jabber Deployment and Installation Guide* includes the following task-based information required to deploy and install Cisco Jabber:

- Configuration and installation workflows that outline the processes to configure and install on-premises or cloud deployments.
- How to configure the various services that the Cisco Jabber client interacts with, such as IM and Presence Service, Voice and Video Communication, Visual Voicemail, and Conferencing.
- How to configure directory integration, certificate validation, and service discovery.
- How to install the clients.

Before you deploy and install Cisco Jabber, see the *Cisco Jabber Planning Guide* at <http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html> to determine the deployment options that best suit your business needs.

About Cisco Jabber

Cisco Jabber is a suite of Unified Communications applications that allow seamless interaction with your contacts from anywhere. Cisco Jabber offers IM, presence, audio and video calling, voicemail, and conferencing.

The applications in the Cisco Jabber family of products are:

- Cisco Jabber for Android
- Cisco Jabber for iPhone and iPad
- Cisco Jabber for Mac
- Cisco Jabber for Windows

For more information about the Cisco Jabber suite of products, see <https://www.cisco.com/go/jabber>.



Configuration and Installation Workflows

- [Deployment and Installation Workflow for an On-Premises Deployment, page 3](#)
- [Deployment and Installation Workflow for Phone Mode, page 4](#)
- [Deployment and Installation Workflow for a Cloud-Based Deployment, page 5](#)

Deployment and Installation Workflow for an On-Premises Deployment

Procedure

	Command or Action	Purpose
Step 1	Read the Cisco Jabber Planning Guide located at http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html .	<ul style="list-style-type: none">• Choose your deployment scenario.• Review requirements to confirm that you meet them.• Review contact sources to determine which contact source you will use.
Step 2	Configure Directory Integration for an On-Premises Deployment, on page 7.	
Step 3	Configure Certificates for an On-Premises Deployment, on page 15.	Certificates are required for each service to which the Jabber clients connect.
Step 4	Service Discovery, on page 21.	
Step 5	Configure a Service Profile, on page 33.	

	Command or Action	Purpose
Step 6	Configure IM and Presence Service for an On-Premises Deployment, on page 35.	
Step 7	Configure Voice and Video Communications for On-Premises Deployments, on page 45.	
Step 8	Complete one of the following: <ul style="list-style-type: none"> • Configure Voicemail for an On-Premises Deployment with Cisco Unified Communications Manager Release 9.x and Later, on page 69. • Configure Voicemail for an On-Premises Deployment with Cisco Unified Communications Manager Release 8.6, on page 70. 	
Step 9	Configure Conferencing for an On-Premises Deployment, on page 83.	
Step 10	Configure Client, on page 95.	
Step 11	Install Client, on page 137.	

Deployment and Installation Workflow for Phone Mode

Procedure

	Command or Action	Purpose
Step 1	Read the Cisco Jabber Planning Guide located at http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html .	<ul style="list-style-type: none"> • Choose your deployment scenario. • Review requirements to confirm that you meet them. • Review contact sources to determine which contact source you will use.
Step 2	Configure Directory Integration for an On-Premises Deployment, on page 7.	
Step 3	Configure Certificates for an On-Premises Deployment, on page 15.	Certificates are required for each service to which the Jabber clients connect.
Step 4	Service Discovery, on page 21.	

	Command or Action	Purpose
Step 5	Configure a Service Profile, on page 33.	
Step 6	Configure Voice and Video Communications for On-Premises Deployments, on page 45.	
Step 7	Complete one of the following: <ul style="list-style-type: none"> • Configure Voicemail for an On-Premises Deployment with Cisco Unified Communications Manager Release 9.x and Later, on page 69. • Configure Voicemail for an On-Premises Deployment with Cisco Unified Communications Manager Release 8.6, on page 70. 	
Step 8	Configure Conferencing for an On-Premises Deployment, on page 83.	
Step 9	Configure Conferencing, on page 83	
Step 10	Configure Client, on page 95.	
Step 11	Install Client, on page 137.	

Deployment and Installation Workflow for a Cloud-Based Deployment

Procedure

	Command or Action	Purpose
Step 1	Read the Cisco Jabber Planning Guide located at http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html .	<ul style="list-style-type: none"> • Choose your deployment scenario. • Review requirements to confirm that you meet them. • Review contact sources to determine which contact source you will use.
Step 2	Configure Directory Integration, on page 7	
Step 3	Set Up Certificate Validation, on page 15	
Step 4	Service Discovery, on page 21	

	Command or Action	Purpose
Step 5	Configure a Service Profile, on page 33	
Step 6	Configure IM and Presence Service for Cloud-Based Deployments, on page 42	
Step 7	Configure Voice and Video Communication for Cloud-Based Deployments, on page 67	
Step 8	Configure Voicemail for Cloud-Based Deployments, on page 81	
Step 9	Configure Conferencing for a Cloud-Based Deployment Using Cisco WebEx Meeting Center, on page 92	
Step 10	Configure Client, on page 95	
Step 11	Install Client, on page 137	



Configure Directory Integration

- [Configure Directory Integration for an On-Premises Deployment, page 7](#)
- [Configure Directory Integration for Cloud-Based Deployments, page 12](#)

Configure Directory Integration for an On-Premises Deployment

Procedure

	Command or Action	Purpose
Step 1	Enable Synchronization, on page 7.	To replicate contact data to Cisco Unified Communications Manager.
Step 2	Configure IM Address Scheme, on page 8	Only for Cisco Unified Communications Manager IM and Presence Service release 10.x or later.
Step 3	Populate User ID and Directory URI, on page 9	Populate the user ID and directory URI from an attribute in the directory.
Step 4	Perform Synchronization, on page 11	Synchronize Cisco Unified Communications Manager with the directory server.
Step 5	Authenticate with the LDAP Server, on page 11.	Configure Cisco Unified Communications Manager to authenticate with the directory server

Enable Synchronization

To ensure that contact data in your directory server is replicated to Cisco Unified Communications Manager, you must synchronize with the directory server. Before you can synchronize with the directory server, you must enable synchronization.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **System > LDAP > LDAP System**.
The **LDAP System Configuration** window opens.
- Step 3** Locate the **LDAP System Information** section.
- Step 4** Select **Enable Synchronizing from LDAP Server**.
- Step 5** Select the type of directory server from which you are synchronizing data from the **LDAP Server Type** drop-down list.
-

What to Do Next

Specify an LDAP attribute for the user ID.

Configure IM Address Scheme

This feature is supported on Cisco Unified Communications Manager IM and Presence Service release 10.x or later. For versions of Cisco Unified Communications Manager IM and Presence Service release 9.x and earlier the default IM address scheme used is UserID@[Default Domain].

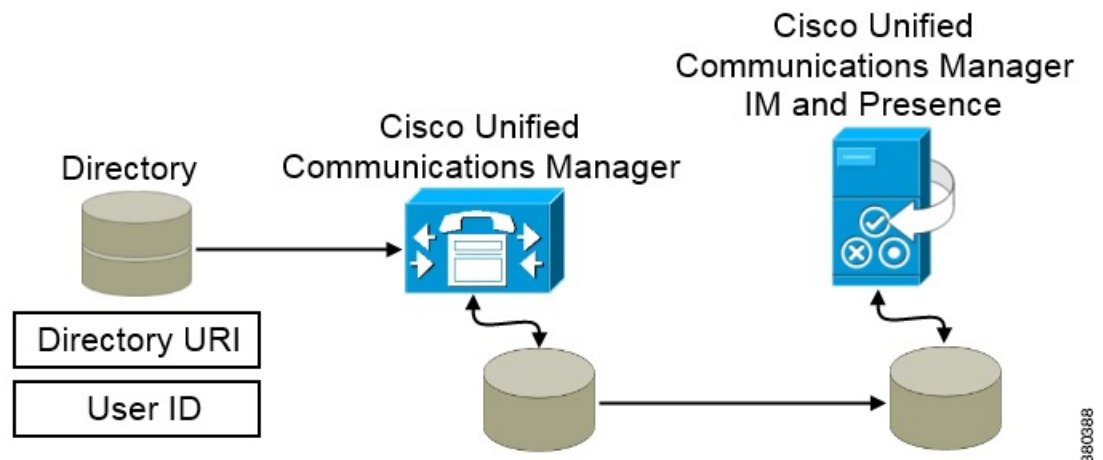
Procedure

-
- Step 1** Choose the **IM Address Scheme**.
- Open **Cisco Unified CM IM and Presence Administration**.
 - Select **Presence > Settings > Advanced Configuration**.
The **Advanced Presence Settings** window opens.
 - Select **IM Address Scheme** and from the list choose one of the following:
 - **UserID@[Default Domain]**
If you use the UserID, ensure that you configure a default domain. For example, services must be named `cups.com` and not `cups`.
 - **Directory URI**
- Step 2** Select the required mapping.
- Open **Cisco Unified CM Administration**.
 - Select **System > LDAP > LDAP Directory**.
The **Find and List LDAP Directories** window opens.
 - Find and select the directory from the list.
The **LDAP Directory** window opens.
 - In the **Standard User Fields To Be Synchronized** section choose the mapping:
 - User ID mapped to an LDAP field, the default is **sAMAccountName**.
 - Directory URI mapped to either **mail** or **msRTCSIP-primaryuseraddress**.

Populate User ID and Directory URI

When you synchronize your LDAP directory server with Cisco Unified Communications Manager, you can populate the end user configuration tables in both the Cisco Unified Communications Manager and the Cisco Unified Communications Manager IM and Presence Service databases with attributes that contain values for the following:

- **User ID** — You must specify a value for the user ID on Cisco Unified Communications Manager. This value is required for the default IM address scheme and for users to sign in. The default value is `sAMAccountName`.
- **Directory URI** — You should specify a value for the directory URI if you plan to:
 - Enable URI dialing in Cisco Jabber.
 - Use the directory URI address scheme on Cisco Unified Communications Manager IM and Presence Service version 10 and higher.



When Cisco Unified Communications Manager synchronizes with the directory source, it retrieves the values for the directory URI and user ID and populates them in the end user configuration table in the Cisco Unified Communications Manager database.

The Cisco Unified Communications Manager database then synchronizes with the Cisco Unified Communications Manager IM and Presence Service database. As a result, the values for the directory URI and user ID are populated in the end user configuration table in the Cisco Unified Communications Manager IM and Presence Service database.

Specify an LDAP Attribute for the User ID

When you synchronize from your directory source to Cisco Unified Communications Manager, you can populate the user ID from an attribute in the directory. The default attribute that holds the user ID is `sAMAccountName`.

Procedure

Step 1 Locate the **LDAP Attribute for User ID** drop-down list on the **LDAP System Configuration** window.

Step 2 Specify an attribute for the user ID as appropriate and then select **Save**.

Important If the attribute for the user ID is other than `sAMAccountName` and you are using the default IM address scheme in Cisco Unified Communications Manager IM and Presence Service, you must specify the attribute as the value for the parameter in your client configuration file as follows:

The EDI parameter is `UserAccountName`.

```
<UserAccountName>attribute-name</UserAccountName>
```

The BDI parameter is `BDIUserAccountName`.

```
<BDIUserAccountName>attribute-name</BDIUserAccountName>
```

If you do not specify the attribute in your configuration, and the attribute is other than `sAMAccountName`, the client cannot resolve contacts in your directory. As a result, users do not get presence and cannot send or receive instant messages.

Specify an LDAP Attribute for the Directory URI

On Cisco Unified Communications Manager release 9.0(1) and later, you can populate the directory URI from an attribute in the directory.

Before You Begin

[Enable Synchronization](#).

Procedure

Step 1 Select **System > LDAP > LDAP Directory**.

Step 2 Select the appropriate LDAP directory or select **Add New** to add an LDAP directory.

Step 3 Locate the **Standard User Fields To Be Synchronized** section.

Step 4 Select one of the following LDAP attributes from the **Directory URI** drop-down list:

- **msRTCSIP-primaryuseraddress**—This attribute is populated in the AD when Microsoft Lync or Microsoft OCS are used. This is the default attribute.
- **mail**

Step 5 Select **Save**.

Perform Synchronization

After you add a directory server and specify the required parameters, you can synchronize Cisco Unified Communications Manager with the directory server.

Before You Begin

If your environment includes a presence server, you should ensure the following feature service is activated and started before you synchronize with the directory server:

- Cisco Unified Presence — **Cisco UP Sync Agent**
- Cisco Unified Communications Manager IM and Presence Service — **Cisco Sync Agent**

This service keeps data synchronized between the presence server and Cisco Unified Communications Manager. When you perform the synchronization with your directory server, Cisco Unified Communications Manager then synchronizes the data with the presence server. However, the **Cisco Sync Agent** service must be activated and started.

Procedure

Step 1 Select **System > LDAP > LDAP Directory**.

Step 2 Select **Add New**.
The **LDAP Directory** window opens.

Step 3 Specify the required details on the **LDAP Directory** window.
See the [Cisco Unified Communications Manager Administration Guide](#) for more information about the values and formats you can specify.

Step 4 Create an LDAP Directory Synchronization Schedule to ensure that your information is synchronized regularly.

Step 5 Select **Save**.

Step 6 Select **Perform Full Sync Now**.

Note The amount of time it takes for the synchronization process to complete depends on the number of users that exist in your directory. If you synchronize a large directory with thousands of users, you should expect the process to take some time.

User data from your directory server is synchronized to the Cisco Unified Communications Manager database. Cisco Unified Communications Manager then synchronizes the user data to the presence server database.

Authenticate with the LDAP Server

Perform this procedure if you want to enable LDAP authentication so that end user passwords are authenticated against the password that is assigned in the company LDAP directory. LDAP authentication gives system administrators the ability to assign an end user a single password for all company applications. This

configuration applies to end user passwords only and does not apply to end user PINs or application user passwords. When users sign in to the client, the presence service routes that authentication to Cisco Unified Communications Manager. Cisco Unified Communications Manager then sends that authentication to the directory server.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **System > LDAP > LDAP Authentication**.
- Step 3** Select **Use LDAP Authentication for End Users**.
- Step 4** Specify LDAP credentials and a user search base as appropriate.
See the *Cisco Unified Communications Manager Administration Guide* for information about the fields on the **LDAP Authentication** window.
- Step 5** Select **Save**.
-

Configure Directory Integration for Cloud-Based Deployments

Procedure

	Command or Action	Purpose
Step 1	Review Directory Integration .	Review the topics.
Step 2	See Understanding the Configuration Tab .	Configure your organization information.
Step 3	See Overview of User Management .	Create and provision users.
Step 4	Add Directory Groups , on page 12.	

Add Directory Groups

Directory groups, or enterprise groups, provide contact groups that administrators define for users.

Procedure

-
- Step 1** Set up directory integration.
- Step 2** Define your directory groups in a comma-separated values (.csv) file.
- Step 3** Import your directory groups using the Cisco WebEx Administration Tool.
-

Related Topics

[Directory Integration](#)



Set Up Certificate Validation

- [Configure Certificates for an On-Premises Deployment](#), page 15
- [Certificate Validation for Cloud Deployments](#), page 17

Configure Certificates for an On-Premises Deployment

Certificates are required for each service to which the Jabber clients connect.

Procedure

	Command or Action	Purpose
Step 1	If you have Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence Service, download the applicable HTTP (tomcat) and XMPP certificates.	For more information, see the <i>Security Configuration on IM and Presence Service</i> chapter in Configuration and Administration of IM and Presence Service on Cisco Unified Communications Manager .
Step 2	Download the HTTPS (tomcat) certificate for Cisco Unified Communications Manager and Cisco Unity Connection.	For more information, see the <i>Cisco Unified Communications Manager Security Guide</i> and the <i>Cisco Unified Communications Operating System Administration Guide</i> found here .
Step 3	Download the HTTP (tomcat) for Cisco WebEx Meetings Server.	For more information, see the <i>Cisco WebEx Meetings Server Administration Guide</i> found here .
Step 4	If you plan to configure remote access, download the Cisco VCS Expressway and Cisco Expressway-E Server certificate. The Server certificate is used for both HTTP and XMPP.	For more information, see Configuring Certificates on Cisco VCS Expressway .
Step 5	Generate a Certificate Signing Request (CSR).	
Step 6	Upload the certificate to the service.	If you use a multiserver SAN, you only need to upload a certificate to the service once per cluster per tomcat

	Command or Action	Purpose
		certificate and once per cluster per XMPP certificate. If you do not use a multiserver SAN, then you must upload the certificate to the service for every Cisco Unified Communications Manager node.
Step 7	Deploy CA Certificates to Clients, on page 16	To ensure that certificate validation occurs without users receiving a prompt to accept or decline certificates, deploy certificates to the local certificate store of the clients.

Deploy CA Certificates to Clients

To ensure that certificate validation occurs without users receiving a prompt to accept or decline certificates, deploy certificates to the local certificate store of the endpoint clients.

If you use a well-known public CA, then the CA certificate may already exist on the client certificate store or keychain. If so, you need not deploy CA certificates to the clients.

If the CA certificate is not already on the client certificate store or keychain, then deploy the CA certificate to the clients.

If your deployment size is	Then we recommend
To a large number of local machines	That you use a certificate deployment tool, such as Group Policy or a certificate deployment management application.
To a smaller number of local machines	That you manually deploy the CA certificates.

Manually Deploy CA Certificates to Cisco Jabber for Windows Clients

Procedure

-
- Step 1** Make the CA certificate available to the Cisco Jabber for Windows client machine.
 - Step 2** From the Windows machine, open the certificate file.
 - Step 3** Install the certificate and then select **Next**.
 - Step 4** Select **Place all certificates in the following store**, then select **Browse**.
 - Step 5** Select the Trusted Root Certification Authorities store.
When you finish the wizard, a message is displayed to verify successful certificate import.
-

What to Do Next

Verify that the certificate is installed in the correct certificate store by opening the Windows Certificate Manager tool. Browse to **Trusted Root Certification Authorities > Certificates**. The CA root certificate is listed in the certificate store.

Manually Deploy CA Certificates to Cisco Jabber for Mac Clients

Procedure

-
- Step 1** Make the CA certificate available to the Cisco Jabber for Mac client machine.
 - Step 2** From the Mac machine, open the certificate file.
 - Step 3** Add to the login keychain for the current user only, then select **Add**.
-

What to Do Next

Verify that the certificate is installed in the correct keychain by opening the Keychain Access Tool and selecting Certificates. The CA root certificate is listed in the keychain.

Manually Deploy CA Certificates to Mobile Clients

To deploy the CA certificates to an iOS client, you need a certificate deployment management application. You can email the CA certificate to users, or make the certificates available on a web server for users to access. Users can download and install the certificate using the certificate deployment management tool.

However, Jabber for Android does not have a certificate management tool, you must use the following procedure.

Procedure

-
- Step 1** Download the CA certificate to the device.
 - Step 2** Tap the device **Settings > Security > Install from device storage** and follow the instructions.
-

Certificate Validation for Cloud Deployments

Cisco WebEx Messenger and Cisco WebEx Meeting Center present the following certificates to the client by default:

- CAS
- WAPI

**Note**

Cisco WebEx certificates are signed by a public Certificate Authority (CA). Cisco Jabber validates these certificates to establish secure connections with cloud-based services.

Cisco Jabber validates the following XMPP certificates received from Cisco WebEx Messenger. If these certificates are not included in your operating system, you must provide them.

- VeriSign Class 3 Public Primary Certification Authority - G5 — This certificate is stored in the Trusted Root Certificate Authority
- VeriSign Class 3 Secure Server CA - G3 — This certificate validates the Webex Messenger server identity and is stored in the Intermediate Certificate Authority.
- AddTrust External CA Root
- GoDaddy Class 2 Certification Authority Root Certificate

For more information about root certificates for Cisco Jabber for Windows, see <https://www.identrust.co.uk/certificates/trustid/install-nes36.html>.

For more information about root certificates for Cisco Jabber for Mac, see <https://support.apple.com>.

Update Profile Photo URLs

In cloud-based deployments, Cisco WebEx assigns unique URLs to profile photos when you add or import users. When Cisco Jabber resolves contact information, it retrieves the profile photo from Cisco WebEx at the URL where the photo is hosted.

Profile photo URLs use HTTP Secure (`https://server_name/`) and present certificates to the client. If the server name in the URL is:

- A fully qualified domain name (FQDN) that contains the Cisco WebEx domain — The client can validate the web server that is hosting the profile photo against the Cisco WebEx certificate.
- An IP address — The client cannot validate the web server that is hosting the profile photo against the Cisco WebEx certificate. In this case, the client prompts users to accept certificates whenever they look up contacts with an IP address in their profile photo URLs.

**Important**

- We recommend that you update all profile photo URLs that contain an IP address as the server name. Replace the IP address with the FQDN that contains the Cisco WebEx domain to ensure that the client does not prompt users to accept certificates.
- When you update a photo, the photo can take up to 24 hours to refresh in the client.

The following steps describe how to update profile photo URLs. Refer to the appropriate Cisco WebEx documentation for detailed instructions.

Procedure

- Step 1** Export user contact data in CSV file format with the Cisco WebEx Administration Tool.
 - Step 2** In the **userProfilePhotoURL** field, replace IP addresses with the Cisco WebEx domain.
 - Step 3** Save the CSV file.
 - Step 4** Import the CSV file with the Cisco WebEx Administration Tool.
-



Service Discovery

- [Configuration URL Workflow, page 21](#)
- [Mobile Configuration Using Enterprise Mobility Management, page 24](#)
- [Manual Connection Settings, page 25](#)
- [Installer Switches: Cisco Jabber for Windows, page 28](#)

Configuration URL Workflow

Procedure

	Command or Action	Purpose
Step 1	Configuration URL, on page 21	
Step 2	Provide Users with Configuration URL from a Website, on page 24	

Configuration URL

To enable users to launch Cisco Jabber without having to manually enter service discovery information, create and distribute a configuration URL to users.

You can provide a configuration URL link to users by emailing the link to the user directly, or by posting the link to a website.

Include the following parameters in the URL:

- **ServicesDomain**—Required. Every configuration URL must include the domain of the IM and presence server that Cisco Jabber needs for service discovery.
- **VoiceServiceDomain**—Required only if you deploy a hybrid cloud-based architecture where the domain of the IM and presence server differs from the domain of the voice server. Set this parameter to ensure that Cisco Jabber can discover voice services.

- **ServiceDiscoveryExcludedServices**—Optional. You can exclude any of the following services from the service discovery process:
 - **WEBEX**—When you set this value, the client:
 - Does not perform CAS lookup
 - Looks for:
 - `_cisco-uds`
 - `_cuplogin`
 - `_collab-edge`
 - **CUCM**—When you set this value, the client:
 - Does not look for `_cisco-uds`
 - Looks for:
 - `_cuplogin`
 - `_collab-edge`
 - **CUP**—When you set this value, the client:
 - Does not look for `_cuplogin`
 - Looks for:
 - `_cisco-uds`
 - `_collab-edge`

You can specify multiple, comma-separated values to exclude multiple services.

If you exclude all three services, the client does not perform service discovery and prompts the user to manually enter connection settings.

- **ServicesDomainSsoEmailPrompt**—Optional. Specifies whether the user is shown the email prompt for the purposes of determining their home cluster.
 - ON
 - OFF
- **EnablePRTEncryption**—Optional. Specifies that the PRT file is encrypted. Applies to Cisco Jabber for Mac.
 - true
 - false
- **PRTCertificateName**—Optional. Specifies the name of the certificate. Applies to Cisco Jabber for Mac.
- **InvalidCertificateBehavior**—Optional. Specifies the client behavior for invalid certificates.

- RejectAndNotify—A warning dialog displays and the client doesn't load.
- PromptPerSession—A warning dialog displays and the user can accept or reject the invalid certificate.
- PRTCertificateUrl—Specifies the name of a certificate with a public key in the trusted root certificate store. Applies to Cisco Jabber mobile clients.
- Telephony_Enabled—Specifies whether the user has phone capability or not. The default is true.
 - True
 - False
- ForceLaunchBrowser—Used to force user to use the external browser. Applies to Cisco Jabber mobile clients.
 - True
 - False



Note ForceLaunchBrowser is used for client certificate deployments and for devices with Android OS below 5.0.

Create the configuration URL in the following format:

```
ciscojabber://provision?ServicesDomain=<domain_for_service_discover>
&VoiceServicesDomain=<domain_for_voice_services>
&ServiceDiscoveryExcludedServices=<services_to_exclude_from_service_discover>
&ServicesDomainSsoEmailPrompt=<ON/OFF>
```



Note The parameters are case sensitive. When you create the configuration URL, you must use the following capitalization:

- ServicesDomain
- VoiceServicesDomain
- ServiceDiscoveryExcludedServices
- ServicesDomainSsoEmailPrompt
- EnablePRTEncryption
- PRTCertificateURL
- PRTCertificateName
- InvalidCertificateBehavior
- Telephony_Enabled
- ForceLaunchBrowser

Examples

- `ciscojabber://provision?ServicesDomain=cisco.com`
- `ciscojabber://provision?ServicesDomain=cisco.com
&VoiceServicesDomain=alphauk.cisco.com`
- `ciscojabber://provision?ServicesDomain=service_domain
&VoiceServicesDomain=voiceservice_domain&ServiceDiscoveryExcludedServices=WEBEX`
- `ciscojabber://provision?ServicesDomain=cisco.com
&VoiceServicesDomain=alphauk.cisco.com&ServiceDiscoveryExcludedServices=CUCM,CUP`
- `ciscojabber://provision?ServicesDomain=cisco.com
&VoiceServicesDomain=alphauk.cisco.com&ServiceDiscoveryExcludedServices=CUCM,CUP
&ServicesDomainSsoEmailPrompt=OFF`

Provide Users with Configuration URL from a Website

You can provide a configuration URL link to users by emailing the link to the user directly, or by posting the link to a website.



Note

Due to a limitation of the Android operating system, Cisco Jabber for Android users can encounter an issue if they open the configuration URL directly from an Android application. To work around this issue, we recommend that you distribute your configuration URL link using a website.

If you want to use the website explore option for URL provisioning, we recommended you to use Mozilla Firefox.

Use the following procedure to distribute the link from a website.

Procedure

Step 1 Create an internal web page that includes the configuration URL as an HTML hyperlink.

Step 2 Email the link to the internal web page to users.
In the email message, instruct users to perform the following steps:

- 1 Install the client.
- 2 Click the link in the email message to open the internal web page.
- 3 Click the link on the internal web page to configure the client.

Mobile Configuration Using Enterprise Mobility Management

Before using Enterprise Mobility Management (EMM), ensure:

- The EMM vendor supports Android for Work or Apple Managed App Configuration.
- Android devices OS is 5.0 or later and iOS devices have iOS 8.0 or later.

You can configure Cisco Jabber using EMM on Cisco Jabber for Android and Cisco Jabber for iPhone and iPad. For more information on setting up EMM, refer to the instructions for administrators provided by the EMM provider.

If you want Jabber to run only on managed devices, then you can deploy certificate-based authentication, and enroll the client certificate through EMM.

Manual Connection Settings

Manual connection settings provide a fallback mechanism when Service Discovery is not used.

When you start Cisco Jabber, you can specify the authenticator and server address in the **Advanced settings** window. The client caches the server address to the local application configuration that loads on subsequent starts.

Cisco Jabber prompts users to enter these advanced settings on the initial start as follows:

- On-Premises with Cisco Unified Communications Manager release 9.x and Later — If the client cannot get the authenticator and server addresses from the service profile.
- Cloud-Based or On-Premises with Cisco Unified Communications Manager release 8.x — If you do not set the authenticator in the bootstrap file. The client also prompts users to enter server addresses in the **Advanced settings** window if you do not set server addresses in the bootstrap file or with SRV records.

Settings that you enter in the **Advanced settings** window take priority over any other sources including SRV records and bootstrap settings.

If you select either **Cisco IM & Presence** or **Cisco Communications Manager 8.x** options, the client retrieves UC services from Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence Service. The client does not use service profiles or SSO discovery.



Note

For Cisco Jabber for Windows, service discovery stops after 20 seconds regardless of the number of servers the SRV record resolves to. During service discovery, once Cisco Jabber finds `_cisco-uds`, it attempts to connect to the first 2 servers within 20 seconds. Cisco Jabber doesn't attempt to connect to any servers after it's attempted service discovery for the highest 2 priority servers.

Users can manually point to the working server or re-order SRV priorities to at least one of the top two priority servers available for service discovery.

Automatic Connection Setting for Service Discovery

Users can select the **Automatic** option in the **Advanced settings** window to discover servers automatically.

The Automatic option allows users change from manually setting the service connection details to using service discovery. For example, on the initial launch, you manually set the authenticator and specify a server address in the **Advanced settings** window.

The client always checks the cache for manual settings. The manual settings take higher priority over SRV records, and for Cisco Jabber for Windows, the bootstrap file. For this reason, if you decide to deploy SRV records and use service discovery, you override the manual settings from the initial launch.

Manual Connection Settings for On-Premises Deployments

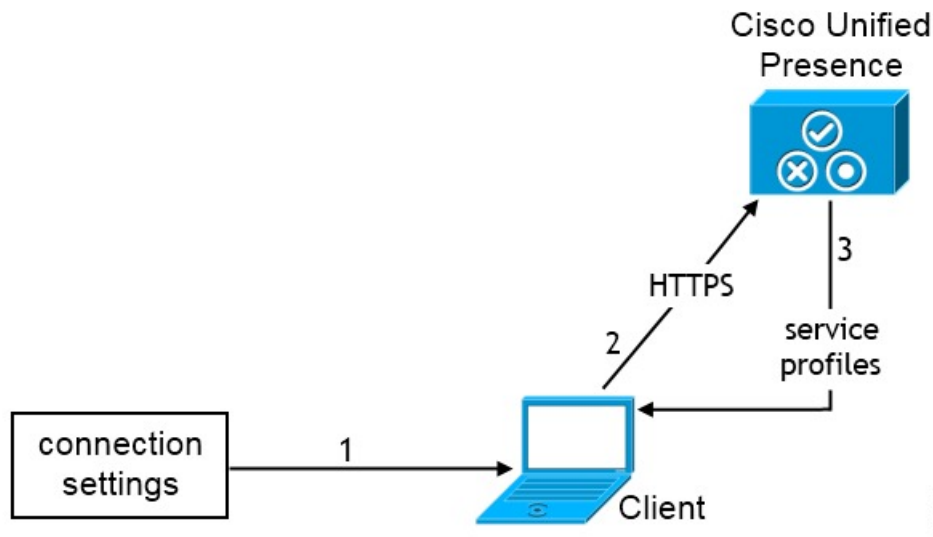
Users can set Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence Service as the authenticator and specify the server address in the **Advanced settings** window.



Remember

You can automatically set the default server address with the `_cuplogin` SRV record.

The following diagram illustrates how the client uses manual connection settings in on-premises deployments:



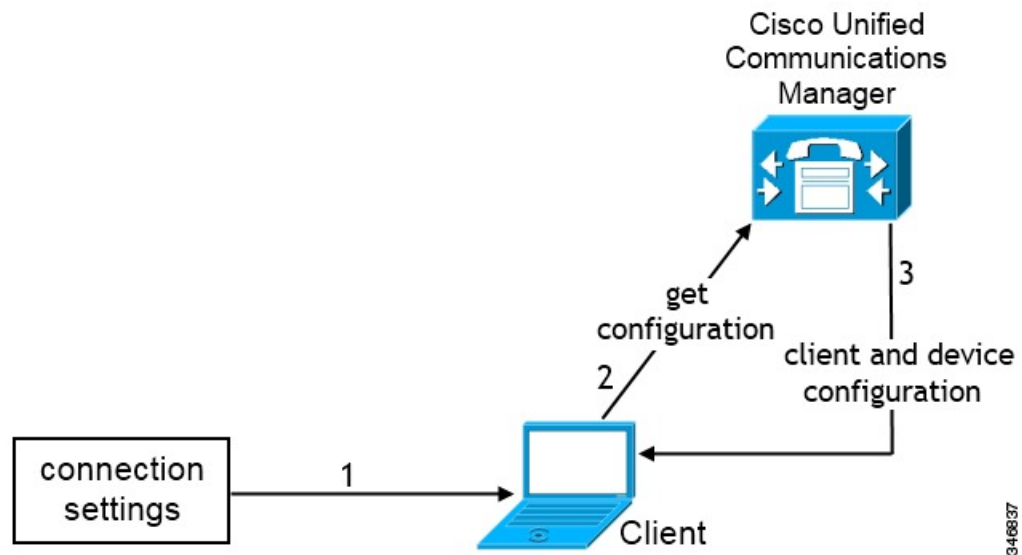
- 1 Users manually enter connection settings in the **Advanced settings** window.
- 2 The client authenticates to Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence Service.
- 3 The client retrieves service profiles from the presence server.

Manual Connection Settings for On-Premises Deployments in Phone Mode

Users can set Cisco Unified Communications Manager as the authenticator and specify the following server addresses in the **Advanced settings** window:

- TFTP server
- CCMCIP server
- CTI server (Cisco Jabber for Windows and Cisco Jabber for Mac)

The following diagram illustrates how the client uses manual connection settings in phone mode deployments:

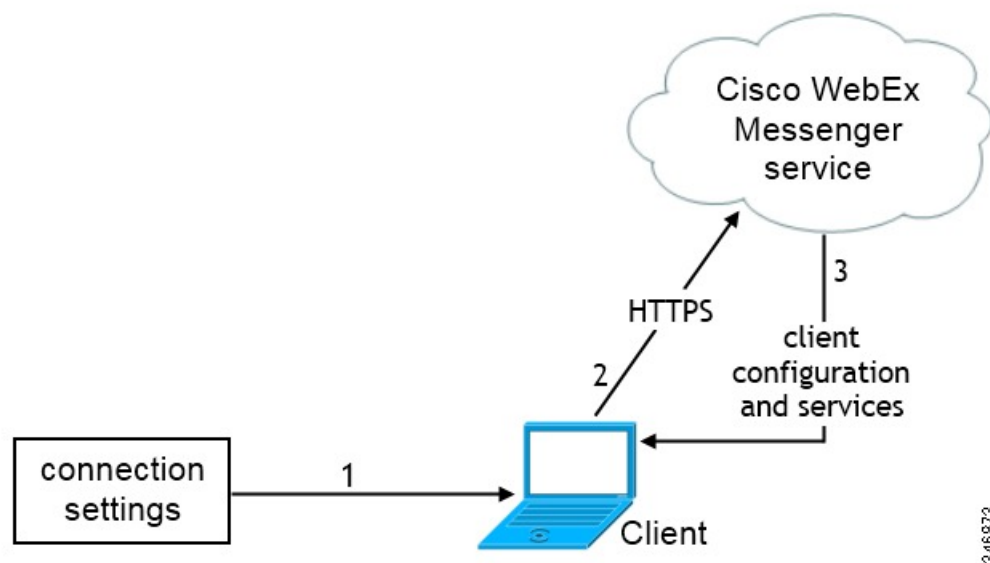


- 1 Users manually enter connection settings in the **Advanced settings** window.
- 2 The client authenticates to Cisco Unified Communications Manager and gets configuration.
- 3 The client retrieves device and client configuration.

Manual Connection Settings for Cloud-Based Deployments

Users can set the Cisco WebEx Messenger service as the authenticator and specify the CAS URL for login in the Advanced settings window.

The following diagram illustrates how the client uses manual connection settings in cloud-based deployments:



- 1 Users manually enter connection settings in the Advanced settings window.
- 2 The client authenticates to the Cisco WebEx Messenger service.
- 3 The client retrieves configuration and services.

Installer Switches: Cisco Jabber for Windows

When you install Cisco Jabber, you can specify the authenticator and server addresses. The installer saves these details to a bootstrap file. When users launch the client for the first time, it reads the bootstrap file. The bootstrap file takes priority if service discovery is deployed.

Bootstrap files provide a fallback mechanism for service discovery in situations where service discovery has not been deployed and where you do not want users to manually specify their connection settings.

The client only reads the bootstrap file on the initial launch. After the initial launch, the client caches the server addresses and configuration, and then loads from the cache on subsequent launches.

We recommend that you do not use a bootstrap file, and instead use service discovery, in on-premises deployments with Cisco Unified Communications Manager release 9.x and later.

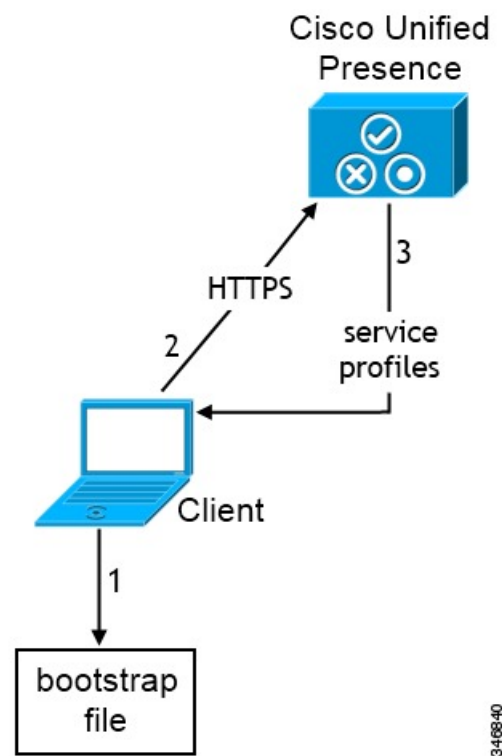
Bootstrap Settings for On-Premises Deployments

The following table lists the argument values for various deployment types.

Product Mode	Server Releases	Argument Values
Full UC (Default Mode)	Release 9 and later: <ul style="list-style-type: none"> • Cisco Unified Communications Manager • Cisco Unified Communications Manager IM and Presence Service 	Use the following installer switches and values: <ul style="list-style-type: none"> • AUTHENTICATOR=CUP • CUP_ADDRESS= <presence_server_address>
Full UC (Default Mode)	Release 8.x: <ul style="list-style-type: none"> • Cisco Unified Communications Manager • Cisco Unified Presence 	Use the following installer switches and values: <ul style="list-style-type: none"> • AUTHENTICATOR=CUP • CUP_ADDRESS= <presence_server_address>
IM Only (Default Mode)	Release 9 and later: <ul style="list-style-type: none"> • Cisco Unified Communications Manager IM and Presence Service 	Use the following installer switches and values: <ul style="list-style-type: none"> • AUTHENTICATOR=CUP • CUP_ADDRESS= <presence_server_address>

Product Mode	Server Releases	Argument Values
IM Only (Default Mode)	Release 8.x: Cisco Unified Presence	Use the following installer switches and values: <ul style="list-style-type: none"> • AUTHENTICATOR=CUP • CUP_ADDRESS= <presence_server_address>

The following diagram illustrates how the client uses bootstrap settings in on-premises deployments:



When users start the client for the first time, the following occurs:

- 1 The client retrieves settings from the bootstrap file.
The client starts in default mode and determines that Cisco Unified Communications Manager IM and Presence Service is the authenticator. The client also gets the address of the presence server, unless Service Discovery results dictate otherwise.
- 2 The client authenticates to Cisco Unified Communications Manager IM and Presence Service .
- 3 The client retrieves service profiles from the presence server.

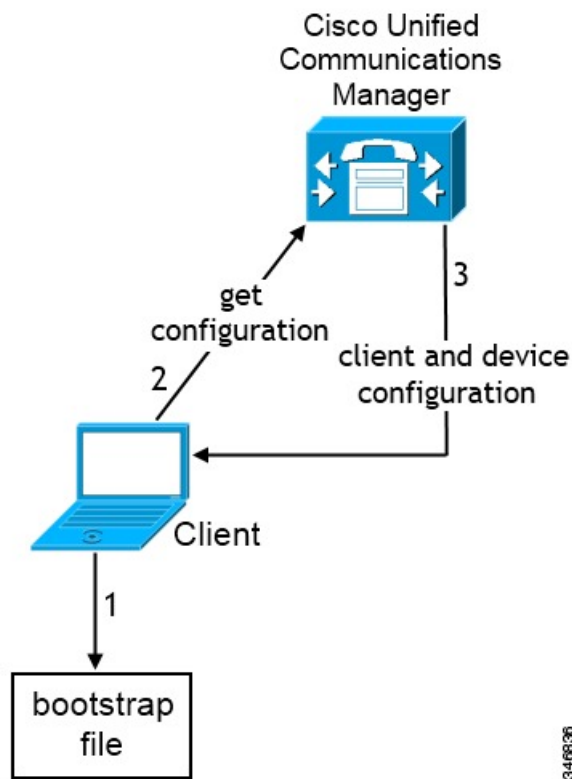
Bootstrap Settings for On-Premises Deployments in Phone Mode

During installation, you set values for arguments as follows:

- Set CUCM as the value for AUTHENTICATOR.
- Set `phone_mode` as the value for `PRODUCT_MODE`.
- Set the TFTP server address as the value for TFTP.
- Set the CTI server address as the value for CTI.
- Set the CCMCIP server address as the value for CCMCIP.

Cisco Unified Communications Manager release 9.x and earlier—If you enable Cisco Extension Mobility, the `Cisco Extension Mobility` service must be activated on the Cisco Unified Communications Manager nodes that are used for CCMCIP. For information about Cisco Extension Mobility, see the *Feature and Services* guide for your Cisco Unified Communications Manager release.

The following diagram illustrates how the client uses bootstrap settings in phone mode deployments:



When users start the client for the first time, the following process occurs:

- 1 The client retrieves settings from the bootstrap file.

The client starts in phone mode and determines that Cisco Unified Communications Manager is the authenticator. The client also gets the addresses for the TFTP server (and CTI servers for Jabber for Windows and Jabber for Mac), unless Service Discovery results dictate otherwise.

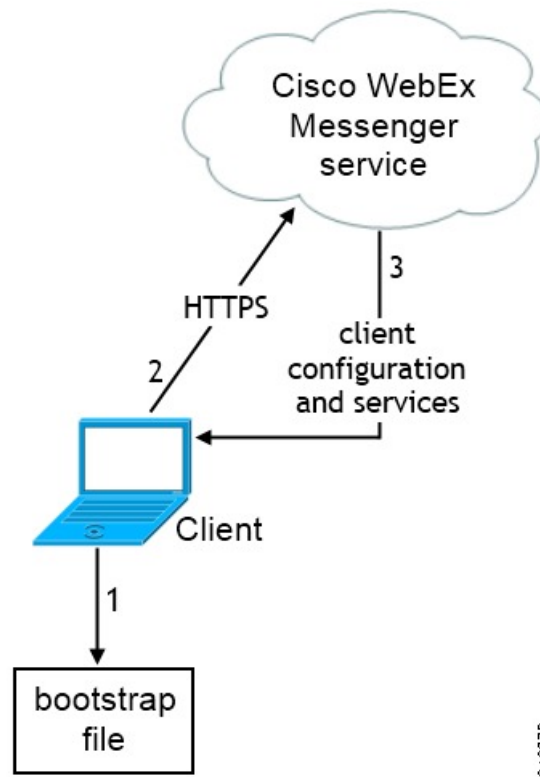
- 2 The client authenticates to Cisco Unified Communications Manager and gets configuration.
- 3 The client retrieves device and client configuration.

Bootstrap Settings for Cloud-Based Deployments

During installation, you set values for arguments as follows:

- Set `WEBEX` as the value for `AUTHENTICATOR`.

The following diagram illustrates how the client uses bootstrap settings in cloud-based deployments:



When users start the client for the first time, the following occurs:

- 1 The client retrieves settings from the bootstrap file.
The client starts in default mode and determines that the Cisco WebEx Messenger service is the authenticator, unless Service Discovery results dictate otherwise.
- 2 The client authenticates to the Cisco WebEx Messenger service.
- 3 The client retrieves configuration and services.



Configure a Service Profile

- [Activate and Start Essential Services, page 33](#)
- [Create a Service Profile, page 34](#)

Activate and Start Essential Services

Essential services enable communication between servers and provide capabilities to the client.

Procedure

- Step 1** Open the **Cisco Unified IM and Presence Serviceability** interface.
 - Step 2** Select **Tools > Control Center - Feature Services**.
 - Step 3** Select the appropriate server from the **Server** drop-down list.
 - Step 4** Ensure the following services are started and activated:
 - **Cisco SIP Proxy**
 - **Cisco Sync Agent**
 - **Cisco XCP Authentication Service**
 - **Cisco XCP Connection Manager**
 - **Cisco XCP Text Conference Manager**
 - **Cisco Presence Engine**
 - Step 5** Select **Tools > Control Center - Network Services**.
 - Step 6** Select the appropriate server from the **Server** drop-down list.
 - Step 7** Ensure **Cisco XCP Router Service** is running.
-

Create a Service Profile

You create a service profile that contains the configuration settings for the services you add on Cisco Unified Communications Manager. You add the service profile to the end user configuration for your users. The client can then retrieve settings for available services from the service profile.

Before You Begin

[Activate and Start Essential Services](#), on page 33

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Select **User Management > User Settings > Service Profile**.
The **Find and List Service Profiles** window opens.

Step 3 Select **Add New**.
The **Service Profile Configuration** window opens.

Step 4 Enter settings on the **Service Profile Configuration** window as follows:

- a) Specify a unique name for the service profile in the **Name** field.
- b) Select **Make this the default service profile for the system**, if appropriate.

Note For phone mode, in the **IM and Presence Profile** section ensure that the **Primary** field has **<None>** selected.

Step 5 Select **Save**.



Configure the IM and Presence Service

- [Configure IM and Presence Service for an On-Premises Deployment, page 35](#)
- [Configure IM and Presence Service for Cloud-Based Deployments, page 42](#)

Configure IM and Presence Service for an On-Premises Deployment

IM and Presence Service Workflow for an On-Premises Deployment with Cisco Unified Communications Manager 10.5 and later

Procedure

	Command or Action	Purpose
Step 1	Prepopulate Contact Lists in Bulk, on page 36	
Step 2	Enable Message Settings, on page 37	
Step 3	Configure Presence in Microsoft SharePoint 2010 and 2013, on page 40	
Step 4	Configure Users with IM and Presence Service, on page 40	

IM and Presence Service Workflow for an On-Premises Deployment with Cisco Unified Communications Manager Release 9.x and Later

Procedure

	Command or Action	Purpose
Step 1	Prepopulate Contact Lists in Bulk, on page 36	
Step 2	Enable Message Settings, on page 37	
Step 3	Add an IM and Presence Service, on page 38	
Step 4	Apply an IM and Presence Service, on page 39	
Step 5	Configure Presence in Microsoft SharePoint 2010 and 2013, on page 40	
Step 6	Configure Users with IM and Presence Service, on page 40	

IM and Presence Service Workflow for an On-Premises Deployment with Cisco Unified Communications Manager Release 8.6

Procedure

	Command or Action	Purpose
Step 1	Prepopulate Contact Lists in Bulk, on page 36	
Step 2	Enable Message Settings, on page 37	
Step 3	Specify Capabilities Assignments, on page 38	
Step 4	Configure Presence in Microsoft SharePoint 2010 and 2013, on page 40	

Prepopulate Contact Lists in Bulk

You can pre-populate user contact lists with the Bulk Administration Tool (BAT).

