



## User Management

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## Jabber IDs

Cisco Jabber uses a Jabber ID to identify the contact information in the contact source.

The default Jabber ID is created using the user ID and the presence domain.

For example, Adam McKenzie has a user ID of `amckenzie`, his domain is `example.com` and his Jabber ID is `amckenzie@example.com`.

The following characters are supported in a Cisco Jabber user ID or email address:

- Uppercase characters (A to Z)
- Lowercase characters (a to z)
- Numbers (0-9)
- Period (.)
- Hyphen (-)
- Underscore (\_)
- Tilde (~)

When populating the contact list the client will search the contact source using the Jabber IDs to resolve the contacts and display the firstname, lastname, and any other contact information.

# IM Address Scheme

Cisco Jabber 10.6 and later supports multiple presence domain architecture models for on premises deployments when the domains are on the same presence architecture, for example users in example-us.com and example-uk.com. Cisco Jabber supports flexible IM Address Scheme using Cisco Unified Communications Manager IM and Presence 10.x or later. The IM Address scheme is the Jabber ID that identifies the Cisco Jabber users.

To support multi domain models, all components of the deployment require the following versions:

- Cisco Unified Communications IM and Presence server nodes and call control nodes version 10.x or later.
- All clients running on Windows, Mac, IOS and Android version 10.6 or later.

Only deploy Cisco Jabber with multiple domain architecture in the following scenarios:

- Cisco Jabber 10.6 or later is deployed as a new installation to all users in your organization on all platforms (Windows, Mac, IOS and Android, including Android based IP Phones such as the DX series).
- Before making any domain or IM address changes on the presence server, Cisco Jabber is upgraded to version 10.6 or later for all users on all platforms (Windows, Mac, IOS and Android, including Android based IP Phones such as the DX series).

The available IM address schemes in the Advanced Presence Settings are:

- UserID@[Default Domain]
- Directory URI

## UserID@[Default Domain]

The User ID field is mapped to an LDAP field. This is the default IM Address Scheme.

For example, user Anita Perez has an account name aperez and the User ID field is mapped to the sAMAccountName LDAP field. The address scheme used is aperez@example.com.

## Directory URI

The Directory URI is mapped to the **mail** or **msRTCSIP-primaryuseraddress** LDAP fields. This option provides a scheme that is independent of the user ID for authentication.

For example, user Anita Perez has an account name aperez, the mail field is Anita.Perez@domain.com, the address scheme used is Anita.Perez@domain.com.

# Service Discovery using Jabber IDs

Service discovery takes the Jabber ID entered in the format [userid]@[domain.com] and by default, extracts the domain.com portion of the Jabber ID to discover the services available. For a deployment where the presence domain is not the same as the service discovery domain, you can include the service discovery domain information during installation as follows:

- In Cisco Jabber for Windows this is done using the SERVICES\_DOMAIN command line argument.

- In Cisco Jabber for Mac, Cisco Jabber for Android, or Cisco Jabber for iPhone and iPad the service discovery domain can be set using the `ServicesDomain` parameter used with URL configuration.

## SIP URI

A SIP URI is associated with each user. The SIP URI can be an email address, an IMAddress, or a UPN.

The SIP URI is configured using the Directory URI field in Cisco Unified Communications Manager. These are the available options:

- mail
- msRTCSIP-primaryuseraddress

Users can search for contacts and dial contacts by entering a SIP URI.

## LDAP User ID

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

## User ID Planning for Federation

For federation, Cisco Jabber requires the contact ID or user ID for each user to resolve contacts during contact searches.

In the `jabber-config.xml` file you set the attribute for the user ID in the `SipUri BDISipUri` parameter. The default value is `msRTCSIP-PrimaryUserAddress`. If there is a prefix to remove from your user ID you can set a value in the `UriPrefix BDIUriPrefix` parameter.

## Proxy Addresses for User Contact Photos

Cisco Jabber accesses the photo server to retrieve contact photos. If your network configuration contains a Web Proxy, you need to ensure that Cisco Jabber can access the Photo Server.

## Authentication and Authorization

### Cisco Unified Communications Manager LDAP Authentication

LDAP authentication is configured on Cisco Unified Communications Manager to authenticate with the directory server.

When users sign in to the client, the presence server routes that authentication to Cisco Unified Communications Manager. Cisco Unified Communications Manager then proxies that authentication to the directory server.

## Cisco Webex Messenger Login Authentication

Cisco Webex Messenger authentication is configured using the Cisco Webex Administration tool.

When users sign in to the client, the information is sent to the Cisco Webex Messenger and an authentication token is sent back to the client.

## Single Sign-On Authentication

Single Sign on authentication is configured using an Identity Provider (IdP) and services.

When users sign in to the client, the information is sent to the IdP and once the credentials are accepted an authentication token is sent back to Cisco Jabber.

## Voicemail Authentication

Users need to exist on Cisco Unity Connection. Cisco Unity Connection supports multiple authentication types. If Cisco Unified Communications Manager and Cisco Unity Connection use the same authentication then we recommend that Cisco Jabber is configured to use the same credentials.

## Multiple Resource Login

All Cisco Jabber clients register with one of the following central IM and Presence Service nodes when a user logs in to the system. This node tracks availability, contact lists, and other aspects of the IM and Presence Service environment.

- On-Premises Deployments: Cisco Unified Communications Manager IM and Presence Service.
- Cloud Deployments: Cisco Webex.

This IM and Presence Service node tracks all of the registered clients associated with each unique network user in the following order:

1. When a new IM session is initiated between two users, the first incoming message is broadcast to all of the registered clients of the receiving user.
2. The IM and Presence Service node waits for the first response from one of the registered clients.
3. The first client to respond then receives the remainder of the incoming messages until the user starts responding using another registered client.
4. The node then reroutes subsequent messages to this new client.



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**Note** If there is no active resource when a user is logged into multiple devices, then priority is given to the client with the highest presence priority. If the presence priority is the same on all devices, then priority is given to the latest client the user logged in to.

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