In this way you can prepopulate contact lists for users so that they automatically have a set of contacts after the initial launch of the client.

Cisco Jabber supports up to 300 contacts in a client contact list.

Procedure

	Command or Action	Purpose
Step 1	Create a CSV file that defines the contact list you want to provide to users.	
Step 2	Use the BAT to import the contact list in bulk to a set of users.	For more information about using BAT and the format of the CSV file, see the <i>Deployment Guide for Cisco Unified Communications Manager IM & Presence</i> for your release.

Enable Message Settings

Enable and configure instant messaging capabilities.

Before You Begin

[Prepopulate Contact Lists in Bulk](#), on page 36.

Procedure

-
- Step 1** Open the **Cisco Unified CM IM and Presence Administration** interface.
- Step 2** Select **Messaging > Settings**.
- Step 3** Select the following options:
- **Enable instant messaging**
 - **Allow clients to log instant message history**
 - **Allow cut & paste in instant messages**
- Step 4** Select other messaging settings as appropriate.
- Step 5** Select **Save**.
- Important** Cisco Jabber does not support the following settings on the **Presence Settings** window on Cisco Unified Communications Manager IM and Presence Service release 9.0.x:
- **Use DND status when user is on the phone**
 - **Use DND status when user is in a meeting**
-

What to Do Next

- If you have Cisco Unified Communications Manager IM and Presence Service release 9.x and later, [Add an IM and Presence Service](#), on page 38.
- If you have Cisco Unified Presence Release 8.6, [Specify Capabilities Assignments](#), on page 38.

Specify Capabilities Assignments

Complete the steps in this task to provide users with instant messaging and presence capabilities when using Cisco Unified Presence.

Before You Begin

[Enable Message Settings, on page 37](#)

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **System > Licensing > Capabilities Assignment**.
The **Find and List Capabilities Assignments** window opens.
- Step 3** Specify the appropriate filters in the **Find Capabilities Assignment where** field and then select **Find** to retrieve a list of users.
- Step 4** Select the appropriate users from the list.
The **Capabilities Assignment Configuration** window opens.
- Step 5** Select both of the following in the **Capabilities Assignment Configuration** section:
- **Enable CUP**
 - **Enable CUPC**
- Step 6** Select **Save**.
-

Add an IM and Presence Service

Provide users with IM and Presence Service capabilities.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.
- Step 3** Select **Add New**.
The **UC Service Configuration** window opens.
- Step 4** In the **Add a UC Service** section, select **IM and Presence** from the **UC Service Type** drop-down list.
- Step 5** Select **Next**.
- Step 6** Provide details for the IM and Presence Service as follows:
- a) Select **Unified CM (IM and Presence)** from the **Product Type** drop-down list.
 - b) Specify a name for the service in the **Name** field.

The name you specify displays when you add the service to a profile. Ensure the name you specify is unique, meaningful, and easy to identify.

- c) Specify an optional description in the **Description** field.
- d) Specify the instant messaging and presence service address in the **Host Name/IP Address** field.
Important The service address must be a fully qualified domain name or IP address.

Step 7 Select **Save**.

Apply an IM and Presence Service

After you add an IM and Presence Service on Cisco Unified Communications Manager, you must apply it to a service profile so that the client can retrieve the settings.

Before You Begin

[Add an IM and Presence Service, on page 38](#)

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
The **Find and List Service Profiles** window opens.
- Step 3** Find and select your service profile.
The **Service Profile Configuration** window opens.
- Step 4** In the **IM and Presence Profile** section, select up to three services from the following drop-down lists:
 - **Primary**
 - **Secondary**
 - **Tertiary**
- Step 5** Click **Save**.
- Step 6** Add users to the service profile.
 - a) Select **User Management > End User**.
The **Find and List Users** dialog box opens.
 - b) Specify the appropriate filters in the **Find User where** field and then select **Find** to find a user.
 - c) Click the user in the list.
The **End User Configuration** window appears.
 - d) Under the **Service Settings** area, check the **Home Cluster** check box.
 - e) Check the **Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)** check box.

- f) Select your service profile from the **UC Service Profile** drop-down list.

Step 7 Click **Save**.

Configure Presence in Microsoft SharePoint 2010 and 2013

If your organization defines users' profiles where their IM address is different from their email address, then additional configuration is required to enable presence integration between the client and Microsoft SharePoint 2010 and 2013.

Before You Begin

- For Cisco Jabber for Windows clients only.
- Ensure that all sites are in sync with Microsoft SharePoint Central Administration (CA).
- Ensure that synchronization between Microsoft SharePoint and Active Directory is set up.

Procedure

- Step 1** If you have Microsoft SharePoint 2013, update the SharePoint CA profile pages for users with the following information:
- a) For the **SIP Address** profile field, leave it blank.
 - b) In the **Work email** profile field, enter the user profile. For example, john4mail@example.pst.
- Step 2** If you have Microsoft SharePoint 2010, update the SharePoint CA profile pages for users with the following information:
- a) For the **SIP Address** profile field, enter the user profile. For example, john4mail@example.pst
 - b) In the **Work email** profile field, leave it blank.
-

Configure Users with IM and Presence Service

You can enable users for IM and Presence.

Configure Users Individually

Enable instant messaging and presence service and add your service profile to individual users.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > End User**.

The **Find and List Users** window opens.

Step 3 Specify the appropriate filters in the **Find User where** field and then select **Find** to retrieve a list of users.

Step 4 Select the appropriate username from the list.
The **End User Configuration** window opens.

Step 5 Locate the **Service Settings** section and do the following:

a) Select **Home Cluster**.

b) Select **Enable User for Unified CM IM and Presence**.

c) Select your service profile from the **UC Service Profile** drop-down list.

Important Cisco Unified Communications Manager release 9.x only—If the user has only instant messaging and presence capabilities (IM only), select **Use Default**. Cisco Unified Communications Manager release version 9.x applies the default service profile regardless of what you select from the **UC Service Profile** drop-down list.

Step 6 Select **Save**.

Configure Users in Bulk

Enable instant messaging and presence and add your service profile to multiple users.

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Select **Bulk Administration > Users > Update Users > Query**.
The **Find and List Users To Update** window opens.

Step 3 Specify the appropriate filters in the **Find User where** field and then select **Find** to retrieve a list of users.

Step 4 Select **Next**.
The **Update Users Configuration** window opens.

Step 5 Select both of the **Enable User for Unified CM IM and Presence** check boxes.

Important There are two check boxes for **Enable User for Unified CM IM and Presence**. To disable instant messaging and presence, you select one check box. To enable instant messaging and presence, you select both check boxes.

Step 6 Select the **UC Service Profile** check box and then select your service profile from the drop-down list.

Important Cisco Unified Communications Manager release 9.x only — If the user has only instant messaging and presence capabilities (IM only), you must select **Use Default**.

For IM only users — Cisco Unified Communications Manager release 9.x always applies the default service profile regardless of what you select from the **UC Service Profile** drop-down list.

Step 7 In the **Job Information** section, specify if you want to run the job immediately or at a later time.

Step 8 Select **Submit**.

Configure IM and Presence Service for Cloud-Based Deployments

Procedure

	Command or Action	Purpose
Step 1	Configure IM and Presence Service, on page 42	
Step 2	Configure Presence in Microsoft SharePoint 2010 and 2013, on page 40	
Step 3	Configure Privacy Options, on page 42	

Configure IM and Presence Service

When users successfully authenticate to the Cisco WebEx Messenger service, they get IM and Presence Service capabilities. You can optionally configure IM and Presence Service federation with the Cisco WebEx Administration Tool.

Configure Privacy Options

You can specify the default settings for presence subscription requests in cloud-based deployments.

Procedure

- Step 1** Open the Cisco WebEx Administration Tool.
- Step 2** Select the **Configuration** tab.
- Step 3** Select **General IM** in the **Connect Client** section.
The **General IM** pane opens.
- Step 4** Select the appropriate options for contact list requests as follows:

Option	Description
Select Allow users to set "Options for contact list requests"	Accept requests automatically from contacts in my organization automatically becomes the default option to configure how the client handles presence subscription requests. Users can change the default option in the Options window.

Option	Description
Do not select Allow users to set "Options for contact list requests"	<p>You configure how the client handles presence subscription requests. Users cannot change this configuration. The settings are not available in the Options window.</p> <p>Select one of the following options:</p> <ul style="list-style-type: none"> • Accept requests automatically from all contacts • Accept requests automatically from contacts in my organization • Prompt me for each request

The options for configuring how the client handles contact list requests are as follows:

- **Accept requests automatically from all contacts** — The client automatically accepts presence subscription requests from any domain. If you specify this setting, users from any domain can automatically add users to their contact list and view their availability status.
- **Accept requests automatically from contacts in my organization** — The client automatically accepts presence subscription requests only from users in the domains you specify. To specify a domain, select **Domain(s)** in the **System Settings** section on the **Configuration** tab.

Note When searching for contacts in your organization, users can see the temporary availability status of all users in the organization. However, if User A blocks User B, User B cannot see the temporary availability status of User A in the search list.
- **Prompt me for each request** — The client prompts users to accept each presence subscription request.

Step 5 Select **Save**.



Configure Voice and Video Communication

- [Configure Voice and Video Communications for On-Premises Deployments, page 45](#)
- [Configure Voice and Video Communication for Cloud-Based Deployments, page 67](#)

Configure Voice and Video Communications for On-Premises Deployments

Procedure

	Command or Action	Purpose
Step 1	Install Cisco Options Package File for Devices, on page 46.	Complete this task to make Cisco Jabber available as a device in Cisco Unified Communications Manager. This is applicable for Cisco Unified Communications Manager release 9.x and later only.
Step 2	Apply COP File for BFCP Capabilities, on page 47.	Complete this task if you have Cisco Unified Communications Manager Release 8.6 and you plan to enable video desktop sharing.
Step 3	Create SIP Profiles, on page 48.	Complete this task if you have Cisco Unified Communications Manager release 9 or earlier and plan to configure devices for mobile clients.
Step 4	Configure the Phone Security Profile, on page 49	Complete this task to setup secure phone capabilities for all devices.
Step 5	Enable User Mobility, on page 51.	Complete this task if you plan to assign Cisco Jabber for Mac or Cisco Jabber for Windows users to CTI remote devices.

	Command or Action	Purpose
Step 6	Add a CTI Service, on page 51.	Complete this task if you plan to assign Cisco Jabber for Mac or Cisco Jabber for Windows users to CTI remote devices.
Step 7	Add a CTI Gateway Server, on page 53.	Complete this only if you have Cisco Unified Communications Manager Release 8.6 with Cisco Unified Presence.
Step 8	Video Desktop Sharing, on page 54	
Step 9	Create and Configure Cisco Jabber Devices, on page 55	Create at least one device for every user that will access Cisco Jabber.
Step 10	Provide Users with Authentication Strings, on page 59	
Step 11	Desk Phone Video Configuration, on page 60	
Step 12	Enable Video Rate Adaptation, on page 62	
Step 13	Configure User Associations, on page 63	
Step 14	Reset Devices, on page 64	Only if installing Cisco Jabber for Mac
Step 15	Create a CCMCIP Profile, on page 65	

Install Cisco Options Package File for Devices

To make Cisco Jabber available as a device in Cisco Unified Communications Manager, you must install a device-specific Cisco Options Package (COP) file on all your Cisco Unified Communications Manager nodes.

Perform this procedure at a time of low usage; it can interrupt service.

General information about installing COP files is available in the “Software Upgrades” chapter in the *Cisco Unified Communications Operating System Administration Guide* for your release.

Procedure

-
- Step 1** Download the device COP file.
- Locate the device COP file.
 - Go to the [software downloads site](#).
 - Locate the device COP file for your release.
 - Click **Download Now**.
 - Note the MD5 checksum.

You will need this information later.

- d) Click **Proceed with Download** and follow the instructions.

Step 2 Place the COP file on an FTP or SFTP server that is accessible from your Cisco Unified Communications Manager nodes.

Step 3 Install this COP file on the Publisher node in your Cisco Unified Communications Manager cluster:

- a) Open the **Cisco Unified OS Administration** interface.
- b) Select **Software Upgrades > Install/Upgrade**.
- c) Specify the location of the COP file and provide the required information.
For more information, see the online help.

- d) Select **Next**.
- e) Select the device COP file.
- f) Select **Next**.
- g) Follow the instructions on the screen.
- h) Select **Next**.

Wait for the process to complete. This process can take some time.

- i) Reboot Cisco Unified Communications Manager at a time of low usage.
- j) Let the system fully return to service.

Note To avoid interruptions in service, make sure each node returns to active service before you perform this procedure on another server.

Step 4 Install the COP file on each Subscriber node in the cluster.
Use the same process you used for the Publisher, including rebooting the node.

Apply COP File for BFCP Capabilities

You must apply `cmterm-bfcp-e.8-6-2.cop.sgn` to configure video desktop sharing on Cisco Unified Communication Manager release 8.6.2 and later. This COP file adds an option to enable BFCP on the CSF device.



Note

- You must install the COP file each time you upgrade. For example, if you configure video desktop sharing on Cisco Unified Communication Manager Release 8.6.2 .20000-1 and then upgrade to Cisco Unified Communication Manager Release 8.6.2 .20000-2, you must apply the COP file on Cisco Unified Communication Manager Release 8.6.2 .20000-2.
 - If you configure video desktop sharing on Cisco Unified Communication Manager Release 8.6.1 and then upgrade to Cisco Unified Communication Manager release 8.6.2, you must apply the COP file on Cisco Unified Communication Manager release 8.6.2 before you can configure video desktop sharing.
-

Procedure

-
- Step 1** Download the Cisco Jabber administration package from Cisco.com.
- Step 2** Copy `cmterm-bfcp-e.8-6-2.cop.sgn` from the Cisco Jabber administration package to your file system.
- Step 3** Open the **Cisco Unified Communications Manager Administration** interface.
- Step 4** Upload and apply `cmterm-bfcp-e.8-6-2.cop.sgn`.
- Step 5** Restart the server as follows:
- Open the **Cisco Unified OS Administration** interface.
 - Select **Settings > Version**.
 - Select **Restart**.
 - Repeat the preceding steps for each node in the cluster, starting with your presentation server.
-

The COP add the **Allow Presentation Sharing using BFCP** field to the **Protocol Specific Information** section on the **Phone Configuration** window for CSF devices.

Create SIP Profiles

This procedure is required only when you use Cisco Unified Communication Manager release 9 or earlier and are configuring devices for mobile clients. Use the default SIP profile provided for desktop clients.

If you use Cisco Unified Communication Manager release 9 or earlier, before you create and configure devices for mobile clients, you must create a SIP profile that allows Cisco Jabber to stay connected to Cisco Unified Communication Manager while Cisco Jabber runs in the background.

If you use Cisco Unified Communication Manager Release 10, choose the **Standard SIP Profile for Mobile Device** default profile when you create and configure devices for mobile clients.

Before You Begin

[Install Cisco Options Package File for Devices, on page 46](#)

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **Device > Device Settings > SIP Profile**.
The **Find and List SIP Profiles** window opens.
- Step 3** Do one of the following to create a new SIP profile:
- Find the default SIP profile and create a copy that you can edit.
 - Select **Add New** and create a new SIP profile.
- Step 4** In the new SIP profile, set the following values:
- Timer Register Delta** to 120

- **Timer Register Expires** to 720
- **Timer Keep Alive Expires** to 720
- **Timer Subscribe Expires** to 21600
- **Timer Subscribe Delta** to 15

Step 5 Select **Save**.

What to Do Next

[Setting up System SIP Parameters, on page 49](#)

Setting up System SIP Parameters

If you are connected to a low-bandwidth network and finding it difficult to take an incoming call on your mobile device, you can set the system SIP parameters to improve the condition. Increase the SIP Dual Mode Alert Timer value to ensure that calls to the Cisco Jabber extension are not prematurely routed to the mobile-network phone number.

Before You Begin

This configuration is only for mobile clients.

Cisco Jabber must be running to receive work calls.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **System > Service Parameters**.
- Step 3** Select the node.
- Step 4** Select the **Cisco CallManager (Active)** service.
- Step 5** Scroll to the **Clusterwide Parameters (System - Mobility)** section.
- Step 6** Increase the **SIP Dual Mode Alert Timer** value to 10000 milliseconds.
- Step 7** Select **Save**.

Note If, after you increase the SIP Dual Mode Alert Timer value, incoming calls that arrive in Cisco Jabber are still terminated and diverted using Mobile Connect, you can increase the SIP Dual Mode Alert Timer value again in increments of 500 milliseconds.

Configure the Phone Security Profile

You can optionally set up secure phone capabilities for all devices. Secure phone capabilities provide secure SIP signaling, secure media streams, and encrypted device configuration files.

If you enable secure phone capabilities for users, device connections to Cisco Unified Communications Manager are secure. However, calls with other devices are secure only if both devices have a secure connection.

Before You Begin

- Configure the Cisco Unified Communications Manager security mode using the Cisco CTL Client. At minimum, select mixed mode security.

For instructions on how to configure mixed mode with the Cisco CTL Client, see the [Cisco Unified Communications Manager Security Guide](#).

- For conference calls, ensure that the conferencing bridge supports secure phone capabilities. If the conferencing bridge does not support secure phone capabilities, calls to that bridge are not secure. Likewise, all parties must support a common encryption algorithm for the client to encrypt media on conference calls.

Procedure

-
- Step 1** In **Cisco Unified Communications Manager**, select **System > Security > Phone Security Profile**.
- Step 2** Select **Add New**.
- Step 3** From the **Phone Type** drop-down list, select the option that is applicable to the device type you are configuring and then select **Next**.
- **Cisco Unified Client Services Framework**—Select this option to create a CSF device for Cisco Jabber for Mac or Cisco Jabber for Windows.
 - **Cisco Dual Mode for iPhone**—Select this option to create a TFT device for an iPhone.
 - **Cisco Jabber for Tablet**—Select this option to create a TAB device for an iPad or an Android tablet.
 - **Cisco Dual Mode for Android**—Select this option to create a BOT device for an Android device.
 - **CTI Remote Device**—Select this option to create a CTI remote device.
CTI remote devices are virtual devices that monitor and have call control over a user's remote destination.
- Step 4** In the **Name** field of the **Phone Security Profile Configuration** window, specify a name for the phone security profile.
- Step 5** For **Device Security Mode**, select one of the following options:
- **Authenticated**—The SIP connection is over TLS using NULL-SHA encryption.
 - **Encrypted**—The SIP connection is over TLS using AES 128/SHA encryption. The client uses Secure Real-time Transport Protocol (SRTP) to offer encrypted media streams.
- Step 6** For **Transport Type**, leave the default value of **TLS**.
- Step 7** Select the **TFTP Encrypted Config** check box to encrypt the device configuration file that resides on the TFTP server.
- Note** For a TCT/BOT/Tablet device, do not select the TFTP Encrypted Config check box here. For Authentication Mode, select By Authentication String or Null String.
- Step 8** For **Authentication Mode**, select **By Authentication String** or **By Null String**.
- Note** Using the CAPF Authentication mode **By Null String** with VXME and Jabber for Windows CSF devices is not supported. It causes Jabber registration with Cisco Unified Communications Manager (CUCM) to fail.
- Step 9** For **Key Size (Bits)**, select the appropriate key size for the certificate. Key size refers to the bit length of the public and private keys that the client generates during the CAPF enrollment process.

The Cisco Jabber clients were tested using authentication strings with 1024-bit length keys. The Cisco Jabber clients require more time to generate 2048-bit length keys than 1024-bit length keys. As a result, if you select 2048, expect it to take longer to complete the CAPF enrollment process.

Step 10 For **SIP Phone Port**, leave the default value.
The port that you specify in this field takes effect only if you select **Non Secure** as the value for **Device Security Mode**.

Step 11 Click **Save**.

Enable User Mobility

This task is only for desktop clients.

You must enable user mobility to provision CTI remote devices. If you do not enable mobility for users, you cannot assign those users as owners of CTI remote devices.

Before You Begin

This task is applicable only if:

- You plan to assign Cisco Jabber for Mac or Cisco Jabber for Windows users to CTI remote devices.
- You have Cisco Unified Communication Manager release 9.x and later.

Procedure

- Step 1** Select **User Management > End User**.
The **Find and List Users** window opens.
- Step 2** Specify the appropriate filters in the **Find User where** field to and then select **Find** to retrieve a list of users.
- Step 3** Select the user from the list.
The **End User Configuration** window opens.
- Step 4** Locate the **Mobility Information** section.
- Step 5** Select **Enable Mobility**.
- Step 6** Select **Save**.
-

Add a CTI Service

The CTI service provides Jabber with the address of the UDS device service. The UDS device service provides a list of devices associated with the user.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.
- Step 3** Select **Add New**.
The **UC Service Configuration** window opens.
- Step 4** In the **Add a UC Service** section, select **CTI** from the **UC Service Type** drop-down list.
- Step 5** Select **Next**.
- Step 6** Provide details for the instant messaging and presence service as follows:
- Specify a name for the service in the **Name** field.
The name you specify displays when you add services to profiles. Ensure the name you specify is unique, meaningful, and easy to identify.
 - Specify the CTI service address in the **Host Name/IP Address** field.
 - Specify the port number for the CTI service in the **Port** field.
- Step 7** Select **Save**.
-

What to Do Next

Add the CTI service to your service profile.

Apply a CTI Service

After you add a CTI service on Cisco Unified Communications Manager, you must apply it to a service profile so that the client can retrieve the settings.

Before You Begin

- Create a service profile if none already exists or if you require a separate service profile for CTI.
- Add a CTI service.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
Find and List Service Profiles window opens.
- Step 3** Find and select your service profile.
Service Profile Configuration window opens.
- Step 4** Navigate to **CTI Profile** section, and select up to three services from the following drop-down lists:
- **Primary**
 - **Secondary**

- Tertiary

Step 5 Select **Save**.

Add a CTI Gateway Server

This task is applicable only if you have CUCM 8.6 with CUP.

The client requires a CTI gateway to communicate with Cisco Unified Communications Manager and perform certain functions such as desk phone control. The first step to set up a CTI gateway is to add a CTI gateway server on Cisco Unified Presence.

Procedure

Step 1 Open the **Cisco Unified Presence Administration** interface.

Step 2 Select **Application > Cisco Jabber > CTI Gateway Server**.

Note In some versions of Cisco Unified Presence, this path is as follows: **Application > Cisco Unified Personal Communicator > CTI Gateway Server**.

The **Find and List CTI Gateway Servers** window opens.

Step 3 Select **Add New**.

The **CTI Gateway Server Configuration** window opens.

Step 4 Specify the required details on the **CTI Gateway Server Configuration** window.

Step 5 Select **Save**.

What to Do Next

[Create a CTI Gateway Profile, on page 53](#)

Create a CTI Gateway Profile

After you add a CTI gateway server, you must create a CTI gateway profile and add that server to the profile.

Before You Begin

[Add a CTI Gateway Server, on page 53](#)

Procedure

Step 1 Open the **Cisco Unified Presence Administration** interface.

Step 2 Select **Application > Cisco Jabber > CTI Gateway Profile**.

Note In some versions of Cisco Unified Presence, this path is as follows: **Application > Cisco Unified Personal Communicator > CTI Gateway Profile**.

- Step 3** In the **CTI Gateway Profile Configuration** window, specify the required details.
- Step 4** Select **Add Users to Profile** and add the appropriate users to the profile.
- Step 5** Select **Save**.
-

Video Desktop Sharing

Binary Floor Control Protocol (BFCP) provides video desktop sharing capabilities for software phone devices, also known as CSF devices. Cisco Unified Communications Manager handles the BFCP packets that users transmit when using video desktop sharing capabilities. On Cisco Unified Communications Manager version 9.0(1) and later, BFCP presentation sharing is automatically enabled. For this reason, you do not need to perform any steps to enable video desktop sharing on CSF devices.



Note Cisco Jabber for mobile clients can only receive BFCP.



- Note**
- You can enable video desktop sharing only on software phone devices. You cannot enable video desktop sharing on desk phone devices.
 - Users must be on active calls to use video desktop sharing capabilities. You can only initiate video desktop sharing sessions from active calls.
 - In hybrid cloud-based deployments, both Cisco WebEx and Cisco Unified Communications Manager provide desktop sharing functionality.
 - If users initiate desktop sharing sessions during an instant messaging session, Cisco WebEx provides desktop sharing capabilities.
 - If users initiate desktop sharing sessions during an audio or video conversation, Cisco Unified Communications Manager provides desktop sharing capabilities.
 - Video desktop sharing using BFCP is not supported if **Trusted Relay Point** or **Media Termination Point** are enabled on the software phone device.
 - Video desktop sharing using BFCP is not supported during Cisco Jabber multi-party conference calls unless Cisco TelePresence MCU is deployed.
-



Tip You must enable BFCP on the SIP trunk to allow video desktop sharing capabilities outside of a Cisco Unified Communications Manager cluster. To enable BFCP on the SIP trunk, do the following:

- 1 Select **Allow Presentation Sharing using BFCP** in the Trunk Specific Configuration section of the SIP profile.
 - 2 Select the SIP profile from the SIP Profile drop-down list on the CSF device configuration.
-

Create and Configure Cisco Jabber Devices

Create at least one device for every user that accesses Cisco Jabber. A user can have multiple devices.

**Note**

Users can only remove participants from a conference call when using the softphone(CSF) device for calls.

Before You Begin

- Install COP files.
- Enable mobility for each user for whom you plan to assign to a CTI remote device.
- Create SIP profiles if you have Cisco Unified Communications Manager release 9 or earlier and plan to configure devices for mobile clients.
- Create the Phone Security Profile if you plan to set up secure phone capabilities for all devices.
- For Cisco Unified Communications Manager release 10 or later, ensure that the Cisco Certificate Authority Proxy Function (CAPF) service parameters value for **Certificate Issuer to Endpoint** is **Cisco Certificate Authority Proxy Function**, this is the only option supported by Cisco Jabber. For information on configuring the CAPF service parameter see the *Update CAPF Service Parameters* topic in the [Cisco Unified Communications Manager Security Guides](#).
- Before you create TCT devices, BOT devices, or TAB devices for Cisco Jabber for mobile users, specify the organization top domain name to support registration between Cisco Jabber and the Cisco Unified Communications Manager. In Unified CM Administration interface, select **System > Enterprise Parameters**. Under the Clusterwide Domain Configuration section, enter the organization top domain name. For example, cisco.com. This top domain name is used by Jabber as the DNS domain of the Cisco Unified Communications Manager servers for phone registration. For example, CUCMServer1@cisco.com.

Procedure

- Step 1** Log in to the **Cisco Unified CM Administration** interface.
- Step 2** Select **Device > Phone**.
Find and List Phones window opens.
- Step 3** Select **Add New**.
- Step 4** From the **Phone Type** drop-down list, select the option that is applicable to the device type you are configuring and then select **Next**.
For Jabber users, you can only create one type of device per user although you can create multiple devices for each user. For example, you can create one tablet device and one CSF device but not two CSF devices.
 - **Cisco Unified Client Services Framework**—Select this option to create a CSF device for Cisco Jabber for Mac or Cisco Jabber for Windows.
 - **Cisco Dual Mode for iPhone**—Select this option to create a TCT device for an iPhone.
 - **Cisco Jabber for Tablet**—Select this option to create a TAB device for an iPad or an Android tablet.

- **Cisco Dual Mode for Android**—Select this option to create a BOT device for an Android device.
- **CTI Remote Device**—Select this option to create a CTI remote device.
CTI remote devices are virtual devices that monitor and have call control over a user's remote destination.

Step 5 From the **Owner User ID** drop-down list, select the user for whom you want to create the device.
For the **Cisco Unified Client Services Framework** option in a Phone mode deployment, ensure that **User** is selected.

Step 6 In the **Device Name** field, use the applicable format to specify a name for the device:

If You Select	Required Format
CTI Remote Device	<ul style="list-style-type: none"> • When you select Owner User ID, the device name field populates with <i>CTIRD<owner user ID></i>. You can change this value. The device name does not have to begin with <i>CTIRD</i>. • Valid characters: a–z, A–Z, 0–9, period (.), underscore (_), hyphen (-). • 15-character limit.
Cisco Unified Client Services Framework	<ul style="list-style-type: none"> • Valid characters: a–z, A–Z, 0–9. • 15-character limit.
Cisco Dual Mode for iPhone	<ul style="list-style-type: none"> • The device name must begin with <i>TCT</i>. For example, if you create a TCT device for user, Tanya Adams, whose username is tadams, enter TCTTADAMS. • Must be uppercase. • Valid characters: A–Z, 0–9, period (.), underscore (_), hyphen (-). • 15-character limit.
Cisco Jabber for Tablet	<ul style="list-style-type: none"> • The device name must begin with <i>TAB</i>. For example, if you create a TAB device for user, Tanya Adams, whose username is tadams, enter TABTADAMS. • Must be uppercase. • Valid characters: A–Z, 0–9, period (.), underscore (_), hyphen (-). • 15-character limit.

If You Select	Required Format
Cisco Dual Mode for Android	<ul style="list-style-type: none"> The device name must begin with <i>BOT</i>. For example, if you create a BOT device for user, Tanya Adams, whose username is tadams, enter BOTTADAMS. Must be uppercase. Valid characters: A–Z, 0–9, period (.), underscore (_), hyphen (-). 15-character limit.

- Step 7** If you are creating a CTI Remote Device, in the **Protocol Specific Information** section, select an appropriate option from the **Rerouting Calling Search Space** drop-down list.
The Rerouting Calling Search Space defines the calling search space for rerouting and ensures that users can send and receive calls from the CTI remote device.
- Step 8** To generate an authentication string that you can provide to end users to access their devices and securely register to Cisco Unified Communications Manager, navigate to the **Certification Authority Proxy Function (CAPF) Information** section.
- Step 9** From the **Certificate Operation** drop-down list, select **Install/Upgrade**.
- Step 10** From the **Authentication Mode** drop-down list, select **By Authentication String** or **By Null String**.
Note Using the CAPF Authentication mode **By Null String** with VXME and Jabber for Windows CSF devices is not supported. It causes Jabber registration with Cisco Unified Communications Manager (CUCM) to fail.
- Step 11** Click **Generate String**.
The Authentication String autopopulates with a string value. This is the string that you will provide to end users.
- Step 12** From the **Key Size (Bits)** drop-down list, select the same key size that you set in the phone security profile.
- Step 13** In the **Operation Completes By** fields, specify an expiration value for the authentication string or leave as default.
- Step 14** If you are using a group configuration file, specify it in the **Cisco Support Field** of the **Desktop Client Settings**. Cisco Jabber does not use any other settings that are available on the **Desktop Client Settings**.
- Step 15** Select **Save**.
- Step 16** Click **Apply Config**.

What to Do Next

Add a Directory Number to the device.

Add a Directory Number to the Device

After you create and configure each device, you must add a directory number to the device. This topic provides instructions on adding directory numbers using the **Device > Phone** menu option.

Before You Begin

Create a device.

Procedure

-
- Step 1** Locate the **Association Information** section on the **Phone Configuration** window.
 - Step 2** Click **Add a new DN**.
 - Step 3** In the **Directory Number** field, specify a directory number.
 - Step 4** In the **Users Associated with Line** section, click **Associate End Users**.
 - Step 5** In the **Find User where** field, specify the appropriate filters and then click **Find**.
 - Step 6** From the list that appears, select the applicable users and click **Add Selected**.
 - Step 7** Specify all other required configuration settings as appropriate.
 - Step 8** Select **Apply Config**.
 - Step 9** Select **Save**.
-

Add a Remote Destination

Remote destinations represent the CTI controllable devices that are available to users.

You should add a remote destination through the **Cisco Unified CM Administration** interface if you plan to provision users with dedicated CTI remote devices. This task ensures that users can automatically control their phones and place calls when they start the client.

If you plan to provision users with CTI remote devices along with software phone devices and desk phone devices, you should not add a remote destination through the **Cisco Unified CM Administration** interface. Users can enter remote destinations through the client interface.

**Note**

-
- You should create only one remote destination per user. Do not add two or more remote destinations for a user.
 - Cisco Unified Communications Manager does not verify if it can route remote destinations that you add through the **Cisco Unified CM Administration** interface. For this reason, you must ensure that Cisco Unified Communications Manager can route the remote destinations you add.
 - Cisco Unified Communications Manager automatically applies application dial rules to all remote destination numbers for CTI remote devices.
-

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **Device > Phone**.

The **Find and List Phones** window opens.

- Step 3** Specify the appropriate filters in the **Find Phone where** field to and then select **Find** to retrieve a list of phones.
- Step 4** Select the CTI remote device from the list.
The **Phone Configuration** window opens.
- Step 5** Locate the **Associated Remote Destinations** section.
- Step 6** Select **Add a New Remote Destination**.
The **Remote Destination Information** window opens.
- Step 7** Specify JabberRD in the **Name** field.
Restriction You must specify JabberRD in the **Name** field. The client uses only the JabberRD remote destination. If you specify a name other than JabberRD, users cannot access that remote destination.
The client automatically sets the JabberRD name when users add remote destinations through the client interface.
- Step 8** Enter the destination number in the **Destination Number** field.
- Step 9** Specify all other values as appropriate.
- Step 10** Select **Save**.
-

What to Do Next

Complete the following steps to verify the remote destination and apply the configuration to the CTI remote device:

- 1 Repeat the steps to open the **Phone Configuration** window for the CTI remote device.
- 2 Locate the **Associated Remote Destinations** section.
- 3 Verify the remote destination is available.
- 4 Select **Apply Config**.



Note

The **Device Information** section on the **Phone Configuration** window contains a **Active Remote Destination** field.

When users select a remote destination in the client, it displays as the value of **Active Remote Destination**. **none** displays as the value of **Active Remote Destination** if:

- Users do not select a remote destination in the client.
- Users exit or are not signed in to the client.

Provide Users with Authentication Strings

Users must specify the authentication string in the client interface to access their devices and securely register with Cisco Unified Communications Manager.

When users enter the authentication string in the client interface, the CAPF enrollment process begins.



Note

The time it takes for the enrollment process to complete can vary depending on the user's computer or mobile device and the current load for Cisco Unified Communications Manager. It can take up to one minute for the client to complete the CAPF enrollment process.

The client displays an error if:

- Users enter an incorrect authentication string.

Users can attempt to enter authentication strings again to complete the CAPF enrollment. However, if a user continually enters an incorrect authentication string, the client might reject any string the user enters, even if the string is correct. In this case, you must generate a new authentication string on the user's device and then provide it to the user.

- Users do not enter the authentication string before the expiration time you set in the **Operation Completes By** field.

In this case, you must generate a new authentication string on the user's device. The user must then enter that authentication string before the expiration time.



Important

When you configure the end users in Cisco Unified Communications Manager, you must add them to the following user groups:

- **Standard CCM End Users**
- **Standard CTI Enabled**

Users must not belong to the Standard CTI Secure Connection user group.

Desk Phone Video Configuration

Desk phone video capabilities let users receive video transmitted to their desk phone devices on their computers through the client.

Set Up Desk Phone Video

To set up desk phone video, you must complete the following steps:

- 1 Physically connect the computer to the computer port on the desk phone device.

You must physically connect the computer to the desk phone device through the computer port so that the client can establish a connection to the device. You cannot use desk phone video capabilities with wireless connections to desk phone devices.

**Tip**

If users have both wireless and wired connections available, they should configure Microsoft Windows so that wireless connections do not take priority over wired connections. See the following Microsoft documentation for more information: *An explanation of the Automatic Metric feature for Internet Protocol routes*.

- 2 Enable the desk phone device for video in Cisco Unified Communications Manager.
- 3 Install Cisco Media Services Interface on the computer.

Cisco Media Services Interface provides the Cisco Discover Protocol (CDP) driver that enables the client to do the following:

- Discover the desk phone device.
- Establish and maintain a connection to the desk phone device using the CAST protocol.

**Note**

Download the **Cisco Media Services Interface** installation program from the download site on cisco.com.

Desk Phone Video Considerations

Review the following considerations and limitations before you provision desk phone video capabilities to users:

- You cannot use desk phone video capabilities on devices if video cameras are attached to the devices, such as a Cisco Unified IP Phone 9971. You can use desk phone video capabilities if you remove video cameras from the devices.
- You cannot use desk phone video capabilities with devices that do not support CTI.
- Video desktop sharing, using the BFCP protocol, is not supported with desk phone video.
- It is not possible for endpoints that use SCCP to receive video only. SCCP endpoints must send and receive video. Instances where SCCP endpoints do not send video result in audio only calls.
- 7900 series phones must use SCCP for desk phone video capabilities. 7900 series phones cannot use SIP for desk phone video capabilities.
- If a user initiates a call from the keypad on a desk phone device, the call starts as an audio call on the desk phone device. The client then escalates the call to video. For this reason, you cannot make video calls to devices that do not support escalation, such as H.323 endpoints. To use desk phone video capabilities with devices that do not support escalation, users should initiate calls from the client.
- A compatibility issue exists with Cisco Unified IP Phones that use firmware version SCCP45.9-2-1S. You must upgrade your firmware to version SCCP45.9-3-1 to use desk phone video capabilities.
- Some antivirus or firewall applications, such as Symantec EndPoint Protection, block inbound CDP packets, which disables desk phone video capabilities. You should configure your antivirus or firewall application to allow inbound CDP packets.

See the following Symantec technical document for additional details about this issue: *Cisco IP Phone version 7970 and Cisco Unified Video Advantage is Blocked by Network Threat Protection*.

- You must not select the **Media Termination Point Required** checkbox on the SIP trunk configuration for Cisco Unified Communications Manager. Desk phone video capabilities are not available if you select this checkbox.

Desk Phone Video Troubleshooting

If you encounter an error that indicates desk phone video capabilities are unavailable or the desk phone device is unknown, do the following:

- 1 Ensure you enable the desk phone device for video in Cisco Unified Communications Manager.
- 2 Reset the physical desk phone.
- 3 Exit the client.
- 4 Run services.msc on the computer where you installed the client.
- 5 Restart Cisco Media Services Interface.
- 6 Restart the client.

Enable Video Rate Adaptation

The client uses video rate adaptation to negotiate optimum video quality. Video rate adaptation dynamically increases or decreases video quality based on network conditions.

To use video rate adaptation, you must enable Real-Time Transport Control Protocol (RTCP) on Cisco Unified Communications Manager.



Note

RTCP is enabled on software phone devices by default. However, you must enable RTCP on desk phone devices.

Enable RTCP on Common Phone Profiles

You can enable RTCP on a common phone profile to enable video rate adaptation on all devices that use the profile.



Note

RTCP is an integral component of Jabber Telephony services. Jabber will continue to send RTCP packets even when disabled.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **Device > Device Settings > Common Phone Profile**.

The **Find and List Common Phone Profiles** window opens.

- Step 3** Specify the appropriate filters in the **Find Common Phone Profile where** field and then select **Find** to retrieve a list of profiles.
 - Step 4** Select the appropriate profile from the list.
The **Common Phone Profile Configuration** window opens.
 - Step 5** Locate the **Product Specific Configuration Layout** section.
 - Step 6** Select **Enabled** from the **RTCP** drop-down list.
 - Step 7** Select **Save**.
-

Enable RTCP on Device Configurations

You can enable RTCP on specific device configurations instead of a common phone profile. The specific device configuration overrides any settings you specify on the common phone profile.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **Device > Phone**.
The **Find and List Phones** window opens.
 - Step 3** Specify the appropriate filters in the **Find Phone where** field and then select **Find** to retrieve a list of phones.
 - Step 4** Select the appropriate phone from the list.
The **Phone Configuration** window opens.
 - Step 5** Locate the **Product Specific Configuration Layout** section.
 - Step 6** Select **Enabled** from the **RTCP** drop-down list.
 - Step 7** Select **Save**.
-

Configure User Associations

When you associate a user with a device, you provision that device to the user.

Before You Begin

Create and configure Cisco Jabber devices.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > End User**.

The **Find and List Users** window opens.

- Step 3** Specify the appropriate filters in the **Find User where** field and then select **Find** to retrieve a list of users.
- Step 4** Select the appropriate user from the list.
The **End User Configuration** window opens.
- Step 5** Locate the **Service Settings** section.
- Step 6** Select **Home Cluster**.
- Step 7** Select the appropriate service profile for the user from the **UC Service Profile** drop-down list.
- Step 8** Locate the **Device Information** section.
- Step 9** Select **Device Association**.
The **User Device Association** window opens.
- Step 10** Select the devices to which you want to associate the user. Jabber only supports a single softphone association per device type. For example, only one TCT, BOT, CSF, and TAB device can be associated with a user.
- Step 11** Select **Save Selected/Changes**.
- Step 12** Select **User Management > End User** and return to the **Find and List Users** window.
- Step 13** Find and select the same user from the list.
The **End User Configuration** window opens.
- Step 14** Locate the **Permissions Information** section.
- Step 15** Select **Add to Access Control Group**.
The **Find and List Access Control Groups** dialog box opens.
- Step 16** Select the access control groups to which you want to assign the user.
At a minimum you should assign the user to the following access control groups:
- **Standard CCM End Users**
 - **Standard CTI Enabled**
- Remember** If you are provisioning users with secure phone capabilities, do not assign the users to the **Standard CTI Secure Connection** group.
- Certain phone models require additional control groups, as follows:
- Cisco Unified IP Phone 9900, 8900, or 8800 series or DX series, select **Standard CTI Allow Control of Phones supporting Connected Xfer and conf**.
 - Cisco Unified IP Phone 6900 series, select **Standard CTI Allow Control of Phones supporting Rollover Mode**.
- Step 17** Select **Add Selected**.
The **Find and List Access Control Groups** window closes.
- Step 18** Select **Save** on the **End User Configuration** window.
-

Reset Devices

After you create and associate users with devices, you should reset those devices.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **Device > Phone**.
The **Find and List Phones** window opens.
- Step 3** Specify the appropriate filters in the **Find Phone where** field and then select **Find** to retrieve a list of devices.
- Step 4** Select the appropriate device from the list.
The **Phone Configuration** window opens.
- Step 5** Locate the **Association Information** section.
- Step 6** Select the appropriate directory number configuration.
The **Directory Number Configuration** window opens.
- Step 7** Select **Reset**.
The **Device Reset** dialog box opens.
- Step 8** Select **Reset**.
- Step 9** Select **Close** to close the **Device Reset** dialog box.
-

Create a CCMCIP Profile

The client gets device lists for users from the CCMCIP server.



Note

If the client gets the `_cisco-uds SRV` record from a DNS query, it can automatically locate the user's home cluster and discover services. One of the services the client discovers is UDS, which replaces CCMCIP.

Before You Begin

[Reset Devices](#), on page 64

Procedure

-
- Step 1** Open the **Cisco Unified CM IM and Presence Administration** interface.
- Step 2** Select **Application > Legacy Clients > CCMCIP Profile**.
- Step 3** In the **Find and List CCMCIP Profiles** window, select **Add New**.
- Step 4** In the **CCMCIP Profile Configuration** window, specify service details in the CCMCIP profile as follows:
- Specify a name for the profile in the **Name** field.
 - Specify the fully qualified domain name or IP address of your primary CCMCIP service in the **Primary CCMCIP Host** field.
 - Specify the fully qualified domain name or IP address of your backup CCMCIP service in the **Backup CCMCIP Host** field.

d) Leave the default value for **Server Certificate Verification**.

Cisco Unified Communications Manager release 9.x and earlier—If you enable Cisco Extension Mobility, the `Cisco Extension Mobility` service must be activated on the Cisco Unified Communications Manager nodes that are used for CCMCIP. For information about Cisco Extension Mobility, see the *Feature and Services* guide for your Cisco Unified Communications Manager release.

Step 5 Add users to the CCMCIP profile as follows:

- a) Select **Add Users to Profile**.
- b) In the **Find and List Users** dialog, specify the appropriate filters in the **Find User where** field and then select **Find** to retrieve a list of users.
- c) Select the appropriate users from the list.
- d) Select **Add Selected**.
The selected users are added to the CCMCIP profile.

Step 6 Select **Save**.

Dial Plan Mapping

Publish Dial Rules

Cisco Unified Communications Manager release 8.6.1 or earlier does not automatically publish dial rules to the client. For this reason, you must deploy a COP file to publish your dial rules. This COP file copies your dial rules from the Cisco Unified Communications Manager database to an XML file on your TFTP server. The client can then download that XML file and access your dial rules.



Remember

You must deploy the COP file every time you update or modify dial rules on Cisco Unified Communications Manager release 8.6.1 or earlier.

Before You Begin

- 1 Create your dial rules in Cisco Unified Communications Manager.
- 2 Download the Cisco Jabber administration package from cisco.com.
- 3 Copy `cmterm-cupc-dialrule-wizard-0.1.cop.sgn` from the Cisco Jabber administration package to your file system.

Procedure

-
- Step 1** Open the **Cisco Unified OS Administration** interface.
- Step 2** Select **Software Upgrades > Install/Upgrade**.
- Step 3** Specify the location of `cmterm-cupc-dialrule-wizard-0.1.cop.sgn` in the **Software Installation/Upgrade** window.
- Step 4** Select **Next**.
- Step 5** Select `cmterm-cupc-dialrule-wizard-0.1.cop.sgn` from the **Available Software** list.
- Step 6** Select **Next** and then select **Install**.
- Step 7** Restart the TFTP service.
- Step 8** Open the dial rules XML files in a browser to verify that they are available on your TFTP server.
- a) Navigate to `http://tftp_server_address:6970/CUPC/AppDialRules.xml`.
 - b) Navigate to `http://tftp_server_address:6970/CUPC/DirLookupDialRules.xml`.
- If you can access `AppDialRules.xml` and `DirLookupDialRules.xml` with your browser, the client can download your dial rules.
- Step 9** Repeat the preceding steps for each Cisco Unified Communications Manager instance that runs a TFTP service.
-

What to Do Next

After you repeat the preceding steps on each Cisco Unified Communications Manager instance, restart the client.

Configure Voice and Video Communication for Cloud-Based Deployments

Procedure

	Command or Action	Purpose
Step 1	Configure Audio and Video Services, on page 67	
Step 2	Add Teleconferencing Service Name Accounts, on page 68	

Configure Audio and Video Services

Integrate your on-premises Unified Communications environment with the Cisco WebEx Administration Tool. See the following topics for more information:

- *Getting started with Cisco Unified Communications Manager for Click to Call*
- *Creating Unified Communications Clusters*

What to Do Next

[Add Teleconferencing Service Name Accounts, on page 68](#)

Add Teleconferencing Service Name Accounts

Users can make teleconference calls with either the default Cisco WebEx audio service or a third-party teleconference provider.

To integrate the third-party teleconference provider audio services with Cisco WebEx, you must add teleconferencing service name accounts. After you add those accounts, users can make teleconference calls with the third-party provider audio services.

For more information about adding teleconferencing service name accounts, see the *Cisco WebEx Site Administration User's Guide*.

Before You Begin

[Configure Audio and Video Services, on page 67](#)



Configure Voicemail

- [Configure Voicemail for an On-Premises Deployment with Cisco Unified Communications Manager Release 9.x and Later, page 69](#)
- [Configure Voicemail for an On-Premises Deployment with Cisco Unified Communications Manager Release 8.6, page 70](#)
- [Configure Cisco Unity Connection for Use with Cisco Jabber, page 71](#)
- [Add a Voicemail Service, page 72](#)
- [Add a Mailstore Service, page 74](#)
- [Add a Voicemail Server, page 76](#)
- [Create a Mailstore, page 76](#)
- [Create a Voicemail Profile, page 77](#)
- [Configure Retrieval and Redirection, page 78](#)
- [Set a Voicemail Credentials Source, page 79](#)
- [Enable Enhanced Message Waiting Indicator, page 80](#)
- [Configure Voicemail for Cloud-Based Deployments, page 81](#)

Configure Voicemail for an On-Premises Deployment with Cisco Unified Communications Manager Release 9.x and Later

Procedure

	Command or Action	Purpose
Step 1	Configure Cisco Unity Connection for Use with Cisco Jabber, on page 71	Configure Cisco Unity Connection so that Cisco Jabber can access voicemail services.
Step 2	Add a Voicemail Service, on page 72	

	Command or Action	Purpose
Step 3	Add a Mailstore Service, on page 74	
Step 4	Apply Mailstore Service, on page 75	After you add a mailstore service, you must apply it to a service profile so that the client can retrieve the settings.
Step 5	Configure Retrieval and Redirection, on page 78	Configure retrieval so that users can access voice mail messages. Configure redirection so that users can send incoming calls to voicemail.
Step 6	Set a Voicemail Credentials Source, on page 79	
Step 7	Enable Enhanced Message Waiting Indicator, on page 80	This procedure applies only if you want to set up a basic voicemail account that allows users to dial in to their voice mailbox. This procedure is not required if you want to set up visual voicemail.

Configure Voicemail for an On-Premises Deployment with Cisco Unified Communications Manager Release 8.6

Procedure

	Command or Action	Purpose
Step 1	Configure Cisco Unity Connection for Use with Cisco Jabber, on page 71	Configure Cisco Unity Connection so that Cisco Jabber can access voicemail services.
Step 2	Add a Voicemail Server, on page 76	
Step 3	Create a Mailstore, on page 76	
Step 4	Create a Voicemail Profile, on page 77	
Step 5	Configure Retrieval and Redirection, on page 78	Configure retrieval so that users can access voice mail messages. Configure redirection so that users can send incoming calls to voicemail.
Step 6	Set a Voicemail Credentials Source, on page 79	

Configure Cisco Unity Connection for Use with Cisco Jabber

You must complete some specific steps to configure Cisco Unity Connection so that Cisco Jabber can access voicemail services. You should refer to the Cisco Unity Connection documentation for instructions on general tasks such as creating users, passwords, and provisioning users with voicemail access.

**Remember**

Cisco Jabber connects to the voicemail service through a REST interface and supports Cisco Unity Connection release 8.5 or later.

Procedure

- Step 1** Ensure the **Connection Jetty** and **Connection REST Service** services are started.
- Open the **Cisco Unity Connection Serviceability** interface.
 - Select **Tools > Service Management**.
 - Locate the following services in the **Optional Services** section:
 - **Connection Jetty**
 - **Connection REST Service**
 - Start the services if required.
- Step 2** Open the **Cisco Unity Connection Administration** interface.
- Step 3** Edit user password settings.
- Select **Users**.
 - Select the appropriate user.
 - Select **Edit > Password Settings**.
 - Select **Web Application** from the **Choose Password** menu.
 - Uncheck **User Must Change at Next Sign-In**.
 - Select **Save**.
- Step 4** Provide users with access to the web inbox.
- Select **Class of Service**.
The **Search Class of Service** window opens.
 - Select the appropriate class of service or add a new class of service.
 - Select **Allow Users to Use the Web Inbox and RSS Feeds**.
 - In the **Features** section, select **Allow Users to Use Unified Client to Access Voice Mail**.
 - Select all other options as appropriate.
 - Select **Save**.
- Step 5** Select API configuration settings.
- Select **System Settings > Advanced > API Settings**.
The **API Configuration** window opens.
 - Select the following options:

- **Allow Access to Secure Message Recordings through CUMI**
- **Display Message Header Information of Secure Messages through CUMI**
- **Allow Message Attachments through CUMI**

c) Select **Save**.

What to Do Next

If you have Cisco Unified Communications Manager release 9.x and later, [Add a Voicemail Service](#), on page 72.

If you have Cisco Unified Communications Manager release 8.x, [Add a Voicemail Server](#), on page 76.

Add a Voicemail Service

Add a voicemail service, to allow users to receive voice messages.

Before You Begin

[Configure Cisco Unity Connection for Use with Cisco Jabber](#), on page 71

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.
- Step 3** In the **Find and List UC Services** window, select **Add New**.
UC Service Configuration window opens.
- Step 4** In the **Add a UC Service** section, select **Voicemail** from the **UC Service Type** drop-down list and select **Next**
- Step 5** Specify details for the voicemail service as follows:
- **Product Type** — Select **Unity Connection**.
 - **Name** — Enter a descriptive name for the server, for example, PrimaryVoicemailServer.
 - **Hostname/IP Address** — Enter the IP address or the fully qualified domain name (FQDN) of the voicemail server.
 - **Port**—You do not need to specify a port number. By default, the client always uses port 443 to connect to the voicemail server. For this reason, any value you specify does not take effect.
 - **Protocol Type**—You do not need to specify a value. By default, the client always uses HTTPS to connect to the voicemail server. For this reason, any value you specify does not take effect.
- Step 6** Select **Save**.
-

What to Do Next

[Apply a Voicemail Service, on page 73](#)

Apply a Voicemail Service

After you add a voicemail service on Cisco Unified Communications Manager, apply it to a service profile so that the client can retrieve the settings.

**Note**

Cisco Jabber does not read Voicemail UC Service Profile when it is deployed only in the Phone mode. For Cisco Jabber to retrieve the voicemail server information, update the `jabber-config.xml` file with the voicemail parameters.

```
<Voicemail>
<VoicemailService_UseCredentialsFrom>phone</VoicemailService_UseCredentialsFrom>
<VoicemailPrimaryServer>X.X.X.X</VoicemailPrimaryServer>
</Voicemail>
```

After updating, upload the `jabber-config.xml` file to all the CUCM TFTP servers and restart the TFTP service on TFTP server nodes. Then reset the Jabber client.

Before You Begin

[Add a Voicemail Service, on page 72](#)

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
The **Find and List Service Profiles** window opens.
- Step 3** Find and select your service profile.
The **Service Profile Configuration** window opens.
- Step 4** Configure the **Voicemail Profile** section as follows:
 - a) Select up to three services from the following drop-down lists:
 - **Primary**
 - **Secondary**
 - **Tertiary**
 - b) For **Credentials source for voicemail service**, select one of the following:
 - **Unified CM - IM and Presence** — Uses the instant messaging and presence credentials to sign in to the voicemail service. As a result, users do not need to enter their credentials for voicemail services in the client.

- **Web conferencing** — This option is not supported, it uses the conferencing credentials to sign in to the voicemail service. You cannot currently synchronize with conferencing credentials.
- **Not set** — This option is selected for Phone mode deployments.

Step 5 Click **Save**.

Step 6 Add users to the service profile.

- Select **User Management > End User**.
The **Find and List Users** window opens.
- Specify the appropriate filters in the **Find User where** field and then select **Find** to find a user.
- Click the user in the list.
The **End User Configuration** window opens.
- Under the **Service Settings** area, check the **Home Cluster** checkbox.
- For Phone mode deployments, ensure the **Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)** option is not selected.
For all other deployments, check the **Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)** checkbox.
- Select your service profile from the **UC Service Profile** drop-down list.
- Click **Save**.

What to Do Next

[Add a Mailstore Service, on page 74](#)

Add a Mailstore Service

The mailstore service provides users with visual voicemail capabilities.

Before You Begin

[Apply a Voicemail Service, on page 73](#)

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.

Step 3 Select **Add New**.

Step 4 In the **Add a UC Service** section, from the **UC Service Type** drop-down list, select **MailStore** and then click **Next**.

Step 5 Provide details for the mailstore service as follows:

- **Name**—Enter a descriptive name for the server, for example, PrimaryMailStoreServer.
- **Hostname/IP Address**—Enter the IP address or the Fully Qualified Domain Name (FQDN) of the mailstore server.

- **Port**—You do not need to specify a port number. By default, the client always uses port 443 to connect to the mailstore server. For this reason, any value you specify does not take effect.
- **Protocol Type**—You do not need to specify a value. By default, the client always uses HTTPS to connect to the mailstore server. For this reason, any value you specify does not take effect.

Step 6 Select **Save**.

What to Do Next

[Apply Mailstore Service, on page 75](#)

Apply Mailstore Service

After you add a mailstore service on Cisco Unified Communications Manager, you must apply it to a service profile so that the client can retrieve the settings.

Before You Begin

[Add a Mailstore Service, on page 74](#)

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
The **Find and List Service Profiles** window opens.
- Step 3** Find and select your service profile.
The **Service Profile Configuration** window opens.
- Step 4** Configure the **MailStore Profile** section as follows:
- Select up to three services from the following drop-down lists:
 - **Primary**
 - **Secondary**
 - **Tertiary**
 - Specify appropriate values for the following fields:
 - **Inbox Folder**
 - **Trash Folder**
 - **Polling Interval**
- Step 5** Select **Save**.
-

What to Do Next

[Configure Retrieval and Redirection, on page 78](#)

Add a Voicemail Server

Complete the steps in this task to add your voicemail server on Cisco Unified Presence.

Before You Begin

[Configure Cisco Unity Connection for Use with Cisco Jabber, on page 71](#)

Procedure

-
- Step 1** Open the **Cisco Unified Presence Administration** interface.
- Step 2** Select **Application > Cisco Jabber > Voicemail Server**.
- Note** In some versions of Cisco Unified Presence, this path is as follows: **Application > Cisco Unified Personal Communicator > Voicemail Server**.
The **Find and List Voicemail Servers** window opens.
- Step 3** Select **Add New**.
- Step 4** Select **Unity Connection** from the **Server Type** drop-down list.
- Step 5** Specify details in the **Voicemail Server Configuration** section as follows:
- **Name** — Enter a descriptive name for the server, for example, PrimaryVoicemailServer.
 - **Hostname/IP Address** — Enter the IP address or the fully qualified domain name (FQDN) of the voicemail server.
 - **Port** — You do not need to specify a port number. By default, the client always uses port 443 to connect to the voicemail server. For this reason, any value you specify does not take effect.
 - **Protocol Type** — You do not need to specify a value. By default, the client always uses HTTPS to connect to the voicemail server. For this reason, any value you specify does not take effect.
- Step 6** Select **Save**.
-

What to Do Next

[Create a Mailstore, on page 76](#)

Related Topics

[Configuring Voicemail Server Names and Addresses on Cisco Unified Presence](#)

Create a Mailstore

Complete the steps in this task to create a mailstore on Cisco Unified Presence.

Before You Begin

Ensure that you have Cisco Unified Communications Manager release 8.x and Cisco Unified Presence.

If you have Cisco Unified Communications Manager release 9.x or later, see [Add a Mailstore Service](#), on page 74.

Procedure

Step 1 Open the **Cisco Unified Presence Administration** interface.

Step 2 Depending on your version of Cisco Unified Presence, select one of the following paths:

- **Application > Cisco Jabber > Mailstore**
- **Application > Cisco Unified Personal Communicator > Mailstore**

The **Find and List Mailstore Servers** window opens.

Step 3 Select **Add New**.

The **Mailstore Configuration** window opens.

Step 4 Specify details as follows:

- **Name**—Enter a descriptive name for the server, for example, PrimaryMailStoreServer.
- **Hostname/IP Address**—Enter the hostname, IP Address, or Fully Qualified Domain Name (FQDN) of the mailstore server.
- **Port**—You do not need to specify a port number. By default, the client always uses port 443 to connect to the mailstore server. For this reason, any value you specify does not take effect.
- **Protocol Type**—You do not need to specify a value. By default, the client always uses HTTPS to connect to the mailstore server. For this reason, any value you specify does not take effect.

Step 5 Select **Save**.

Create a Voicemail Profile

After you add a voicemail server, you must create a voicemail profile and add that server to the profile.

Before You Begin

[Create a Mailstore](#), on page 76

Procedure

Step 1 Open the **Cisco Unified Presence Administration** interface.

Step 2 Depending on your version of Cisco Unified Presence, select one of the following:

- **Application > Cisco Jabber > Voicemail Profile**

• **Application > Cisco Unified Personal Communicator > Voicemail Profile**

The **Find and List Voicemail Profiles** window opens.

Step 3 Select **Add New**.

The **Voicemail Profile Configuration** window opens.

Step 4 Specify the required details.

Step 5 Add users to the voicemail profile as follows:

- a) Select **Add Users to Profile**.
- b) To retrieve a list of users, in the **Find User where** field, specify the appropriate filters and then select **Find**.
- c) Select the appropriate users from the list.
- d) Select **Add Selected**.

The selected users are added to the voicemail profile.

Step 6 Select **Save**.

What to Do Next

[Configure Retrieval and Redirection, on page 78](#)

Configure Retrieval and Redirection

Configure retrieval so that users can access voicemail messages in the client interface. Configure redirection so that users can send incoming calls to voicemail. You configure retrieval and redirection on Cisco Unified Communications Manager.

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Configure the voicemail pilot.

- a) Select **Advanced Features > Voice Mail > Voice Mail Pilot**.
The **Find and List Voice Mail Pilots** window opens.
- b) Select **Add New**.
The **Voice Mail Pilot Configuration** window opens.
- c) Specify the appropriate details on the **Voice Mail Pilot Configuration** window.
- d) Select **Save**.

Step 3 Add the voicemail pilot to the voicemail profile.

- a) Select **Advanced Features > Voice Mail > Voice Mail Profile**.
The **Find and List Voice Mail Profiles** window opens.
- b) Specify the appropriate filters in the **Find Voice Mail Profile where Voice Mail Profile Name** field and then select **Find** to retrieve a list of profiles.
- c) Select the appropriate profile from the list.
The **Voice Mail Pilot Configuration** window opens.

- d) Select the voicemail pilot from the **Voice Mail Pilot** drop-down list.
- e) Select **Save**.

Step 4 Specify the voicemail profile in the directory number configuration.

- a) Select **Device > Phone**.
The **Find and List Phones** window opens.
- b) Specify the appropriate filters in the **Find Phone where** field and then select **Find** to retrieve a list of devices.
- c) Select the appropriate device from the list.
The **Phone Configuration** window opens.
- d) Locate the **Association Information** section.
- e) Select the appropriate device number.
The **Directory Number Configuration** window opens.
- f) Locate the **Directory Number Settings** section.
- g) Select the voicemail profile from the **Voice Mail Profile** drop-down list.
- h) Select **Save**.

What to Do Next

[Set a Voicemail Credentials Source, on page 79](#)

Set a Voicemail Credentials Source

You can specify a voicemail credentials source for users.



Tip

In hybrid cloud-based deployments, you can set a voicemail credentials source as part of your configuration file with the `VoiceMailService_UseCredentialsForm` parameter.

Before You Begin

[Configure Retrieval and Redirection, on page 78](#)

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Select **User Management > User Settings > Service Profile**.

Step 3 Select the appropriate service profile to open the **Service Profile Configuration** window.

Step 4 In the **Voicemail Profile** section, select **Unified CM - IM and Presence** from the **Credentials source for voicemail service** drop-down list.

Note Do not select **Web Conferencing** from the **Credentials source for voicemail service** drop-down list. You cannot currently use conferencing credentials as a credentials source for voicemail services.

The user's instant messaging and presence credentials match the user's voicemail credentials. As a result, users do not need to specify their voicemail credentials in the client user interface.

What to Do Next



Important

There is no mechanism to synchronize credentials between servers. If you specify a credentials source, you must ensure that those credentials match the user's voicemail credentials.

For example, you specify that a user's instant messaging and presence credentials match the user's Cisco Unity Connection credentials. The user's instant messaging and presence credentials then change. You must update the user's Cisco Unity Connection credentials to reflect that change.

Cloud-Based deployments can use the configuration file parameter `VoicemailService_UseCredentialsFrom`. Set this parameter to the value `phone` to use the Cisco Unified Communications Manager credentials to sign in to Cisco Unity Connection.

Enable Enhanced Message Waiting Indicator

This procedure applies only if you want to set up a basic voicemail account that allows users to dial in to their voice mailbox. This procedure is not required if you want to set up visual voicemail.

A Message Waiting Indicator (MWI) alerts users to the presence of new voice messages. Enhanced MWI provides a count of new voice messages on systems that support this feature. Users can call the voice messaging system to retrieve the messages.



Note

To enable the basic MWI, follow the instructions in the Cisco Unified Communications Manager documentation for your release. There are no unique configurations for this client.

If your deployment supports Enhanced MWI, enable this option in the Cisco Unity Connection Administration portal.

Before You Begin

[Set a Voicemail Credentials Source](#), on page 79

Procedure

- Step 1** Open the **Cisco Unity Connection Administration** interface.
- Step 2** In the left pane, navigate to **Telephony Integrations > Phone System**.
- Step 3** Select the link for the desired phone system.
- Step 4** In the Message Waiting Indicators section, select the **Send Message Counts** check box.

Configure Voicemail for Cloud-Based Deployments

Procedure

	Command or Action	Purpose
Step 1	Configure Voicemail, on page 81	
Step 2	Allow Users to Set Voicemail Server Settings, on page 81	

Configure Voicemail

To configure your voicemail settings, use the Cisco WebEx Administration Tool.

What to Do Next

[Allow Users to Set Voicemail Server Settings, on page 81](#)

Allow Users to Set Voicemail Server Settings

Select an option with the Cisco WebEx Administration Tool so that users can specify voicemail server settings in the client interface.

Before You Begin

[Configure Voicemail, on page 81](#)

Procedure

-
- Step 1** Open the Cisco WebEx Administration Tool.
 - Step 2** Select **Configuration > Unified Communications**.
 - Step 3** Select the **Voicemail** tab.
 - Step 4** Select **Allow user to enter manual settings**.
-

The user can access advanced voicemail settings in the **Voicemail Accounts** tab on the **Options** window in the client interface.

The user can access advanced voicemail settings in the client interface by tapping **Settings > Voicemail**.



Configure Conferencing

- [Configure Conferencing for an On-Premises Deployment](#), page 83
- [Configure Conferencing for a Cloud-Based Deployment Using Cisco WebEx Meeting Center](#), page 92

Configure Conferencing for an On-Premises Deployment

When you implement an on-premises deployment for Cisco Jabber, you can configure conferencing on-premises with Cisco WebEx Meetings Server, or in the cloud in Cisco WebEx Meetings Center.

Configure On-Premises Conferencing using WebEx Meetings Server

Procedure

	Command or Action	Purpose
Step 1	Authentication with Cisco WebEx Meeting Center , on page 88.	
Step 2	Add Cisco WebEx Meetings Server on Cisco Unified Communications Manager , on page 84.	Complete this task if you have Cisco Unified Communications Manager release 9.x and later.
Step 3	Add Cisco WebEx Meetings Server on Cisco Unified Presence , on page 86.	Complete this task if you have Cisco Unified Communications Manager Release 8.6 and Cisco Unified Presence.

Authenticate Cisco WebEx Meetings Server

Procedure

To authenticate with Cisco WebEx Meetings Server, complete one of the following options:

- Configure single sign-on (SSO) with Cisco WebEx Meetings Server to integrate with the SSO environment. In this case, you do not need to specify credentials for users to authenticate with Cisco WebEx Meetings Server
- Set a credentials source on Cisco Unified Communications Manager. If the users' credentials for Cisco WebEx Meetings Server match their credentials for Cisco Unified Communications Manager IM and Presence Service or Cisco Unity Connection, you can set a credentials source. The client then automatically authenticates to Cisco WebEx Meetings Server with the users' credential source.
- Instruct users to manually enter credentials in the client.

What to Do Next

[Add Cisco WebEx Meetings Server on Cisco Unified Communications Manager, on page 84](#)

Add Cisco WebEx Meetings Server on Cisco Unified Communications Manager

To configure conferencing on Cisco Unified Communications Manager, you must add a Cisco WebEx Meetings Server.

Before You Begin

Authenticate with Cisco WebEx Meetings Server

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface and select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.
 - Step 2** Select **Add New**.
 - Step 3** In the **Add a UC Service** section, from the **UC Service Type** drop-down list, select **Conferencing** and then select **Next**.
 - Step 4** Complete the following fields:
 - **Product Type** — Select **WebEx (Conferencing)**.
 - **Name** — Enter a name for the configuration. The name you specify is displayed when you add services to profiles. Ensure the name you specify is unique, meaningful, and easy to identify.
 - **Hostname/IP Address** — Enter the site URL for Cisco WebEx Meetings Server. This URL is case sensitive and must match the case that was configured for the site URL in Cisco WebEx Meetings Server.
 - **Port** — Leave the default value.
 - **Protocol** — Select **HTTPS**.

Step 5 To use Cisco WebEx as the single sign-on (SSO) identity provider, check **User web conference server as SSO identity provider**.

Note This field is available only if you select **WebEx (Conferencing)** from the **Product Type** drop-down list.

Step 6 Select **Save**.

What to Do Next

[Add the Cisco WebEx Meetings Server to a Service Profile, on page 85](#)

Add the Cisco WebEx Meetings Server to a Service Profile

After you add Cisco WebEx Meetings Server and add it to a service profile, the client can access conferencing features.

Before You Begin

Create a service profile.

[Add Cisco WebEx Meetings Server on Cisco Unified Communications Manager, on page 84](#)

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface and select **User Management > User Settings > Service Profile**

Step 2 Find and select your service profile.

Step 3 In the **Conferencing Profile** section, from the **Primary**, **Secondary**, and **Tertiary** drop-down lists, select up to three instances of Cisco WebEx Meetings Server.

Step 4 From the **Server Certificate Verification** drop-down list, select the appropriate value.

Step 5 From the **Credentials source for web conference service** drop-down list, select one of the following:

- **Not set**—Select this option if the user does not have a credentials source that matches their Cisco WebEx Meetings Server credentials or if you use SSO at the meeting site.
- **Unified CM - IM and Presence**—Select this option if the Cisco Unified Communications Manager IM and Presence Service credentials for the user match their Cisco WebEx Meetings Server credentials.
- **Voicemail**—Select this option if the Cisco Unity Connection credentials for the user match their Cisco WebEx Meetings Server credentials.

Note You cannot synchronize the credentials you specify in Cisco Unified Communications Manager with credentials you specify in Cisco WebEx Meetings Server. For example, if you specify that instant messaging and presence credentials for a user are synchronized with their Cisco WebEx Meetings Server credentials, the instant messaging and presence credentials for that user change. You must update the Cisco WebEx Meetings Server credentials for that user to match that change.

Step 6 Select **Save**.

Add Cisco WebEx Meetings Server on Cisco Unified Presence

Before You Begin

[Add the Cisco WebEx Meetings Server to a Service Profile, on page 85](#)

Procedure

- Step 1** Open the **Cisco Unified Presence Administration** interface.
- Step 2** Depending on your version of Cisco Unified Presence, select one of the following:
- **Application > Cisco Jabber > Conferencing Server**
 - **Application > Cisco Unified Personal Communicator > Conferencing Server**
- Step 3** Select **Add New**.
The **Conferencing Server Configuration** window opens.
- Step 4** Complete the following fields:
- **Name** — Enter a name for the configuration. The name is displayed when you add services to profiles.
 - **Hostname/IP Address** — Enter the site URL for Cisco WebEx Meetings Server.
 - **Port** — Accept the default value.
 - **Protocol** — Select **HTTPS**.
 - **Server Type** — Select **WebEx**.
 - **Site ID** — You do not need to specify a value for this field.
 - **Partner ID** — You do not need to specify a value for this field.
- Step 5** Select **Save**.
-

What to Do Next

[Add Cisco WebEx Meetings Server to a Profile, on page 86](#)

Add Cisco WebEx Meetings Server to a Profile

After you add Cisco WebEx Meetings Server on Cisco Unified Presence and add it to a service profile, the client can access conferencing features.

Before You Begin

[Add Cisco WebEx Meetings Server on Cisco Unified Presence, on page 86](#)

Procedure

-
- Step 1** Open the **Cisco Unified Presence Administration** interface.
- Step 2** Depending on your version of Cisco Unified Presence, select one of the following:
- **Application > Cisco Jabber > Conferencing Profile**
 - **Application > Cisco Unified Personal Communicator > Conferencing Profile**
- Step 3** Select **Add New**.
The **Conferencing Profile Configuration** window opens.
- Step 4** Complete the following fields:
- **Name** — Enter a name for the configuration.
 - **Description** — Enter an optional description.
 - **Primary Conferencing Server** — Select the primary instance of Cisco WebEx Meetings Server.
 - **Backup Conferencing Server** — Select the backup instance of Cisco WebEx Meetings Server.
- Step 5** From the **Server Certificate Verification** drop-down list, select one of the following:
- **Any Certificate**
 - **Self Signed or Keystore**
 - **Keystore Only**
- Step 6** To set this profile as the system default, check **Make this the default Conferencing Profile for the system**.
- Step 7** In the **Users in Profile** section, select **Add Users to Profile**.
- Step 8** In the **Find and List Users** window, select **Find** to retrieve a list of users.
- Step 9** Select the appropriate users from the list and then select **Add Selected**.
The selected users are added to the profile.
- Step 10** Select **Save**.
-

Configure Cloud-Based Conferencing Using WebEx Meeting Center

Procedure

	Command or Action	Purpose
Step 1	Integration with Cisco WebEx Meeting Center, on page 88.	
Step 2	Authentication with Cisco WebEx Meeting Center, on page 88.	Authenticate the client with Cisco WebEx Meeting Center using tightly coupled integration.

	Command or Action	Purpose
Step 3	Provide Conferencing Credentials, on page 88.	Provide conferencing credentials to the client.
Step 4	<p>Depending on your version of Cisco Unified Communications Manager, select one of the following:</p> <ul style="list-style-type: none"> • If you have Cisco Unified Communications Manager release 9.x and later with Cisco Unified Communications Manager IM and Presence Service, Add Cisco WebEx Meeting Center, on page 89. • If you have Cisco Unified Communications Manager Release 8.6 with Cisco Unified Presence, Set Up Cisco WebEx Meeting Center on Cisco Unified Presence, on page 90. 	

Integration with Cisco WebEx Meeting Center

To integrate with Cisco WebEx Meeting Center in an on-premises deployment, select one of the following integration options:

- Cloud-based integration — Cisco WebEx Meeting Center provides data, such as participant chat and roster lists, and audio and video capabilities.
- Hybrid cloud-based integration — Cisco WebEx Meeting Center provides data, such as participant chat and roster lists, and a conferencing bridge provides audio and video capabilities.

Authentication with Cisco WebEx Meeting Center

You can authenticate the client with Cisco WebEx Meeting Center using tightly coupled integration. Tightly coupled integration refers to a configuration that you set up between Cisco WebEx Messenger and Cisco WebEx Meeting Center. When users authenticate with Cisco WebEx Messenger, it passes an authentication token back to the client. The client then passes that authentication token to Cisco WebEx Meeting Center. See the *Overview of Tightly Coupled Integration* topic for more information.

Provide Conferencing Credentials

Choose one of the following methods to provide conferencing credentials to the client:

- Users individually specify their credentials in the **Options** window.
- Users individually specify their credentials in the **Meetings** tab on the **Preferences** window.
- You specify a credentials source on Cisco Unified Communications Manager when you apply the conferencing service to the service profile. See the topic in this section that describes how to add the conferencing server to the service profile for instructions.

Add Cisco WebEx Meeting Center

The first step to setting up conferencing on Cisco Unified Communications Manager is to add your details for Cisco WebEx Meeting Center.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.
- Step 3** Select **Add New**.
- Step 4** In the **Add a UC Service** section, from the **UC Service Type** drop-down list, select **Conferencing** and then select **Next**.
- Step 5** Complete the following fields:
- **Product Type** — Select **WebEx (Conferencing)**.
 - **Name** — Enter a name for the configuration. The name is displayed when you add services to profiles. Ensure the name you specify is unique, meaningful, and easy to identify.
 - **Description** — Enter an optional description.
 - **Host Name/IP Address** — Enter the Cisco WebEx Meeting Center site hostname. Do not enter an IP address.
 - **Port** — Enter the Cisco WebEx Meeting Center site port number.
 - **Protocol** — Select **HTTPS**.
- Step 6** To use Cisco WebEx as the single sign-on (SSO) identity provider, check **User web conference server as SSO identity provider**.
- Note** This field is available only if you select **WebEx (Conferencing)** as the **Product Type**.
- Step 7** Select **Save**.
-

What to Do Next

Add Cisco WebEx Meeting Center to a service profile.

Add Cisco WebEx Meeting Center to a Profile

After you add Cisco WebEx Meeting Center on Cisco Unified Communications Manager, you add Cisco WebEx Meeting Center to a service profile. The client can then retrieve the details for Cisco WebEx Meeting Center from the profile and access the conferencing features.

Before You Begin

Create a service profile.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
The **Find and List Service Profiles** window opens.
- Step 3** Find and select your service profile.
The **Service Profile Configuration** window opens.
- Step 4** Configure the **Conferencing Profile** section as follows:
- Select your service from the **Primary** drop-down list.

Note The client uses only the service you select from the **Primary** drop-down list. You do not need to select services from the **Secondary** or **Tertiary** drop-down lists.
 - Select the appropriate value from the **Server Certificate Verification** drop-down list.
 - Select one of the following from the **Credentials source for web conference service** drop-down list:
 - Not set — The user does not have a credentials source that matches their Cisco WebEx Meeting Center credentials.
 - Unified CM - IM and Presence — The user's Cisco Unified Communications Manager IM and Presence Service credentials match their Cisco WebEx Meeting Center credentials.
 - Voicemail — The user's Cisco Unity Connection credentials match their Cisco WebEx Meeting Center credentials.
- Restriction** You cannot specify a credentials source if you use an identity provider for authentication with Cisco WebEx Meeting Center.
- Important** If you select a credentials source, you must ensure that those credentials match the user's Cisco WebEx Meeting Center credentials.
- There is no mechanism to synchronize the credentials you specify in Cisco Unified Communications Manager with credentials you specify in Cisco WebEx Meeting Center. For example, you specify that a user's instant messaging and presence credentials are synchronized with the user's Cisco WebEx Meeting Center credentials. The user's instant messaging and presence credentials then change. You must update the user's Cisco WebEx Meeting Center credentials to match that change.
- Step 5** Select **Save**.
-

Set Up Cisco WebEx Meeting Center on Cisco Unified Presence

The client retrieves Cisco WebEx Meeting Center details from the conferencing profile on Cisco Unified Presence. You must add:

- Details for Cisco WebEx Meeting Center
- A Cisco WebEx Meeting Center profile
- Users to the Cisco WebEx Meeting Center profile

Add Cisco WebEx Meeting Center

The first step to setting up conferencing on Cisco Unified Presence is to add your details for Cisco WebEx Meeting Center.

Procedure

- Step 1** Open the **Cisco Unified Presence Administration** interface.
- Step 2** Select **Application > Cisco Jabber > Conferencing Server**.
In some versions of Cisco Unified Presence, this path is as follows: **Application > Cisco Unified Personal Communicator > Conferencing Server**.
- Step 3** Select **Add New**.
The **Conferencing Server Configuration** window opens.
- Step 4** Specify details for Cisco WebEx Meeting Center in the following fields:
- **Name** — Enter a name for the configuration. The name you specify displays when you add services to profiles.
 - **Hostname/IP Address** — Specify the hostname of the Cisco WebEx Meeting Center site.
Note You must specify a hostname, not an IP address.
 - **Port** — Specify a port number for the Cisco WebEx Meeting Center site.
 - **Protocol** — Select **HTTPS** from the drop-down list.
 - **Server Type** — Select **WebEx** from the drop-down list.
 - **Site ID** — Specify the optional primary site ID for Cisco WebEx Meeting Center.
 - **Partner ID** — Specify the optional appropriate partner ID for Cisco WebEx Meeting Center.
- Step 5** Select **Save**.
-

Add Cisco WebEx Meeting Center to a Profile

After you add Cisco WebEx Meeting Center on Cisco Unified Presence, you add Cisco WebEx Meeting Center to a conferencing profile. The client can then retrieve the details for Cisco WebEx Meeting Center from the profile and access the conferencing features.

Procedure

- Step 1** Open the **Cisco Unified Presence Administration** interface.
- Step 2** Select **Application > Cisco Jabber > Conferencing Profile**.
In some versions of Cisco Unified Presence, this path is as follows: **Application > Cisco Unified Personal Communicator > Conferencing Profile**.
- Step 3** Select **Add New**.

The **Conferencing Profile Configuration** window opens.

Step 4 Specify details for the profile in the following fields:

- **Name** — Enter a name for the configuration.
- **Description** — Enter an optional description.
- **Primary Conferencing Server** — Select the primary Cisco WebEx Meeting Center site from the drop-down list.

Note The client uses only the site you select from the **Primary Conferencing Server** drop-down list. You do not need to select a site from the **Backup Conferencing Server** drop-down list.

- **Server Certificate Verification** — Select one of the following from the drop-down list:
 - **Any Certificate**
 - **Self Signed or Keystore**
 - **Keystore Only**

Step 5 Select the **Make this the default Conferencing Profile for the system** checkbox to set this profile as the system default.

Step 6 Add users to the conferencing profile as follows:

- a) Select **Add Users to Profile** in the **Users in Profile** section.
The **Find and List Users** dialog box opens.
- b) Select **Find** to retrieve a list of users.
- c) Select the appropriate users from the list.
- d) Select **Add Selected**.
The selected users are added to the profile and the **Find and List Users** dialog box closes.

Step 7 Select **Save**.

Configure Conferencing for a Cloud-Based Deployment Using Cisco WebEx Meeting Center

Configure the appropriate settings with the Cisco WebEx Administration Tool and assign the meeting and conferencing capabilities to the appropriate users.

You can add more Cisco WebEx meeting sites in the Cisco Jabber client. However, you cannot add a meeting site that is configured for SSO, this site must be created in the Cisco WebEx Administration Tool.

Authentication with Cisco WebEx Meeting Center

- **Tightly Coupled Integration with the Cisco WebEx Messenger Service** — Tightly coupled integration refers to a configuration that you set up between Cisco WebEx Messenger and Cisco WebEx Meeting Center.

When users authenticate with Cisco WebEx Messenger, it passes an authentication token back to the client. The client then passes that authentication token to Cisco WebEx Meeting Center.

See the *Overview of Tightly Coupled Integration* topic for more information.

- Authentication with an Identity Provider — The client can redirect authentication from Cisco WebEx Meeting Center to an identity provider.

To enable authentication with an identity provider, complete the following steps:

- 1 Set up your identity provider as appropriate.

When users attempt to authenticate with Cisco WebEx Meeting Center, the client redirects that authentication to your identity provider. Your identity provider then validates the credentials and passes an authentication token back to the client. The client then passes that token to Cisco WebEx Meeting Center to complete the authentication process.

- 2 Specify Cisco WebEx Meeting Center credentials in the client interface.

See the *Using SSO with the Cisco WebEx and Cisco WebEx Meeting applications* topic for more information about managing user identities with the Cisco WebEx Messenger service.

You can authenticate the client with Cisco WebEx Meeting Center using tightly coupled integration. Tightly coupled integration refers to a configuration that you set up between Cisco WebEx Messenger and Cisco WebEx Meeting Center. When users authenticate with Cisco WebEx Messenger, it passes an authentication token back to the client. The client then passes that authentication token to Cisco WebEx Meeting Center. See the *Overview of Tightly Coupled Integration* topic for more information.

Specify Conferencing Credentials in the Client

Users can specify their credentials in the **Meetings** tab on the **Options** window.

To open the **Options** window, select **File > Options**.

Users can specify their credentials in the **Settings**.

On the **Settings** screen, under **Accounts**, tap **WebEx Meeting**.

Users can specify their credentials in the **Meetings** tab on the **Preferences** window.



Configure Client

- [Introduction to Client Configuration, page 95](#)
- [Configure Service Profiles, page 96](#)
- [Create and Host Client Configuration Files, page 104](#)
- [Configure Proxy Settings, page 110](#)
- [Problem Reporting, page 112](#)
- [Configure Automatic Updates, page 113](#)
- [Custom Embedded Tabs, page 115](#)

Introduction to Client Configuration

Cisco Jabber can retrieve configuration settings from the following sources:

- **Service Profiles** — You can configure some client settings in UC service profiles on Cisco Unified Communications Manager release 9 and later. When users launch the client, it discovers the Cisco Unified Communications Manager home cluster using a DNS SRV record and automatically retrieves the configuration from the UC service profile.

Applies to on-premises deployments only.

- **Phone Configuration** — You can set some client settings in the phone configuration on Cisco Unified Communications Manager release 9 and later. The client retrieves the settings from the phone configuration in addition to the configuration in the UC service profile.

Applies to on-premises deployments only.

- **Cisco Unified Communications Manager IM and Presence Service** — You can enable instant messaging and presence capabilities and configure certain settings such as presence subscription requests.

In the **Advanced settings** window, if you select either **Cisco IM & Presence** or **Cisco Communications Manager 8.x**, the client retrieves UC services from Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence Service. The client does not use service profiles or SSO discovery.

Applies to on-premises deployments only.

- **Client Configuration Files** — You can create XML files that contain configuration parameters. You then host the XML files on a TFTP server. When users sign in, the client retrieves the XML file from the TFTP server and applies the configuration.

Applies to on-premises and cloud-based deployments.

- **Cisco WebEx Administration Tool** — You can configure some client settings with the Cisco WebEx Administration Tool.

You can upload a `jabber-config.xml` client configuration file into the Cisco WebEx Administration Tool. You can apply separate configuration files for groups in the Cisco WebEx Messenger Administration Tool. When the client successfully connects to Cisco WebEx Messenger it downloads the XML file and the configuration is applied.

The client will use the following order for configuration settings:

- 1 Settings in Cisco WebEx Messenger Administration Tool
- 2 Settings in `jabber-config.xml` file from Cisco WebEx Messenger Administration Tool.



Note

Group configuration file settings take priority over the configuration file in Cisco WebEx Messenger Administration Tool.

- 3 Settings in `jabber-config.xml` file from the TFTP server.

If there are any conflicts with configuration settings, the settings set in Cisco WebEx Administration tool will take priority over this configuration file.

Applies to cloud-based deployments only.

Configure Service Profiles

You can configure some client settings in UC service profiles on Cisco Unified Communications Manager version 9 and later.



Important

- Cisco Jabber only retrieves configuration from service profiles on Cisco Unified Communications Manager if the client gets the `_cisco-uds` SRV record from a DNS query.

In a hybrid environment, if the CAS URL lookup is successful Cisco Jabber retrieves the configurations from Cisco WebEx Messenger service and the `_cisco-uds` SRV record is ignored.

- In an environment with multiple Cisco Unified Communications Manager clusters, you can configure the Intercluster Lookup Service (ILS). ILS enables the client to find the user's home cluster and discover services.

If you do not configure ILS, then you must manually configure remote cluster information, similar to the EMCC remote cluster set up. For more information on Remote Cluster Configuration, see the *Cisco Unified Communications Manager Features and Services Guide*.

Related Topics

[Remote Cluster Configuration on Cisco Unified Communications Manager 10.0](#)

Set Parameters on Service Profile

The client can retrieve UC service configuration and other settings from service profiles.

Parameters in Service Profiles

Learn which configuration parameters you can set in service profiles. Review the corresponding parameters in the client configuration file.

IM and Presence Service Profile

The following table lists the configuration parameters you can set in the IM and Presence Service profile:

Parameter	Description
Product type	<p>Provides the source of authentication to Cisco Jabber and has the following values:</p> <ul style="list-style-type: none"> Unified CM (IM and Presence Service) — Cisco Unified Communications Manager IM and Presence Service is the authenticator. WebEx (IM and Presence Service) — The Cisco WebEx Messenger service is the authenticator. <p>Note As of this release, the client issues an HTTP query in addition to the query for SRV records. The HTTP query allows the client to determine if it should authenticate to the Cisco WebEx Messenger service.</p> <p>As a result of the HTTP query, the client connects to the Cisco WebEx Messenger service in cloud-based deployments before getting the <code>_cisco-uds</code> SRV record. Setting the value of the Product type field to WebEx may have no practical effect if the WebEx service has already been discovered by a CAS lookup.</p> <ul style="list-style-type: none"> Not set — If the service profile does not contain an IM and presence service configuration, the authenticator is Cisco Unified Communications Manager.

Parameter	Description
Primary server	<p>Specifies the address of your primary presence server.</p> <ul style="list-style-type: none"> • On-Premises Deployments — You should specify the fully qualified domain name (FQDN) of Cisco Unified Communications Manager IM and Presence Service. • Cloud-Based Deployments — The client uses the following URL as default when you select WebEx as the value for the Product type parameter: https://loginp.webexconnect.com/cas/auth.do This default URL overrides any value that you set.

Voicemail Profile

The following table lists the configuration parameters you can set in the voicemail profile:

Parameter	Description
Voicemail server	Specifies connection settings for the voicemail server.
Credentials source for voicemail service	<p>Specifies that the client uses the credentials for the instant messaging and presence or conferencing service to authenticate with the voicemail service.</p> <p>Ensure that the credentials source that you set match the user's voicemail credentials. If you set a value for this parameter, users cannot specify their voicemail service credentials in the client user interface.</p>

Conferencing Profile

The following table lists the configuration parameters you can set in the conferencing profile:

Conferencing Service Configuration	Description
Conferencing server	Specifies connection settings for the conferencing server.
Credentials source for web conference service	<p>Specifies that the client uses the credentials for the instant messaging and presence or voicemail service to authenticate with the conferencing service.</p> <p>Ensure that the credentials source that you set match the user's conferencing credentials.</p>

Directory Profile

See the *Client Configuration for Directory Integration* chapter for information about configuring directory integration in a service profile.

CTI Profile

The following table lists the configuration parameters you can set in the CTI profile:

CTI Service Configuration	Description
CTI server	Specifies connection settings for the CTI server.

Add Cisco Unified Communications Manager Services

Add Cisco Unified Communications Manager services to specify the address, ports, protocols, and other settings for services such as IM and Presence Service, voicemail, conferencing, and directory.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.
- Step 3** Select **Add New**.
The **UC Service Configuration** window opens.
- Step 4** Select the UC service type you want to add and then select **Next**.
- Step 5** Configure the UC service as appropriate and then select **Save**.

What to Do Next

Add your UC services to service profiles.

Create Service Profiles

After you add and configure Cisco Unified Communications Manager services, you add them to a service profile. You can apply additional configuration in the service profile.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > Service Profile**.
The **Find and List UC Services** window opens.
- Step 3** Select **Add New**.

The **Service Profile Configuration** window opens.

- Step 4** Enter a name for the service profile in the **Name** field.
- Step 5** Select **Make this the default service profile for the system** if you want the service profile to be the default for the cluster.
- Note** On Cisco Unified Communications Manager release 9.x only, users who have only instant messaging capabilities (IM only) must use the default service profile. For this reason, you should set the service profile as the default if you plan to apply the service profile to IM only users.
- Step 6** Add your UC services, apply any additional configuration, and then select **Save**.
-

What to Do Next

Apply service profiles to end user configuration.

Apply Service Profiles

After you add UC services and create a service profile, you apply the service profile to users. When users sign in to Cisco Jabber, the client can then retrieve the service profile for that user from Cisco Unified Communications Manager.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > End User**.
The **Find and List Users** window opens.
- Step 3** Enter the appropriate search criteria to find existing users and then select a user from the list.
The **End User Configuration** window opens.
- Step 4** Locate the **Service Settings** section.
- Step 5** Select a service profile to apply to the user from the **UC Service Profile** drop-down list.
- Important** **Cisco Unified Communications Manager release 9.x only:** If the user has only IIM and Presence Service capabilities (IM only), you must select **Use Default**. For IM only users, Cisco Unified Communications Manager release 9.x always applies the default service profile regardless of what you select from the **UC Service Profile** drop-down list.
- Step 6** Apply any other configuration as appropriate and then select **Save**.
-

Associate Users with Devices

On Cisco Unified Communications Manager version 9.x only, when the client attempts to retrieve the service profile for the user, it first gets the device configuration file from Cisco Unified Communications Manager. The client can then use the device configuration to get the service profile that you applied to the user.

For example, you provision Adam McKenzie with a CSF device named `CSFAKenzi`. The client retrieves `CSFAKenzi.cnf.xml` from Cisco Unified Communications Manager when Adam signs in. The client then looks for the following in `CSFAKenzi.cnf.xml`:

```
<userId serviceProfileFile="identifier.cnf.xml">amckenzi</userId>
```

For this reason, if you are using Cisco Unified Communications Manager version 9.x, you should do the following to ensure that the client can successfully retrieve the service profiles that you apply to users:

- Associate users with devices.
- Set the **User Owner ID** field in the device configuration to the appropriate user. The client will retrieve the Default Service Profile if this value is not set.

**Note**

A CSF should not be associated to multiple users if you intend to use different service profiles for these users.

Procedure

-
- Step 1** Associate users with devices.
- a) Open the **Unified CM Administration** interface.
 - b) Select **User Management > End User**.
 - c) Find and select the appropriate user.
The **End User Configuration** window opens.
 - d) Select **Device Association** in the **Device Information** section.
 - e) Associate the user with devices as appropriate.
 - f) Return to the **End User Configuration** window and then select **Save**.
- Step 2** Set the **User Owner ID** field in the device configuration.
- a) Select **Device > Phone**.
 - b) Find and select the appropriate device.
The **Phone Configuration** window opens.
 - c) Locate the **Device Information** section.
 - d) Select **User** as the value for the **Owner** field.
 - e) Select the appropriate user ID from the **Owner User ID** field.
 - f) Select **Save**.
-

Set Parameters on Phone Configuration for Desktop Clients

The client can retrieve configuration settings in the phone configuration from the following locations on Cisco Unified Communications Manager:

Enterprise Phone Configuration

Applies to the entire cluster.



Note

For users with only IM and Presence Service capabilities (IM only), you must set phone configuration parameters in the **Enterprise Phone Configuration** window.

Common Phone Profile Configuration

Applies to groups of devices and takes priority over the cluster configuration.

Cisco Unified Client Services Framework (CSF) Phone Configuration

Applies to individual CSF devices and takes priority over the group configuration.

Parameters in Phone Configuration

The following table lists the configuration parameters you can set in the **Product Specific Configuration Layout** section of the phone configuration and maps corresponding parameters from the client configuration file:

Desktop Client Settings Configuration	Description
Video Calling	<p>Enables or disables video capabilities.</p> <p>Enabled (default)</p> <p>Users can send and receive video calls.</p> <p>Disabled</p> <p>Users cannot send or receive video calls.</p> <p>Restriction This parameter is available only on the CSF device configuration.</p>
File Types to Block in File Transfer	<p>Restricts users from transferring specific file types.</p> <p>Set a file extension as the value, for example, <code>.exe</code>.</p> <p>Use a semicolon to delimit multiple values, for example, <code>.exe;.msi;.rar;.zip</code></p>

Desktop Client Settings Configuration	Description
Automatically Start in Phone Control	<p>Sets the phone type for users when the client starts for the first time. Users can change their phone type after the initial start. The client then saves the user preference and uses it for subsequent starts.</p> <p>Enabled</p> <p>Use the desk phone device for calls.</p> <p>Disabled (default)</p> <p>Use the software phone (CSF) device for calls.</p>
Jabber For Windows Software Update Server URL	<p>Specifies the URL to the XML file that holds client update information. The client uses this URL to retrieve the XML file from your web server.</p> <p>In hybrid cloud-based deployments, you should use the Cisco WebEx Administration Tool to configure automatic updates.</p>
Problem Report Server URL	<p>Specifies the URL for the custom script that allows users to submit problem reports.</p>

Set Parameters on Phone Configuration for Mobile Clients

The client can retrieve configuration settings in the phone configuration from the following locations on Cisco Unified Communications Manager:

- Cisco Dual Mode for iPhone (TCT) Configuration — Applies to individual TCT devices and takes priority over the group configuration.
- Cisco Jabber for Tablet (TAB) Configuration — Applies to individual TAB devices and takes priority over the group configuration.

Parameters in Phone Configuration

The following table lists the configuration parameters you can set in the **Product Specific Configuration Layout** section of the phone configuration and maps corresponding parameters from the client configuration file:

Parameter	Description
On-Demand VPN URL	<p>URL for initiating on-demand VPN.</p> <p>Note Applicable for iOS only.</p>
Preset Wi-fi Networks	<p>Enter the SSIDs for Wi-Fi networks (SSIDs) approved by your organization. Separate SSIDs with a forward slash (/). Devices do not connect to secure connect if connected to one of the entered Wi-Fi networks.</p>

Parameter	Description
Default Ringtone	Sets the default ringtone to Normal or Loud .
Video Capabilities	Enables or disables video capabilities. <ul style="list-style-type: none"> • Enabled (default) — Users can send and receive video calls. • Disabled — Users cannot send or receive video calls.
Dial via Office Note TCT and BOT devices only.	Enables or disables Dial via Office. <ul style="list-style-type: none"> • Enabled — Users can dial via office. • Disabled (default) — Users cannot dial via office.

Create and Host Client Configuration Files

For on-premises and hybrid cloud-based deployments, create client configuration files and host them on the Cisco Unified Communications Manager TFTP service.

For cloud-based deployments, configure the client with the Cisco WebEx Administration Tool. However, you can optionally set up a TFTP server to configure the client with settings that are not available in Cisco WebEx Administration Tool.

For Cisco Jabber for iPhone and iPad and Cisco Jabber for Android, you must create a global configuration file to set up:

- Directory integration for on-premises deployments.
- Voicemail service credentials for hybrid-cloud deployments.



Note

In most environments, Cisco Jabber for Windows and Cisco Jabber for Mac do not require any configuration to connect to services. Create a configuration file only if you require custom content such as automatic updates, problem reporting, or user policies and options.

Before You Begin

Note the following configuration file requirements:

- Configuration filenames are case-sensitive. Use lowercase letters in the filename to prevent errors and to ensure the client can retrieve the file from the TFTP server.
- You must use utf-8 encoding for the configuration files.
- The client cannot read configuration files that do not have a valid XML structure. Check the structure of your configuration file for closing elements and confirm that elements are nested correctly.

- Valid XML character entity references only are permitted in your configuration file. For example, use `&` instead of `&`. If your XML contains invalid characters, the client cannot parse the configuration file.

To validate your configuration file, open the file in Microsoft Internet Explorer.

- If Internet Explorer displays the entire XML structure, your configuration file does is valid.
- If Internet Explorer displays only part of the XML structure, it is likely that your configuration file contains invalid characters or entities.

Procedure

	Command or Action	Purpose
Step 1	Specify Your TFTP Server Address, on page 105	Specify your TFTP server address for client to enable access to your configuration file.
Step 2	Create Global Configurations, on page 107	Configure the clients for users in your deployment.
Step 3	Create Group Configurations, on page 108	Apply different configuration to different set of users.
Step 4	Host Configuration Files, on page 109	Host configuration files on any TFTP server.
Step 5	Restart Your TFTP Server, on page 109	Restart the TFTP server before the client can access the configuration files.

Specify Your TFTP Server Address

The client gets configuration files from a TFTP server. The first step in configuring the client is to specify your TFTP server address so the client can access your configuration file.



Attention

If Cisco Jabber gets the `_cisco-uds` SRV record from a DNS query, it can automatically locate the user's home cluster. As a result, the client can also locate the Cisco Unified Communications Manager TFTP service.

You do not need to specify your TFTP server address if you deploy the `_cisco-uds` SRV record.

Specify Your TFTP Server on Cisco Unified Presence

If you are using Cisco Unified Communications Manager release 8.x, complete the steps to specify the address of your TFTP server on Cisco Unified Presence. If you are using Cisco Unified Communications Manager release 9.x, then you do not need to follow the steps below.

Procedure

Step 1 Open the **Cisco Unified Presence Administration** interface.

Step 2 Select **Application > Cisco Jabber > Settings**.

Note In some versions of Cisco Unified Presence, this path is as follows: **Application > Cisco Unified Personal Communicator > Settings**.

The **Cisco Jabber Settings** window opens.

Step 3 Locate the fields to specify TFTP servers in one of the following sections, depending on your version of Cisco Unified Presence:

- **Cisco Jabber Security Settings**
- **CUPC Global Settings**

Step 4 Specify the IP address of your primary and backup TFTP servers in the following fields:

- **Primary TFTP Server**
- **Backup TFTP Server**
- **Backup TFTP Server**

Note Ensure that you enter the fully qualified domain name (FQDN) or IP address for the TFTP servers rather than a host name.

Step 5 Select **Save**.

Specify Your TFTP Server on Cisco Unified Communications Manager IM and Presence Service

If you are using Cisco Unified Communications Manager release 9.x, then you do not need to follow the steps below.

Procedure

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

Step 2 Select **Application > Legacy Clients > Settings**.

The **Legacy Client Settings** window opens.

Step 3 Locate the **Legacy Client Security Settings** section.

Step 4 Specify the IP address of your primary and backup TFTP servers in the following fields:

- **Primary TFTP Server**
- **Backup TFTP Server**
- **Backup TFTP Server**

Step 5 Select **Save**.

Specify TFTP Servers in Phone Mode

If you deploy the client in phone mode you can provide the address of the TFTP server as follows:

- Users manually enter the TFTP server address when they start the client.
- You specify the TFTP server address during installation with the TFTP argument.
- You specify the TFTP server address in the Microsoft Windows registry.

Specify TFTP Servers with the Cisco WebEx Administration Tool

If the client connects to the Cisco WebEx Messenger service, you specify your TFTP server address with the Cisco WebEx Administrator Tool.

Procedure

- Step 1** Open the Cisco WebEx Administrator Tool.
- Step 2** Select the **Configuration** tab.
- Step 3** Select **Unified Communications** in the **Additional Services** section.
The **Unified Communications** window opens.
- Step 4** Select the **Clusters** tab.
- Step 5** Select the appropriate cluster from the list.
The **Edit Cluster** window opens.
- Step 6** Select **Advanced Server Settings** in the **Cisco Unified Communications Manager Server Settings** section.
- Step 7** Specify the IP address of your primary TFTP server in the **TFTP Server** field.
- Step 8** Specify the IP address of your backup TFTP servers in the **Backup Server #1** and **Backup Server #2** fields.
- Step 9** Select **Save**.
The **Edit Cluster** window closes.
- Step 10** Select **Save** in the **Unified Communications** window.
-

Create Global Configurations

The client downloads the global configuration file from your TFTP server during the login sequence. Configure the client for all users in your deployment.

Before You Begin

If the structure of your configuration file is not valid, the client cannot read the values you set. Review the XML samples in this chapter for more information.

Procedure

-
- Step 1** Create a file named `jabber-config.xml` with any text editor.
- Use lowercase letters in the filename.
 - Use UTF-8 encoding.
- Step 2** Define the required configuration parameters in `jabber-config.xml`.
- Step 3** Host the group configuration file on your TFTP server.
If your environment has multiple TFTP servers, ensure that the configuration file is the same on all TFTP servers.
-

Create Group Configurations

Group configuration files apply to subsets of users and are supported on Cisco Jabber for desktop (CSF devices) and on Cisco Jabber for mobile devices. Group configuration files take priority over global configuration files.

If you provision users with CSF devices, specify the group configuration filenames in the **Cisco Support Field** field on the device configuration. If users do not have CSF devices, set a unique configuration filename for each group during installation with the `TFTP_FILE_NAME` argument.

Before You Begin

- If you have Cisco Unified Communications Manager 8.6, the **Cisco Support Field** field does not exist. Download the `ciscoem.addcsfsupportfield.cop` COP file from the Cisco Jabber administration package to your file system and deploy to Cisco Unified Communications Manager. For more information about deploying COP files, see the Cisco Unified Communications Manager documentation.
- The COP file adds the **Cisco Support Field** field to CSF devices in the **Desktop Client Settings** section on the **Phone Configuration** window.
- If the structure of your configuration file is not valid, the client cannot read the values you set. Review the XML samples in this chapter for more information.

Procedure

-
- Step 1** Create an XML group configuration file with any text editor.
The group configuration file can have any appropriate name; for example, `jabber-groupa-config.xml`.
- Step 2** Define the required configuration parameters in the group configuration file.
- Step 3** Add the group configuration file to applicable CSF devices.
- a) Open the **Cisco Unified CM Administration** interface.
 - b) Select **Device > Phone**.
 - c) Find and select the appropriate CSF device to which the group configuration applies.

- d) In the **Phone Configuration** window, navigate to **Product Specific Configuration Layout > Desktop Client Settings**.
- e) In the **Cisco Support Field** field, enter `configurationfile=group_configuration_file_name.xml`. For example, enter `configurationfile=groupa-config.xml`.
 - Note** If you host the group configuration file on your TFTP server in a location other than the default directory, you must specify the path and the filename; for example, `configurationfile=/customFolder/groupa-config.xml`.
Do not add more than one group configuration file. The client uses only the first group configuration in the **Cisco Support Field** field.
- f) Select **Save**.

Step 4 Host the group configuration file on your TFTP server.

Host Configuration Files

You can host configuration files on any TFTP server. However, Cisco recommends hosting configuration files on the Cisco Unified Communications Manager TFTP server, which is the same as that where the device configuration file resides.

Procedure

- Step 1** Open the **Cisco Unified OS Administration** interface on Cisco Unified Communications Manager.
 - Step 2** Select **Software Upgrades > TFTP File Management**.
 - Step 3** Select **Upload File**.
 - Step 4** Select **Browse** in the **Upload File** section.
 - Step 5** Select the configuration file on the file system.
 - Step 6** Do not specify a value in the **Directory** text box in the **Upload File** section.
You should leave an empty value in the **Directory** text box so that the configuration file resides in the default directory of the TFTP server.
 - Step 7** Select **Upload File**.
-

Restart Your TFTP Server

You must restart your TFTP server before the client can access the configuration files.

Procedure

-
- Step 1** Open the **Cisco Unified Serviceability** interface on Cisco Unified Communications Manager.
- Step 2** Select **Tools > Control Center - Feature Services**.
- Step 3** Select **Cisco Tftp** from the **CM Services** section.
- Step 4** Select **Restart**.
A window displays to prompt you to confirm the restart.
- Step 5** Select **OK**.
The **Cisco Tftp Service Restart Operation was Successful** status displays.
- Step 6** Select **Refresh** to ensure the **Cisco Tftp** service starts successfully.
-

What to Do Next

To verify that the configuration file is available on your TFTP server, open the configuration file in any browser. Typically, you can access the global configuration file at the following URL:
`http://tftp_server_address:6970/jabber-config.xml`

Configuration File

For detailed information on the *jabber-config.xml* configuration file structure, group elements, parameters, and examples, see the [Parameters Reference Guide for Cisco Jabber](#).

Configure Proxy Settings

The client uses proxy settings to connect to services.

The following limitations apply when using a proxy for these HTTP requests:

- Proxy Authentication is not supported.
- Wildcards in the bypass list are not supported. Use `example.com` instead of `*.example.com`.
- Web Proxy Auto-Discovery (WPAD) protocol lookup is only supported for iOS devices.
- Cisco Jabber supports proxy for HTTP request using HTTP CONNECT, but does not support proxy when using HTTPS CONNECT.

Configure Proxy Settings for Cisco Jabber for Windows

Configure proxy settings for Windows in the Local Area Network (LAN) settings for Internet properties.

Procedure

- Step 1** In the **Connections** tab select **LAN Settings**.
- Step 2** Configure a proxy using one of the following options:
- For automatic configuration, specify a .pac file URL.
 - For Proxy Server, specify an explicit proxy address.
-

Configure Proxy Settings for Cisco Jabber for Mac

Configure proxy settings for Mac in **System Preferences**.

Procedure

- Step 1** Select **System Preferences > Network**
- Step 2** Choose your network service from the list and select **Advanced > Proxies**.
- Step 3** Configure a proxy using one of the following options:
- For automatic configuration, specify a .pac file URL.
 - For Proxy Server, specify an explicit proxy address.
-

Configure Proxy Settings for Cisco Jabber iPhone and iPad

Configure proxy settings in the Wi-Fi settings of an iOS device using one of the following methods:

Procedure

- Step 1** Select **Wi-Fi > HTTP PROXY > Auto** and specify a .pac file URL as the automatic configuration script.
- Step 2** Select **Wi-Fi > HTTP PROXY > Manual** and specify an explicit proxy address.
-

Configure Proxy Settings for Cisco Jabber for Android

Procedure

Configure proxy settings in the Wi-Fi settings of an Android device using one of the following methods:

- Specify a .pac file URL as the automatic configuration script in the **Wi-Fi > Modify Network > Show Advanced Options > Proxy Settings > Auto** tab.

Note This method is only supported on devices with Android OS 5.0 and later, and Cisco DX series devices.

- Specify an explicit proxy address in the **Wi-Fi Networks > Modify Network > Show Advanced Options > Proxy Settings > Auto** tab.

Problem Reporting

Applies to: Cisco Jabber for Windows

Setting up problem reporting enables users to send a summary of issues that they encounter with the client. There are two methods for submitting problem reports as follows:

- Users submit the problem report directly through the client interface.
- Users save the problem report locally and then upload it at a later time.

The client uses an HTTP POST method to submit problem reports. Create a custom script to accept the POST request and specify the URL of the script on your HTTP server as a configuration parameter. Because users can save problem reports locally, you should also create an HTML page with a form to enable users to upload problem reports.

Before You Begin

Complete the following steps to prepare your environment:

- 1 Install and configure an HTTP server.
- 2 Create a custom script to accept the HTTP POST request.
- 3 Create an HTML page that enables users to upload problem reports that are saved locally. Your HTML page should contain a form that accepts the problem report saved as a .ZIP archive and contains an action to post the problem report using your custom script.

The following is an example form that accepts problem reports:

```
<form name="uploadPrt" action="http://server_name.com/scripts/UploadPrt.php" method="post"
  enctype="multipart/form-data">
  <input type="file" name="zipFileName" id="zipFileName" /><br />
  <input type="submit" name="submitBtn" id="submitBtn" value="Upload File" />
</form>
```


Procedure

-
- Step 1** Host your custom script on your HTTP server.
- Step 2** Specify the URL of your script as the value of the `PrtLogServerUrl` parameter in your configuration file.
-

Configure Automatic Updates

Applies to: Cisco Jabber for Windows, Cisco Jabber for Mac

To enable automatic updates, you create an XML file that contains the information for the most recent version, including the URL of the installation package on the HTTP server. The client retrieves the XML file when users sign in, resume their computer from sleep mode, or perform a manual update request from the **Help** menu.



Note

If you use the Cisco WebEx Messenger service for instant messaging and presence capabilities, you should use the Cisco WebEx Administration Tool to configure automatic updates.

XML File Structure

XML files for automatic updates have the following structure:

```
<JabberUpdate>
  <App name="JabberWin">
    <LatestBuildNum>12345</LatestBuildNum>
    <LatestVersion>10.5.x</LatestVersion>
    <Mandatory>true</Mandatory>
    <Message>
      <![CDATA[<b>This new version of Cisco Jabber lets you do the
        following:</b><ul><li>Feature 1</li><li>Feature 2</li></ul>For
        more information click <a target="_blank"
          href="http://cisco.com/go/jabber">here</a>.]>
    </Message>
    <DownloadURL>http://http_server_name/CiscoJabberSetup.msi</DownloadURL>
  </App>
</JabberUpdate>
```

Example XML File 1

The following is example XML file for automatic updates:

```
<JabberUpdate>
<App name="JabberWin">
  <LatestBuildNum>12345</LatestBuildNum>
  <LatestVersion>9.x</LatestVersion>
  <Message><![CDATA[<b>This new version of Cisco Jabber lets you do the
following:</b><ul><li>Feature 1</li><li>Feature 2</li></ul>For
more information click <a target="_blank"
href="http://cisco.com/go/jabber">here</a>.]></Message>
  <DownloadURL>http://http_server_name/CiscoJabberSetup.msi</DownloadURL>
</App>
</JabberUpdate>
```

Example XML File 2

The following is an example XML file for automatic updates for both Cisco Jabber for Windows and Cisco Jabber for Mac:

```
<JabberUpdate>
  <App name="JabberMac">
    <LatestBuildNum>12345</LatestBuildNum>
    <LatestVersion>9.6.1</LatestVersion>
    <Message><![CDATA[<b>This new version of Cisco Jabber lets you do the
following:</b><ul><li>Feature 1</li><li>Feature 2</li>
</ul>For more information click <a target="_blank"
href="http://cisco.com/go/jabber">here</a>.<!--
    </Message>

  <DownloadURL>http://http_server_name/Cisco-Jabber-Mac-9.6.1-12345-MrbCdd.zip</DownloadURL>

</App>
  <App name="JabberWin">
    <LatestBuildNum>12345</LatestBuildNum>
    <LatestVersion>9.0</LatestVersion>
    <Message><![CDATA[<b>This new version of Cisco Jabber lets you do the
following:</b><ul><li>Feature 1</li><li>Feature 2
</li></ul>For more information click <a target="_blank"
href="http://cisco.com/go/jabber">here</a>.<!--
    </Message>
    <DownloadURL>http://http_server_name/CiscoJabberSetup.msi
    </DownloadURL>
  </App>
</JabberUpdate>
```

Before You Begin

- Install and configure an HTTP server to host the XML file and installation package.
- Ensure users have permission to install software updates on their workstations.

Microsoft Windows stops update installations if users do not have administrative rights on their workstations. You must be logged in with administrative rights to complete installation.

Procedure

Step 1 Host the update installation program on your HTTP server.

Step 2 Create an update XML file with any text editor.

Step 3 Specify values in the XML as follows:

- name—Specify the following ID as the value of the name attribute for the App element:
 - JabberWin—The update applies to Cisco Jabber for Windows.
 - JabberMac—The update applies to Cisco Jabber for Mac.
- LatestBuildNum—Build number of the update.
- LatestVersion—Version number of the update.
- Mandatory—(Windows clients only) True or False. Determines whether users must upgrade their client version when prompted.

- Message—HTML in the following format:

```
<![CDATA[your_html]]>
```

- DownloadURL—URL of the installation package on your HTTP server.

For Cisco Jabber for Mac the URL file must be in the following format:

```
Cisco-Jabber-Mac-version-size-dsaSignature.zip
```

Step 4 Save and close your update XML file.

Step 5 Host your update XML file on your HTTP server.

Step 6 Specify the URL of your update XML file as the value of the UpdateUrl parameter in your configuration file.

Custom Embedded Tabs

Custom embedded tabs display HTML content in the client interface. Learn how to create custom embedded tab definitions for Cisco Jabber.



Note

The Jabber embedded browser does not support cookie sharing with pop-ups from SSO enabled webpages. The content on the pop-up window may fail to load.

Custom Embedded Tab Definitions

The custom embedded tab can only be configured using the `jabber-config.xml` file. The following XML snippet shows the structure for custom tab definitions:

```
<jabber-plugin-config>
  <browser-plugin>
    <page refresh="" preload="">
      <tooltip></tooltip>
      <icon></icon>
      <url></url>
    </page>
  </browser-plugin>
</jabber-plugin-config>
```

Cisco Jabber for Windows supports Internet Explorer version 9 or earlier. The client uses Internet Explorer in version 9 mode if a later version is on the workstation.

The following table describes the parameters for custom embedded tab definitions:

Parameter	Description
browser-plugin	Contains all definitions for custom embedded tabs. The value includes all custom tab definitions.
page	Contains one custom embedded tab definition.

Parameter	Description
refresh	<p>Controls when the content refreshes.</p> <ul style="list-style-type: none"> • true — Content refreshes each time users select the tab. • false (default) — Content refreshes when users restart the client or sign in. <p>This parameter is optional and is an attribute of the page element.</p>
preload	<p>Controls when the content loads.</p> <ul style="list-style-type: none"> • true — Content loads when the client starts. • false (default) — Content loads when users select the tab. <p>This parameter is optional and is an attribute of the page element.</p>
tooltip	<p>Defines hover text for the custom embedded tab.</p> <p>This parameter is optional. If you do not specify the hover text, the client will use <i>Custom tab</i>.</p> <p>The value is string of unicode characters.</p>
icon	<p>Specifies an icon for the tab. You can specify a local or hosted icon as follows:</p> <ul style="list-style-type: none"> • Local icon—Specify the URL as follows: <code>file://file_path/icon_name</code> • Hosted icon—Specify the URL as follows: <code>http://path/icon_name</code> <p>You can use any icon that the client browser can render can render, including .JPG, .PNG, and .GIF formats.</p> <p>This parameter is optional. If you do not specify an icon, the client loads the favicon from the HTML page. If no favicon is available, the client loads the default icon.</p>
url	<p>Specifies the URL where the content for the embedded tab resides.</p> <p>The client uses the browser rendering engine to display the content of the embedded tab. For this reason, you can specify any content that the browser supports.</p> <p>This parameter is required.</p>

User Custom Tabs

Users can create their own custom embedded tabs through the client user interface.

You must enable users to create custom embedded tabs. Set true as the value for the AllowUserCustomTabs parameter in your configuration file as follows:

```
<Options>
  <AllowUserCustomTabs>true</AllowUserCustomTabs>
</Options>
```

**Note**

User custom embedded tabs are set to true by default.

Custom Icons

To achieve optimal results, your custom icon should conform to the following guidelines:

- Dimensions: 20 x 20 pixels
- Transparent background
- PNG file format

Chats and Calls from Custom Tabs

You can use protocol handlers to start chats and calls from custom embedded tabs. Make sure the custom embedded tab is an HTML page.

Use the XMPP: or IM: protocol handler to start chats.

Use the TEL: protocol handler to start audio and video calls.

Related Topics

[Protocol Handlers](#), on page 244

UserID Tokens

You can specify the `${UserID}` token as part of the value for the url parameter. When users sign in, the client replaces the `${UserID}` token with the username of the logged in user.

**Tip**

You can also specify the `${UserID}` token in query strings; for example, `www.cisco.com/mywebapp.op?url=${UserID}`.

The following is an example of how you can use the `${UserID}` token:

- 1 You specify the following in your custom embedded tab:

```
<url>www.cisco.com/${UserID}/profile</url>
```

- 2 Mary Smith signs in. Her username is msmith.

- 3 The client replaces the `${UserID}` token with Mary's username as follows:

```
<url>www.cisco.com/msmith/profile</url>
```

JavaScript Notifications

You can implement JavaScript notifications in custom embedded tabs. This topic describes the methods the client provides for JavaScript notifications. This topic also gives you an example JavaScript form that you can use to test notifications. It is beyond the scope of this documentation to describe how to implement JavaScript notifications for asynchronous server calls and other custom implementations. You should refer to the appropriate JavaScript documentation for more information.

Notification Methods

The client includes an interface that exposes the following methods for JavaScript notifications:

- **SetNotificationBadge** — You call this method from the client in your JavaScript. This method takes a string value that can have any of the following values:
 - Empty — An empty value removes any existing notification badge.
 - A number from 1 to 999
 - Two digit alphanumeric combinations, for example, A1
- **onPageSelected()** — The client invokes this method when users select the custom embedded tab.
- **onPageDeselected()** — The client invokes this method when users select another tab.

**Note**

Not applicable for Jabber for iPhone and iPad

- **onHubResized()** — The client invokes this method when users resize or move the client hub window.
- **onHubActivated()** — The client invokes this method when the client hub windows is activated.
- **onHubDeActivated()** — The client invokes this method when the client hub window is deactivated.

Subscribe to Presence in Custom Tabs

You can use the following JavaScript functions to subscribe to the presence of a contact and receive presence updates from the client:

- **SubscribePresence()** — Specify a string value using the IM address of a user for this method.
- **OnPresenceStateChanged** — This method enables users to receive updates from the client on the presence of a contact. You can specify one of the following values as the string:
 - IM address
 - Basic presence (Available, Away, Offline, Do Not Disturb)
 - Rich presence (In a meeting, On a call, or a custom presence state)

**Note**

- If you subscribe to the presence of a person who is not on your contact list (also called *temporary presence subscription*), the subscription expires after 68 minutes. After the subscription expires, you must re-subscribe to the person's presence in order to continue to receive presence updates.
- Jabber for iPad and iPhone only supports OnPresenceStateChanged.

Get Locale Information in Custom Tabs

You can use the following JavaScript functions to retrieve the current locale information of a contact from the client:

- GetUserLocale() — This method enables users to request locale information from the client.
- OnLocaleInfoAvailable — This method enables users to receive locale information from client. You can use a string value that contains the client locale information.

**Note**

Jabber for iPad and iPhone only supports OnLocaleInfoAvailable.

Example JavaScript

The following code is an example of an HTML page that uses JavaScript to display a form into which you can input a number from 1 to 999:

```
<html>
  <head>
    <script type="text/javascript">
      function OnPresenceStateChanged(jid, basicPresence,
localizedPresence)
      {
        var cell = document.getElementById(jid);
        cell.innerHTML = basicPresence.concat(",
", localizedPresence);
      }

      function GetUserLocale()
      {
        window.external.GetUserLocale();
      }

      function SubscribePresence()
      {
        window.external.SubscribePresence('johndoe@example.com');
      }

      function OnLocaleInfoAvailable(currentLocale)
      {
        var cell = document.getElementById("JabberLocale");

        cell.innerHTML = currentLocale;
      }

      function onHubActivated()
      {
        var cell = document.getElementById("hubActive");
        cell.innerHTML = "TRUE";
      }
    </script>
  </head>
</html>
```

```

function onHubDeActivated()
{
    var cell = document.getElementById("hubActive");
    cell.innerText = "FALSE";
}

function onHubResized()
{
    alert("Hub Resized or Moved");
}

function OnLoadMethods()
{
    SubscribePresence();
    GetUserLocale();
}

</script>
</head>
<body onload="OnLoadMethods()" >
    <table>
        <tr>
            <td>John Doe</td>
            <td id="johndoe@example.com">unknown</td>
        </tr>
    </table>
    <table>
        <tr>
            <td>Jabber Locale: </td>
            <td id="JabberLocale">Null</td>
        </tr>
        <tr>
            <td>Hub Activated: </td>
            <td id="hubActive">---</td>
        </tr>
    </table>
</body>
</html>

```

To test this example JavaScript form, copy the preceding example into an HTML page and then specify that page as a custom embedded tab.

Show Call Events in Custom Tabs

You can use the following JavaScript function to show call events in a custom tab:

OnTelephonyConversationStateChanged — An API in the telephony service enables the client to show call events in a custom embedded tab. Custom tabs can implement the **OnTelephonyConversationStateChanged** JavaScript function. The client calls this function every time a telephony conversation state changes. The function accepts a JSON string that the client parses to get call events.

The following snippet shows the JSON that holds the call events:

```

{
    "conversationId": string,
    "acceptanceState": "Pending" | "Accepted" | "Rejected",
    "state": "Started" | "Ending" | "Ended",
    "callType": "Missed" | "Placed" | "Received" | "Passive" | "Unknown",
    "remoteParticipants": [{participant1}, {participant2}, ..., {participantN}],
    "localParticipant": {
    }
}

```


Each participant object in the JSON can have the following properties:

```
{
  "voiceMediaDisplayName": "<displayName>",
  "voiceMediaNumber": "<phoneNumber>",
  "translatedNumber": "<phoneNumber>",
  "voiceMediaPhoneType": "Business" | "Home" | "Mobile" | "Other" | "Unknown",
  "voiceMediaState": "Active" | "Inactive" | "Pending" | "Passive" | "Unknown",
}
```

The following is an example implementation of this function in a custom embedded tab. This example gets the values for the state and acceptanceState properties and shows them in the custom tab.

```
function OnTelephonyConversationStateChanged(json) {
  console.log("OnTelephonyConversationStateChanged");
  try {
    var conversation = JSON.parse(json);
    console.log("conversation id=" + conversation.conversationId);
    console.log("conversation state=" + conversation.state);
    console.log("conversation acceptanceState=" + conversation.acceptanceState);
    console.log("conversation callType=" + conversation.callType);
  }
  catch(e) {
    console.log("cannot parse conversation:" + e.message);
  }
}
```

The following is an example implementation of this function with all possible fields:

```
function OnTelephonyConversationStateChanged(json) {
  console.log("OnTelephonyConversationStateChanged");
  try {
    var conversation = JSON.parse(json);
    console.log("conversation state=" + conversation.state);
    console.log("conversation acceptanceState=" + conversation.acceptanceState);
    console.log("conversation callType=" + conversation.callType);
    for (var i=0; i<conversation.remoteParticipants.length; i++) {
      console.log("conversation remoteParticipants[" + i + "]=");
      console.log("voiceMediaDisplayName=" +
        conversation.remoteParticipants[i].voiceMediaDisplayName);
      console.log("voiceMediaNumber=" +
        conversation.remoteParticipants[i].voiceMediaNumber);
      console.log("translatedNumber=" +
        conversation.remoteParticipants[i].translatedNumber);
      console.log("voiceMediaPhoneType=" +
        conversation.remoteParticipants[i].voiceMediaPhoneType);
      console.log("voiceMediaState=" +
        conversation.remoteParticipants[i].voiceMediaState);
    }
    console.log("conversation localParticipant=");
    console.log(" voiceMediaDisplayName=" +
      conversation.localParticipant.voiceMediaDisplayName);
    console.log(" voiceMediaNumber=" + conversation.localParticipant.voiceMediaNumber);

    console.log(" translatedNumber=" + conversation.localParticipant.translatedNumber);

    console.log(" voiceMediaPhoneType=" +
      conversation.localParticipant.voiceMediaPhoneType);
    console.log(" voiceMediaState=" + conversation.localParticipant.voiceMediaState);
  }
  catch(e) {
    console.log("cannot parse conversation:" + e.message);
  }
}
```

Custom Embedded Tab Example

The following is an example of a configuration file with one embedded tab:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
```

```
<Client>
  <jabber-plugin-config>
    <browser-plugin>
      <page refresh ="true" preload="true">
        <tooltip>Cisco</tooltip>
        <icon>https://www.cisco.com/web/fw/i/logo.gif</icon>
        <url>https://www.cisco.com</url>
      </page>
    </browser-plugin>
  </jabber-plugin-config>
</Client>
</config>
```



Integrate with Directory Sources

- [Integrate with Directory Sources for an On-Premises Deployment, page 123](#)
- [Configure Contact Sources, page 123](#)
- [Federation, page 130](#)
- [Client Configuration for Directory Integration, page 131](#)

Integrate with Directory Sources for an On-Premises Deployment

Before You Begin

[Configure Directory Integration for an On-Premises Deployment, on page 7.](#)

Procedure

	Command or Action	Purpose
Step 1	Configure Contact Sources, on page 123	
Step 2	Client Configuration for Directory Integration, on page 131	

Configure Contact Sources

The client requires a contact source to search for users and to support contact resolution.

You can configure Enhanced Directory Integration (EDI), Basic Directory Integration (BDI), and Cisco Unified Communications Manager User Data Service (UDS) as contact sources.

Procedure

	Command or Action	Purpose
Step 1	To configure EDI as a contact source, see Domain Name Retrieval , on page 124 and Directory Server Discovery , on page 125.	EDI is an LDAP-based contact source and is the default contact source used by Cisco Jabber for Windows.
Step 2	To configure BDI as a contact source, see Authentication with Contact Sources , on page 125.	BDI is an LDAP-based contact source and is the default contact source used by Cisco Jabber for Mac, iOS, and Android clients.
Step 3	To configure UDS as a contact source, see Enable Integration with UDS , on page 128 and Set UDS Service Parameters , on page 129	Cisco Unified Communications Manager UDS is a Cisco Unified Communications Manager contact source and is available as a contact source for all Cisco Jabber clients. UDS is the contact source used for Expressway Mobile and Remote Access.

Enhanced Directory Integration

Enhanced directory integration (EDI) uses native Microsoft Windows APIs to retrieve contact data from the directory service.

Domain Name Retrieval

Cisco Jabber for Windows retrieves the fully qualified DNS domain from the `USERDNSDOMAIN` environment variable on the client workstation.

After the client gets the DNS domain, it can locate the Domain Name Server and retrieve SRV records.

If the `USERDNSDOMAIN` environment variable is not present, you can deploy the `LdapUserDomain` configuration parameter to specify which domain to execute the request for the LDAP service. If that parameter is not configured, then Jabber uses the domain from the email address screen.

In some instances, the value of the `USERDNSDOMAIN` environment variable does not resolve to the DNS domain that corresponds to the domain of the entire forest. For example, when an organization uses a sub-domain or resource domain. In this case, the `USERDNSDOMAIN` environment variable resolves to a child domain, not the parent domain. As a result, the client cannot access information for all users in the organization.

If the `USERDNSDOMAIN` environment variable resolves to a child domain, you can use one of the following options to enable Cisco Jabber for Windows to connect to a service in the parent domain:

- Ensure that the Global Catalog or LDAP directory server can access all users in the organization.
- Configure your DNS server to direct the client to a server that can access all users in the organization when Cisco Jabber for Windows requests a Global Catalog or LDAP directory server.
- Configure Cisco Jabber for Windows to use the FQDN of the domain controller.

Specify the FQDN of the domain controller as the value of the `PrimaryServerName` parameter in your client configuration as follows:

```
<PrimaryServerName>parent-domain-fqdn</PrimaryServerName>
```

Related Topics

- [Configuring DNS for the Forest Root Domain](#)
- [Assigning the Forest Root Domain Name](#)
- [Deploying a GlobalNames Zone](#)
- [Support for DNS Namespace planning in Microsoft server products](#)

Directory Server Discovery

Cisco Jabber can automatically discover and connect to the directory server if:

- The workstation on which you install Cisco Jabber automatically detects the workstation by determining the user domain.
- The workstation retrieves the server connection address from the DNS SRV record.

Directory Server	SRV Record
Global Catalog	<code>_gc._msdcs._tcp.domain.com</code>
Domain Controller LDAP-based directory servers	<code>_ldap._msdcs._tcp.domain.com</code>

Basic Directory Integration

BDI is an LDAP-based contact source and is the default contact source used by Cisco Jabber for Mac, iOS, and Android clients.

Authentication with Contact Sources

BDI requires users to authenticate with the directory source to resolve contacts. You can use the following methods to authenticate with the contact source, in order of priority:

- Specify credentials in Cisco Unified Presence or Cisco Unified Communications Manager — Specify credentials in a profile on the server. The client can then retrieve the credentials from the server to authenticate with the directory. This method is the most secure option for storing and transmitting credentials.
- Set common credentials in the client configuration file — Specify a shared username and password in the client configuration file. The client can then authenticate with the directory server.



Important

The client transmits and stores these credentials as plain text.

Use a well-known or public set of credentials for an account that has read-only permissions.

- Use anonymous binds — Configure the client to connect to the directory source with anonymous binds.

Specify LDAP Directory Configuration on Cisco Unified Presence

If your environment includes Cisco Unified Presence release 8.x, you can specify directory configuration in the LDAP profile. The client can then get the directory configuration from the server to authenticate with the directory source.

Complete the steps to create an LDAP profile that contains authentication credentials, and then assign that profile to users.

Procedure

-
- Step 1** Open the **Cisco Unified Presence Administration** interface.
 - Step 2** Select **Application > Cisco Unified Personal Communicator > LDAP Profile**.
 - Step 3** Select **Add New**.
 - Step 4** Specify a name and optional description for the profile.
 - Step 5** Specify a distinguished name for a user ID that is authorized to run queries on the LDAP server. Cisco Unified Presence uses this name for authenticated bind with the LDAP server.
 - Step 6** Specify a password that the client can use to authenticate with the LDAP server.
 - Step 7** Select **Add Users to Profile** and add the appropriate users to the profile.
 - Step 8** Select **Save**.
-

What to Do Next

Specify any additional BDI information in the client configuration file.

Specify LDAP Directory Configuration on Cisco Unified Communications Manager

If your environment includes Cisco Unified Communications Manager release 9.x and later, you can specify credentials when you add a directory service. The client can then get the configuration from the server to authenticate with the directory source.

Complete the steps to add a directory service, apply the directory service to the service profile, and specify the LDAP authentication configuration for the directory service.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.
 - Step 3** Select **Add New**.
The **UC Service Configuration** window opens.
 - Step 4** In the **Add a UC Service** section, select **Directory** from the **UC Service Type** drop-down list.
 - Step 5** Select **Next**.
 - Step 6** Enter details for the directory service:
 - Product Type — Select **Directory**

- Name — Enter a unique name for the directory service
- Hostname/IP Address — Enter the Hostname, IP Address, or FQDN of the directory server.
- Protocol Type — From the drop-down list, select:
 - TCP or UDP for Cisco Jabber for Windows
 - TCP or TLS for Cisco Jabber for iPhone or iPad
 - TCP or TLS for Cisco Jabber for Android
- Product Type — Select **Directory**
- Name — Enter a unique name for the directory service
- Hostname/IP Address — Enter the Hostname, IP Address, or FQDN of the directory server.
- Protocol Type — From the drop-down list, select:
 - TLS if you want Cisco Jabber to connect to the Directory by using TLS.
 - TCP if you want Cisco Jabber to connect to the Directory by using TCP.

Step 7 Select **Save**.

Step 8 Apply the directory service to your service profile as follows:

- a) Select **User Management > User Settings > Service Profile**.
The **Find and List Service Profiles** window opens.
- b) Find and select your service profile.
The **Service Profile Configuration** window opens.
- c) In the **Directory Profile** section, select up to three services from the **Primary**, **Secondary**, and **Tertiary** drop-down lists:
- d) Specify the **Username** and **Password** that the client can use to authenticate with the LDAP server in the following fields:
- e) Select **Save**.

Set Credentials in the Client Configuration

You can set credentials in the client configuration with the following parameters:

- BDICConnectionUsername
- BDICConnectionPassword



Important

The client transmits and stores these credentials as plain text.

Use a well-known or public set of credentials for an account that has read-only permissions.

The following is an example configuration:

```
<Directory>
  <BDIConnectionUsername>admin@example.com</BDIConnectionUsername>
  <BDIConnectionPassword>password</BDIConnectionPassword>
</Directory>
```

Use Anonymous Binds

To use anonymous binds, you set the following parameters in the client configuration file:

Parameter	Value
BDIPrimaryServerName	IP address FQDN
BDIEnableTLS	True
BDISearchBase1	Searchable organizational unit (OU) in the directory tree
BDIBaseFilter	Object class that your directory service uses; for example, inetOrgPerson
BDIPredictiveSearchFilter	UID or other search filter A search filter is optional.

The following is an example configuration:

```
<Directory>
  <BDIPrimaryServerName>11.22.33.456</BDIPrimaryServerName>
  <BDIEnableTLS>True</BDIEnableTLS>
  <BDISearchBase1>ou=people,dc=cisco,dc=com</BDISearchBase1>
  <BDIBaseFilter>(&objectClass=inetOrgPerson)</BDIBaseFilter>
  <BDIPredictiveSearchFilter>uid</BDIPredictiveSearchFilter>
</Directory>
```

Cisco Unified Communications Manager User Data Service

User Data Service (UDS) is a REST interface on Cisco Unified Communications Manager that provides contact resolution.

Enable Integration with UDS

To enable integration with UDS, perform the following steps:

Procedure

-
- Step 1** Create your directory source in Cisco Unified Communications Manager.
 - Step 2** Synchronize the contact data to Cisco Unified Communications Manager.

After the synchronization occurs, your contact data resides in Cisco Unified Communications Manager.

- Step 3** For manual connections, specify the IP address of the Cisco Unified Communications Manager server to ensure that the client can discover the server.

The following is an example configuration for the Cisco Unified Communications Manager server:

```
<UdsServer>11.22.33.444</UdsServer>
```

- Step 4** Configure the client to retrieve contact photos with UDS.

The following is an example configuration for contact photo retrieval:

```
<UdsPhotoUriWithToken>http://server_name.domain/%uid%.jpg</UdsPhotoUriWithToken>
```

Set UDS Service Parameters

You can set service parameters for UDS on Cisco Unified Communications Manager.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **System > Enterprise Parameters**.
The **Enterprise Parameters Configuration** window opens.
- Step 3** Locate the **User Data Service Parameters** section.

UDS Service Parameters

Set values for the following service parameters to configure UDS:

Parameter	Description
Enable All User Search	Allows searches for all users in the directory (search with no last name, first name, or directory number specified). The default value is true.
User Search Limit	Limits the number of users returned in a query. The default value is 64.
Number of Digits to Match	Specifies the number of digits to match when users search for phone numbers. Tip To resolve PSTN numbers, set the value equal to the number of digits in the PSTN numbers. For example, if the PSTN numbers have 10 digits, set the value to 10.

Contact Resolution with Multiple Clusters

For contact resolution with multiple Cisco Unified Communications Manager clusters, synchronize all users on the corporate directory to each cluster. Provision a subset of those users on the appropriate cluster.

For example, your organization has 40,000 users. 20,000 users reside in North America. 20,000 users reside in Europe. Your organization has the following Cisco Unified Communications Manager clusters for each location:

- `cucm-cluster-na` for North America
- `cucm-cluster-eu` for Europe

In this example, synchronize all 40,000 users to both clusters. Provision the 20,000 users in North America on `cucm-cluster-na` and the 20,000 users in Europe on `cucm-cluster-eu`.

When users in Europe call users in North America, Cisco Jabber retrieves the contact details for the user in Europe from `cucm-cluster-na`.

When users in North America call users in Europe, Cisco Jabber retrieves the contact details for the user in North America from `cucm-cluster-eu`.

Federation

Federation lets Cisco Jabber users communicate with users who are provisioned on different systems and who are using client applications other than Cisco Jabber.

Configure Intradomain Federation for BDI or EDI

In addition to configuring intradomain federation on the presence server, you might need to specify some configuration settings in the Cisco Jabber configuration files.

To resolve contacts during contact search or retrieve contact information from your directory, Cisco Jabber requires the contact ID for each user. Cisco Unified Communications Manager IM & Presence server uses a specific format for resolving contact information that does not always match the format on other presence servers such as Microsoft Office Communications Server or Microsoft Live Communications Server.

The parameters that you use to configure intradomain federation depend on whether you use *Enhanced Directory Integration* (EDI) or *Basic Directory Integration* (BDI). EDI uses native Microsoft Windows APIs to retrieve contact data from the directory service and is only used by Cisco Jabber for Windows. For BDI, the client retrieves contact data from the directory service and is used by Cisco Jabber for Mac, Cisco Jabber for Android, and Cisco Jabber for iPhone and iPad.

Procedure

Step 1 Set the value of the relevant parameter to true:

- For BDI: `BDIUseSipUriToResolveContacts`
- For EDI: `UseSIPURIToResolveContacts`

Step 2 Specify an attribute that contains the Cisco Jabber contact ID that the client uses to retrieve contact information. The default value is `msRTCSIP-PrimaryUserAddress`, or you can specify another attribute in the relevant parameter:

- For BDI: `BDISipUri`
- For EDI: `SipUri`

Note When you deploy intradomain federation and the client connects with Expressway for Mobile and Remote Access from outside the firewall, contact search is supported only when the contact ID uses one of the following formats:

- `sAMAccountName@domain`
- `UserPrincipalName (UPN)@domain`
- `EmailAddress@domain`
- `employeeNumber@domain`
- `phoneNumber@domain`

Step 3 In the `UriPrefix` parameter, specify any prefix text that precedes each contact ID in the relevant `SipUri` parameter.

Example:

For example, you specify `msRTCSIP-PrimaryUserAddress` as the value of `SipUri`. In your directory the value of `msRTCSIP-PrimaryUserAddress` for each user has the following format:
`sip:username@domain`.

- For BDI: `BDIUriPrefix`
- For EDI: `UriPrefix`

The following XML snippet provides an example of the resulting configuration for BDI:

```
<Directory>
  <BDIUseSIPURIToResolveContacts>true</BDIUseSIPURIToResolveContacts>
  <BDISipUri>non-default-attribute</BDISipUri>
  <BDIUriPrefix>sip:</BDIUriPrefix>
</Directory>
```

The following XML snippet provides an example of the resulting configuration for EDI:

```
<Directory>
  <UseSIPURIToResolveContacts>true</UseSIPURIToResolveContacts>
  <SipUri>non-default-attribute</SipUri>
  <UriPrefix>sip:</UriPrefix>
</Directory>
```

Client Configuration for Directory Integration

You can configure directory integration through service profiles using Cisco Unified Communications Manager release 9 or later or with the configuration file. Use this section to learn how to configure the client for directory integration.

When both a service profile and a configuration file are present, the following table describes which parameter value takes precedence.

Service Profile	Configuration File	Which Parameter Value Takes Precedence?
Parameter value is set	Parameter value is set	Service profile
Parameter value is set	Parameter value is blank	Service profile
Parameter value is blank	Parameter value is set	Configuration file
Parameter value is blank	Parameter value is blank	Service profile blank (default) value

**Note**

Cisco Unified Presence, Release 8.x profiles cannot be used for directory integration.

Configure Directory Integration in a Service Profile

With Cisco Unified Communications Manager release 9 and later, you can provision users with service profiles and deploy the `_cisco-uds` SRV record on your internal domain server. The client can then automatically discover Cisco Unified Communications Manager and retrieve the service profile to get directory integration configuration.

Procedure

	Command or Action	Purpose
Step 1	Add a Directory Service, on page 132	Create a Directory UC Service.
Step 2	Apply Directory Service to a Service Profile, on page 136	Add the Directory UC Service to the Service Profile.

Add a Directory Service

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.
- Step 3** Select **Add New**.
The **UC Service Configuration** window opens.
- Step 4** Select **Directory** from the **UC Service Type** menu and then select **Next**.
- Step 5** Set all appropriate values for the directory service.

To configure Cisco Jabber directory searches on the Global Catalog, add the following values:

- **Port**—3268
- **Protocol**—TCP

Step 6 Select **Save**.

What to Do Next

Apply Directory Service.

Directory Profile Parameters

The following table lists the configuration parameters you can set in the directory profile:

Directory Service Configuration	Description
Primary server	Specifies the address of the primary directory server. This parameter is required for manual connections where the client cannot automatically discover the directory server.
Secondary server	Specifies the address of the backup directory server.
Tertiary Server	Applies to Cisco Jabber for Windows only. Specifies the address of the tertiary directory server.
Use UDS for Contact Resolution	Specifies if the client uses UDS as a contact source. True (Default) Use UDS as a contact source. When this option is selected the following parameters in this table are not used. False Use EDI or BDI as a contact source. The following parameters are used to connect to the LDAP server. By default, UDS provides contact resolution when users connect to the corporate network through Expressway for Mobile and Remote Access.

Directory Service Configuration	Description
Use Logged On User Credential	<p>Specifies if the client uses the logged on username and password for LDAP contact resolution.</p> <p>If you have configured Active Directory (AD) SSO, this will take priority over this setting.</p> <p>True (default)</p> <p>Use logged on user credentials. This value maps to the values for the UseWindowsCredentials parameter for Windows clients, and the BDIUseJabberCredntials parameter for other clients.</p> <p>False</p> <p>Do not use logged on user credentials.</p> <p>When you have SSO configured, Jabber uses those credentials before using the ConnectionUsername and ConnectionPassword parameters.</p> <p>You must specify the logged on user credentials with the following parameters:</p> <ul style="list-style-type: none"> • ConnectionUsername • ConnectionPassword <p>You must specify the logged on user credentials with the following parameters:</p> <ul style="list-style-type: none"> • EDI (Windows client) <ul style="list-style-type: none"> ◦ ConnectionUsername ◦ ConnectionPassword • BDI (Mac, Android, iOS clients) <ul style="list-style-type: none"> ◦ BDIConnectionUsername ◦ BDIConnectionPassword
Username	<p>Lets you manually specify a shared username that the client can use to authenticate with the directory server.</p> <p>By default, Cisco Jabber for Windows uses Integrated Windows Authentication when connecting to the directory server.</p> <p>You should use this parameter only in deployments where you cannot authenticate with the directory server using Microsoft Windows credentials.</p> <p>Use only a well-known or public set of credentials for an account that has read-only permissions.</p>

Directory Service Configuration	Description
Password	<p>Lets you manually specify a shared password that the client can use to authenticate with the directory server.</p> <p>By default, Cisco Jabber for Windows uses Integrated Windows Authentication when connecting to the directory server.</p> <p>You should use this parameter only in deployments where you cannot authenticate with the directory server using Microsoft Windows credentials.</p> <p>Use only a well-known or public set of credentials for an account that has read-only permissions.</p>
Search Base 1 The following parameters only apply to Cisco Jabber for Windows: Search Base 2 Search Base 3	<p>Specifies a location in the directory server from which searches begin. In other words, a search base is the root from which the client executes a search.</p> <p>By default, the client searches from the root of the directory tree. You can specify the value of up to three search bases in your OU to override the default behavior.</p> <p>Active Directory does not typically require a search base. Specify search bases for Active Directory only for specific performance requirements.</p> <p>Specify a search base for directory servers other than Active Directory to create bindings to specific locations in the directory.</p> <p>Tip Specify an OU to restrict searches to certain user groups.</p> <p>For example, a subset of your users have instant messaging capabilities only. Include those users in an OU and then specify that as a search base.</p>
Recursive Search on All Search Bases	<p>Select this option to perform a recursive search of the directory starting at the search base. Use recursive searches to allow the Cisco Jabber client contact search queries to search all of the LDAP directory tree from a given search context (search base). This is a common option when searching LDAP.</p> <p>This is a required field.</p> <p>The default value is True.</p>
Base Filter	<p>Specifies a base filter for Active Directory queries.</p> <p>Specify a directory subkey name only to retrieve objects other than user objects when you query the directory.</p> <p>The default value is (& (& (objectCategory=person) (objectClass=user)).</p>

Directory Service Configuration	Description
Predictive Search Filter	<p>Defines filters to apply to predictive search queries.</p> <p>You can define multiple, comma-separated values to filter search queries.</p> <p>The default value is <code>ANR</code>.</p> <p>When Cisco Jabber performs a predictive search, it issues a query using Ambiguous Name Resolution (ANR). This query disambiguates the search string and returns results that match the attributes that are set for ANR on your directory server.</p> <p>Important Configure your directory server to set attributes for ANR if you want the client to search for those attributes.</p>

Attribute Mappings

It is not possible to change the default attribute mappings in a service profile. If you plan to change any default attribute mappings, you must define the required mappings in a client configuration file.

Apply Directory Service to a Service Profile

Procedure

-
- Step 1** Select **User Management > User Settings > Service Profile**.
The **Find and List Service Profiles** window opens.
 - Step 2** Select **Add New**.
The **Service Profile Configuration** window opens.
 - Step 3** Add the directory services to the directory profile. See the *Directory Profile Parameters* topic for information about the specific settings that are needed for the directory profile.
 - Step 4** Select **Save**.
-

Advanced Directory Integration in the Configuration File

You can configure directory integration in the Cisco Jabber configuration file. For more information see the *Directory* chapter in the *Parameters Reference Guide for Cisco Jabber*.



Important

When a Service Profile and a configuration file are present, settings in the Service Profile always take priority.



Install Client

- [Install Cisco Jabber for Windows, page 137](#)
- [Install Cisco Jabber for Mac, page 163](#)
- [Install Cisco Jabber Mobile Clients, page 163](#)

Install Cisco Jabber for Windows

Cisco Jabber for Windows provides an MSI installation package that you can use in the following ways:

Install Option	Description
Use the Command Line, on page 138	You can specify arguments in a command line window to set installation properties. Choose this option if you plan to install multiple instances.
Run the MSI Manually, on page 154	Run the MSI manually on the file system of the client workstation and then specify connection properties when you start the client. Choose this option if you plan to install a single instance for testing or evaluation purposes.
Create a Custom Installer, on page 155	Open the default installation package, specify the required installation properties, and then save a custom installation package. Choose this option if you plan to distribute an installation package with the same installation properties.
Deploy with Group Policy, on page 158	Install the client on multiple computers in the same domain.

Before You Begin

You must be logged in with local administrative rights.

Use the Command Line

Specify installation arguments in a command line window.

Procedure

-
- Step 1** Open a command line window.
 - Step 2** Enter the following command:
`msiexec.exe /i CiscoJabberSetup.msi`
 - Step 3** Specify command line arguments as parameter=value pairs.
`msiexec.exe /i CiscoJabberSetup.msi argument=value`
 - Step 4** Run the command to install Cisco Jabber for Windows.
-

Example Installation Commands

Review examples of commands to install Cisco Jabber for Windows.

Cisco Unified Communications Manager, Release 9.x

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1
```

Where:

`CLEAR=1` — Deletes any existing bootstrap file.

`/quiet` — Specifies a silent installation.

Cisco Unified Communications Manager, Release 8.x in Default Mode

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1 AUTHENTICATOR=CUP CUP_ADDRESS=1.2.3.4
```

Where:

`CLEAR=1` — Deletes any existing bootstrap file.

`AUTHENTICATOR=CUP` — Sets Cisco Unified Presence as the authenticator.

`CUP_ADDRESS=1.2.3.4` — Sets 1.2.3.4 as the IP address of the presence server.

`/quiet` — Specifies a silent installation.

Cisco Unified Communications Manager, Release 8.x in Phone Mode

If you are integrating with UDS when you are installing in phone mode, you must first define the `<PresenceDomain>Domain address of your Presence server</PresenceDomain>` parameter.

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1 PRODUCT_MODE=Phone_Mode AUTHENTICATOR=CUCM
TFTP=1.2.3.4 CTI=5.6.7.8
```

Where:

CLEAR=1 — Deletes any existing bootstrap file.
 PRODUCT_MODE=Phone_Mode — Sets the client to phone mode.
 AUTHENTICATOR=CUCM — Sets Cisco Unified Communications Manager as the authenticator.
 TFTP=1.2.3.4 — Sets 1.2.3.4 as the IP address of the TFTP server that hosts the client configuration.
 CTI=5.6.7.8 — Sets 5.6.7.8 as the IP address of the CTI server.
 /quiet — Specifies a silent installation.

Cisco WebEx Messenger Service

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1 AUTHENTICATOR=WEBEX
```

Where:

CLEAR=1 — Deletes any existing bootstrap file.
 AUTHENTICATOR=WEBEX — Sets the Cisco WebEx Messenger service as the authenticator.
 /quiet — Specifies a silent installation.

Cisco WebEx Messenger Service with SSO

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1 AUTHENTICATOR=WEBEX  
SSO_ORG_DOMAIN=example.com
```

Where:

CLEAR=1 — Deletes any existing bootstrap file.
 AUTHENTICATOR=WEBEX — Sets the Cisco WebEx Messenger service as the authenticator.
 SSO_ORG_DOMAIN=example.com — Sets example.com as the single sign-on (SSO) domain.
 /quiet — Specifies a silent installation.

Command Line Arguments

Review the command line arguments you can specify when you install Cisco Jabber for Windows.

Override Argument

The following table describes the parameter you must specify to override any existing bootstrap files from previous installations:

Argument	Value	Description
CLEAR	1	Specifies if the client overrides any existing bootstrap file from previous installations. The client saves the arguments and values you set during installation to a bootstrap file. The client then loads settings from the bootstrap file at startup.

If you specify CLEAR, the following occurs during installation:

- 1 The client deletes any existing bootstrap file.
- 2 The client creates a new bootstrap file.

If you do not specify CLEAR, the client checks for existing bootstrap files during installation.

- If no bootstrap file exists, the client creates a bootstrap file during installation.
- If a bootstrap file exists, the client does not override that bootstrap file and preserves the existing settings.


Note

If you are reinstalling Cisco Jabber for Windows, you should consider the following:

- The client does not preserve settings from existing bootstrap files. If you specify CLEAR, you must also specify all other installation arguments as appropriate.
- The client does not save your installation arguments to an existing bootstrap file. If you want to change the values for installation arguments, or specify additional installation arguments, you must specify CLEAR to override the existing settings.

To override existing bootstrap files, specify CLEAR in the command line as follows:

```
msiexec.exe /i CiscoJabberSetup.msi CLEAR=1
```

Mode Type Argument

The following table describes the command line argument with which you specify the product mode:

Argument	Value	Description
PRODUCT_MODE	Phone_Mode	Specifies the product mode for the client. You can set the following value: <ul style="list-style-type: none"> • Phone_Mode — Cisco Unified Communications Manager is the authenticator. Choose this value to provision users with audio devices as base functionality.

When to Set the Product Mode

In phone mode deployments Cisco Unified Communications Manager is the authenticator. When the client gets the authenticator, it determines the product mode is phone mode. However, because the client always starts in the default product mode on the initial launch, users must restart the client to enter phone mode after sign in.

- Cisco Unified Communications Manager, Release 9.x and Later — You should not set PRODUCT_MODE during installation. The client gets the authenticator from the service profile. After the user signs in, the client requires a restart to enter phone mode.
- Cisco Unified Communications Manager, Release 8.x — You can specify phone mode during installation if you set Cisco Unified Communications Manager as the authenticator. The client reads the bootstrap file on the initial launch and determines it should start in phone mode. The client then gets Cisco Unified Communications Manager as the authenticator from the bootstrap file or manual settings. After the user signs in, the client does not require a restart.

Change Product Modes

To change the product mode, you must change the authenticator for the client. The client can then determine the product mode from the authenticator.

The method for changing from one product mode to another after installation, depends on your deployment.

**Note**

In all deployments, the user can manually set the authenticator in the Advanced settings window.

In this case, you must instruct the user to change the authenticator in the Advanced settings window to change the product mode. You cannot override the manual settings, even if you uninstall and then reinstall the client.

Change Product Modes with Cisco Unified Communications Manager Version 9.x and Later

To change product modes with Cisco Unified Communications Manager version 9.x and later, you change the authenticator in the service profile.

Procedure

Step 1 Change the authenticator in the service profiles for the appropriate users.

Change Default Mode > Phone Mode

Do not provision users with an IM and Presence service.

If the service profile does not contain an IM and presence service configuration, the authenticator is Cisco Unified Communications Manager.

Change Phone Mode > Default Mode

Provision users with an IM and Presence service.

If you set the value of the **Product type** field in the IM and Presence profile to:

- **Unified CM (IM and Presence)** the authenticator is Cisco Unified Communications Manager IM and Presence Service.
- **WebEx (IM and Presence)** the authenticator is the Cisco WebEx Messenger service.

Step 2 Instruct users to sign out and then sign in again.

When users sign in to the client, it retrieves the changes in the service profile and signs the user in to the authenticator. The client then determines the product mode and prompts the user to restart the client.

After the user restarts the client, the product mode change is complete.

Change Product Modes with Cisco Unified Communications Manager Version 8.x

To change product modes with Cisco Unified Communications Manager version 8.x, you must reinstall Cisco Jabber for Windows to change the authenticator.

Change Default Mode > Phone Mode

Set the following arguments, at a minimum:

- CLEAR=1 to delete any existing bootstrap file.
- AUTHENTICATOR=CUCM to set the authenticator to Cisco Unified Communications Manager.
- PRODUCT_MODE=Phone_Mode to set phone mode as the product mode.

Change Phone Mode > Default Mode

Set the following arguments, at a minimum:

- CLEAR=1 to delete any existing bootstrap file.
- AUTHENTICATOR= one of the following:
 - CUP to set the authenticator to Cisco Unified Presence or Cisco Unified Communications Manager.
 - WEBEX to set the authenticator to the Cisco WebEx Messenger service.

Authentication Arguments

The following table describe the command line arguments you can set to specify the source of authentication:

Argument	Value	Description
AUTHENTICATOR	CUP CUCM WEBEX	<p>Specifies the source of authentication for the client. This value is used if Service Discovery fails. Set one of the following as the value:</p> <ul style="list-style-type: none"> • CUP—Cisco Unified Communications Manager IM and Presence Service. On-premises deployments in the default product mode. The default product mode can be either full UC or IM only. • CUCM—Cisco Unified Communications Manager. On-premises deployments in phone mode. • WEBEX—Cisco WebEx Messenger Service. Cloud-based or hybrid cloud-based deployments. <p>In on-premises deployments with Cisco Unified Communications Manager version 9.x and later, you should deploy the <code>_cisco-uds</code> SRV record. The client can then automatically determine the authenticator.</p>

Argument	Value	Description
CUP_ADDRESS	IP address Hostname FQDN	Specifies the address of Cisco Unified Communications Manager IM and Presence Service. Set one of the following as the value: <ul style="list-style-type: none"> • Hostname (<i>hostname</i>) • IP address (<i>123.45.254.1</i>) • FQDN (<i>hostname.domain.com</i>)
TFTP	IP address Hostname FQDN	Specifies the address of your TFTP server. Set one of the following as the value: <ul style="list-style-type: none"> • Hostname (<i>hostname</i>) • IP address (<i>123.45.254.1</i>) • FQDN (<i>hostname.domain.com</i>) <p>You should specify this argument if you set Cisco Unified Communications Manager as the authenticator.</p> <p>If you deploy:</p> <ul style="list-style-type: none"> • In phone mode—you should specify the address of the TFTP server that hosts the client configuration. • In default mode—you can specify the address of the Cisco Unified Communications Manager TFTP service that hosts the device configuration.
CTI	IP address Hostname FQDN	Sets the address of your CTI server.
		Specify this argument if: <ul style="list-style-type: none"> • You set Cisco Unified Communications Manager as the authenticator. • Users have desk phone devices and require a CTI server.

Argument	Value	Description
CCMCIP	IP address Hostname FQDN	<p>Sets the address of your CCMCIP server.</p> <p>Specify this argument if:</p> <ul style="list-style-type: none"> You set Cisco Unified Communications Manager as the authenticator. The address of your CCMCIP server is not the same as the TFTP server address. <p>The client can locate the CCMCIP server with the TFTP server address if both addresses are the same.</p> <p>Cisco Unified Communications Manager release 9.x and earlier—If you enable Cisco Extension Mobility, the <code>Cisco Extension Mobility</code> service must be activated on the Cisco Unified Communications Manager nodes that are used for CCMCIP. For information about Cisco Extension Mobility, see the <i>Feature and Services</i> guide for your Cisco Unified Communications Manager release.</p>
SERVICES_DOMAIN	Domain	<p>Sets the value of the domain where the DNS SRV records for Service Discovery reside.</p> <p>This argument can be set to a domain where no DNS SRV records reside if you want the client to use installer settings or manual configuration for this information. If this argument is not specified and Service Discovery fails, the user will be prompted for services domain information.</p>

Argument	Value	Description
VOICE_SERVICES_DOMAIN	Domain	<p>In Hybrid Deployments the domain required to discover Webex via CAS lookup may be a different domain than where the DNS records are deployed. If this is the case then set the SERVICES_DOMAIN to be the domain used for Webex discovery (or let the user enter an email address) and set the VOICE_SERVICES_DOMAIN to be the domain where DNS records are deployed. If this setting is specified, the client will use the value of VOICE_SERVICES_DOMAIN to lookup the following DNS records for the purposes of Service Discovery and Edge Detection:</p> <ul style="list-style-type: none"> • <code>_cisco-uds</code> • <code>_cuplogin</code> • <code>_collab-edge</code> <p>This setting is optional and if not specified, the DNS records are queried on the Services Domain which is obtained from the SERVICES_DOMAIN, email address input by the user, or cached user configuration.</p>
EXCLUDED_SERVICES	One or more of: <ul style="list-style-type: none"> • CUP • WEBEX • CUCM 	<p>Lists the services that you want Jabber to exclude from Service Discovery. For example, you may have done a trial with WebEx which means that your company domain is registered on WebEx, but you do not want Jabber users to authenticate using WebEx. You want Jabber to authenticate with an on-premises CUP CUCM server. In this case set:</p> <ul style="list-style-type: none"> • <code>EXCLUDED_SERVICES=WEBEX</code> <p>Possible values are CUP, CUCM, WEBEX.</p> <p>To exclude more than one service, use comma separated values. For example, to exclude CUP and CUCM, specify: <code>EXCLUDED_SERVICES=CUP,CUCM</code>. To exclude all services, specify: <code>EXCLUDED_SERVICES=CUP,CUCM,WEBEX</code></p> <p>If you exclude all services, you need to use manual configuration or bootstrap configuration to configure the Jabber client.</p>

Argument	Value	Description
UPN_DISCOVERY_ENABLED	true false	<p>Allows you to define whether the client uses the User Principal Name (UPN) of a Windows session to get the User ID and domain for a user when discovering services.</p> <ul style="list-style-type: none"> • true (default)—The UPN is used to find the User ID and the domain of the user, which is used during service discovery. Only the user discovered from UPN can log in to the client. • false—The UPN is not used to find the User ID and domain of the user. The user is prompted to enter credentials to find the domain for service discovery. <p>Example installation command: <code>msiexec.exe /i CiscoJabberSetup.msi /quiet UPN_DISCOVERY_ENABLED=false</code></p>

TFTP Server Address

Cisco Jabber for Windows retrieves two different configuration files from the TFTP server:

- Client configuration files that you create.
- Device configuration files that reside on the Cisco Unified Communications Manager TFTP service when you provision users with devices.

To minimize effort, you should host your client configuration files on the Cisco Unified Communications Manager TFTP service. You then have only one TFTP server address for all configuration files and can specify that address as required.

You can, however, host your client configuration on a different TFTP server to the one that contains the device configuration. In this case, you have two different TFTP server addresses, one address for the TFTP server that hosts device configuration and another address for the TFTP server that hosts client configuration files.

Default Deployments

This section describes how you should handle two different TFTP server addresses in deployments that have a presence server.

You should do the following:

- 1 Specify the address of the TFTP server that hosts the client configuration on the presence server.
- 2 During installation, specify the address of the Cisco Unified Communications Manager TFTP service with the TFTP argument.

When the client starts for the first time, it:

- 1 Retrieves the address of the Cisco Unified Communications Manager TFTP service from the bootstrap file.
- 2 Gets device configuration from the Cisco Unified Communications Manager TFTP service.

- 3 Connects to the presence server.
- 4 Retrieves the address of the TFTP service that hosts the client configuration from the presence server.
- 5 Gets client configuration from the TFTP server.

Phone Mode Deployments

This section describes how you should handle two different TFTP server addresses in phone mode deployments. You should do the following:

- 1 During installation, specify the address of the TFTP server that hosts the client configuration with the TFTP argument.
- 2 Specify the address of the TFTP server that hosts the device configuration in your client configuration file with the following parameter: `TftpServer1`.
- 3 Host the client configuration file on the TFTP server.

When the client starts for the first time, it:

- 1 Retrieves the address of the TFTP server from the bootstrap file.
- 2 Gets client configuration from the TFTP server.
- 3 Retrieves the address of the Cisco Unified Communications Manager TFTP service from the client configuration.
- 4 Gets device configuration from the Cisco Unified Communications Manager TFTP service.

Common Installation Arguments

The following table describes command line arguments that are common to all deployments:

Argument	Value	Description
LANGUAGE	LCID in decimal	<p>Defines the Locale ID (LCID), in decimal, of the language that Cisco Jabber for Windows uses. The value must be an LCID in decimal that corresponds to a supported language.</p> <p>For example, you can specify one of the following:</p> <ul style="list-style-type: none"> • 1033 specifies English. • 1036 specifies French. <p>See the <i>LCID for Languages</i> topic for a full list of the languages that you can specify.</p> <p>This argument is optional.</p> <p>If you do not specify a value, Cisco Jabber for Windows uses the regional language for the current user as the default.</p> <p>From Release 11.1(1) onwards, if you do not specify a value, Cisco Jabber for Windows checks the value for the UseSystemLanguage parameter. If the UseSystemLanguage parameter is set to true, the same language is used as for the operating system. If the UseSystemLanguage parameter is set to false or not defined, then the client uses the regional language for the current user as the default.</p> <p>The regional language is set at Control Panel > Region and Language > Change the date, time, or number format > Formats tab > Format dropdown.</p>
FORGOT_PASSWORD_URL	URL	<p>Specifies the URL where users can reset lost or forgotten passwords.</p> <p>This argument is optional but recommended.</p> <p>Note In cloud-based deployments, you can specify a forgot password URL using the Cisco WebEx Administration Tool. However, the client cannot retrieve that forgot password URL until users sign in.</p>

Argument	Value	Description
AUTOMATIC_SIGN_IN	true false	<p>Applies to Release 11.1(1) onwards.</p> <p>Specifies whether the Sign me in when Cisco Jabber starts check box is checked when the user installs the client.</p> <ul style="list-style-type: none"> • true—The Sign me in when Cisco Jabber starts check box is checked when the user installs the client. • false (default)—The Sign me in when Cisco Jabber starts check box is not checked when the user installs the client.
TFTP_FILE_NAME	Filename	<p>Specifies the unique name of a group configuration file.</p> <p>You can specify either an unqualified or fully qualified filename as the value. The filename you specify as the value for this argument takes priority over any other configuration file on your TFTP server.</p> <p>This argument is optional.</p> <p>Remember You can specify group configuration files in the Cisco Support Field on the CSF device configuration on Cisco Unified Communications Manager.</p>
LOGIN_RESOURCE	WBX MUT	<p>Controls user sign in to multiple client instances.</p> <p>By default, users can sign in to multiple instances of Cisco Jabber at the same time. Set one of the following values to change the default behavior:</p> <ul style="list-style-type: none"> • WBX—Users can sign in to one instance of Cisco Jabber for Windows at a time. Cisco Jabber for Windows appends the <code>wbxconnect</code> suffix to the user's JID. Users cannot sign in to any other Cisco Jabber client that uses the <code>wbxconnect</code> suffix. • MUT—Users can sign in to one instance of Cisco Jabber for Windows at a time, but can sign in to other Cisco Jabber clients at the same time. Each instance of Cisco Jabber for Windows appends the user's JID with a unique suffix.

Argument	Value	Description
LOG_DIRECTORY	Absolute path on the local filesystem	<p>Defines the directory where the client writes log files.</p> <p>Use quotation marks to escape space characters in the path, as in the following example:</p> <pre>"C:\my_directory\Log Directory"</pre> <p>The path you specify must not contain Windows invalid characters.</p> <p>The default value is %USER_PROFILE%\AppData\Local\Cisco\Unified Communications\Jabber\CSF\Logs</p>
CLICK2X	DISABLE	<p>Disables click-to-x functionality with Cisco Jabber.</p> <p>If you specify this argument during installation, the client does not register as a handler for click-to-x functionality with the operating system. This argument prevents the client from writing to the Microsoft Windows registry during installation.</p> <p>You must re-install the client and omit this argument to enable click-to-x functionality with the client after installation.</p>
ENABLE_PRT	true false	<ul style="list-style-type: none"> • true (default)—The Report a problem menu item is enabled in the Help menu in the client. • false—The Jabber menu item option Report a problem is removed from the Help menu in the client. <p>If you set the argument to false, users can still manually use the Start Menu > Cisco Jabber directory, or the Program files directory and launch the Problem Report Tool manually. If a user manually creates a PRT, and this parameter value is set to false, then the zip file created from the PRT has no content.</p>
ENABLE_PRT_ENCRYPTION	true false	<p>Enables problem report encryption. You must configure this argument with the PRT_CERTIFICATE_NAME argument.</p> <ul style="list-style-type: none"> • true—PRT files sent by Jabber clients are encrypted. • false (default)—PRT files sent by Jabber clients are not encrypted. <p>PRT encryption requires a public/private key pair to encrypt and decrypt the Cisco Jabber problem report.</p>

Argument	Value	Description
PRT_CERTIFICATE_NAME	Certificate name	Specifies the name of a certificate with a public key in the Enterprise Trust or Trusted Root Certificate Authorities certificate store. The certificate public key is used to encrypt Jabber Problem reports. You must configure this argument with the ENABLE_PRT_ENCRYPTION argument.
INVALID_CERTIFICATE_BEHAVIOR	RejectAndNotify PromptPerSession	<p>Specifies the client behavior for invalid certificates.</p> <ul style="list-style-type: none"> RejectAndNotify—A warning dialog displays and the client doesn't load. PromptPerSession—A warning dialog displays and the user can accept or reject the invalid certificate. <p>For invalid certificates in FIPS mode, this argument is ignored, the client displays a warning message and doesn't load.</p>
Telemetry_Enabled	true false	<p>Specifies whether analytics data is gathered. The default value is true.</p> <p>To improve your experience and product performance, Cisco Jabber may collect and send non-personally identifiable usage and performance data to Cisco. The aggregated data is used by Cisco to understand trends in how Jabber clients are being used and how they are performing.</p> <p>Full details on what analytics data Cisco Jabber does and does not collect can be found in the Cisco Jabber Supplement to Cisco's On-Line Privacy Policy at http://www.cisco.com/web/siteassets/legal/privacy_02Jun10.html.</p>
LOCATION_MODE	ENABLED DISABLED ENABLEDNOPROMPT	<p>Specifies whether the Location feature is enabled and whether users are notified when new locations are detected.</p> <ul style="list-style-type: none"> ENABLED(default)—Location feature is turned on. Users are notified when new locations are detected. DISABLED—Location feature is turned off. Users are not notified when new locations are detected. ENABLEDNOPROMPT—Location feature is turned on. Users are not notified when new locations are detected.

Argument	Value	Description
FIPS_MODE	true false	Specifies whether the Cisco Jabber is in FIPS mode. Cisco Jabber can be in FIPS mode on an operating system that is not FIPS enabled. Only connections with non-Windows APIs are in FIPS mode. If you don't include this setting, Cisco Jabber will determine the FIPS mode from the operating system.

SSO Arguments

This section describes the command line arguments you can use to deploy Cisco Jabber for Windows with single sign on (SSO) capabilities.

Cloud-Based SSO Arguments

The arguments in the following table apply to cloud-based deployments only:

Argument	Value	Description
SSO_ORG_DOMAIN	Domain name	Specifies the domain name for the Cisco WebEx Org that contains the URL for the SSO service. Cisco Jabber for Windows uses this argument to retrieve the URL of the SSO service from the Org. When Cisco Jabber for Windows gets the SSO service URL, it can request login tokens to authenticate with Cisco WebEx Messenger. Note You specify the URL for the SSO service as the value of the Customer SSO Service Login URL in the Cisco WebEx Administration Tool.

LCID for Languages

The following table lists the Locale Identifier (LCID) or Language Identifier (LangID) for the languages that the Cisco Jabber clients support.

Supported Languages	Cisco Jabber for Windows	Cisco Jabber for Mac	Cisco Jabber for Android, Cisco Jabber for iPhone and iPad	LCID/LangID
Arabic - Saudi Arabia	X		X	1025
Bulgarian - Bulgaria	X	X		1026
Catalan - Spain	X	X		1027

Supported Languages	Cisco Jabber for Windows	Cisco Jabber for Mac	Cisco Jabber for Android, Cisco Jabber for iPhone and iPad	LCID/LangID
Chinese (Simplified) - China	X	X	X	2052
Chinese (Traditional) - Taiwan	X	X	X	1028
Croatian - Croatia	X	X		1050
Czech - Czech Republic	X	X		1029
Danish - Denmark	X	X	X	1030
Dutch - Netherlands	X	X	X	1043
English - United States	X	X	X	1033
Finnish - Finland	X	X		1035
French - France	X	X	X	1036
German - Germany	X	X	X	1031
Greek - Greece	X	X		1032
Hebrew - Israel	X			1037
Hungarian - Hungary	X	X		1038
Italian - Italy	X	X	X	1040
Japanese - Japan	X	X	X	1041
Korean - Korea	X	X	X	1042
Norwegian - Norway	X	X		2068
Polish - Poland	X	X		1045
Portuguese - Brazil	X	X	X	1046

Supported Languages	Cisco Jabber for Windows	Cisco Jabber for Mac	Cisco Jabber for Android, Cisco Jabber for iPhone and iPad	LCID/LangID
Portuguese - Portugal	X	X		2070
Romanian - Romania	X	X		1048
Russian - Russia	X	X	X	1049
Serbian	X	X		1050
Slovak - Slovakian	X	X		1051
Slovenian -Slovenia	X	X		1060
Spanish - Spain (Modern Sort)	X	X	X	3082
Swedish - Sweden	X	X	X	5149
Thai - Thailand	X	X		1054
Turkish	X	X		1055

Run the MSI Manually

You can run the installation program manually to install a single instance of the client and specify connection settings in the Advanced settings window.

Procedure

-
- Step 1** Launch `CiscoJabberSetup.msi`.
The installation program opens a window to guide you through the installation process.
- Step 2** Follow the steps to complete the installation process.
- Step 3** Start Cisco Jabber for Windows.
- Step 4** Select **Manual setup and sign in**.
The Advanced settings window opens.
- Step 5** Specify values for the connection settings properties.
- Step 6** Select **Save**.
-

Create a Custom Installer

You can transform the default installation package to create a custom installer.

**Note**

You use Microsoft Orca to create custom installers. Microsoft Orca is available as part of the Microsoft Windows SDK for Windows 7 and .NET Framework 4.

Download and install Microsoft Windows SDK for Windows 7 and .NET Framework 4 from the [Microsoft website](#).

Procedure

	Command or Action	Purpose
Step 1	Get the Default Transform File, on page 155	You must have the default transform file to modify the installation package with Microsoft Orca.
Step 2	Create Custom Transform Files, on page 156	Transform files contain installation properties that you apply to the installer.
Step 3	Transform the Installer, on page 156	Apply a transform file to customize the installer.

Related Topics

[Microsoft Windows SDK for Windows 7 and .NET Framework 4](#)

Get the Default Transform File

You must have the default transform file to modify the installation package with Microsoft Orca.

Procedure

- Step 1** Download the Cisco Jabber administration package from [Software Download page](#).
- Step 2** Copy `CiscoJabberProperties.msi` from the Cisco Jabber administration package to your file system.

What to Do Next

[Create Custom Transform Files, on page 156](#)

Related Topics

[Software Downloads](#)

Create Custom Transform Files

To create a custom installer, you use a transform file. Transform files contain installation properties that you apply to the installer.

The default transform file lets you specify values for properties when you transform the installer. You should use the default transform file if you are creating one custom installer.

You can optionally create custom transform files. You specify values for properties in a custom transform file and then apply it to the installer.

Create custom transform files if you require more than one custom installer with different property values. For example, create one transform file that sets the default language to French and another transform file that sets the default language to Spanish. You can then apply each transform file to the installation package separately. The result is that you create two installers, one for each language.

Before You Begin

[Get the Default Transform File, on page 155](#)

Procedure

-
- Step 1** Start Microsoft Orca.
 - Step 2** Open `CiscoJabberSetup.msi` and then apply `CiscoJabberProperties.msi`.
 - Step 3** Specify values for the appropriate installer properties.
 - Step 4** Generate and save the transform file.
 - a) Select **Transform > Generate Transform**.
 - b) Select a location on your file system to save the transform file.
 - c) Specify a name for the transform file and select **Save**.
-

The transform file you created is saved as `file_name.mst`. You can apply this transform file to modify the properties of `CiscoJabberSetup.msi`.

What to Do Next

[Transform the Installer, on page 156](#)

Transform the Installer

Apply a transform file to customize the installer.



Note

Applying transform files will alter the digital signature of `CiscoJabberSetup.msi`. Attempts to modify or rename `CiscoJabberSetup.msi` will remove the signature entirely.

Before You Begin

[Create Custom Transform Files, on page 156](#)

Procedure

-
- Step 1** Start Microsoft Orca.
- Step 2** Open `CiscoJabberSetup.msi` in Microsoft Orca.
- a) Select **File > Open**.
 - b) Browse to the location of `CiscoJabberSetup.msi` on your file system.
 - c) Select `CiscoJabberSetup.msi` and then select **Open**.
- The installation package opens in Microsoft Orca. The list of tables for the installer opens in the **Tables** pane.
- Step 3** Remove all language codes except for 1033 (English).
- Restriction** You must remove all language codes from the custom installer except for 1033 (English).
Microsoft Orca does not retain any language files in custom installers except for the default, which is 1033. If you do not remove all language codes from the custom installer, you cannot run the installer on any operating system where the language is other than English.
- a) Select **View > Summary Information**.
The **Edit Summary Information** window displays.
 - b) Locate the **Languages** field.
 - c) Delete all language codes except for 1033.
 - d) Select **OK**.
- English is set as the language for your custom installer.
- Step 4** Apply a transform file.
- a) Select **Transform > Apply Transform**.
 - b) Browse to the location of the transform file on your file system.
 - c) Select the transform file and then select **Open**.
- Step 5** Select **Property** from the list of tables in the **Tables** pane.
The list of properties for `CiscoJabberSetup.msi` opens in the right panel of the application window.
- Step 6** Specify values for the properties you require.
- Tip** Values are case sensitive. Ensure the value you enter matches the value in this document.
- Tip** Set the value of the **CLEAR** property to 1 to override any existing bootstrap file from previous installations. If you do not override existing bootstrap files, the values you set in the custom installer do not take effect.
- Step 7** Remove any properties that you do not require.
It is essential to remove any properties that are not being set, otherwise the properties being set will not take effect. Remove each property that is not needed one at a time.
- a) Right-click the property you want to remove.
 - b) Select **Drop Row**.
 - c) Select **OK** when Microsoft Orca prompts you to continue.
- Step 8** Enable your custom installer to save embedded streams.
- a) Select **Tools > Options**.
 - b) Select the **Database** tab.
 - c) Select **Copy embedded streams during 'Save As'**.

d) Select **Apply** and then **OK**.

Step 9 Save your custom installer.

- a) Select **File > Save Transformed As**.
 - b) Select a location on your file system to save the installer.
 - c) Specify a name for the installer and then select **Save**.
-

Related Topics

[Installer Properties, on page 158](#)

Installer Properties

The following are the properties you can modify in a custom installer:

- CLEAR
- PRODUCT_MODE
- AUTHENTICATOR
- CUP_ADDRESS
- TFTP
- CTI
- CCMCIP
- LANGUAGE
- TFTP_FILE_NAME
- FORGOT_PASSWORD_URL
- SSO_ORG_DOMAIN
- LOGIN_RESOURCE
- LOG_DIRECTORY
- CLICK2X
- SERVICES_DOMAIN

These properties correspond to the installation arguments and have the same values.

Deploy with Group Policy

Install Cisco Jabber for Windows with Group Policy using the Microsoft Group Policy Management Console (GPMC) on Microsoft Windows Server.

**Note**

To install Cisco Jabber for Windows with Group Policy, all computers or users to which you plan to deploy Cisco Jabber for Windows must be in the same domain.

Procedure

	Command or Action	Purpose
Step 1	Set a Language Code, on page 159	You must use this procedure and set the Language field to 1033 only if the MSI is to be modified by Orca in any way.
Step 2	Deploy the Client with Group Policy, on page 160	Deploy Cisco Jabber for Windows with Group Policy.

Set a Language Code

Altering the installation language is not necessary in Group Policy deployment scenarios where the exact MSI file provided by Cisco will be used. The installation language will be determined from the Windows User Locale (Format) in these situations. You must use this procedure and set the Language field to 1033 only if the MSI is to be modified by Orca in any way.

Procedure

- Step 1** Start Microsoft Orca.
Microsoft Orca is available as part of the Microsoft Windows SDK for Windows 7 and .NET Framework 4 that you can download from the Microsoft website.
- Step 2** Open `CiscoJabberSetup.msi`.
 - a) Select **File > Open**.
 - b) Browse to the location of `CiscoJabberSetup.msi` on your file system.
 - c) Select `CiscoJabberSetup.msi` and then select **Open**.
- Step 3** Select **View > Summary Information**.
- Step 4** Locate the **Languages** field.
- Step 5** Set the **Languages** field to 1033.
- Step 6** Select **OK**.
- Step 7** Enable your custom installer to save embedded streams.
 - a) Select **Tools > Options**.
 - b) Select the **Database** tab.
 - c) Select **Copy embedded streams during 'Save As'**.
 - d) Select **Apply** and then **OK**.
- Step 8** Save your custom installer.
 - a) Select **File > Save Transformed As**.

- b) Select a location on your file system to save the installer.
 - c) Specify a name for the installer and then select **Save**.
-

What to Do Next

[Deploy the Client with Group Policy, on page 160](#)

Related Topics

[Supported Languages](#)

Deploy the Client with Group Policy

Complete the steps in this task to deploy Cisco Jabber for Windows with Group Policy.

Before You Begin

[Set a Language Code, on page 159](#)

Procedure

- Step 1** Copy the installation package to a software distribution point for deployment.
All computers or users to which you plan to deploy Cisco Jabber for Windows must be able to access the installation package on the distribution point.
- Step 2** Select **Start > Run** and then enter the following command:
`GPMC.msc`
The **Group Policy Management** console opens.
- Step 3** Create a new group policy object.
- a) Right-click on the appropriate domain in the left pane.
 - b) Select **Create a GPO in this Domain, and Link it here**.
The **New GPO** window opens.
 - c) Enter a name for the group policy object in the **Name** field.
 - d) Leave the default value or select an appropriate option from the **Source Starter GPO** drop-down list and then select **OK**.
The new group policy displays in the list of group policies for the domain.
- Step 4** Set the scope of your deployment.
- a) Select the group policy object under the domain in the left pane.
The group policy object displays in the right pane.
 - b) Select **Add** in the **Security Filtering** section of the **Scope** tab.
The **Select User, Computer, or Group** window opens.
 - c) Specify the computers and users to which you want to deploy Cisco Jabber for Windows.
- Step 5** Specify the installation package.
- a) Right-click the group policy object in the left pane and then select **Edit**.
The **Group Policy Management Editor** opens.

- b) Select **Computer Configuration** and then select **Policies > Software Settings**.
 - c) Right-click **Software Installation** and then select **New > Package**.
 - d) Enter the location of the installation package next to **File Name**; for example,
\\server\software_distribution.
Important You must enter a Uniform Naming Convention (UNC) path as the location of the installation package. If you do not enter a UNC path, Group Policy cannot deploy Cisco Jabber for Windows.
 - e) Select the installation package and then select **Open**.
 - f) In the **Deploy Software** dialog box, select **Assigned** and then **OK**.
-

Group Policy installs Cisco Jabber for Windows on each computer the next time each computer starts.

Cisco Media Services Interface

Cisco Jabber for Windows supports Cisco Media Services Interface version 4.1.2 for Microsoft Windows 7 and later.

Cisco Jabber for Mac supports Cisco Media Services Interface version 4.0.2 or later.

Desk Phone Video Capabilities

You must install Cisco Media Services Interface to enable desk phone video capabilities. Cisco Media Services Interface provides a driver that enables Cisco Jabber for Windows to do the following:

- Discover the desk phone device.
- Establish and maintain a connection to the desk phone device using the CAST protocol.

Install Cisco Media Services Interface

Procedure

- Step 1** Download the Cisco Media Services Interface installation program from the download site on cisco.com.
 - Step 2** Install Cisco Media Services Interface on each computer on which you install Cisco Jabber. See the appropriate Cisco Medianet documentation for installing Cisco Media Services Interface.
-

Related Topics

[Download software](#)
[Medianet Knowledge Base Portal](#)

Uninstall Cisco Jabber for Windows

You can uninstall Cisco Jabber for Windows using either the command line or the Microsoft Windows control panel. This document describes how to uninstall Cisco Jabber for Windows using the command line.

Use the Installer

If the installer is available on the file system, use it to remove Cisco Jabber for Windows.

Procedure

Step 1 Open a command line window.

Step 2 Enter the following command:

```
msiexec.exe /x path_to_CiscoJabberSetup.msi
```

For example,

```
msiexec.exe /x C:\Windows\Installer\CiscoJabberSetup.msi /quiet
```

Where `/quiet` specifies a silent uninstall.

The command removes Cisco Jabber for Windows from the computer.

Use the Product Code

If the installer is not available on the file system, use the product code to remove Cisco Jabber for Windows.

Procedure

Step 1 Find the product code.

- Open the Microsoft Windows registry editor.
- Locate the following registry key: `HKEY_CLASSES_ROOT\Installer\Products`
- Select **Edit > Find**.
- Enter Cisco Jabber in the **Find what** text box in the **Find** window and select **Find Next**.
- Find the value of the **ProductIcon** key.

The product code is the value of the **ProductIcon** key, for example,
`C:\Windows\Installer\{product_code}\ARPPRODUCTICON.exe`.

Note The product code changes with each version of Cisco Jabber for Windows.

Step 2 Open a command line window.

Step 3 Enter the following command:

```
msiexec.exe /x product_code
```

For example,

```
msiexec.exe /x 45992224-D2DE-49BB-B085-6524845321C7 /quiet
```

Where `/quiet` specifies a silent uninstall.

The command removes Cisco Jabber for Windows from the computer.

Install Cisco Jabber for Mac

Distribute the Cisco Jabber for Mac client

Visit the [Cisco Software Center](#) to download the Cisco Jabber for Mac client.

Upgrading in the Mac OS X environment is performed automatically by the application, with permission from the user.

Install Cisco Jabber Mobile Clients

Procedure

- Step 1** To install Cisco Jabber for Android, download the app from Google Play from your mobile device.
 - Step 2** To install Cisco Jabber for iPhone and iPad, download the app from the App Store from your mobile device.
-



CHAPTER 14

Remote Access

- [Expressway for Mobile and Remote Access Deployments, page 165](#)
- [Cisco AnyConnect Deployment, page 167](#)

Expressway for Mobile and Remote Access Deployments

Expressway for Mobile and Remote Access for Cisco Unified Communications Manager allows users to access their collaboration tools from outside the corporate firewall without a VPN client. Using Cisco collaboration gateways, the client can connect securely to your corporate network from remote locations such as public Wi-Fi networks or mobile data networks.

You set up Expressway for Mobile and Remote Access as follows:

- 1 Set up servers to support Expressway for Mobile and Remote Access using Cisco Expressway-E and Cisco Expressway-C.*

- a See the following documents to set up the Cisco Expressway servers:

- *Cisco Expressway Basic Configuration Deployment Guide*
- *Mobile and Remote Access via Cisco Expressway Deployment Guide*

* If you currently deploy a Cisco TelePresence Video Communications Server (VCS) environment, you can set up Expressway for Mobile and Remote Access. For more information, see *Cisco VCS Basic Configuration (Control with Expressway) Deployment Guide* and *Mobile and Remote Access via Cisco VCS Deployment Guide*.

- b Add any relevant servers to the whitelist for your Cisco Expressway-C server to ensure that the client can access services that are located inside the corporate network.

To add a server to the Cisco Expressway-C whitelist, use the **HTTP server allow** setting.

This list can include the servers on which you host voicemail or contact photos.

- 2 Configure an external DNS server that contains the `_collab-edge` DNS SRV record to allow the client to locate the Expressway for Mobile and Remote Access server.
- 3 If you deploy a hybrid cloud-based architecture where the domain of the IM and presence server differs from the domain of the voice server, ensure that you configure the Voice Services Domain.

The Voice Services Domain allows the client to locate the DNS server that contains the `_collab-edge` record.

You can configure the voice services domain using one of the following methods:

- Client configuration file (all Cisco Jabber clients)
- Configuration URL (all Cisco Jabber clients except Cisco Jabber for Windows)
- Installer options (Cisco Jabber for Windows only)



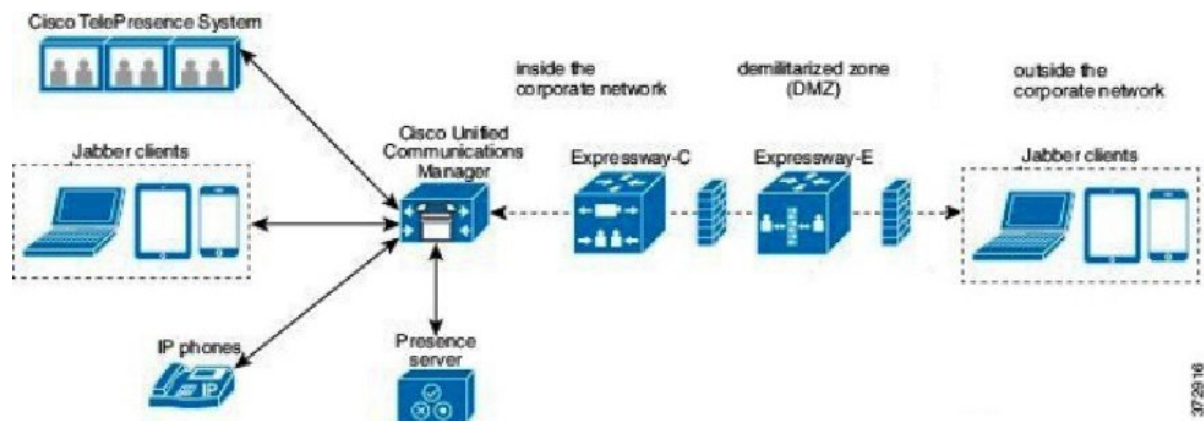
Important

In most cases, users can sign in to the client for the first time using Expressway for Mobile and Remote Access to connect to services from outside the corporate firewall. In the following cases, however, users must perform initial sign in while on the corporate network:

- If the voice services domain is different from the services domain. In this case, users must be inside the corporate network to get the correct voice services domain from the `jabber-config.xml` file.
- If the client needs to complete the CAPF enrollment process, which is required when using a secure or mixed mode cluster.

The following diagram illustrates the architecture of an Expressway for Mobile and Remote Access environment.

Figure 1: How the Client Connects to the Expressway for Mobile and Remote Access



Related Topics

[Cisco Expressway Configuration Guides](#)

[Cisco VCS Configuration Guides](#)

Cisco AnyConnect Deployment

Application Profiles

After you download the Cisco AnyConnect Secure Mobility Client to their device, the ASA must provision a configuration profile to the application.

The configuration profile for the Cisco AnyConnect Secure Mobility Client includes VPN policy information such as the company ASA VPN gateways, the connection protocol (IPSec or SSL), and on-demand policies.

You can provision application profiles for Cisco Jabber for iPhone and iPad in one of the following ways:

ASDM

We recommend that you use the profile editor on the ASA Device Manager (ASDM) to define the VPN profile for the Cisco AnyConnect Secure Mobility Client.

When you use this method, the VPN profile is automatically downloaded to the Cisco AnyConnect Secure Mobility Client after the client establishes the VPN connection for the first time. You can use this method for all devices and OS types, and you can manage the VPN profile centrally on the ASA.

For more information, see the *Creating and Editing an AnyConnect Profile* topic of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

iPCU

You can provision iOS devices using an Apple configuration profile that you create with the iPhone Configuration Utility (iPCU). Apple configuration profiles are XML files that contain information such as device security policies, VPN configuration information, and Wi-Fi, mail, and calendar settings.

The high-level procedure is as follows:

- 1 Use iPCU to create an Apple configuration profile.

For more information, see the iPCU documentation.

- 2 Export the XML profile as a .mobileconfig file.

- 3 Email the .mobileconfig file to users.

After a user opens the file, it installs the AnyConnect VPN profile and the other profile settings to the client application.

MDM

You can provision iOS devices using an Apple configuration profile that you create with third-party Mobile Device Management (MDM) software. Apple configuration profiles are XML files that contain information such as device security policies, VPN configuration information, and Wi-Fi, mail, and calendar settings.

The high-level procedure is as follows:

- 1 Use MDM to create the Apple configuration profiles.

For information on using MDM, see the Apple documentation.

- 2 Push the Apple configuration profiles to the registered devices.

To provision application profiles for Cisco Jabber for Android, use the profile editor on the ASA Device Manager (ASDM) to define the VPN profile for the Cisco AnyConnect Secure Mobility Client. The VPN profile is automatically downloaded to the Cisco AnyConnect Secure Mobility Client after the client establishes the VPN connection for the first time. You can use this method for all devices and OS types, and you can manage the VPN profile centrally on the ASA. For more information, see the *Creating and Editing an AnyConnect Profile* topic of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Automate VPN Connection

When users open Cisco Jabber from outside the corporate Wi-Fi network, Cisco Jabber needs a VPN connection to access the Cisco UC application servers. You can set up the system to allow Cisco AnyConnect Secure Mobility Client to automatically establish a VPN connection in the background, which helps ensure a seamless user experience.

**Note**

VPN will not be launched because Expressway for Mobile and Remote Access has the higher connection priority even if VPN is set to automatic connection.

Set Up Trusted Network Connection

The Trusted Network Detection feature enhances the user experience by automating the VPN connection based on the user's location. When the user is inside the corporate Wi-Fi network, Cisco Jabber can reach the Cisco UC infrastructure directly. When the user leaves the corporate Wi-Fi network, Cisco Jabber automatically detects that it is outside the trusted network. After this occurs, Cisco AnyConnect Secure Mobility Client initiates the VPN to ensure connectivity to the UC infrastructure.

**Note**

The Trusted Network Detection feature works with both certificate- and password-based authentication. However, certificate-based authentication provides the most seamless user experience.

Procedure

- Step 1** Using ASDM, open the Cisco AnyConnect client profile.
- Step 2** Enter the list of Trusted DNS Servers and Trusted DNS Domain Suffixes that an interface can receive when the client is within a corporate Wi-Fi network. The Cisco AnyConnect client compares the current interface DNS servers and domain suffix with the settings in this profile.
 - Note** You must specify all your DNS servers to ensure that the Trusted Network Detection feature works properly. If you set up both the TrustedDNSDomains and TrustedDNSServers, sessions must match both settings to be defined as a trusted network.

For detailed steps for setting up Trusted Network Detection, see the *Trusted Network Detection* section in the *Configuring AnyConnect Features* chapter (Release 2.5) or *Configuring VPN Access* (releases 3.0 or 3.1) of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Set Up Connect On-Demand VPN

The Apple iOS Connect On Demand feature enhances the user experience by automating the VPN connection based on the user's domain.

When the user is inside the corporate Wi-Fi network, Cisco Jabber can reach the Cisco UC infrastructure directly. When the user leaves the corporate Wi-Fi network, Cisco AnyConnect automatically detects if it is connected to a domain that you specify in the AnyConnect client profile. If so, the application initiates the VPN to ensure connectivity to the UC infrastructure. All applications on the device including Cisco Jabber can take advantage of this feature.

**Note**

Connect On Demand supports only certificate-authenticated connections.

The following options are available with this feature:

- **Always Connect** — Apple iOS always attempts to initiate a VPN connection for domains in this list.
- **Connect If Needed** — Apple iOS attempts to initiate a VPN connection to the domains in the list only if it cannot resolve the address using DNS.
- **Never Connect** — Apple iOS never attempts to initiate a VPN connection to domains in this list.

**Attention**

Apple plans to remove the Always Connect option in the near future. After the Always Connect option is removed, users can select the Connect If Needed option. In some cases, Cisco Jabber users may have issues when using the Connect If Needed option. For example, if the hostname for the Cisco Unified Communications Manager is resolvable outside the corporate network, iOS will not trigger a VPN connection. The user can work around this issue by manually launching Cisco AnyConnect Secure Mobility Client before making a call.

Procedure

- Step 1** Use the ASDM profile editor, iPCU, or MDM software to open the AnyConnect client profile.
- Step 2** In the AnyConnect client profile, under the Connect if Needed section, enter your list of on-demand domains. The domain list can include wild-card options (for example, cucm.cisco.com, cisco.com, and *.webex.com).

Set Up Automatic VPN Access on Cisco Unified Communications Manager

Before You Begin

- The mobile device must be set up for on-demand access to VPN with certificate-based authentication. For assistance with setting up VPN access, contact the providers of your VPN client and head end.
- For requirements for Cisco AnyConnect Secure Mobility Client and Cisco Adaptive Security Appliance, see the *Software Requirements* topic.

- For information about setting up Cisco AnyConnect, see the *Cisco AnyConnect VPN Client Maintain and Operate Guides*.

Procedure

Step 1 Identify a URL that will cause the client to launch VPN on Demand.

a) Use one of the following methods to identify a URL that will cause the client to launch VPN on Demand.

- Connect if Needed
 - Configure Cisco Unified Communications Manager to be accessed through a domain name (not an IP address) and ensure that this domain name is not resolvable outside the firewall.
 - Include this domain in the “Connect If Needed” list in the Connect On Demand Domain List of the Cisco AnyConnect client connection.
- Always Connect
 - Set the parameter in step 4 to a nonexistent domain. A nonexistent domain causes a DNS query to fail when the user is inside or outside the firewall.
 - Include this domain to the “Always Connect” list in the Connect On Demand Domain List of the Cisco AnyConnect client connection.

The URL must include only the domain name. Do not include a protocol or a path (for example, use “cm8ondemand.company.com” instead of “https://cm8ondemand.company.com/vpn”).

b) Enter the URL in Cisco AnyConnect and verify that a DNS query on this domain fails.

Step 2 Open the **Cisco Unified CM Administration** interface.

Step 3 Navigate to the device page for the user.

Step 4 In the **Product Specific Configuration Layout** section, in the **On-Demand VPN URL** field, enter the URL that you identified and used in Cisco AnyConnect in Step 1.
The URL must be a domain name only, without a protocol or path.

Step 5 Select **Save**.

When Cisco Jabber opens, it initiates a DNS query to the URL (for example, ccm-sjc-111.cisco.com). If this URL matches the On-Demand domain list entry that you defined in this procedure (for example, cisco.com), Cisco Jabber indirectly initiates the AnyConnect VPN connection.

What to Do Next

- Test this feature.
 - Enter this URL into the Internet browser on the iOS device and verify that VPN launches automatically. You should see a VPN icon in the status bar.
 - Verify that the iOS device can connect to the corporate network using VPN. For example, access a web page on your corporate intranet. If the iOS device cannot connect, contact the provider of your VPN technology.

- Verify with your IT department that your VPN does not restrict access to certain types of traffic (for example, if the administrator set the system to allow only email and calendar traffic).
- Verify that you set up the client to connect directly to the corporate network.

Set Up Certificate-Based Authentication

Cisco recommends that you use certificate-based authentication for negotiating a secure connection to Cisco Adaptive Security Appliance from Cisco AnyConnect Secure Mobility Client.

ASA supports certificates issued by standard Certificate Authority (CA) servers such as Cisco IOS CA, Microsoft Windows 2003, Windows 2008R2, Entrust, VeriSign, and RSA Keon. This topic gives you a, high-level procedure for setting up ASA for certificate-based authentication. See the *Configuring Digital Certificates* topic in the appropriate ASA configuration guide for step-by-step instructions.

Procedure

-
- Step 1** Import a root certificate from the CA to the ASA.
 - Step 2** Generate an identity certificate for the ASA.
 - Step 3** Use the ASA identity certificate for SSL authentication.
 - Step 4** Configure a Certificate Revocation List (CRL) or an Online Certificate Status Protocol (OCSP).
 - Step 5** Configure the ASA to request client certificates for authentication.
-

What to Do Next

After you set up certificate-based authentication on ASA, you must distribute certificates to your users. You can use one of the following methods:

- *Distribute Certificates with SCEP*
- *Distribute Client Certificate with Mobileconfig File*

Distribute Certificates with SCEP

You can use Simple Certificate Enrollment Protocol (SCEP) on Microsoft Windows Server to securely issue and renew certificates for client authentication.

To distribute certificates with SCEP, you must install the SCEP module on Microsoft Windows Server. See the following topics for more information:

- *ASA 8.X: AnyConnect SCEP Enrollment Configuration Example*
- *Simple Certificate Enrollment Protocol (SCEP) Add-on for Certificate Services*

Distribute Client Certificate with Mobileconfig File

Use this procedure to create a mobile configuration file that includes a certificate. You can use this file to distribute the certificate to users.

Procedure

-
- Step 1** Use the iPCU software to create a `mobileconfig` file and include the certificate (`.pfx`) file.
 - Step 2** Forward the `mobileconfig` file to the user.
 - Step 3** Use the Cisco ISE native supplicant provisioning process to distribute user certificates.
 - Step 4** Use the Enterprise MDM software to provision and publish certificates to registered devices.
-

Session Parameters

You can configure ASA session parameters to improve performance for secure connections. For the best user experience, you should configure the following ASA session parameters:

- **Datagram Transport Layer Security (DTLS)** — DTLS is an SSL protocol that provides a data path that prevents latency and data loss.
- **Auto Reconnect** — Auto reconnect, or session persistence, lets Cisco AnyConnect Secure Mobility Client recover from session disruptions and re-establish sessions.
- **Session Persistence** — This parameter allows the VPN session to recover from service disruptions and re-establish the connection.
- **Idle Timeout** — Idle timeout defines a period of time after which ASA terminates secure connections, if no communication activity occurs.
- **Dead-Peer Detection (DTD)** — DTD ensures that ASA and Cisco AnyConnect Secure Mobility Client can quickly detect failed connections.

Set ASA Session Parameters

Cisco recommends that you set up the ASA session parameters as follows to optimize the end user experience for Cisco AnyConnect Secure Mobility Client.

Procedure

-
- Step 1** Set up Cisco AnyConnect to use DTLS.
For more information, see the *Enabling Datagram Transport Layer Security (DTLS) with AnyConnect (SSL) Connections* topic in the *Configuring AnyConnect Features Using ASDM* chapter of the *Cisco AnyConnect VPN Client Administrator Guide, Version 2.0*.
 - Step 2** Set up session persistence (auto-reconnect).
 - a) Use ASDM to open the VPN client profile.
 - b) Set the **Auto Reconnect Behavior** parameter to **Reconnect After Resume**.For more information, see the *Configuring Auto Reconnect* topic in the *Configuring AnyConnect Features* chapter (Release 2.5) or *Configuring VPN Access* chapter (releases 3.0 or 3.1) of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Step 3 Set the idle timeout value.

- a) Create a group policy that is specific to Cisco Jabber clients.
- b) Set the idle timeout value to 30 minutes.

For more information, see the *vpn-idle-timeout* section of the *Cisco ASA 5580 Adaptive Security Appliance Command Reference* for your release

Step 4 Set up Dead Peer Detection (DPD).

- a) Disable server-side DPD.
- b) Enable client-side DPD.

For more information, see the *Enabling and Adjusting Dead Peer Detection* topic of the *Configuring VPN* chapter of the *Cisco ASA 5500 Series Configuration Guide using the CLI, 8.4 and 8.6*.

Group Policies and Profiles

You should use the ASA Device Manager (ASDM) to create group policies, client profiles, and connection profiles. Create your group policies first and then apply those policies to the profiles. Using the ASDM to create profiles ensures that Cisco AnyConnect Secure Mobility Client downloads the profiles after it establishes a connection to ASA for the first time. The ASDM also lets you manage and maintain your policies and profiles in a central location.

See the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for instructions on creating policies and profiles with the ASDM.

Trusted Network Detection

Trusted Network Detection is a feature that automates secure connections based on user location. When users leave the corporate network, Cisco AnyConnect Secure Mobility Client automatically detects that it is outside the trusted network and then initiates secure access.

You configure Trusted Network Detection on ASA as part of the client profile. For more information, see the *Trusted Network Detection* topic in the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Tunnel Policies

Tunnel policies configure how Cisco AnyConnect Secure Mobility Client directs traffic over a secure connection and include the following:

- Full Tunnel Policy — Lets you send all traffic over the secure connection to the ASA gateway.
- Split Include Policy with Network ACL — Enables you to restrict secure connections based on destination IP addresses. For example, in an on-premises deployment, you can specify the IP addresses for Cisco Unified Communications Manager, Cisco Unified Presence, your TFTP server, and other servers to restrict the secure connection only to your client's traffic.
- Split Exclude Policy — Allows you to exclude certain traffic from the secure connection. You can allow client traffic over the secure connection and then exclude traffic from specific destination subnets.



Troubleshooting

- [Update the SSO Certificate for the Cisco Jabber Domain, page 175](#)

Update the SSO Certificate for the Cisco Jabber Domain

This procedure applies to cloud or hybrid deployments. Use this procedure to upload an updated single sign-on (SSO) certificate for your Cisco Jabber domain.



Note

Only certificates with 1024, 2048, or 4096 encryption bits and RC4-MD5 algorithms are supported.

Before You Begin

The certificate must be in a .CER or .CRT file format.

Procedure

- Step 1** Log in to the WebEx Org Admin tool at <https://www.webex.com/go/connectadmin>.
- Step 2** After loading the Administration tool, click the **Configuration** tab.
- Step 3** In the left navigation bar, click on **Security Settings**.
- Step 4** Click the link for **Organization Certificate Management**.
Previously imported X.509 certificates are displayed.
- Step 5** In the **Alias** field, enter your company's Cisco WebEx Organization.
- Step 6** Click **Browse** to navigate to the X.509 certificate.
The certificate must be in a .CER or .CRT file format.
- Step 7** Click **Import** to import the certificate.
If the certificate is not according to the format specified for an X.509 certificate, an error is displayed.
- Step 8** Click **Close** twice to return to the **SSO Related Options** screen.
- Step 9** Click **Save** to save your Federated Web single sign-on configuration details.



Cisco Jabber Options

- [Cisco Jabber 11.0 Features, page 177](#)
- [Cisco Jabber Features for Windows, Mac, iOS and Android, page 180](#)
- [Cisco Jabber Features for Windows , page 201](#)
- [Cisco Jabber Features for Mac, page 222](#)
- [Cisco Jabber for Android and iOS, page 222](#)
- [Cisco Jabber for iOS, Android and Windows, page 237](#)
- [Cisco Jabber for iOS, Android and Mac, page 241](#)

Cisco Jabber 11.0 Features

Cisco Jabber includes a broad range of features. As indicated in the following table, some features are client-specific.

Feature	Cisco Jabber for Windows	Cisco Jabber for Mac	Cisco Jabber for Android, Cisco Jabber for iPhone and iPad
Alert When Available	X		
Automatic Upgrades	X	X	X
Auto-Save Chat	X		
Bridge Escalations	X	X	X
Call Pickup	X		

Feature	Cisco Jabber for Windows	Cisco Jabber for Mac	Cisco Jabber for Android, Cisco Jabber for iPhone and iPad
Call Park			X
Call Preservation	X	X	X
Chat Search	X		
Chat Security Labels	X		
Cisco WebEx Meetings integration	X	X	X
Custom Contact	X	X	
Configure Silent Monitoring and Call Recording	X		X
Define a port range on the SIP profile	X	X	X
Dial via Office - Reverse			X
Directory Groups in Contact List	X	X	X
Expressway Mobile and Remote Access	X	X	X
Far End Camera Control	X	X	X
File Transfer	X	X	Some of the file transfer features are supported
FIPS Compliance	X		
Flexible Jabber ID	X	X	X
Flexible DSCP		X	X
Group Chat	X	X	X
Hunt Group	X		X
Instant Messaging	X	X	X
Instant Messaging Encryption	X	X	X

Feature	Cisco Jabber for Windows	Cisco Jabber for Mac	Cisco Jabber for Android, Cisco Jabber for iPhone and iPad
Jabber to Jabber Call	X	X	X
Locations	X		X
Mandatory Upgrade Support	X	X	X
Multiple Resource Login	X	X	X
Persistent Chat Rooms	X	Some of the persistent chat room features are supported.	
Predictive Contact Search	X	X	X
Presence	X	X	X
Save Chat History to Outlook Folder	X		
Print Chat	X		
Send to Mobile			X
Service Discovery	X	X	X
Single Sign-On	X	X	X
Spell Check	X (Client Options feature)	X (OS feature)	
Telemetry	X	X	X
URI Dialing	X	X	X
Video Desktop Share (BFCP)	X	X	X (Mobile clients only support BFCP receiving.)

Feature	Cisco Jabber for Windows	Cisco Jabber for Mac	Cisco Jabber for Android, Cisco Jabber for iPhone and iPad
Voice and Video Calling	X	X	X
Voice and Video Encryption	X	X	X
Voicemail	X	X	X

Cisco Jabber Features for Windows, Mac, iOS and Android

Jabber to Jabber Call

Applies to: All clients

Jabber to Jabber voice and video calling provides basic calling capabilities between two Cisco Jabber clients without using Cisco Unified Communications Manager. If Cisco Jabber users are not registered with Cisco Unified Communications Manager, they can still make Jabber to Jabber calls from Cisco Jabber.



Note

- Jabber to Jabber calling is only supported for users who authenticate to the Cisco WebEx Messenger service.
- For Cisco Jabber for Windows clients, we recommend running Internet Explorer 10 or greater while using the Jabber to Jabber calling feature. Using the feature with previous versions of Internet Explorer or with Internet Explorer in Compatibility Mode can cause issues. These issues are with Cisco Jabber client login (non-SSO setup) or Jabber to Jabber calling capability (SSO setup).

Jabber to Jabber Call Experience

A Jabber to Jabber call does not support all the features of a Cisco Unified Communication Manager call. Users can make a Jabber to Jabber call with only one contact at a time. In a Jabber to Jabber call, users can experience any of the following scenarios:

- Cisco Jabber for mobile clients does not support HD video in portrait mode. To achieve HD video, you need to rotate the phone from portrait to landscape mode during the call.
- If two users start a Jabber to Jabber call to each other at the same time, the call is automatically connected. In such case, users do not receive any incoming call notification.
- When users are on a Jabber to Jabber call and start another call, the ongoing call ends immediately, even if the person they called does not answer.

- When on a Jabber to Jabber call and they receive an incoming Jabber to Jabber call, the **End Call And Answer** option is displayed. When they select this button, the ongoing Jabber to Jabber call ends and the incoming call is answered.
- For Jabber to Jabber calls on Cisco Jabber for mobile clients:
 - Cisco Jabber for mobile clients does not support HD video in portrait mode. To achieve HD video, you need to rotate the phone from portrait to landscape mode during the call.
 - When users are on a Jabber to Jabber call and they make a phone call, the ongoing Jabber to Jabber call ends immediately, even if the remote party does not answer.
 - When users are on a mobile call, they cannot answer any Jabber to Jabber call. The incoming Jabber to Jabber call is listed as a missed call.
 - When users are on a Jabber to Jabber call and they receive an incoming mobile call:
 - On an iPhone, the Jabber to Jabber call ends immediately, even if they do not answer the call.
 - On an Android phone, the Jabber to Jabber call ends immediately when they answer the incoming mobile call.

Supported In-Call Features

The following features are supported during a Jabber to Jabber call:

- End a Jabber to Jabber call
- Mute or unmute the audio
- Start or stop the video
- Volume control
- Open or close or move the self-video
- Switch to front or back camera. This feature is only supported on the Cisco Jabber mobile clients.

Jabber to Jabber Call Cloud Deployment

Cloud deployment for Jabber to Jabber call uses the SDP/HTTPS setup. For cloud deployment, ensure the following:

- Install the following root certificate to use the Jabber to Jabber call feature: `GoDaddy Class 2 Certification Authority Root Certificate`. To resolve any warnings about this certificate name, install the required GoDaddy certificate.
- Include the following servers in the proxy server bypass list:
 - `https://locus-a.wbx2.com/locus/api/v1`
 - `https://conv-a.wbx2.com/conversation/api/v1`

For information on proxy server lists, see the *Configure Proxy Settings* in the Cisco Jabber Deployment Guides.

- Enable the range of media ports and protocols for RTP/SRTP over UDP: 33434-33598 and 8000-8100. For Jabber to Jabber call setup over HTTPS, enable port 443.
- Before you enable the Jabber to Jabber calling feature, complete the following tasks:
 - Contact the Cisco Customer Support team or your Cisco Customer Success Manager to request that your organization is added to the Cisco Common Identity server. This process to add users to the Common Identity server takes some time to complete and is necessary to access Jabber to Jabber calling capabilities.
 - For Single Sign On (SSO) users, you must set up SSO for Common Identity. For more information about configuring SSO, see the Cisco WebEx Messenger documentation at this link: <https://www.cisco.com/c/en/us/support/unified-communications/webex-messenger/products-installation-guides-list.html>.

For cloud deployments, Jabber to Jabber calling is configured on the Cisco WebEx Messenger Administration tool with one of the following methods:

- Using the *P2P settings* in the *Configuration Tab* section. For more information, see the *Cisco WebEx Messenger Administrator's Guide*.
- Using the **Internal VoIP** and **External VoIP** settings in the policy editor for Cisco WebEx Messenger Administration tool. You can control the video services for Jabber to Jabber calls using the **Internal Video** and **External Video** policy actions. For more information, see the *Policy Editor* section of the *Cisco WebEx Messenger Administration Guide*. Jabber to Jabber calling can be enabled for groups of users or all users.

Related Topics

<http://www.cisco.com/c/en/us/support/unified-communications/webex-messenger/tsd-products-support-install-and-upgrade.html>

Jabber to Jabber Hybrid Mode

Jabber to Jabber Call Experience in Hybrid Mode

In addition to the limitations for Jabber to Jabber, the following are the scenarios that occur when using Jabber to Jabber calls and Cisco Unified Communications Manager calls:

- When users are on a Jabber to Jabber call and make a Cisco Unified Communications Manager call, the ongoing Jabber to Jabber call ends immediately, even if the remote party does not answer.
- When users are on a Jabber to Jabber call and resume a Cisco Unified Communications Manager call from on hold, the Jabber to Jabber call ends immediately.
- When users are on a Jabber to Jabber call and receive an incoming Cisco Unified Communications Manager call, a notification with an **End Call And Answer** button displays. If your user selects this button the ongoing Jabber to Jabber call ends and the incoming call is answered.
- When users receive a Cisco Unified Communications Manager call, they can place the ongoing Cisco Unified Communications Manager call on hold to answer the new call.
- When users are on a Cisco Unified Communications Manager call and they choose to make a Jabber to Jabber call, the Cisco Unified Communications Manager call is put on hold immediately, even if the participant in the Jabber to Jabber call does not answer the call.

- When users are on a Cisco Unified Communications Manager call and they answer an incoming Jabber to Jabber call, the Cisco Unified Communications Manager call is put on hold immediately.
- If your user's line is configured on Cisco Unified Communications Manager to auto-answer calls and they receive an incoming Cisco Unified Communications Manager call when they are on a Jabber to Jabber call, the Jabber to Jabber call ends immediately without notification and the Cisco Unified Communications Manager call is answered.

Decrypt the Problem Report

The command line tool `CiscoJabberPrtDecrypter.exe` for decrypting the problem reports is only available on Windows machines and is included in the installer. The tool has the following arguments:

- `--help`—Show the help message.
- `--privatekey`—Specify the private key file, this is a privacy enhanced mail (.pem) or a personal information exchange PKCS#12 (.pfx) format.
- `--password`—Optional, if the input private key file is password protected.
- `--encryptionkey`—Specify the encryption secret key file, for example `file.zip.esk`.
- `--encryptedfile`—Specify the encrypted file, for example `file.zip.enc`.
- `--outputfile`—Specify the output file, for example `decryptedfile.zip`.
- `--mobile`—Specify for the problem reports from mobile clients.

Before You Begin

To decrypt problem reports you need the following:

- Two files from the zip file created when you generated a problem report using encryption:
 - `file.zip.esk`—The encrypted symmetric key.
 - `file.zip.enc`—The original data encrypted using AES256.
- Private Key for the certificate used for encrypting the data.

Procedure

Step 1 Open a command prompt in Windows.

Step 2 Navigate to the `C:\Program Files(x86)\Cisco Systems\Cisco Jabber\` directory.

Step 3 Enter the command and your parameters.

Example for desktop clients: `CiscoJabberPrtDecrypter.exe --privatekey C:\PRT\PrivateKey.pfx --password 12345 --encryptedfile C:\PRT\file.zip.enc --encryptionkey C:\PRT\file.zip.esk --outputfile C:\PRT\decryptedfile.zip`

Example for mobile clients: `CiscoJabberPrtDecrypter.exe --privatekey C:\PRT\PrivateKey.pfx --password 12345 --encryptedfile C:\PRT\file.zip.enc --encryptionkey C:\PRT\file.zip.esk --outputfile C:\PRT\decryptedfile.zip --mobile`

If the decryption is successful the output file is created. If there is an invalid parameter the decryption fails and an error is shown on the command line.

Define a Port Range on the SIP Profile

You can configure separate UDP port ranges for the audio stream and video stream for SIP calls. Since video typically requires considerably more bandwidth than audio, you can use dedicated port ranges for each media type to simplify network bandwidth management. It also helps against audio stream degradation by ensuring that the audio stream have a dedicated channel separated from the higher-bandwidth video stream.

Telemetry

Cisco Jabber Analytics

Applies to: All clients

To improve your experience and product performance, Cisco Jabber may collect and send non-personally identifiable usage and performance data to Cisco. The aggregated data is used by Cisco to understand trends in how Jabber clients are being used and how they are performing.

You must install the following root certificate to use the telemetry feature: `GoDaddy Class 2 Certification Authority Root Certificate`. The telemetry server certificate name is "metrics-a.wbx2.com". To resolve any warnings about this certificate name, install the required GoDaddy certificate. For more information about certificates, see the Planning Guide.

By default, the telemetry data is on. You can configure the following telemetry parameters:

- `Telemetry_Enabled`—Specifies whether analytics data is gathered. The default value is true.
- `TelemetryEnabledOverCellularData`—Specifies whether analytics data is sent over cellular data and Wi-Fi (true), or Wi-Fi only (false). The default value is true.
- `TelemetryCustomerID`—This optional parameter specifies the source of analytic information. This ID can be a string that explicitly identifies an individual customer, or a string that identifies a common source without identifying the customer. We recommend using a tool that generates a *Global Unique Identifier* (GUID) to create a 36 character unique identifier, or to use a reverse domain name.

For more information about these parameters, see the *Parameters Reference Guide*.

Full details on what analytics data Cisco Jabber does and does not collect can be found in the Cisco Jabber Supplement to Cisco's On-Line Privacy Policy at https://www.cisco.com/web/siteassets/legal/privacy_02Jun10.html.

Related Topics

[About Certificate Validation](#)

[Cisco Jabber 11.0 Parameters Reference Guide](#)

Enterprise Groups for Cisco Unified Communications Manager IM and Presence Service

Applies to: All clients

Users can add groups to their contact lists in Cisco Jabber. The groups are created in the enterprise's Microsoft Active Directory and then are imported into Cisco Unified Communications Manager IM and Presence Service. When enterprise groups are set up and enabled on Cisco Unified Communications Manager IM and Presence Service, Cisco Jabber users can add enterprise groups to their contact list from the client.

Using enterprise groups is supported when on the Expressway for Mobile and Remote Access.

Prerequisites for Enabling Enterprise Groups in Cisco Jabber

- Cisco Unified Communications Manager Release 11.0(1) or later
- Cisco Unified Communications Manager IM and Presence Service Release 11.0 or later

Before you can set up enabling adding enterprise groups to contact lists for your users, you must configure the feature on the server, see *Enable Enterprise Groups* section. For more information about enterprise groups, see the *Feature Configuration Guide for Cisco Unified Communications Manager, Release 11.0(1)*.

Limitations

- Enterprise Groups for Cisco Unified Communications Manager IM and Presence Service is available to on-premises deployments only. Enterprise Groups are already supported on cloud deployments.
- Security Group is supported from Cisco Unified Communications Manager IM and Presence Service 11.5 or later.
- Presence is unsupported for contacts in enterprise groups of over 100 people who are IM-enabled, unless the user has other presence subscriptions for a contact. For example, if users have someone added to their personal contact list who is also listed in an enterprise group of over 100 people, then presence is still displayed for that person. Users who are not IM-enabled do not affect the 100 person presence limit.
- Nested groups cannot be imported as part of an enterprise group. For example, in an AD group, only group members are imported, not any embedded groups within it.
- If your users and AD Group are in different organizational units (OUs), then before you add the contacts to the AD Group, you must sync both OUs with Cisco Unified Communications Manager, and not just the OU that the AD Group is in.
- If you have the minimum character query set to the default value of 3 characters, then user searches for enterprise groups will exclude any two letter group names (for example: HR). To change the minimum character query for EDI, BDI, or UDS connections, change the value of the `MinimumCharacterQuery` parameter.
- Enterprise groups with special characters cannot be located during searches if the special characters are among the first 3 characters (or whatever value you have defined as the minimum character query) of the name.
- We recommend that you only change the distinguished name of enterprise groups outside of core business hours, as it would cause unreliable behavior from the Cisco Jabber client for users.

- If you make changes to enterprise groups, you must synch the Active Directory with Cisco Unified Communications Manager afterwards in order for the changes to be applied.
- When a directory group is added to Cisco Jabber, the profile photos are not displayed immediately because of the sudden load that the contact resolution places on the directory server. However, if you right-click on each group member to view their profile, the contact resolution is resolved and the photo is downloaded.
- Intercluster peering with a 10.x cluster: If the synced group includes group members from a 10.x intercluster peer, users on the higher cluster cannot view the presence of synced members from the 10.x cluster. This is due to database updates that were introduced in Cisco Unified Communications Manager Release 11.0(1) for the Enterprise Groups sync. These updates are not a part of the Cisco Unified Communications Manager Releases 10.x. To guarantee that users homed on higher cluster can view the presence of group members homed on the 10.x cluster, users on the higher cluster should manually add the 10.x users to their contact lists. There are no presence issues for manually added user.

UDS Limitations (Applies to Users on the Expressway for Mobile and Remote Access or with UDS on-premises)

There is no search capability for enterprise groups when connecting using UDS, so users must know the exact enterprise group name that they want to add to their contact lists. There is a search capability for enterprise groups when connecting using EDI or BDI.

Enterprise group names are case-sensitive.

If two enterprise groups within an AD Forest have the same name, then users get an error when trying to add the group. This issue does not apply to clients using EDI or BDI.

Enable Enterprise Groups

The enterprise parameter **Directory Group Operations on Cisco IM and Presence** in the **Enterprise Parameter Configuration** window allows you to enable or disable the Enterprise Groups feature. Follow these steps to enable the Enterprise Groups feature.

Before You Begin

The Cisco DirSync feature service must be running.

Procedure

-
- Step 1** From Cisco Unified CM Administration, choose **System > Enterprise Parameters**. The **Enterprise Parameters Configuration** window appears.
- Step 2** In the **User Management Parameters** section, from the **Directory Group Operations on Cisco IM and Presence** drop-down list, select **Enabled**.
- Step 3** (Optional) From the **Syncing Mode for Enterprise Groups** drop-down list, choose one of the following:
- **None**—If you choose this option, the Cisco Intercluster Sync Agent service does not synchronize the enterprise groups and the group membership records between IM and Presence Service clusters.
 - **Differential Sync**—This is the default option. If you choose this option, after all the enterprise groups and group membership records from remote IM and Presence Service cluster are synchronized, the subsequent syncs synchronize only the records that were updated since the last sync occurred.

- **Full Sync**—If you choose this option, after all the enterprise groups and group membership records from the remote IM and Presence Service cluster are synchronized, all the records are synchronized during each subsequent sync.

Note If the Cisco Intercluster Sync Agent service is not running for more than 24 hours, we recommend that you select the **Full Sync** option to ensure that the enterprise groups and group membership records synchronize completely. After all the records are synchronized, that is, when the Cisco Intercluster Sync Agent has been running for about 30 minutes, choose the **Differential Sync** option for the subsequent syncs. Keeping the value of this parameter set to 'Full Sync' for a longer period could result in extensive CPU usage and therefore we recommend that you use the **Full Sync** option during off-business hours.

- Step 4** (Optional) Set the **LDAP Directory Synchronization Schedule** parameters in the **LDAP Directory Configuration** window to configure the interval at which Microsoft Active Directory groups are synchronized with Cisco Unified Communications Manager. For more information, see the online help.
- Step 5** Click **Save**.
-

Far End Camera Control (FECC)

Applies to: All clients

In calls that support far-end camera control (FECC), you can adjust the far-end camera to give you a better view during video calls. FECC is available to users if the endpoint that they are calling supports it.

You can configure whether users can access FECC-enabled endpoints. Disabling the configuration parameter means that users are not provided with the ability to control far-end camera endpoints, even if the endpoint is capable. From a user experience, with FECC disabled, it works the same as dialing in to an endpoint that is not FECC enabled.

To disable FECC, set the `EnableFecc` parameter to false. For more information about this parameter, see the *Parameters Reference Guide*.

Limitations

FECC is only supported in point-to-point calls, but not in group calls or conferences where multiple video connections are connecting to the same bridge.

FECC is only supported in Softphone mode.

Related Topics

[Cisco Jabber 11.0 Parameters Reference Guide](#)

Bridge Escalations

Applies to: All clients

Bridge escalations allow users to quickly escalate a group chat to a conference call. Participants are automatically added without the need to merge them into the conference call.

Procedure

-
- Step 1** Enable bridge escalations in Cisco Jabber clients by setting the `EnableBridgeConferencing` parameter to true in the `jabber-config.xml` file.
 - Step 2** (Optional) Specify a mask for the room URI in the `UserBridgeUriAdmin` parameter in the `jabber-config.xml` file. If you don't specify a mask the user can enter a DN or a SIP URI in the client.
 - Step 3** Enable URI dialing to allow your users enter a SIP URI for the conference call number. For more information on URI dialing, see the *URI Dialing* topic.
-

Collaboration Meeting Rooms

Applies to: All clients

Cisco Collaboration Meeting Rooms (CMR) Cloud provides easy access for users to join or start a Cisco WebEx meeting. Cisco Jabber provides users with the ability to access the meeting either using Cisco WebEx interface or join using video.

There is a limitation on CMR Cloud join experience for attendees of scheduled CMR Cloud meetings. This limitation impacts Mac users and Windows users who have not enabled Outlook calendar integration. Due to a server limitation, attendees for these deployment scenarios will only receive the option to join the meeting using Cisco WebEx. Hosts will enjoy the full experience, as will anyone invited to join ad hoc CMR Cloud meetings.

Users who are in CTI control mode will only be able to join using WebEx.

Before You Begin

Cisco Collaboration Meeting Rooms Cloud is available on Cisco WebEx Meeting Center.

Procedure

-
- Step 1** Configure the Collaboration Meeting Room options using the configuration guides available here: <https://www.cisco.com/c/en/us/support/conferencing/webex-meeting-center/products-installation-and-configuration-guides-list.html>
 - Step 2** Ensure Collaboration Meeting Rooms are enabled for your users on Cisco WebEx Meeting Center.
 - Step 3** Collaboration Meeting Room features uses SIP URI, you must enable URI dialing for your users on Cisco Unified Communications Manager. For more information on URI dialing, see the *URI Dialing* topic.
-

Personal Rooms

Applies to: All clients

A personal room is a virtual conference room that is always available and can be used to meet with people. Cisco Jabber uses the personal room feature of Cisco WebEx Meeting Center to allow users to easily meet with their contacts using the **Meet Now** option in the client.

Procedure

-
- Step 1** Personal Rooms are enabled by default for users on Cisco WebEx Meeting Center. For more information see the Cisco WebEx Meeting Center documentation available here: <https://www.cisco.com/c/en/us/support/conferencing/webex-meeting-center/products-installation-and-configuration-guides-list.html>
- Step 2** Users can configure their personal rooms for all instant meetings by selecting **Use Personal Room for all my instant meetings** in Cisco WebEx Meeting Center.
-

Call Preservation

The Cisco Unified Communication Manager call preservation feature ensures that an active call is not interrupted when a Cisco Unified Communication Manager node fails or when communication fails between the device and the Cisco Unified Communication Manager node that set up the call.



Note

When a user on a call using Cisco Jabber for iPhone and iPad switches from wi-fi to mobile data network or vice-versa, the interface IP address is lost and the call is preserved. When the user returns to the initial network and the IP address is restored, they can continue with the call.

For detailed information about call preservation, see the relevant release of *Manager System Guide for Cisco Unified Communication Manager* at <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>.

Prompts for Presence Subscription Requests

Applies to: All clients

You can enable or disable prompts for presence subscription requests from contacts within your organization. The client always prompts users for presence subscription requests from contacts outside your organization.

Users specify privacy settings in the client as follows:

Inside Your Organization

Users can choose to allow or block contacts from inside your organization.

- If users choose to allow presence subscription requests and
 - you select **Allow users to view the availability of other users without being prompted for approval**, the client automatically accepts all presence subscription requests without prompting users.
 - you do not select **Allow users to view the availability of other users without being prompted for approval**, the client prompts users for all presence subscription requests.
- If users choose to block contacts, only their existing contacts can see their availability status. In other words, only those contacts who have already subscribed to the user's presence can see their availability status.



Note

When searching for contacts in your organization, users can see the temporary availability status of all users in the organization. However, if User A blocks User B, User B cannot see the temporary availability status of User A in the search list.

Outside Your Organization

Users can choose the following options for contacts from outside your organization:

- Have the client prompt them for each presence subscription request.
- Block all contacts so that only their existing contacts can see their availability status. In other words, only those contacts who have already subscribed to the user's presence can see their availability status.

Before You Begin

This feature is supported for on-premises deployments and is only available on Cisco Unified Communications Manager, release 8.x or later.

Procedure

-
- Step 1** Open the **Cisco Unified CM IM and Presence Administration** interface.
- Step 2** Select **Presence > Settings**.
The **Presence Settings** window opens.
- Step 3** Select **Allow users to view the availability of other users without being prompted for approval** to disable prompts and automatically accept all presence subscription requests within your organization. This option has the following values:
- **Selected**—The client does not prompt users for presence subscription requests. The client automatically accepts all presence subscription requests without prompting the users.

- **Cleared**—The client prompts users to allow presence subscription requests. This setting requires users to allow other users in your organization to view their availability status.

Step 4 Select **Save**.

Temporary Presence

Applies to: All clients

Disable temporary presence to increase privacy control. When you configure this parameter, Cisco Jabber displays availability status only to contacts in a user's contact list.

Before You Begin

This feature is supported for on-premises deployment and requires Cisco Unified Communications Manager, release 9.x or later.

Procedure

- Step 1** Open the **Cisco Unified CM IM and Presence Administration** interface.
- Step 2** Select **Presence > Settings > Standard Configuration**.
- Step 3** Uncheck **Enable ad-hoc presence subscriptions** and then select **Save**.
Cisco Jabber does not display temporary presence. Users can see availability status only for contacts in their contact list.
-

Disable Temporary Presence in Cisco Unified Presence

Disable temporary presence to increase privacy control. When you configure this parameter, Cisco Jabber displays availability status only to contacts in a user's contact list.

Before You Begin

This feature is supported for on-premises deployment and requires Cisco Unified Communications Manager, release 8.x or later.

Procedure

- Step 1** Open the **Cisco Unified Presence Administration** interface.
- Step 2** Select **Presence > Settings**.
- Step 3** Uncheck **Enable ad-hoc presence subscriptions** and then select **Save**.
Cisco Jabber does not display temporary presence. Users can see availability status only for contacts in their contact list.
-

URI Dialing

This feature is supported for on-premises deployments. URI dialing is enabled in Cisco Unified Communications Manager, release 9.1(2) or later.

This feature is enabled in the `jabber-config.xml` file using the `EnableSIPURIDialling` parameter.

Example: `<EnableSIPURIDialling>True</EnableSIPURIDialling>`

For more information on the values of the parameter, see the *Parameters Reference* Guide.

Applies to: All clients



Important

The mobile clients don't support URI dialing when the Dial via Office-Reverse feature is enabled.

URI dialing allows users to make calls and resolve contacts with Uniform Resource Identifiers (URI). For example, a user named Adam McKenzie has the following SIP URI associated with his directory number: `amckenzi@example.com`. URI dialing enables users to call Adam with his SIP URI rather than his directory number.

For detailed information on URI dialing requirements, such as valid URI formats, as well as advanced configuration including ILS setup, see the *URI Dialing* section of the *System Configuration Guide for Cisco Unified Communications Manager*.

Associate URIs to Directory Numbers

When users make URI calls, Cisco Unified Communications Manager routes the inbound calls to the directory numbers associated to the URIs. For this reason, you must associate URIs with directory numbers. You can either automatically populate directory numbers with URIs or configure directory numbers with URIs.

Automatically Populate Directory Numbers with URIs

When you add users to Cisco Unified Communications Manager, you populate the **Directory URI** field with a valid SIP URI. Cisco Unified Communications Manager saves that SIP URI in the end user configuration.

When you specify primary extensions for users, Cisco Unified Communications Manager populates the directory URI from the end user configuration to the directory number configuration. In this way, automatically populates the directory URI for the user's directory number. Cisco Unified Communications Manager also places the URI in the default partition, which is **Directory URI**.

The following task outlines, at a high level, the steps to configure Cisco Unified Communications Manager so that directory numbers inherit URIs:

Procedure

- Step 1** Add devices.
 - Step 2** Add directory numbers to the devices.
 - Step 3** Associate users with the devices.
 - Step 4** Specify primary extensions for users.
-

What to Do Next

Verify that the directory URIs are associated with the directory numbers.

Configure Directory Numbers with URIs

You can specify URIs for directory numbers that are not associated with users. You should configure directory numbers with URIs for testing and evaluation purposes only.

To configure directory numbers with URIs, do the following:

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **Call Routing > Directory Number**.
The **Find and List Directory Numbers** window opens.
 - Step 3** Find and select the appropriate directory number.
The **Directory Number Configuration** window opens.
 - Step 4** Locate the **Directory URIs** section.
 - Step 5** Specify a valid SIP URI in the **URI** column.
 - Step 6** Select the appropriate partition from the **Partition** column.
Note You cannot manually add URIs to the system **Directory URI** partition. You should add the URI to the same route partition as the directory number.
 - Step 7** Add the partition to the appropriate calling search space so that users can place calls to the directory numbers.
 - Step 8** Select **Save**.
-

Associate the Directory URI Partition

You must associate the default partition into which Cisco Unified Communications Manager places URIs with a partition that contains directory numbers.

**Important**

To enable URI dialing, you must associate the default directory URI partition with a partition that contains directory numbers.

If you do not already have a partition for directory numbers within a calling search space, you should create a partition and configure it as appropriate.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **System > Enterprise Parameters**.
The **Enterprise Parameters Configuration** window opens.
- Step 3** Locate the **End User Parameters** section.
- Step 4** In the **Directory URI Alias Partition** row, select the appropriate partition from the drop-down list.
- Step 5** Click **Save**.
-

The default directory URI partition is associated with the partition that contains directory numbers. As a result, Cisco Unified Communications Manager can route incoming URI calls to the correct directory numbers.

You should ensure the partition is in the appropriate calling search space so that users can place calls to the directory numbers.

Enable FQDN in SIP Requests for Contact Resolution

To enable contact resolution with URIs, you must ensure that Cisco Unified Communications Manager uses the fully qualified domain name (FQDN) in SIP requests.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **Device > Device Settings > SIP Profile**.
The **Find and List SIP Profiles** window opens.
- Step 3** Find and select the appropriate SIP profile.
Remember You cannot edit the default SIP profile. If required, you should create a copy of the default SIP profile that you can modify.
- Step 4** Select **Use Fully Qualified Domain Name in SIP Requests** and then select **Save**.
-

What to Do Next

Associate the SIP profile with all devices that have primary extensions to which you associate URIs.

Voicemail Avoidance

Applies to: All clients

Voicemail avoidance is a feature that prevents calls from being answered by the mobile service provider voice mail. This feature is useful if a user receives a Mobile Connect call from the enterprise on the mobile device. It is also useful when an incoming DvO-R call is placed to the mobile device.

You can set up voicemail avoidance in one of two ways:

- **Timer-controlled**—(Default) With this method, you set timers on the Cisco Unified Communications Manager to determine if the call is answered by the mobile user or mobile service provider voicemail.
- **User-controlled**—With this method, you set Cisco Unified Communications Manager to require that a user presses any key on the keypad of the device to generate a DTMF tone before the call can proceed.

If you deploy DvO-R, Cisco recommends that you also set user-controlled voicemail avoidance. If you set user-controlled Voicemail Avoidance, this feature applies to both DvO-R and Mobile Connect calls.

For more information about voicemail avoidance, see the *Confirmed Answer and DvO VM detection* section in the *Cisco Unified Communications Manager Features and Services Guide* for your release.

Set Up Timer-Controlled Voicemail Avoidance

Set up the timer control method by setting the **Answer Too Soon Timer** and **Answer Too Late Timer** on either the Mobility Identity or the Remote Destination. For more information, see the *Add Mobility Identity* or *Add Remote Destination (Optional)* topics.

Before You Begin

Timer-controlled voicemail avoidance is supported on Cisco Unified Communications Manager, release 6.0 and later.

Set Up User-Controlled Voicemail Avoidance



Important

User-controlled voicemail avoidance is available on Cisco Unified Communications Manager, release 9.0 and later.

Set up User-Controlled Voicemail Avoidance as follows:

- 1 Set up Cisco Unified Communications Manager using the *Set Up Cisco Unified Communications Manager to Support Voicemail Avoidance* topic.
- 2 Set up the device using one of the following topics:
 - *Enable Voicemail Avoidance on Mobility Identity*
 - *Enable Voicemail Avoidance on Remote Destination*

**Important**

Cisco does not support user-controlled voicemail avoidance when using DvO-R with alternate numbers that the end user sets up in the client. An alternate number is any phone number that the user enters in the DvO Callback Number field on the client that does not match the phone number that you set up on the user's Mobility Identity.

If you set up this feature with alternate numbers, the Cisco Unified Communications Manager connects the DvO-R calls even if the callback connects to a wrong number or a voicemail system.

Set Up Cisco Unified Communications Manager to Support Voicemail Avoidance

Use this procedure to set up the Cisco Unified Communications Manager to support user-controlled Voicemail Avoidance.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **System > Service Parameters**.
 - Step 3** In the **Server** drop-down list, select the active Cisco Unified Communications Manager.
 - Step 4** In the **Service** drop-down list, select the **Cisco Call Manager (Active)** service.
 - Step 5** Configure the settings in the **Clusterwide Parameters (System - Mobility Single Number Reach Voicemail)** section.
 - Note** The settings in this section are not specific to Cisco Jabber. For information about how to configure these settings, see the *Confirmed Answer and DvO VM detection* section in the *Cisco Unified Communications Manager Administrator Guide* for your release.
 - Step 6** Click **Save**.
-

Enable Voicemail Avoidance on Mobility Identity

Use this procedure to enable user-controlled voicemail avoidance for the end user's mobility identity.

Before You Begin

- Set up the annunciator on the Cisco Unified Communications Manager. For more information, see the *Annunciator setup* section in the *Cisco Unified Communications Manager Administrator Guide* for your release.
- If you set up a Media Resource Group on the Cisco Unified Communications Manager, set up the annunciator on the Media Resource Group. For more information, see the *Media resource group setup* section in the *Cisco Unified Communications Manager Administrator Guide* for your release.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Navigate to the device that you want to configure as follows:
- Select **Device > Phone**.
 - Search for the device that you want to configure.
 - Select the device name to open the **Phone Configuration** window.
- Step 3** In the **Associated Mobility Identity** section, click the link for the Mobility Identity.
- Note** To ensure that the Voicemail Avoidance feature works correctly, the DvO Callback Number that the end user enters in the Cisco Jabber client must match the Destination Number that you enter on the Mobility Identity Configuration screen.
- Step 4** Set the policies as follows:
- Cisco Unified Communications Manager release 9 — In the **Single Number Reach Voicemail Policy** drop-down list, select **User Control**.
 - Cisco Unified Communications Manager release 10 without Dial via Office — In the **Single Number Reach Voicemail Policy** drop-down list, select **User Control**.
 - Cisco Unified Communications Manager release 10 with Dial via Office
 - In the **Single Number Reach Voicemail Policy** drop-down list, select **Timer Control**.
 - In the **Dial-via-Office Reverse Voicemail Policy** drop-down list, select **User Control**.
- Step 5** Click **Save**.
-

Enable Voicemail Avoidance on Remote Destination

Use this procedure to enable user-controlled voicemail avoidance for the end user's remote destination.

Before You Begin

- Set up the annunciator on the Cisco Unified Communications Manager. For more information, see the *Annunciator setup* section in the Cisco Unified Communications Manager Administrator Guide for your release.
- If you set up a Media Resource Group on the Cisco Unified Communications Manager, set up the annunciator on the Media Resource Group. For more information, see the *Media resource group setup* section in the Cisco Unified Communications Manager Administrator Guide for your release.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Navigate to the device that you want to configure as follows:
- Select **Device > Phone**.

- b) Search for the device that you want to configure.
- c) Select the device name to open the **Phone Configuration** window.

Step 3 In the **Associated Remote Destinations** section, click the link for the associated remote destination.

Step 4 Set the policies as follows:

- Cisco Unified Communications Manager release 9 — In the **Single Number Reach Voicemail Policy** drop-down list, select **User Control**.
- Cisco Unified Communications Manager release 10 without Dial via Office — In the **Single Number Reach Voicemail Policy** drop-down list, select **User Control**.
- Cisco Unified Communications Manager release 10 with Dial via Office
 - In the **Single Number Reach Voicemail Policy** drop-down list, select **Timer Control**.
 - In the **Dial-via-Office Reverse Voicemail Policy** drop-down list, select **User Control**.

Step 5 Click **Save**.

File Transfers and Screen Captures

Applies to: All clients

File transfers and screen captures are enabled in Cisco Unified Communications Manager IM and Presence Service. There are additional parameters that are specified in the Cisco Jabber client configuration file. For more information on these parameters, see the Policies parameters.

To configure file transfers and screen captures in Cisco Unified Communications Manager IM and Presence Service 9.x or later, see *Enable File Transfers and Screen Captures*.

Cisco Unified Communications Manager IM and Presence Service, release 10.5(2) or later provides additional file transfer options:

- For peer to peer chats, see *Enable File Transfer and Screen Captures for Peer to Peer Chats only*.
- For group chats and chat rooms, see *Enable File Transfer and Screen Captures for Group Chat Rooms*.
- To configure maximum file transfer size, see *Configuring Maximum File Transfer Size*.

If your deployment includes earlier versions of the Cisco Jabber client that do not support these additional file transfer methods, there is an option to select Managed and Peer-to-Peer File Transfer. For more detailed information, see the *Configuration and Administration of IM and Presence Service on Cisco Unified Communications Manager, Release 10.5(2)* guide.

Related Topics

[Cisco Jabber 11.0 Parameters Reference Guide](#)

[Enable File Transfers and Screen Captures](#), on page 199

[Enable File Transfer and Screen Captures for Group Chats and Chat Rooms](#), on page 199

[Enable File Transfer and Screen Captures for Peer to Peer Chats Only](#), on page 200

[Configuring Maximum File Transfer Size](#), on page 200

Enable File Transfers and Screen Captures

This applies to Cisco Unified Communication Manager IM and Presence Service 9.x, 10.0.x, and 10.5.1. You can enable or disable file transfers and screen captures using the Cisco XCP Router service on Cisco Unified Communications Manager IM and Presence Service. File transfers and screen captures parameter is enabled by default.

File transfers and screen captures are supported for both desktop and mobile clients.

Procedure

-
- Step 1** Open the **Cisco Unified CM IM and Presence Administration** interface.
 - Step 2** Select **System > Service Parameters**.
 - Step 3** Select the appropriate server from the **Server** drop-down list.
 - Step 4** Select **Cisco XCP Router** from the **Service** drop-down list.
The **Service Parameter Configuration** window opens.
 - Step 5** Locate the **Enable file transfer** parameter.
 - Step 6** Select the appropriate value from the **Parameter Value** drop-down list.
Remember If you disable the setting on Cisco Unified Communications Manager IM and Presence Service, you must also disable file transfers and screen captures in the client configuration.
 - Step 7** Select **Save**.
-

Enable File Transfer and Screen Captures for Group Chats and Chat Rooms

Files and screen captures transferred are stored on a file server and the metadata is logged to a database server. For Cisco Jabber clients that do not support chat rooms, this option enables file transfer in group chats.

When you enable this option, file transfers and screen captures are also available in peer to peer chats and the files and screen captures transferred are stored on a file server and the metadata is logged to a database server.

Before You Begin

File transfer and screen captures for group chats and chat rooms is only available on Cisco Unified Communications Manager IM and Presence Service, release 10.5(2) or later.

Configure an external database to log metadata associated with the file transfer, see *Database Setup for IM and Presence Service on Cisco Unified Communications Manager, Release 10.5(2)* for further information.

Configure a network file server to save the file being transferred, see *Configuration and Administration of IM and Presence Service on Cisco Unified Communications Manager, Release 10.5(2)* for further information.

Procedure

- Step 1** Open the **Cisco Unified CM IM and Presence Administration** interface.
- Step 2** Select **Messaging > File Transfer**.
- Step 3** In the **File Transfer Configuration** section select **Managed File Transfer**.
- Step 4** In the **Managed File Transfer Assignment** section, assign the external database and the external file server for each node in the cluster.
- Step 5** Select **Save**.
-

What to Do Next

For each node:

- Copy the node's public key to the external file server's `authorized_keys` file, including the node's IP address, hostname, or FQDN.
- Ensure the **Cisco XCP File Transfer Manager** service is active.
- Restart the **Cisco XCP Router** service.

Enable File Transfer and Screen Captures for Peer to Peer Chats Only

Enable file transfer for peer to peer chats on Cisco Unified Communications Manager IM and Presence Service, release 10.5(2) or later. Files and screen captures are only transferred in a peer to peer chat. The file or screen capture information is not logged or archived.

Procedure

- Step 1** Open the **Cisco Unified CM IM and Presence Administration** interface.
- Step 2** Select **Messaging > File Transfer**.
- Step 3** In the **File Transfer Configuration** section, select **Peer-to-Peer**.
- Step 4** Select **Save**.
-

What to Do Next

Restart the **Cisco XCP Router** service.

Configuring Maximum File Transfer Size

The maximum file size is only available on Cisco Unified Communications Manager IM and Presence Service, release 10.5(2) or later.

Before You Begin

The file transfer type selected is **Managed File Transfer**.

Procedure

-
- Step 1** Open the **Cisco Unified CM IM and Presence Administration** interface.
- Step 2** Select **Messaging > File Transfer**.
- Step 3** In the **Managed File Transfer Configuration** section enter the amount for the **Maximum File Size**.
- Step 4** Select **Save**.
-

What to Do Next

Restart the **Cisco XCP Router** service.

Cisco Jabber Features for Windows

Call Pickup

Applies to: Cisco Jabber for Windows, Cisco Jabber for Mac

The Call Pickup feature allows users to answer calls that come in on a directory number other than their own. Directory numbers are assigned to call pickup groups and Cisco Unified Communications Manager automatically dials the appropriate call pickup group number. Users select **Pickup** to answer the call.

Group call pickup allows users to pick up incoming calls in another group. Users enter the group pickup number, select **Pickup** and Cisco Unified Communications Manager automatically dials the appropriate call pickup group number.

Other group pickup allows users to pick up incoming calls in a group that is associated with their group. When the user selects **Other Pickup** Cisco Unified Communications Manager automatically searches for the incoming call in the associated groups.

Directed call pickup allows users to pick up an incoming call on a directory number. Users enter the directory number, select **Pickup** and Cisco Unified Communications Manager connects the incoming call.

For more information about configuring call pickup, see the *Feature Configuration Guide for Cisco Unified Communications Manager*.

Call pickup notifications

For multiple incoming calls, the notification displayed is *Call(s) available for pickup*. When the user answers a call, the user gets connected to the incoming call that has been ringing the longest.

Deskphone mode

In deskphone mode the following limitations apply:

- The Cisco Unified Communications Manager notification settings are not supported for the pickup group. The call pickup notification displayed is *CallerA->CallerB*.
- The Cisco Unified Communications Manager settings for audio and visual settings are not supported. The visual alerts are always displayed.

Shared line behavior

For users that have a deskphone and a CSF softphone with a shared line the following limitations apply:

- Attempt to pick up a call using the softphone when there is no call available, *No call available for Pickup* is displayed on the deskphone.
- Attempt to pick up a call using the deskphone when there is no call available, *No call available for Pickup* is displayed on the softphone.

User not a member of an associated group

For an incoming call to another pickup group where the user is not a member of an associated group:

- Directed call pickup can be used to pick up the incoming call.
- Group pickup does not work

Expected behavior using group call pickup and directed call pickup

The following are expected behaviors when using group call pickup and directed call pickup:

- Enter an invalid number
 - Softphone mode—The conversation window appears and the annunciator is heard immediately.
 - Deskphone mode—The conversation window, fast busy tone, or the annunciator followed by the fast busy tone, *Pickup failed* error message.
- Enter a valid number and no current call available to pick up
 - Softphone mode—Tone in headset, no conversation window appears and *No call available for pickup* error message.
 - Deskphone mode—No conversation window and *No call available for pickup* error message.
- Enter directory number of a phone in an associated group and no current call available to pick up
 - Softphone mode—Tone in headset, no conversation window appears and *No call available for pickup* error message.
 - Deskphone mode—No conversation window and *No call available for pickup* error message.
- Enter a directory number of a phone on the same Cisco Unified Communications Manager node and not in an associated group
 - Softphone mode—Conversation window appears and fast busy tone.
 - Deskphone mode—Conversation window appears, fast busy tone, and *Pickup failed* error message.
- Enter first digits of a valid group
 - Softphone mode—Tone in headset, conversation window appears, and after 15 seconds annunciator followed by the fast busy tone.
 - Deskphone mode—Conversation window appears, after 15 seconds annunciator, fast busy tone, and *Pickup failed* error message.

Call pickup using a deskphone that is not in a call pickup group

If a user attempts a call pickup from a deskphone that is not in a call pickup group, the conversation window appears for a moment. The user should not be configured to use the call pickup feature if they are not members of a call pickup group.

Original recipient information not available

When the Cisco Unified Communications Manager *Auto Call Pickup Enabled* setting is true, the recipient information is not available in the client when the call is picked up in softphone mode. If the setting is false, the recipient information is available.

Configure Call Pickup Group

Call pickup groups allow users to pick up incoming calls in their own group.

Procedure

-
- Step 1** Open the **Cisco Unified Communication Manager** interface.
 - Step 2** Select **Call Routing > Call Pickup Group**
The **Find and List Call Pickup Groups** window opens.
 - Step 3** Select **Add New**
The **Call Pickup Group Configuration** window opens.
 - Step 4** Enter call pickup group information:
 - a) Specify a unique name for the call pickup group.
 - b) Specify a unique directory number for the call pickup group number.
 - c) Enter a description.
 - d) Select a partition.
 - Step 5** (Optional) Configure the audio or visual notification in the **Call Pickup Group Notification Settings** section.
 - a) Select the notification policy.
 - b) Specify the notification timer.

For further information on call pickup group notification settings see the call pickup topics in the relevant Cisco Unified Communications Manager documentation.
 - Step 6** Select **Save**.
-

What to Do Next

Assign a call pickup group to directory numbers.

Assign Directory Number

Assign a call pickup group to a directory number. Only directory numbers that are assigned to a call pickup group can use call pickup, group call pickup, other group pickup, and directed call pickup.

Before You Begin

Before you assign a call pickup group to a directory number, you must create the call pickup group.

Procedure

- Step 1** Open the **Cisco Unified Communications Manager Administration** interface.
- Step 2** Assign a call pickup group to a directory number using one of the following methods:
- Select **Call Routing > Directory Number**, find and select your directory number and in the Call Forward and Call Pickup Settings area select the call pickup group from the call pickup group drop down list.
 - Select **Device > Phone**, find and select your phone and in the **Association Information** list choose the directory number to which the call pickup group will be assigned.
- Step 3** To save the changes in the database, select **Save**.
-

Configure Other Call Pickup

Other Group Pickup allows users to pick up incoming calls in an associated group. Cisco Unified Communications Manager automatically searches for the incoming call in the associated groups to make the call connection when the user selects **Other Pickup**.

Before You Begin

Before you begin, configure call pickup groups.

Procedure

- Step 1** Open the **Cisco Unified Communication Manager Administration** interface.
- Step 2** Select **Call Routing > Call Pickup Group**
The **Find and List Call Pickup Groups** window opens.
- Step 3** Select your call pickup group.
The **Call Pickup Group Configuration** window opens.
- Step 4** In the **Associated Call Pickup Group Information** section, you can do the following:
- Find call pickup groups and add to current associated call pickup groups.
 - Reorder associated call pickup groups or remove call pickup groups.
- Step 5** Select **Save**.
-

Configure Directed Call Pickup

Directed call pickup allows you to pick up an incoming call directly. The user enters the directory number in the client and selects **Pickup**. Cisco Unified Communications Manager uses the associated group mechanism to control if the user can pick up an incoming call using Directed Call Pickup.

To enable directed call pickup, the associated groups of the user must contain the pickup group to which the directory number belongs.

When the user invokes the feature and enters a directory number to pick up an incoming call, the user connects to the call that is incoming to the specified phone whether or not the call is the longest incoming call in the call pickup group to which the directory number belongs.

Procedure

-
- Step 1** Configure call pickup groups and add associated groups. The associated groups list can include up to 10 groups.
For more information, see topics related to defining a pickup group for Other Group Pickup.
 - Step 2** Enable the Auto Call Pickup Enabled service parameter to automatically answer calls for directed call pickups.
For more information, see topics related to configuring Auto Call Pickup.
-

Auto Call Pickup

You can automate call pickup, group pickup, other group pickup, and directed call pickup by enabling the Auto Call Pickup Enabled service parameter. When this parameter is enabled, Cisco Unified Communications Manager automatically connects users to the incoming call in their own pickup group, in another pickup group, or a pickup group that is associated with their own group after users select the appropriate pickup on the phone. This action requires only one keystroke.

Auto call pickup connects the user to an incoming call in the group of the user. When the user selects **Pickup** on the client, Cisco Unified Communications Manager locates the incoming call in the group and completes the call connection. If automation is not enabled, the user must select **Pickup** and answer the call, to make the call connection.

Auto group call pickup connects the user to an incoming call in another pickup group. The user enters the group number of another pickup group and selects **Pickup** on the client. Upon receiving the pickup group number, Cisco Unified Communications Manager completes the call connection. If auto group call pickup is not enabled, dial the group number of another pickup group, select **Pickup** on the client, and answer the call to make the connection.

Auto other group pickup connects the user to an incoming call in a group that is associated with the group of the user. The user selects **Other Pickup** on the client. Cisco Unified Communications Manager automatically searches for the incoming call in the associated groups in the sequence that the administrator enters in the **Call Pickup Group Configuration** window and completes the call connection after the call is found. If automation is not enabled, the user must select **Other Pickup**, and answer the call to make the call connection.

Auto directed call pickup connects the user to an incoming call in a group that is associated with the group of the user. The user enters the directory number of the ringing phone and selects **Pickup** on the client. Upon receiving the directory number, Cisco Unified Communications Manager completes the call connection. If

auto directed call pickup is not enabled, the user must dial the directory number of the ringing phone, select **Pickup**, and answer the call that will now ring on the user phone to make the connection.

For more information about **Call Pickup**, see the *Feature Configuration Guide for Cisco Unified Communications Manager*.

Configure Auto Call Pickup

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **System > Service Parameters**
- Step 3** Select your server from the Server drop down list and then select the **Cisco Call Manager** service from the Service drop down list.
- Step 4** In the **Clusterwide Parameters (Feature - Call Pickup)** section, select one of the following for **Auto Call Pickup Enabled**:
- true—The auto call pickup feature is enabled.
 - false—The auto call pickup feature is not enabled. This is the default value.
- Step 5** Select **Save**.
-

Persistent Chat Rooms

Applies to: Cisco Jabber for Windows, Cisco Jabber for Mac

Configure Persistent Chat

Persistent chat must be enabled and configured on Cisco Unified Communications Manager IM and Presence Service before it can be used by the client.

Before You Begin

Persistent chat is only available on Cisco Unified Communications Manager IM and Presence Service 10.0 and later.

Refer to *Database Setup for IM and Presence Service on Cisco Unified Communications Manager* for your release for information on the database configuration necessary to support the persistent chat feature. Database configuration must be performed before continuing with this task.

Local chat message archiving must be enabled for persistent chat. Local chat message archiving is enabled on Cisco Unified Communications Manager IM and Presence Service using the **Allow clients to log instant message history** setting, for more information, see the *Enable Message Settings* topic.

Procedure

- Step 1** Open the **Cisco Unified CM IM and Presence Administration** interface.
- Step 2** Select **Messaging > Group Chat and Persistent Chat**.
- Step 3** Select **Enable Persistent Chat**.
- Step 4** Ensure the settings **How many users can be in a room at one time** and **How many hidden users can be in a room at one time** under the **Occupancy Settings** section contain the same, non-zero value.
- Step 5** Configure the remaining settings as appropriate for your persistent chat deployment. We recommend the persistent chat settings in the following table.

Persistent Chat Setting	Recommended Value	Notes
System automatically manages primary group chat server aliases	Disabled	
Enable persistent chat	Enabled	
Archive all room joins and exits	Administrator Defined	This value is not currently used by for persistent chat.
Archive all room messages	Enabled	
Allow only group chat system administrators to create persistent chat rooms	Administrator Defined	Cisco recommends using the value Enabled unless Cisco Unified Personal Communicator is deployed in the enterprise environment.
Maximum number of persistent chat rooms allowed	Administrator Defined	
Number of connections to the database	Default Value	
Database connection heartbeat interval (seconds)	Default Value	
Timeout value for persistent chat rooms (minutes)	Default Value	
Maximum number of rooms allowed	Default Value	
Rooms are for members only by default	Disabled	
Room owners can change whether or not rooms are for members only	Enabled	Cisco Jabber requires this value to be Enabled.
Only moderators can invite people to members-only rooms	Enabled	Cisco Jabber requires this value to be Enabled.

Persistent Chat Setting	Recommended Value	Notes
Room owners can change whether or not only moderators can invite people to members-only rooms	Enabled	
Users can add themselves to rooms as members	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Room owners can change whether users can add themselves to rooms as members	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Members and administrators who are not in a room are still visible in the room	Enabled	Cisco Jabber requires this value to be Enabled.
Room owners can change whether members and administrators who are not in a room are still visible in the room	Enabled	
Rooms are backwards-compatible with older clients	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Room owners can change whether rooms are backwards-compatible with older clients	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Rooms are anonymous by default	Disabled	This value is not currently supported by Cisco Jabber for persistent chat. Cisco Jabber cannot join anonymous rooms.
Room owners can change whether or not rooms are anonymous	Disabled	This value is not currently supported by Cisco Jabber for persistent chat. Cisco Jabber cannot join anonymous rooms.
Lowest participation level a user can have to invite others to the room	Default Value	This value is not currently used by Cisco Jabber for persistent chat.
Room owners can change the lowest participation level a user can have to invite others to the room	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
How many users can be in a room at one time	Administrator Defined	Cisco recommends using the default value.
How many hidden users can be in a room at one time	Administrator Defined	
Default maximum occupancy for a room	Default Value	

Persistent Chat Setting	Recommended Value	Notes
Room owners can change default maximum occupancy for a room	Default Value	
Lowest participation level a user can have to send a private message from within the room	Default Value	
Room owners can change the lowest participation level a user can have to send a private message from within the room	Default Value	
Lowest participation level a user can have to change a room's subject	Moderator	
Room owners can change the lowest participation level a user can have to change a room's subject	Disabled	
Remove all XHTML formatting from messages	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Room owners can change XHTML formatting setting	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Rooms are moderated by default	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Room owners can change whether rooms are moderated by default	Default Value	This value is not currently used by Cisco Jabber for persistent chat.
Maximum number of messages that can be retrieved from the archive	Default Value	
Number of messages in chat history displayed by default	Administrator Defined	Cisco recommends a value between 15 and 50. The Number of messages in chat history displayed by default setting does not apply retroactively to persistent chat rooms. Rooms created before the setting is changed will continue to use their originally configured value.
Room owners can change the number of messages displayed in chat history	Default Value	This value is not currently used by Cisco Jabber for persistent chat.

Note Persistent Chat rooms inherit their settings at the time of creation. Values changed after a room is created only apply to rooms created after the change has taken effect.

What to Do Next

Ensure you configure any client-specific parameters for persistent chat. For more information, see the Client parameters section of the latest Parameters Reference Guide for Cisco Jabber.

Enable file transfer in chat rooms. For more information, see [File Transfers and Screen Captures](#).

Related Topics

[Database Setup for IM and Presence Service on Cisco Unified Communications Manager](#)

[Client Parameters, Cisco Jabber 11.0 Parameters Reference Guide](#)

[Enable Message Settings, on page 37](#)

Administer and Moderate Persistent Chat Rooms



Note

- Persistent Chat Rooms and their administration is for on-premises deployments only.
- Persistent Chat Rooms are not available for mobile clients.

You administer persistent chat rooms from the Jabber client by creating rooms, delegating their moderators, and specifying members. The node on which the room is created is created automatically, although you can override it and specify a specific node. Administrators and moderators are privileged users in Persistent Chat rooms. You can administer Persistent Chat rooms on any service node that you are an administrator for on Cisco Unified Communications Manager IM and Presence servers.

Administrator Capabilities

Administrators can perform the following tasks from the **All Rooms** tab of Persistent Chat in the client hub window:

- Create rooms. When you create a room, you automatically become the room administrator.
- Define and change up to 30 moderators for a chat room (who become *room owners*).
- Specify and change the room name.
- Define the maximum number of participants in a room. This number cannot be less than the number of participants already in a room.
- Add and remove room members.
- Block, remove, and revoke participants.
- Destroy rooms (which removes it from the server, but the history is not deleted).

Moderator Capabilities

Up to 30 moderators can be defined by an administrator for one Persistent Chat room. Moderators can perform the following tasks:

- Change the subject of a room.

- Edit members (which includes adding, removing, and banning them).

Room Creation

When creating a room, you can provide the following types of information:

- Room name (required, maximum 200 characters)
- Description
- Room type (public or restricted)
After the room type has been defined, it cannot be changed by anyone.
- Specify whether to add the room to your **My Rooms** tab (off by default)
- Add up to 30 moderators (who must have a valid Jabber ID to moderate a room).
- Room password

After you create the room, you have the option to add members to the room immediately or at a later time. Refresh the **All Rooms** list in order to see your new room in the list of available rooms.

Enable Persistent Chat Room Passwords

Persistent chat rooms that are password protected means that when users enter a room within a Jabber session, they must enter the password. Password protected rooms comply with the XEP-0045 specification from the XMPP Standards Foundation.

Procedure

-
- | | |
|---------------|--|
| Step 1 | To set a password for a room, from the Chat Rooms tab on the hub window, select All rooms > New room > Password . |
| Step 2 | To change the password for a room, open the chat room, click on Edit Room , select Password , then edit and save the password. |
-

Integration with Microsoft Products

Applies to: Cisco Jabber for Desktop Clients

Cisco Jabber for Windows supports a range of Microsoft products that integrate with the application. This section describes the support and integrations for these products.

Internet Explorer

Microsoft Internet Explorer 8 or later is required. Cisco Jabber for Windows uses the Internet Explorer rendering engine to display HTML content.

Cisco Jabber for Windows requires Internet Explorer active scripting to render IMs. See <https://windows.microsoft.com/en-US/windows/help/genuine/ie-active-script> for instructions on enabling active scripting.

**Note**

Internet Explorer 9 users in Cloud-based deployments that use Single Sign On (SSO) get security alerts when they sign in to Cisco Jabber for Windows. Add **webexconnect.com** to the list of websites in the **Compatibility View Settings** window of Internet Explorer 9 to stop these alerts.

Office

Integration with the following versions of Office is supported:

- Microsoft Office 2013, 32 and 64 bit
- Microsoft Office 2010, 32 and 64 bit

Office 365

Microsoft Office 365 supports different configuration types based on the plan or subscription type. Cisco Jabber for Windows has been tested with small business plan P1 of Microsoft Office 365. This plan requires an on-premises Active Directory server.

Client-side integration with Microsoft Office 365 is supported with the following applications:

- Microsoft Office 2013, 32 bit and 64 bit
- Microsoft Office 2010, 32 bit and 64 bit
- Microsoft SharePoint 2010

SharePoint

Integration with the following versions of SharePoint is supported:

- Microsoft SharePoint 2013
- Microsoft SharePoint 2010

Availability status in Microsoft SharePoint sites is supported only if users access those sites with Microsoft Internet Explorer. You should add the Microsoft SharePoint site to the list of trusted sites in Microsoft Internet Explorer.

Calendar Integration

You can use the following client applications for calendar integration:

- Microsoft Outlook 2013, 32 bit and 64 bit
- Microsoft Outlook 2010, 32 bit and 64 bit
- IBM Lotus Notes 9, 32 bit
- IBM Lotus Notes 8.5.3, 32 bit
- IBM Lotus Notes 8.5.2, 32 bit
- IBM Lotus Notes 8.5.1, 32 bit
- Google Calendar

Microsoft Outlook Calendar Events

Applies to: Cisco Jabber for Windows

You must apply a setting in Microsoft Outlook so that calendar events display in Cisco Jabber for Windows.

Procedure

-
- Step 1** Open the email account settings in Microsoft Outlook, as in the following example:
- Select **File > Account Settings**.
 - Select the **Email** tab on the **Account Settings** window.
- Step 2** Double-click the server name.
In most cases, the server name is **Microsoft Exchange**.
- Step 3** Select the **Use Cached Exchange Mode** checkbox.
- Step 4** Apply the setting and then restart Microsoft Outlook.
-

When users create calendar events in Microsoft Outlook, those events display in the **Meetings** tab.

Microsoft Outlook Presence Integration

Applies to: Cisco Jabber for Desktop Clients

To enable integration with Microsoft Outlook, you must specify `SIP:user@cupdomain` as the value of the `proxyAddresses` attribute in Microsoft Active Directory. Users can then share availability in Microsoft Outlook.

Use one of the following methods to modify the `proxyAddresses` attribute:

- **An Active Directory administrative tool such as Active Directory User and Computers**

The Active Directory User and Computers administrative tool allows you to edit attributes on Microsoft Windows Server 2008 or later.

- **ADSchemaWizard.exe utility**

The ADSchemaWizard.exe utility is available in the Cisco Jabber administration package. This utility generates an LDIF file that modifies your directory to add the `proxyAddresses` attribute to each user with the following value: `SIP:user@cupdomain`.

You should use the ADSchemaWizard.exe utility on servers that do not support the edit attribute feature in the Active Directory User and Computers administrative tool. You can use a tool such as ADSI Edit to verify the changes that you apply with the ADSchemaWizard.exe utility.

The ADSchemaWizard.exe utility requires Microsoft .NET Framework version 3.5 or later.

- **Create a script with Microsoft Windows PowerShell**

Refer to the appropriate Microsoft documentation for creating a script to enable presence in Microsoft Outlook.

Enable Presence with the Active Directory User and Computers Tool

Complete the following steps to enable presence in Microsoft Outlook for individual users with the Active Directory User and Computers administrative tool:

Procedure

-
- Step 1** Start the Active Directory User and Computers administrative tool.
You must have administrator permissions to run the Active Directory User and Computers administrative tool.
 - Step 2** Select **View** in the menu bar and then select the **Advanced Features** option from the drop-down list.
 - Step 3** Navigate to the appropriate user in the Active Directory User and Computers administrative tool.
 - Step 4** Double click the user to open the **Properties** dialog box.
 - Step 5** Select the **Attribute Editor** tab.
 - Step 6** Locate and select the `proxyAddresses` attribute in the **Attributes** list box.
 - Step 7** Select **Edit** to open the **Multi-valued String Editor** dialog box.
 - Step 8** In the **Value to add** text box, specify the following value: `SIP:user@cupdomain`.
For example, `SIP:msmith@cisco.com`.
- Where the `user@cupdomain` value is the user's instant messaging address. `cupdomain` corresponds to the domain for Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence Service.
-

Add Local Contacts from Microsoft Outlook

Cisco Jabber for Windows lets users search for and add local contacts in Microsoft Outlook. To enable this integration with Microsoft Outlook, you must enable Cached Exchange Mode on the Microsoft Exchange server.

To search for local contacts in Microsoft Outlook with the client, users must have profiles set in Microsoft Outlook. In addition, users must do the following:

- 1 Select **File > Options**.
- 2 Select the **Integration** tab (**Calendar** tab from release 11.0).
- 3 Select either **None** or **Microsoft Outlook**.

To add local Microsoft Outlook contacts to contact lists in the client, local contacts must have instant message addresses in Microsoft Outlook.

To show contact photos in the client interface, local contacts in Microsoft Outlook must have instant message addresses.

To communicate with local contacts in Microsoft Outlook using the client, local contacts must have the relevant details. To send instant messages to contacts, local contacts must have an instant message address. To call contacts in Microsoft Outlook, local contacts must have phone numbers.

Chat History in Microsoft Outlook

Applies to: Cisco Jabber for Windows

This feature is available in the following versions of the client:

Version of Cisco Jabber for Windows	Supported Servers
10.6	Microsoft Exchange 2013 Microsoft Exchange 2010
11.0	Microsoft Office 365 Microsoft Exchange 2013 Microsoft Exchange 2010

You can enable the client to automatically save chat histories to a **Cisco Jabber Chats** folder in the user's Microsoft Outlook application. When a user closes a chat window, the client saves the IM conversation to the Exchange server.

To enable the feature, you must:

- 1 Set the EnableSaveChatHistoryToExchange parameter to true in the `jabber-config.xml` file.
- 2 (optional) Set up a method to authenticate users to the Exchange server. If you don't specify an authentication method, then users can authenticate directly from the **Outlook** tab in the **Options** menu of their clients.
- 3 Specify the method for determining which server to use.

For more information about all of the parameters that are needed to enable this feature, see the *Parameters Reference Guide*.

Related Topics

[Options Parameters, Cisco Jabber 11.0 Parameters Reference Guide](#)

Limitations for Saving Chat History to an Outlook Folder

This feature can only be enabled if users have a Cisco Unified Communications Manager account.

Limitations with Authentication Methods over Cisco Expressway for Mobile and Remote Access

If you are enabling this feature for users connecting via the Expressway for Mobile and Remote Access, the following limitations apply:

- If the client detects that the user is connecting via the Expressway, then the client uses the External Server option for the Exchange connection. If the external server is not set, then it uses the internal server.
- If the client detects that the user is not connecting via the Expressway, then the client uses the Internal Server option for the Exchange connection. If the internal server is not set, the client uses the external server.

- However, if either the internal or external server is set, but for some reason Cisco Jabber can't connect to it, the client doesn't revert to using the other server.

Authentication Modes

You must set up a method of authentication for the client to authenticate with the Exchange server. When authentication is complete, the client has access to the Exchange server which allows saving chat histories to a folder in Outlook.

If you do not specify an authentication method, then users must manually input their Exchange credentials in the Outlook tab in the client.

Authenticate Using Single Sign On for the Operating System

Applies to Cisco Jabber for Windows only.

The client uses the account details of the logged in user to authenticate with the Exchange server. This authentication method uses the Windows NT Lan Manager (NTLM) security protocol.



Note

Do not use this authentication method if some users share the same Windows account. The client authenticates with the account on the Operating System, and not with the user who is logged in to Cisco Jabber. For example, User A logs onto a Windows machine and then logs into Cisco Jabber for a morning shift. When the shift is done, Jabber is reset and User B logs into the client for the afternoon shift. Because User A is logged into the Windows account, then the chat messages from User B are saved in the Outlook account for User A.

Before You Begin

Users and their computers must use domains. Authentication using single sign on does not work if users are local Windows users.

Procedure

In the `jabber-config.xml` file, set the `ExchangeAuthenticateWithSystemAccount` parameter to `true`.

Authenticate by Synching Credentials

You can sync the Exchange credentials with another set of credentials for users, such as the Cisco Unified Communications Manager IM and Presence credentials. Using this method, the client uses the credentials to authenticate to the Exchange server.

Procedure

Step 1 In the `jabber-config.xml` file, configure the `Exchange_UseCredentialsFrom` parameter.

Step 2 Define the value of the parameter as the service that you want used to sync credentials. For example,

```
<Exchange_UseCredentialsFrom>CUCM</Exchange_UseCredentialsFrom>.
```

In this example, Cisco Unified Communications Manager is defined as the service which provides the Exchange server with credentials for authentication.

Specify Server Addresses

After you enable an authentication method for the client to access the Exchange server, you must enable a method for the client to specify the Exchange server address.

If you do not specify server addresses, then users must manually enter the internal and external Exchange servers in the client, in the **Outlook > Advanced** tab of the **Options** menu.

Detect Server Addresses Automatically

Applies to Cisco Jabber for Windows only.

You can configure the client to automatically discover the Exchange servers based on users' domain. This domain is defined when you set up the authentication method by using the domain that was specified for the user's credentials.

Procedure

-
- Step 1** In the `jabber-config.xml` file, configure the `ExchangeAutodiscoverDomain` parameter.
- Step 2** Define the value of the parameter as the domain to discover the Exchange server.
The client uses the domain to search for the Exchange server at one of the following Web addresses:
`https://<domain>/autodiscover/autodiscover.svc`
`https://autodiscover.<domain>/autodiscover/autodiscover.svc`
-

Define Server Addresses

You can define the internal and external Exchange server addresses in the configuration file.

Procedure

-
- Step 1** In the `jabber-config.xml` file, configure the `InternalExchangeServer` and `ExternalExchangeServer` parameters.
- Step 2** Define the value of the parameters using the Exchange server addresses.
-

IBM Notes Contact Search and Calendar Integration

Applies to: Cisco Jabber for Windows

Cisco Jabber for Windows supports IBM Notes calendar integration in the Meetings tab of the client. Cisco Jabber also lets users search for and add local contacts from IBM Notes. To enable this integration with IBM Notes, you must set the following parameters:

- `EnableLocalAddressBookSearch=true`
- `EnableLotusNotesContactResolution=true`
- `CalendarIntegrationType=2`

The `CalendarIntegrationType` parameter can be overridden by users. To enable calendar integration and contact resolution with IBM Notes, users must ensure that the **Calendar integration** type on the Calendar tab of the **Options** window is set to **IBM Notes**.

**Note**

In order for users to be able to successfully add IBM Notes contacts to their contact lists, the Messaging ID field in IBM Notes must contain a valid value.

Contact Resolution for Incoming Calls

For incoming calls, Cisco Jabber for Windows does not search the address book in IBM Notes, therefore only the phone number for an IBM Notes contact shows in the call history. If Cisco Jabber users subsequently search for the contact associated with the phone number, the call history changes to show the contact's name instead of the phone number.

Custom Emoticons

Applies to: Cisco Jabber for Windows

You can add custom emoticons to Cisco Jabber for Windows by creating emoticon definitions in an XML file and saving it to the file system.

**Note**

To achieve optimal results, your custom emoticons should conform to the following guidelines:

- Dimensions: 17 x 17 pixels
- Transparent background
- PNG file format
- RGB colors

Procedure

- Step 1** Create a file named `emoticonDefs.xml` with any text editor.
- Step 2** Specify the emoticon definitions as appropriate in `emoticonDefs.xml`.
See *Emoticon Definitions* for more information on the structure and available parameters for `emoticonDefs.xml`.
- Step 3** Save and close `emoticonDefs.xml`.
- Step 4** Save `emoticonDefs.xml` in the appropriate directory on the file system.
Cisco Jabber for Windows loads emoticon definitions from the following directories on the file system.
 - The directory can differ depending on your operating system
 - For 32-bit operating systems:
 - Program Files\Cisco Systems\Cisco Jabber\Emoticons

- Program Files\Cisco Systems\Cisco Jabber\CustomEmoticons

- For 64-bit operating systems:

- Program Files(x86)\Cisco Systems\Cisco Jabber\Emoticons

- Program Files(x86)\Cisco Systems\Cisco Jabber\CustomEmoticons

The Emoticons folder contains the default emoticons for Cisco Jabber for Windows and the default emoticonDefs.xml.

The CustomEmoticons folder does not exist by default. Administrators can create this folder to contain custom emoticon definitions to include in organizational deployments.

Emoticons that you define in the CustomEmoticons folder take precedence over emoticon definitions in the default Emoticons folder.

- %USERPROFILE%\AppData\Roaming\Cisco\Unified Communications\Jabber\CSF\CustomEmoticons

This folder contains custom emoticon definitions for individual instances of Cisco Jabber for Windows.

Emoticons that you define in this directory take precedence over emoticon definitions in the CustomEmoticons folder in the installation directory.

Step 5 Restart Cisco Jabber for Windows.

Cisco Jabber for Windows loads the custom emoticon definitions in emoticonDefs.xml.



Remember

Custom emoticon definitions are available to users only if they are defined locally in emoticonDefs.xml. If you send custom emoticons to users who do not have the same emoticon definitions, those users receive the default keys, not the icons; for example:

- 1 User A defines a custom emoticon in emoticonDefs.xml.
The custom emoticon definition exists only on User A's local file system.
- 2 User A sends that custom emoticon to User B.
- 3 User B receives only the default key for the custom emoticon. User B does not receive the icon.

Emoticon Definitions

Cisco Jabber for Windows loads emoticon definitions from emoticonDefs.xml.

The following XML snippet shows the basic structure for the emoticon definitions file:

```
<emoticons>
  <emoticon defaultKey="" image="" text="" order="" hidden="">
    <alt></alt>
  </emoticon>
</emoticons>
```

The following table describes the elements and attributes for defining custom emoticons:

Element or attribute	Description
emoticons	This element contains all emoticon definitions.
emoticon	This element contains the definition of an emoticon.
defaultKey	<p>This attribute defines the default key combination that renders the emoticon.</p> <p>Specify any key combination as the value.</p> <p>This attribute is required.</p> <p>defaultKey is an attribute of the emoticon element.</p>
image	<p>This attribute specifies the filename of the emoticon image.</p> <p>Specify the filename of the emoticon as the value. The emoticon image must exist in the same directory as <code>emoticonDefs.xml</code>.</p> <p>This attribute is required.</p> <p>Cisco Jabber for Windows supports any icon that Internet Explorer can render, including <code>.jpeg</code>, <code>.png</code>, and <code>.gif</code>.</p> <p>image is an attribute of the emoticon element.</p>
text	<p>This attribute defines the descriptive text that displays in the Insert emoticon dialog box.</p> <p>Specify any string of unicode characters.</p> <p>This attribute is optional.</p> <p>text is an attribute of the emoticon element.</p>
order	<p>This attribute defines the order in which emoticons display in the Insert emoticon dialog box.</p> <p>Specify an ordinal number beginning from 1 as the value.</p> <p>order is an attribute of the emoticon element.</p> <p>This attribute is required. However, if the value of hidden is true this parameter does not take effect.</p>

Element or attribute	Description
hidden	<p>This attribute specifies whether the emoticon displays in the Insert emoticon dialog box.</p> <p>Specify one of the following as the value:</p> <p>true</p> <p>Specifies the emoticon does not display in the Insert emoticon dialog box. Users must enter the key combination to render the emoticon.</p> <p>false</p> <p>Specifies the emoticon displays in the Insert emoticon dialog box. Users can select the emoticon from the Insert emoticon dialog box or enter the key combination to render the emoticon. This is the default value.</p> <p>This attribute is optional.</p> <p>hidden is an attribute of the emoticon element.</p>
alt	<p>This element enables you to map key combinations to emoticons.</p> <p>Specify any key combination as the value.</p> <p>For example, if the value of defaultKey is :), you can specify :-) as the value of alt so that both key combinations render the same emoticon.</p> <p>This element is optional.</p>

**Remember**

The default emoticons definitions file contains the following key combinations that enable users to request calls from other users:

- :callme
- :telephone

These key combinations send the callme emoticon, or communicon. Users who receive this emoticon can click the icon to initiate an audio call. You should include these key combinations in any custom emoticons definition file to enable the callme emoticon.

Emoticon Definition Example

```
<emoticons>
  <emoticon defaultKey=":)" image="Emoticons_Smiling.png" text="Smile" order="1">
    <alt>:-)</alt>
    <alt>^ ^</alt>
  </emoticon>
  <emoticon defaultKey=":((" image="Emoticons_Frowning.png" text="Frown" order="2">
    <alt>:-(</alt>
  </emoticon>
</emoticons>
```

Cisco Jabber Features for Mac

Persistent Chat Room Support

Cisco Jabber for Mac provides support for persistent chat rooms as follows:

- Users can participate in persistent chat rooms
- Users can carry out text searches within the persistent chat rooms

For more information, see *Configure Persistent Chat* section.

Local Contacts in Mac Address Book

Cisco Jabber allows users search for and add local contacts in the Mac Address book.

To search for local contacts in Mac Address book with the client, users must install the Address Book plug-in:

- 1 Select **Jabber > Install Mac Address Book Plug-In**.

To enable the Address Book plug-in:

- 1 Select **Jabber > Preferences > General > Enable "Mac Address Plug-in"**.
- 2 Restart the client for this to take effect.

To communicate with local contacts in Mac Address book using the client, local contacts must have the relevant details. To send instant messages to contacts, local contacts must have an instant message address. To call contacts in Mac Address book, local contacts must have phone numbers.

Cisco Jabber for Android and iOS

Call Park

Applies to: Cisco Jabber for Android, Cisco Jabber for iOS

You can use call park to place a call on hold and pick it up from another phone in a Cisco Unified Communication Manager system. Call park must be enabled and extension numbers must be defined on each Cisco Unified Communication Manager node in a cluster. You can define either a single directory number or a range of directory numbers for use as call park extension numbers.

Complete the following tasks to enable call park. For detailed instructions, see the *Feature Configuration Guide for Cisco Unified Communications Manager*.

Procedure

	Command or Action	Purpose
Step 1	Configure cluster wide call park	[Optional] Configure call park for the entire cluster, or use the procedure in Step 3 to configure call park on individual nodes within the cluster.
Step 2	Configure a partition	Create a partition to add a call park number.
Step 3	Configure a call park number	Configure a call park number to use call park across nodes in a cluster. You can define either a single directory number or a range of directory numbers for use as call park extension numbers. You can park only one call at each call park extension number.

Set Up Cisco Unified Communications Manager to Support Dial via Office

To set up Cisco Unified Communications Manager to support Dial via Office-Reverse (DvO-R), perform the following procedures:

- 1 Complete one or both of the following procedures.
 - *Set Up Enterprise Feature Access Number*
 - *Set Up Mobility Profile*
- 2 Complete the *Verify Device COP File Version* procedure.
- 3 If necessary, create application dial rules to allow the system to route calls to the Mobile Identity phone number to the outbound gateway. Ensure that the format of the Mobile Identity phone number matches the application dial rules.

Set Up Enterprise Feature Access Number

Use this procedure to set up an Enterprise Feature Access Number for all Cisco Jabber calls that are made using Dial via Office-Reverse.

The Enterprise Feature Access Number is the number that Cisco Unified Communications Manager uses to call the mobile phone and the dialed number unless a different number is set up in Mobility Profile for this purpose.

Before You Begin

- Reserve a Direct Inward Dial (DID) number to use as the Enterprise Feature Access Number (EFAN). This procedure is optional if you already set up a mobility profile.
- Determine the required format for this number. The exact value you choose depends on the phone number that the gateway passes (for example, 7 digits or 10 digits). The Enterprise Feature Access Number must be a routable number.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **Call Routing > Mobility > Enterprise Feature Access Number Configuration**.
- Step 3** Select **Add New**.
- Step 4** In the **Number** field, enter the Enterprise Feature Access number.
Enter a DID number that is unique in the system.

To support dialing internationally, you can prepend this number with \+.
- Step 5** From the **Route Partition** drop-down list, choose the partition of the DID that is required for enterprise feature access.
This partition is set under **System > Service Parameters**, in the **Clusterwide Parameters (System - Mobility)** section, in the **Inbound Calling Search Space for Remote Destination** setting. This setting points either to the Inbound Calling Search Space of the Gateway or Trunk, or to the Calling Search Space assigned on the **Phone Configuration** window for the device.

If the user sets up the DvO Callback Number with an alternate number, ensure that you set up the trunk Calling Search Space (CSS) to route to destination of the alternate phone number.
- Step 6** In the **Description** field, enter a description of the Mobility Enterprise Feature Access number.
- Step 7** (Optional) Check the **Default Enterprise Feature Access Number** check box if you want to make this Enterprise Feature Access number the default for this system.
- Step 8** Select **Save**.
-

Set Up Mobility Profile

Use this procedure to set up a mobility profile for Cisco Jabber devices. This procedure is optional if you already set up an Enterprise Feature Access Number.

Mobility profiles allow you to set up the Dial via Office-Reverse settings for a mobile client. After you set up a mobility profile, you can assign it to a user or to a group of users, such as the users in a region or location.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **Call Routing > Mobility > Mobility Profile**.
- Step 3** In the **Mobility Profile Information** section, in the **Name** field, enter a descriptive name for the mobility profile.
- Step 4** In the **Dial via Office-Reverse Callback** section, in the **Callback Caller ID** field, enter the caller ID for the callback call that the client receives from Cisco Unified Communications Manager.
- Step 5** Click **Save**.
-

Verify Device COP File Version

Use the following procedure to verify that you are using the correct device COP file for this release of Cisco Jabber.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **Device > Phone**.
 - Step 3** Click **Add New**.
 - Step 4** From the **Phone Type** drop-down list, choose **Cisco Dual Mode for iPhone**.
 - Step 5** From the **Phone Type** drop-down list, choose **Cisco Dual Mode for Android**.
 - Step 6** Click **Next**.
 - Step 7** Scroll down to the Product Specific Configuration Layout section, and verify that you can see the **Video Capabilities** drop-down list.
If you can see the **Video Capabilities** drop-down list, the COP file is already installed on your system.
If you cannot see the **Video Capabilities** drop-down list, locate and download the correct COP file.
-

Prerequisite for All Clients

- On-premises Deployment
- Cisco Unified Communications Manager 9.x and higher

Dial via Office

Applies to: Cisco Jabber for Android, Cisco Jabber for iOS



Important

The following features are not supported if the Dial via Office-Reverse (DvO-R) feature is enabled:

- URI dialing
- Secure Phone

User-controlled voicemail avoidance, which can be used in conjunction with the DvO feature, is available only on Cisco Unified Communications Manager release 9.0 and later. Timer-controlled voicemail avoidance is available on Cisco Unified Communications Manager release 6.0 and later.

You can make DvO-R calls over Expressway for Mobile and Remote Access when you are outside corporate network. DvO-R is supported on Cisco Expressway X8.7 and Cisco Unified Communications Manager 11.0(1a)SU1.

The DvO feature allows users to initiate Cisco Jabber outgoing calls with their work number using the mobile voice network for the device.




Cisco Jabber supports DvO-R (DvO-Reverse) calls, which works as follows:

- 1 User initiates a DvO-R call.
- 2 The client notifies Cisco Unified Communications Manager to call the mobile phone number.
- 3 Cisco Unified Communications Manager calls and connects to the mobile phone number.
- 4 Cisco Unified Communications Manager calls and connects to the number that the user dialed.
- 5 Cisco Unified Communications Manager connects the two segments.
- 6 The user and the called party continue as with an ordinary call.

Incoming calls use either Mobile Connect or the Voice over IP, depending on which Calling Options the user sets on the client. Dial via Office does not require Mobile Connect to work. However, we recommend that you enable Mobile Connect to allow the native mobile number to ring when someone calls the work number. From the Cisco Unified Communications Manager user pages, users can enable and disable Mobile Connect, and adjust Mobile Connect behavior using settings (for example, the time of day routing and Delay Before Ringing Timer settings). For information about setting up Mobile Connect, see the *Set Up Mobile Connect* topic.

The following table describes the calling methods used for incoming and outgoing calls. The calling method (VoIP, Mobile Connect, DvO-R, or native cellular call) varies depending on the selected Calling Options and the network connection.

Table 1: Calling Methods used with Calling Options over Different Network Connections

Connection	Calling Options					
	Voice over IP		Mobile Voice Network		Autoselect	
 Corporate Wi-Fi	Outgoing: VoIP	Incoming: VoIP	Outgoing: DvO-R	Incoming: Mobile Connect	Outgoing: VoIP	Incoming: VoIP
 Noncorporate Wi-Fi					Outgoing: DvO-R	Incoming: Mobile Connect
 Mobile Network (3G, 4G)						
Phone Services are not registered	Outgoing Native Cellular Call					
	Incoming Mobile Connect					

To set up Dial via Office-Reverse (DvO-R), you must do the following:

- 1 Set up the Cisco Unified Communications Manager to support DvO-R. See the *Set Up Cisco Unified Communications Manager to Support DvO* topic for more information.
- 2 Enable DvO on each Cisco Dual Mode for iPhone device. See the *Set Up Dial via Office for Each Device* topic for more information.
- 3 Enable DvO on each Cisco Dual Mode for Android device. See the *Set Up Dial via Office for Each Device* topic for more information.

Set Up Dial via Office for Each Device

Use the following procedures to set up Dial via Office - Reverse for each TCT device.

Use the following procedures to set up Dial via Office - Reverse for each BOT device.

- 1 Add a Mobility Identity for each user.
- 2 Enable Dial via Office on each device.
- 3 If you enabled Mobile Connect, verify that Mobile Connect works. Dial the desk phone extension and check that the phone number that is specified in the associated Mobile Identity rings.

Add Mobility Identity

Use this procedure to add a mobility identity to specify the mobile phone number of the mobile device as the destination number. This destination number is used by features such as Dial via Office or mobile connect.

You can specify only one number when you add a mobility identity. If you want to specify an alternate number such as a second mobile phone number for a mobile device, you can set up a remote destination. The mobility identity configuration characteristics are identical to those of the remote destination configuration.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Navigate to the device that you want to configure as follows:
 - a) Select **Device > Phone**.
 - b) Search for the device that you want to configure.
 - c) Select the device name to open the **Phone Configuration** window.
 - Step 3** In the **Associated Mobility Identity** section, select **Add a New Mobility Identity**.
 - Step 4** Enter the mobile phone number as the destination number.

You must be able to rout this number to an outbound gateway. Generally, the number is the full E.164 number.

Note If you enable the Dial via Office — Reverse feature for a user, you must enter a destination number for the user's mobility identity.

If you enable Dial via Office — Reverse and leave the destination number empty in the mobility identity:

- The phone service cannot connect if the user selects the **Autoselect** calling option while using a mobile data network and VPN.
- The phone service cannot connect if the user selects the **Mobile Voice Network** calling option on any type of network.
- The logs do not indicate why the phone service cannot connect.

Step 5 Enter the initial values for call timers.

These values ensure that calls are not routed to the mobile service provider voicemail before they ring in the client on the mobile device. You can adjust these values to work with the end user's mobile network. For more information, see the online help in Cisco Unified Communications Manager.

The following is an example of mobility Identity timers' information in Cisco Unified Communications Manager 9.x.

Setting	Suggested Initial Value
Answer Too Soon Timer	3000
Answer Too Late Timer	20000
Delay Before Ringing Timer	0 Note This setting does not apply to DvO-R calls.

The following is an example of mobility Identity timers' information in Cisco Unified Communications Manager 10.x.

Setting	Suggested Initial Value
Wait * before ringing this phone when my business line is dialed.*	0.0 seconds
Prevent this call from going straight to this phone's voicemail by using a time delay of * to detect when calls go straight to voicemail.*	3.0 seconds
Stop ringing this phone after * to avoid connecting to this phone's voicemail.*	20.0 seconds

Step 6 Do one of the following:

- Cisco Unified Communications Manager release 9 or earlier — Check the **Enable Mobile Connect** check box.

- Cisco Unified Communications Manager release 10 — Check the **Enable Single Number Reach** check box.

Step 7 If you are setting up the Dial via Office feature, in the Mobility Profile drop-down list, select one of the following options.

Option	Description
Leave blank	Choose this option if you want users to use the Enterprise Feature Access Number (EFAN).
Mobility Profile	Choose the mobility profile that you just created if you want users to use a mobility profile instead of an EFAN.

Step 8 Set up the schedule for routing calls to the mobile number.

Step 9 Select **Save**.

Enable Dial via Office on Each Device

Use this procedure to enable Dial via Office on each device.

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Navigate to the device that you want to configure as follows:

- Select **Device > Phone**.
- Search for the device that you want to configure.
- Select the device name to open the **Phone Configuration** window.

Step 3 In the **Device Information** section, check the Enable Cisco Unified Mobile Communicator check box.

Step 4 In the **Protocol Specific Information** section, in the **Rerouting Calling Search Space** drop-down list, select a Calling Search Space (CSS) that can route the call to the DvO callback number.

Step 5 In the **Product Specific Configuration Layout** section, set the **Dial via Office** drop-down list to **Enabled**.

Step 6 Select **Save**.

Step 7 Select **Apply Config**.

Step 8 Instruct the user to sign out of the client and then to sign back in again to access the feature.

Note DVO enabled devices may encounter issues registering with Cisco Unified Communications Manager. Resetting the device from the Cisco Unified Communications Manager administrative interface fixes this issue.

What to Do Next

Test this feature.

Mobile Connect

Applies to: Cisco Jabber for Android, Cisco Jabber for iOS

Mobile connect, formerly known as Single Number Reach (SNR), allows the native mobile phone number to ring when someone calls the work number if:

- Cisco Jabber is not available—After Cisco Jabber becomes available again and connects to the corporate network, Cisco Unified Communications Manager returns to placing VoIP calls rather than using mobile connect.
- The user selects the **Mobile Voice Network** calling option.
- The user selects the **Autoselect** calling option and the user is outside of the Wi-Fi network.

Procedure

	Command or Action	Purpose
Step 1	Enable Mobile Connect, on page 230	
Step 2	Add Mobility Identity, on page 227	To configure the mobile device phone number.
Step 3	Add Remote Destination (Optional), on page 232	To configure an alternate phone number.
Step 4	Test your settings.	<ul style="list-style-type: none"> • Exit Cisco Jabber on the mobile device. • Call the Cisco Jabber extension from another phone. • Verify that the native mobile network phone number rings and that the call connects when you answer it.

Enable Mobile Connect

Use the following procedure to enable mobile connect for an end user.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Search for and delete any existing remote destination or mobility Identity that is already set up with the mobile phone number as follows:
- a) Select **Device > Remote Destination**.
 - b) Search for the destination number.
 - c) Delete the destination number.
- Step 3** Configure the end user for mobile connect as follows:

- a) Select **User Management > End User**.
- b) Search for the end user.
- c) Select the user id to open the **End User Configuration** window.
- d) In the Mobility Information section, check the **Enable Mobility** check box.
- e) On Cisco Unified Communications Manager Release 9.0 and earlier, specify the Primary User Device.
- f) Select **Save**.

Step 4 Configure the device settings for mobile connect as follows:

- a) Navigate to **Device > Phone**.
- b) Search for the device that you want to configure.
- c) Select the device name to open the **Phone Configuration** window.
- d) Enter the following information:

Setting	Information
Softkey Template	Choose a softkey template that includes the Mobility button. For information about setting up softkey templates, see the related information in the <i>Cisco Unified Communications Manager Administration Guide</i> for your release. This documentation can be found in the maintenance guides list.
Mobility User ID	Select the user.
Owner User ID	Select the user. The value must match the mobility user ID.
Rerouting Calling Search Space	Choose a Rerouting Calling Search Space that includes both of the following: <ul style="list-style-type: none"> • The partition of the desk phone extension of the user. This requirement is used by the system to provide the Dial via Office feature, not for routing calls. • A route to the mobile phone number. The route to the mobile phone number (that is, the Gateway/Trunk partition) must have a higher preference than the partitions of the enterprise extension that is associated with the device. <p>Note Cisco Jabber allows users to specify a callback number for Dial via Office-Reverse calls that is different from the mobile phone number of the device, and the Rerouting Calling Search Space controls which callback numbers are reachable.</p> <p>If the user sets up the DvO Callback Number with an alternate number, ensure that you set up the trunk Calling Search Space (CSS) to route to destination of the alternate phone number.</p>

- e) Select **Save**.

Add Remote Destination (Optional)

Use this procedure to add a remote destination to specify any alternate number as the destination number. The Mobility Identity configuration characteristics are identical to those of the remote destination configuration.

Alternate numbers can be any type of phone number, such as home phone numbers, conference room numbers, desk phone numbers, or multiple mobile phone numbers for additional mobile devices. You can add more than one remote destination.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Navigate to the device that you want to configure as follows:
- Select **Device > Phone**.
 - Search for the device that you want to configure.
 - Select the device name to open the **Phone Configuration** window.
- Step 3** In the **Associated Remote Destinations** section, select **Add a New Remote Destination**.
- Step 4** Enter the desired phone number as the Destination Number.
You must be able to route the number to an outbound gateway. Generally, the number is the full E.164 number.
- Step 5** Enter the initial values for the following call timers:
- Answer Too Soon Timer**—Enter 3000
 - Answer Too Late Timer**—Enter 20000
 - Delay Before Ringing Timer**—0
This setting does not apply to DvO-R calls.
- These values ensure that calls are not routed to the mobile service provider voicemail before they ring in the client on the mobile device. For more information, see the online help in Cisco Unified Communications Manager.
- Step 6** Do one of the following:
- If you have Cisco Unified Communications Manager Version 9 or earlier, check the **Enable Mobile Connect** check box.
 - If you have Cisco Unified Communications Manager Version 10, check the **Enable Single Number Reach** check box.
- Step 7** Set up the schedule for routing calls to the mobile number.
- Step 8** Select **Save**.
-

Move to Mobile

Applies to: Cisco Jabber for Android, Cisco Jabber for iOS

Users can transfer an active VoIP call from Cisco Jabber to their mobile phone number on the mobile network. This feature is useful when a user on a call leaves the Wi-Fi network (for example, leaving the building to walk out to the car), or if there are voice quality issues over the Wi-Fi network.

There are two ways to enable this feature. You can also disable it.

Implementation Method	Description	Instructions
Handoff DN	<p>The mobile device calls Cisco Unified Communications Manager using the mobile network.</p> <p>This method requires a Direct Inward Dial (DID) number.</p> <p>The service provider must deliver the DID digits exactly as configured. Alternately, for Cisco IOS gateways with H.323 or SIP communication to Cisco Unified Communications Manager, you can use Cisco IOS to manipulate the inbound called-party number at the gateway, presenting the digits to Cisco Unified Communications Manager exactly as configured on the handoff DN.</p> <p>This method does not work for iPod Touch devices.</p>	See the <i>Enable Handoff from VoIP to Mobile Network</i> topic.
Mobility Softkey	Cisco Unified Communications Manager calls the phone number of the PSTN mobile service provider for the mobile device.	See the <i>Enable Transfer from VoIP to Mobile Network</i> topic.
None of the above	Disable this feature if you do not want to make it available to users.	<p>Select Disabled for the Transfer to Mobile Network option in the Product Specific Configuration Layout section of the TCT device page.</p> <p>Select Disabled for the Transfer to Mobile Network option in the Product Specific Configuration Layout section of the BOT device page.</p>

Enable Handoff from VoIP to Mobile Network

Set up a directory number that Cisco Unified Communications Manager can use to hand off active calls from VoIP to the mobile network. Match the user's caller ID with the Mobility Identity to ensure that Cisco Unified Communications Manager can recognize the user. Set up the TCT device and mobile device to support handoff from VoIP to the mobile network.

Set up a directory number that Cisco Unified Communications Manager can use to hand off active calls from VoIP to the mobile network. Match the user's caller ID with the Mobility Identity to ensure that Cisco Unified Communications Manager can recognize the user. Set up the BOT device and mobile device to support handoff from VoIP to the mobile network.

Set Up Handoff DN

Before You Begin

Determine the required values. The values that you choose depend on the phone number that the gateway passes (for example, seven digits or ten digits).

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **Call Routing > Mobility > Handoff Configuration**.
- Step 3** Enter the Handoff Number for the Direct Inward Dial (DID) number that the device uses to hand off a VoIP call to the mobile network.
- The service provider must deliver the DID digits exactly as configured. Alternately, for Cisco IOS gateways with H.323 or SIP communication to Cisco Unified Communications Manager, you can use Cisco IOS to manipulate the inbound called-party number at the gateway, presenting the digits to Cisco Unified Communications Manager exactly as configured on the handoff number.
- Note** You cannot use translation patterns or other similar manipulations within Cisco Unified Communications Manager to match the inbound DID digits to the configured Handoff DN.
- Step 4** Select the **Route Partition** for the handoff DID.
- This partition should be present in the Remote Destination inbound Calling Search Space (CSS), which points to either the Inbound CSS of the Gateway or Trunk, or the Remote Destination CSS.
- This feature does not use the remaining options on this page.
- Step 5** Select **Save**.
-

Match Caller ID with Mobility Identity

To ensure that only authorized phones can initiate outbound calls, calls must originate from a phone that is set up in the system. To do this, the system attempts to match the caller ID of the requesting phone number with an existing Mobility Identity. By default, when a device initiates the Handoff feature, the caller ID that is passed from the gateway to Cisco Unified Communications Manager must exactly match the Mobility Identity number that you entered for that device.

However, your system may be set up such that these numbers do not match exactly. For example, Mobility Identity numbers may include a country code while caller ID does not. If so, you must set up the system to recognize a partial match.

Be sure to account for situations in which the same phone number may exist in different area codes or in different countries. Also, be aware that service providers can identify calls with a variable number of digits, which may affect partial matching. For example, local calls may be identified using seven digits (such as 555 0123) while out-of-area calls may be identified using ten digits (such as 408 555 0199).

Before You Begin

Set up the Mobility Identity. See the *Add Mobility Identity* topic.

To determine whether you need to complete this procedure, perform the following steps. Dial in to the system from the mobile device and compare the caller ID value with the Destination Number in the Mobility Identity. If the numbers do not match, you must perform this procedure. Repeat this procedure for devices that are issued in all expected locales and area codes.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **System > Service Parameters**.
 - Step 3** Select the active server.
 - Step 4** Select the **Cisco CallManager (Active)** service.
 - Step 5** Scroll down to the **Clusterwide Parameters (System - Mobility)** section.
 - Step 6** Select **Matching Caller ID with Remote Destination** and read essential information about this value.
 - Step 7** Select **Partial Match for Matching Caller ID with Remote Destination**.
 - Step 8** Select **Number of Digits for Caller ID Partial Match** and read the essential requirements for this value.
 - Step 9** Enter the required number of digits to ensure partial matches.
 - Step 10** Select **Save**.
-

Set Up User and Device Settings for Handoff

Before You Begin

- Set up the user device on the Cisco Unified Communications Manager.
- Set up the user with a Mobility Identity.

Procedure

-
- Step 1** In the **Cisco Unified CM Administration** interface, go to the TCT Device page, and select **Use Handoff DN Feature** for the **Transfer to Mobile Network** option.
Do not assign this method for iPod Touch devices. Use the Mobility Softkey method instead.
 - Step 2** In the **Cisco Unified CM Administration** interface, go to the BOT Device page, and select **Use Handoff DN Feature** for the **Transfer to Mobile Network** option.
 - Step 3** On the iOS device, tap **Settings > Phone > Show My Caller ID** to verify that Caller ID is on.
 - Step 4** On some Android device and operating system combinations, you can verify that the Caller ID is on. On the Android device, open the Phone application and tap **Menu > Call Settings > Additional settings > Caller ID > Show Number**.
 - Step 5** Test this feature.
-

Enable Transfer from VoIP to Mobile Network

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** For system-level settings, check that the Mobility softkey appears when the phone is in the connected and on-hook call states.
- a) Select **Device > Device Settings > Softkey Template**.
 - b) Select the same softkey template that you selected when you configured the device for Mobile Connect.
 - c) In the **Related Links** drop-down list at the upper right, select **Configure Softkey Layout** and select **Go**.
 - d) In the call state drop-down list, select the On Hook state and verify that the Mobility key is in the list of selected softkeys.
 - e) In the call state drop-down list, select the Connected state and verify that the Mobility key is in the list of selected softkeys.
- Step 3** Navigate to the device that you want to configure as follows:
- a) Select **Device > Phone**.
 - b) Search for the device that you want to configure.
 - c) Select the device name to open the **Phone Configuration** window.
- Step 4** For the per-user and per-device settings in Cisco Unified Communications Manager, set the specific device to use the Mobility softkey when the device transfers calls to the mobile voice network. Ensure that you have set up both Mobility Identity and Mobile Connect for the mobile device. After the transfer feature is working, users can enable and disable Mobile Connect at their convenience without affecting the feature. If the device is an iPod Touch, you can configure a Mobility Identity using an alternate phone number such as the mobile phone of the user.
- a) Select the **Owner User ID** on the device page.
 - b) Select the **Mobility User ID**. The value usually matches that of the Owner User ID.
 - c) In the Product Specific Configuration Layout section, for the Transfer to Mobile Network option, select **Use Mobility Softkey** or **Use HandoffDN Feature**.
- Step 5** In the User Locale field, choose **English, United States**.
- Step 6** Select **Save**.
- Step 7** Select **Apply Config**.
- Step 8** Instruct the user to sign out of the client and then to sign back in again to access the feature.
-

What to Do Next

Test your settings by transferring an active call from VoIP to the mobile network.

Cisco Jabber for iOS, Android and Windows

Silent Monitoring and Call Recording

Applies to: Cisco Jabber for Windows, Cisco Jabber for Android, Cisco Jabber for iOS

This feature is supported for on-premises deployment and requires Cisco Unified Communications Manager 8.6.

Cisco Jabber for iPhone and iPad and Cisco Jabber for Android require Cisco Unified Communications Manager 11.0 or later.

You can set up extra audio path functions for devices such as silent monitoring and call recording.

To enable silent monitoring and call recording, see the *Monitoring and Recording* section of the *Cisco Unified Communications Manager Features and Services Guide* for step-by-step instructions.

Notes:

- Cisco Jabber does not provide any interface to begin silent monitoring or call recording. Use the appropriate software to silently monitor or record calls.
- Cisco Jabber does not currently support monitoring notification tone or recording notification tone.
- You can use silent monitoring and call recording functionality only. Cisco Jabber does not support other functionality such as barging or whisper coaching.
- You might need to download and apply a device package to enable monitoring and recording capabilities on the device, depending on your version of Cisco Unified Communications Manager. Before you start configuring the server, do the following:

- 1 Open the **Phone Configuration** window for the device on which you plan to enable silent monitoring and call recording.
- 2 Locate the **Built In Bridge** field.

If the **Built In Bridge** field is not available on the **Phone Configuration** window, download and apply the most recent device packages.

Hunt Group

Applies to: All clients

A Hunt Group is a group of lines that are organized hierarchically, so that if the first number in the hunt group list is busy, the system dials the second number. If the second number is busy, the system dials the next number, and so on. Every hunt group has a pilot number that is also called as hunt pilot. A hunt pilot contains a hunt pilot number and an associated hunt list. Hunt pilots provide flexibility in network design. They work with route filters and hunt lists to direct calls to specific devices and to include, exclude, or modify specific digit patterns.

A hunt pilot number is the number that a user dials. A hunt list contains a set of line groups in a specific order. A line group comprises a group of directory numbers in a specific order. The order controls the progress of

the search for available directory numbers for incoming calls. A single-line group can appear in multiple hunt lists.

Cisco Unified Communications Manager identifies a call that is to be routed through a defined hunt list, Cisco Unified Communications Manager finds the first available device on the basis of the order of the line groups that a hunt list defines.

You can let a user log in to hunt groups by configuring EnableHuntGroup parameter. For more information, see the latest *Parameters Reference Guide for Cisco Jabber*.

Cisco Unified Communications Manager 9.x and later allows configuring of automatic log out of a hunt member when there is no answer. Once the user is logged out, the system displays a log out notification regardless of whether the user is auto logged out, manually logged out, or logged out by the Cisco Unified Communications Manager administrator.

Hunt group features supported by the Cisco Jabber clients:

Features	Mobile Clients	Desktop Clients
Log in to hunt group and log out of hunt group	Not supported	Supported
Call, answer, and decline	Supported	Supported

Line Group

A line group allows you to designate the order in which directory numbers are chosen. Cisco Unified Communications Manager distributes a call to an idle or available member of a line group based on the call distribution algorithm and on the Ring No Answer (RNA) Reversion timeout setting.

Users cannot pick up calls to a DN that belongs to a line group by using the directed call pickup feature.

Configure Line Group

Before You Begin

Configure directory numbers.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **Call Routing > Route/Hunt > Line Group**.
The **Find and List Line Groups** window opens.
 - Step 3** Select **Add New**.
The **Line Group Configuration** window opens.
 - Step 4** Enter settings in the **Line Group Information** section as follows:
 - 1 Specify a unique name in the **Line Group Name** field.
 - 2 Specify number of seconds for **RNA Reversion Timeout**.

3 Select a **Distribution Algorithm** to apply to the line group.

Step 5 Enter settings in the **Hunt Options** section as follows:

- Select a value for **No Answer** from the drop-down list.
- Select **Automatically Logout Hunt Member on No Answer** to configure auto logout of the hunt list.
- Select a value for **Busy** from the drop-down list.
- Select a value for **Not Available** from the drop-down list.

Step 6 In the **Line Group Member Information** section, you can do the following:

- Find directory numbers or route partitions to add to the line group.
- Reorder the directory numbers or route partitions in the line group.
- Remove directory numbers or route partitions from the line group.

Step 7 Select **Save**.

What to Do Next

Configure a hunt list and add the line group to the hunt list.

Hunt List

A hunt list contains a set of line groups in a specific order. A hunt list associates with one or more hunt pilots and determines the order in which those line groups are accessed. The order controls the progress of the search for available directory numbers for incoming calls.

A hunt list comprises a collection of directory numbers as defined by line groups. After Cisco Unified Communications Manager determines a call that is to be routed through a defined hunt list, Cisco Unified Communications Manager finds the first available device on the basis of the order of the line group(s) that a hunt list defines.

A hunt list can contain only line groups. Each hunt list should have at least one line group. Each line group includes at least one directory number. A single line group can appear in multiple hunt lists.



Note

The group call pickup feature and directed call pickup feature do not work with hunt lists.

Configure Hunt List

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Select **Call Routing > Route/Hunt > Hunt List**.
The **Find and Hunt List Groups** window opens.

- Step 3** Select **Add New**.
The **Hunt List Configuration** window opens.
- Step 4** Enter settings in the **Hunt List Information** section as follows:
- 1 Specify a unique name in the **Name** field.
 - 2 Enter a description for the Hunt List.
 - 3 Select a **Cisco Unified Communications Manager Group** from the drop-down list.
 - 4 The system selects **Enable this Hunt List** by default for a new hunt list when the hunt list is saved.
 - 5 If this hunt list is to be used for voice mail, select **For Voice Mail Usage**.
- Step 5** Select **Save** to add the hunt list.
-

What to Do Next

Add line groups to the hunt list.

Add Line Group to Hunt List

Before You Begin

You must configure line groups and configure a hunt list.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **Call Routing > Route/Hunt > Hunt List**.
The **Find and Hunt List Groups** window opens.
- Step 3** Locate the hunt list to which you want to add a line group.
- Step 4** To add a line group, select **Add Line Group**.
The **Hunt List Detail Configuration** window displays.
- Step 5** Select a line group from the **Line Group** drop-down list.
- Step 6** To add the line group, select **Save**.
- Step 7** To add additional line groups, repeat Step 4 to Step 6.
- Step 8** Select **Save**.
- Step 9** To reset the hunt list, select **Reset**. When the dialog box appears, select **Reset**.
-

Hunt Pilot

A hunt pilot comprises a string of digits (an address) and a set of associated digit manipulations that route calls to a hunt list. Hunt pilots provide flexibility in network design. They work in conjunction with route filters and hunt lists to direct calls to specific devices and to include, exclude, or modify specific digit patterns.

For more information about hunt pilots, see the *System Configuration Guide for Cisco Unified Communications Manager*.

For more detailed information on the configuration options for hunt pilots, see the relevant *Cisco Unified Communications Manager documentation*.

Configure Hunt Pilot

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **Call Routing > Route/Hunt > Hunt Pilot**.
The **Find and List Hunt Pilots** window opens.
 - Step 3** Select **Add New**.
The **Hunt Pilot Configuration** window opens.
 - Step 4** Enter the hunt pilot, including numbers and wildcards.
 - Step 5** Select a hunt list from the **Hunt List** drop-down list.
 - Step 6** Enter any additional configurations in the **Hunt Pilot Configuration** window. For more information on hunt pilot configuration settings, see the relevant Cisco Unified Communications Manager documentation.
 - Step 7** Select **Save**.
-

Cisco Jabber for iOS, Android and Mac

Flexible DSCP Values

Applies to: Cisco Jabber for Mac, Cisco Jabber for Android, Cisco Jabber for iOS

Flexible Differentiated Services Code Point (DSCP) allows you to specify different DSCP values to separate the audio and video streams on the network.

The EnableDSCPPacketMarking parameter is used to enable or disable DSCP packet marking in the client.

You can configure the DSCP values for audio calls, video calls, audio portion for video calls, and audio portion for telepresence calls separately. For better bandwidth management and to protect audio stream degradation, separate the audio stream from the higher-bandwidth video stream. This can help when the network is congested or the call quality is impacted.

DSCP values are configured on Cisco Unified Communications Manager. For more information, see the *Configure Flexible DSCP Marking and Video Promotion Policy* section of the *System Configuration Guide for Cisco Unified Communications Manager*.

Related Topics

[Configure Flexible DSCP Marking and Video Promotion Service Parameters](#)



Cisco Jabber Reference Information

- [Client Availability, page 243](#)
- [Protocol Handlers, page 244](#)
- [Define a Port Range on the SIP Profile, page 248](#)
- [Set DSCP Values, page 248](#)

Client Availability

Users can define whether their availability reflects their calendar events by setting an option to let others know they are in a meeting from the **Status** tab of the **Options** window from the client. This option synchronizes events in your calendar with your availability. The client only displays **In a meeting** availability for supported integrated calendars.

The client supports using two sources for the **In a meeting** availability:



Note

Cisco Jabber for mobile clients don't support this meeting integration.

- Microsoft Exchange and Cisco Unified Communication Manager IM and Presence Integration — Applies to on-premises deployments. The **Include Calendar information in my Presence Status** field in Cisco Unified Presence is the same as the **In a meeting** option in the client. Both fields update the same value in the Cisco Unified Communication Manager IM and Presence database.

If users set both fields to different values, then the last field that the user sets takes priority. If users change the value of the **Include Calendar information in my Presence Status** field while the client is running, the users must restart the client for those changes to apply.

- Cisco Jabber Client — Applies to on-premises and cloud-based deployments. You must disable Cisco Unified Communication Manager IM and Presence and Microsoft Exchange integration for the client to set the **In a meeting** availability. The client checks if integration between Cisco Unified Communication Manager IM and Presence and Microsoft Exchange is on or off. The client can only set availability if integration is off.

The following deployment scenarios describe how availability is created:

Deployment Scenario	You select In a meeting (according to my calendar)	You do not select In a meeting (according to my calendar)
You enable integration between Cisco Unified Communication Manager IM and Presence and Microsoft Exchange.	Cisco Unified Communication Manager IM and Presence sets availability status	Availability status does not change
You do not enable integration between Cisco Unified Communication Manager IM and Presence and Microsoft Exchange.	Client sets availability status	Availability status does not change
Cloud-based deployments	Client sets availability status	Availability status does not change

Additionally, the following table describes availability that is supported differently by each deployment scenarios:

Availability Enabled in the Client	Availability Enabled by Integrating Cisco Unified Communication Manager IM and Presence with Microsoft Exchange
Offline in a meeting availability is not supported.	Offline in a meeting availability is supported.
In a meeting availability is supported for non-calendar events.	In a meeting availability is not supported for non-calendar events.
Note Offline in a meeting availability refers to when the user is not logged in to the client but an event exists in the user's calendar. Non-calendar events refer to events that do not appear in the user's calendar, such as instant meetings, Offline , or On a call .	

Related Topics

[Calendar Integration](#), on page 212

Protocol Handlers

Cisco Jabber registers the following protocol handlers with the operating system to enable click-to-call or click-to-IM functionality from web browsers or other applications:

- XMPP: or XMPP://
Starts an instant message and opens a chat window in Cisco Jabber.
- IM: or IM://
Starts an instant message and opens a chat window in Cisco Jabber.

- TEL: or TEL://

Starts an audio or video call with Cisco Jabber.



Note

TEL is registered by Apple native phone. It cannot be used to cross launch Cisco Jabber for iPhone and iPad.

- CISCOTEL: or CISCOTEL://

Starts an audio or video call with Cisco Jabber.

- SIP: or SIP://

Starts an audio or video call with Cisco Jabber.

- CLICKTOCALL: or CLICKTOCALL://

Starts an audio or video call with Cisco Jabber.

Registry Entries for Protocol Handlers

To register as a protocol handler, the client writes to the following locations in the Microsoft Windows registry:

- HKEY_CLASSES_ROOT\tel\shell\open\command
- HKEY_CLASSES_ROOT\xmpp\shell\open\command
- HKEY_CLASSES_ROOT\im\shell\open\command

In the case where two or more applications register as handlers for the same protocol, the last application to write to the registry takes precedence. For example, if Cisco Jabber registers as a protocol handler for XMPP: and then a different application registers as a protocol handler for XMPP:, the other application takes precedence over Cisco Jabber.

Protocol Handlers on HTML Pages

You can add protocol handlers on HTML pages as part of the `href` attribute. When users click the hyperlinks that your HTML pages expose, the client performs the appropriate action for the protocol.

TEL and IM Protocol Handlers

Example of the TEL: and IM: protocol handlers on an HTML page:

```
<html>
  <body>
    <a href="TEL:1234">Call 1234</a><br/>
    <a href="IM:msmith@domain">Send an instant message to Mary Smith</a>
  </body>
</html>
```

In the preceding example, when users click the hyperlink to call 1234, the client starts an audio call to that phone number. When users click the hyperlink to send an instant message to Mary Smith, the client opens a chat window with Mary.

CISCOTEL and SIP Protocol Handlers

Example of the CISCOTEL and SIP protocol handlers on an HTML page:

```
<html>
  <body>
    <a href="CISCOTEL:1234">Call 1234</a><br/>
    <a href="SIP:msmith@domain">Call Mary</a><br/>
    <a href="CISCOTELCONF:msmith@domain;amckenzi@domain">Weekly conference call</a>
  </body>
</html>
```

In the preceding example, when users click the *Call 1234* or *Call Mary* hyperlinks, the client starts an audio call to that phone number.

XMPP Protocol Handlers

Example of a group chat using the XMPP: protocol handler on an HTML page:

```
<html>
  <body>
    <a href="XMPP:msmith@domain;amckenzi@domain">Create a group chat with Mary Smith and
    Adam McKenzie</a>
  </body>
</html>
```

In the preceding example, when users click the hyperlink to create a group chat with Mary Smith and Adam McKenzie, the client opens a group chat window with Mary and Adam.



Tip

Add lists of contacts for the XMPP: and IM: handlers to create group chats. Use a semi-colon to delimit contacts, as in the following example:

```
XMPP:user_a@domain.com;user_b@domain.com;user_c@domain.com;user_d@domain.com
```

Add Subject Lines and Body Text

You can add subject lines and body text to any of the protocol handlers so that when users click on the hyperlink to create a person-to-person or group chat, the client opens a chat window with pre-populated subject line and body text.

Subject and body text can be added in any of the following scenarios:

- Using any supported protocol handler for instant messaging on the client
- For either person-to-person chats or for group chats
- Including a subject and body text, or one or the other

In this example, when users click on the link below it opens a person-to-person chat window with a pre-populated body text of I.T Desk:

```
xmpp:msmith@domain?message;subject=I.T.%20Desk
```

In this example, when users click on the link below it opens a **Start Group Chat** dialog box with a topic of **I.T Desk**, and the input box for the chat window is pre-populated with the text Jabber 10.5 Query:

```
im:user_a@domain.com;user_b@domain.com;user_c@domain.com?message;subject=I.T.%20Desk;body=Jabber%2010.5%20Query
```

Protocol Handler Supported Parameters

Cross Launch for Mobile Clients

The Cisco Jabber for mobile clients provide you with the ability to return to a specified application. For example if you create a ciscotel URI link that dials a number, you can add in the application name as a parameter and when the call has completed the user is prompted to return to that application.

```
ciscotel://1234567?CrossLaunchBackSchema=SomeAppSchema&CrossLaunchBackAppName=SomeAppName
```

- **CrossLaunchBackAppName**—Users are prompted with the name of an application that Cisco Jabber cross launches back to when a call ends.
 - **none (default)**—No application in the dialog box.
 - **app_name**—The application name that is displayed in the dialog box.
- **CrossLaunchBackSchema**—Specifies the schema used when a call is ended.
 - **none (default)**—You stay in Cisco Jabber.
 - **schema**—The schema used to cross launch back the application.

Supported Separators

When creating a URI link for HTML pages, you can use a semi-colon to separate the characters. This is supported with the SIP, Tel, CiscoTel and ClickToCall protocol handlers. In the following example, the link will create a conference call with the two numbers:

```
tel:123;123
```

The IM protocol supports the semi-colon separator. In the following example, the link will create a group chat with the two participants:

```
im:participant1@example.com,participant2@example.com
```

DTMF Support

Enter DTMF in the IM Window

In the IM window of the client, you can enter a protocol handler including DTMF digits and the client will create a link that participants can use. The supported protocols are TEL, CISCOTEL, SIP, CLICKTOCALL, CISCOIM, IM, and XMPP. The supported parameters are numbers or SIP URIs. In the following example, the dial in number is 1800-123456, the PIN for entry is 5678#, using the TEL URI link this example creates a meeting link:

```
tel:1800123456,,,5678#
```

Enter DTMF in an Active Call

During a call, users can copy and paste DTMF digits into the call window of the client. Users can easily enter Meeting IDs, Attendee IDs, and PINs from their meetings invite. If you enter alpha numeric strings during an active call they are interpreted as the corresponding numbers on the keypad.

Supported DTMF Strings

A DTMF string can contain the following:

- 0 to 9
- #
- *
- Comma—meaning a one second delay (multiple commas are supported)
- a to z, A to Z—These characters are not supported when on an active call.

Invalid DTMF digits are ignored.

Define a Port Range on the SIP Profile

The client uses the port range to send RTP traffic across the network. The client divides the port range equally and uses the lower half for audio calls and the upper half for video calls. As a result of splitting the port range for audio media and video media, the client creates identifiable media streams. You can then classify and prioritize those media streams by setting DSCP values in the IP packet headers.

Procedure

-
- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **Device > Device Settings > SIP Profile**.
 - Step 3** Find the appropriate SIP profile or create a new SIP profile.
The **SIP Profile Configuration** window opens.
 - Step 4** Specify whether you want common or separate port ranges for audio and video. If you are separating your audio and video port ranges, provide audio and video ports. Specify the port range in the following fields:
 - **Start Media Port** — Defines the start port for media streams. This field sets the lowest port in the range.
 - **Stop Media Port** — Defines the stop port for media streams. This field sets the highest port in the range.
 - Step 5** Select **Apply Config** and then **OK**.
-

Set DSCP Values

Set Differentiated Services Code Point (DSCP) values in RTP media packet headers to prioritize Cisco Jabber traffic as it traverses the network.

Set DSCP Values on Cisco Unified Communications Manager

You can set DSCP values for audio media and video media on Cisco Unified Communications Manager. Cisco Jabber can then retrieve the DSCP values from the device configuration and apply them directly to the IP headers of RTP media packets.

**Restriction**

For later operating systems such as Microsoft Windows 7, Microsoft implements a security feature that prevents applications from setting DSCP values on IP packet headers. For this reason, you should use an alternate method for marking DSCP values, such as Microsoft Group Policy.

For more information on configuring flexible DSCP values, refer to [Configure Flexible DSCP Marking and Video Promotion Service Parameters](#).

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **System > Service Parameters**.
The **Service Parameter Configuration** window opens.
- Step 3** Select the appropriate server and then select the **Cisco CallManager** service.
- Step 4** Locate the **Clusterwide Parameters (System - QOS)** section.
- Step 5** Specify DSCP values as appropriate and then select **Save**.

Set DSCP Values with Group Policy

If you deploy Cisco Jabber for Windows on a later operating system such as Microsoft Windows 7, you can use Microsoft Group Policy to apply DSCP values.

Complete the steps in the following Microsoft support article to create a group policy: <http://technet.microsoft.com/en-us/library/cc771283%28v=ws.10%29.aspx>

You should create separate policies for audio media and video media with the following attributes:

Attributes	Audio Policy	Video Policy	Signaling Policy
Application name	CiscoJabber.exe	CiscoJabber.exe	CiscoJabber.exe
Protocol	UDP	UDP	TCP
Port number or range	Corresponding port number or range from the SIP profile on Cisco Unified Communications Manager.	Corresponding port number or range from the SIP profile on Cisco Unified Communications Manager.	5060 for SIP 5061 for secure SIP

Attributes	Audio Policy	Video Policy	Signaling Policy
DSCP value	46	34	24

Set DSCP Values on the Client

For some configurations, there is an option to enable differentiated services for calls in the Cisco Jabber for Mac client and Cisco Jabber for mobile clients.



Important

This option is enabled by default. Cisco recommends not disabling this option unless you are experiencing issues in the following scenarios:

- You can hear or see other parties, but you cannot be heard or seen
- You are experiencing unexpected Wi-Fi disconnection issues

Disabling differentiated service for calls may degrade audio and video quality.



Note

If EnableDSCPPacketMarking is configured as true or false, then the user cannot see **Enable Differentiated Service for Calls** in the Cisco Jabber clients.

Procedure

- Step 1** In Cisco Jabber for Mac, go to **Jabber > Preferences > Calls > Advanced** and select **Enable Differentiated Service for Calls**.
- Step 2** In Cisco Jabber for mobile clients, go to **Jabber > Settings > Audio and Video** and select **Enable Differentiated Service for Calls**.

Set DSCP Values on the Network

You can configure switches and routers to mark DSCP values in the IP headers of RTP media.

To set DSCP values on the network, you must identify the different streams from the client application.

- **Media Streams** — Because the client uses different port ranges for audio streams and video streams, you can differentiate audio media and video media based on those port range. Using the default port ranges in the SIP profile, you should mark media packets as follows:
 - Audio media streams in ports from 16384 to 24574 as EF
 - Video media streams in ports from 24575 to 32766 as AF41

- **Signaling Streams** — You can identify signaling between the client and servers based on the various ports required for SIP, CTI QBE, and XMPP. For example, SIP signaling between Cisco Jabber and Cisco Unified Communications Manager occurs through port 5060.

You should mark signaling packets as AF31.

