



# Configuration and Installation Workflows

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## Purpose of Configuration Workflows

Configuration and installation workflows outline the processes to configure and install on-premises deployment. Before you deploy and install Cisco Jabber, see the Cisco Jabber Planning Guide at [Install and Upgrade Guides](#) to determine the deployment options that best suit your business needs.

## Prerequisites

- Installation servers must be started and active
- [Activate and Start Essential Services, on page 1](#)
- [Install Cisco Options Package File for Devices, on page 2](#)

## Activate and Start Essential Services

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

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- 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.

## 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.

- 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.
  - 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:
- Open the **Cisco Unified OS Administration** interface.
  - Select **Software Upgrades > Install/Upgrade**.
  - Specify the location of the COP file and provide the required information.
 

For more information, see the online help.
  - Select **Next**.
  - Select the device COP file.
  - Select **Next**.
  - Follow the instructions on the screen.
  - Select **Next**.
- Wait for the process to complete. This process can take some time.
- Reboot Cisco Unified Communications Manager at a time of low usage.
  - 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.

## Deployment and Installation Workflows

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### Full UC Deployment

#### Procedure

	Command or Action	Purpose
<b>Step 1</b>	Read the Cisco Jabber Planning Guide located at <a href="http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html">http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html</a> .	<ul style="list-style-type: none"> <li>• Choose your deployment scenario.</li> <li>• Review requirements to confirm that you meet them.</li> <li>• Review contact sources to determine which contact source you will use.</li> </ul>
<b>Step 2</b>	<a href="#">Create Default Service Profile</a>	Create a default service profile to add services.
<b>Step 3</b>	<a href="#">Contact Source</a>	Configure a contact source for your users.
<b>Step 4</b>	<a href="#">Configure Instant Messaging and Presence Service</a>	Set up the Cisco Unified Communications IM & Presence service.
<b>Step 5</b>	<a href="#">Configure Voicemail</a>	Set up voicemail for your users.
<b>Step 6</b>	<a href="#">Configure Webex Conferencing</a>	Set up conferencing with Webex Meetings Server.
<b>Step 7</b>	<a href="#">Configure CTI Service</a>	Set up a CTI service and provide Jabber with devices that are associated with users.
<b>Step 8</b>	<a href="#">Users</a>	Set up users for Jabber.
<b>Step 9</b>	<a href="#">Configure Softphone</a>	Set up softphone devices for users.
<b>Step 10</b>	<a href="#">Configure Deskphone Control</a>	Create deskphone devices and enable features.
<b>Step 11</b>	<a href="#">Configure Extend and Connect</a>	Set up options for users to extend calls to remote devices.
<b>Step 12</b>	<a href="#">Configure Service Discovery</a>	Choose a service discovery option for your users.

	Command or Action	Purpose
<b>Step 13</b>	<a href="#">Configure Certificate Validation</a>	Set up the required certificates for each server.
<b>Step 14</b>	<a href="#">Configure the Clients</a>	Choose what features to include in the client configuration files.
<b>Step 15</b>	<a href="#">Deploy Cisco Jabber Applications and Jabber Softphone for VDI</a>	Choose how to install the clients for your users.

## Jabber IM Only Deployment

### Procedure

	Command or Action	Purpose
<b>Step 1</b>	Read the Cisco Jabber Planning Guide located at <a href="http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html">http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html</a> .	<ul style="list-style-type: none"> <li>• Choose your deployment scenario.</li> <li>• Review requirements to confirm that you meet them.</li> <li>• Review contact sources to determine which contact source you will use.</li> </ul>
<b>Step 2</b>	<a href="#">Create Default Service Profile</a>	Create a default service profile to add services.
<b>Step 3</b>	<a href="#">Contact Source</a>	Configure a contact source for your users.
<b>Step 4</b>	<a href="#">Configure Instant Messaging and Presence Service</a>	Set up the Cisco Unified Communications IM & Presence service.
<b>Step 5</b>	<a href="#">Configure Webex Conferencing</a>	Set up conferencing with Webex Meetings Server.
<b>Step 6</b>	<a href="#">Users</a>	Set up users for Jabber.
<b>Step 7</b>	<a href="#">Configure Service Discovery</a>	Choose a service discovery option for your users.
<b>Step 8</b>	<a href="#">Configure Certificate Validation</a>	Set up the required certificates for each server.
<b>Step 9</b>	<a href="#">Configure the Clients</a>	Choose what features to include in the client configuration files.
<b>Step 10</b>	<a href="#">Deploy Cisco Jabber Applications and Jabber Softphone for VDI</a>	Choose how to install the clients for your users.

## Phone Only Mode Deployment

### Procedure

	Command or Action	Purpose
<b>Step 1</b>	Read the Cisco Jabber Planning Guide located at <a href="http://www.cisco.com/c/en/us/support/">http://www.cisco.com/c/en/us/support/</a>	<ul style="list-style-type: none"> <li>• Choose your deployment scenario.</li> </ul>

	Command or Action	Purpose
	<a href="#">unified-communications/jabber-windows/products-installation-guides-list.html</a> .	<ul style="list-style-type: none"> <li>Review requirements to confirm that you meet them.</li> <li>Review contact sources to determine which contact source you will use.</li> </ul>
<b>Step 2</b>	<a href="#">Create Default Service Profile</a>	Create a default service profile to add services.
<b>Step 3</b>	<a href="#">Configure Voicemail</a>	Set up voicemail for your users.
<b>Step 4</b>	<a href="#">Configure Webex Conferencing</a>	Set up conferencing with Webex Meetings Server.
<b>Step 5</b>	<a href="#">Configure CTI Service</a>	Set up a CTI service and provide Jabber with devices that are associated with users.
<b>Step 6</b>	<a href="#">Users</a>	Set up users for Jabber.
<b>Step 7</b>	<a href="#">Configure Softphone</a>	Set up softphone devices for users.
<b>Step 8</b>	<a href="#">Configure Service Discovery</a>	Choose a service discovery option for your users.
<b>Step 9</b>	<a href="#">Configure Certificate Validation</a>	Certificates are required for each service to which the Jabber clients connect.
<b>Step 10</b>	<a href="#">Configure the Clients</a>	Choose what features to include in the client configuration files.
<b>Step 11</b>	<a href="#">Deploy Cisco Jabber Applications and Jabber Softphone for VDI</a>	Choose how to install the clients for your users.

## Phone Mode with Contacts Deployment

### Procedure

	Command or Action	Purpose
<b>Step 1</b>	Read the Cisco Jabber Planning Guide located at <a href="http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html">http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html</a> .	<ul style="list-style-type: none"> <li>Confirm that you meet the requirements.</li> <li>Determine which contact sources you will use.</li> </ul>
<b>Step 2</b>	<a href="#">Create Default Service Profile</a>	Create a default service profile to add services.
<b>Step 3</b>	<a href="#">Contact Source</a>	Configure a contact source for your users.
<b>Step 4</b>	<a href="#">Manage Presence Settings</a>	Choose if your users have presence in the client.
<b>Step 5</b>	<a href="#">Disable Instant Message Settings</a>	Remove instant messaging for this phone mode with contacts deployment.
<b>Step 6</b>	<a href="#">Configure Voicemail</a>	Set up voicemail for your users.
<b>Step 7</b>	<a href="#">Configure Webex Conferencing</a>	Set up conferencing with Webex Meetings Server.

	<b>Command or Action</b>	<b>Purpose</b>
<b>Step 8</b>	<a href="#">Configure CTI Service</a>	Set up a CTI service and provide Jabber with devices that are associated with users.
<b>Step 9</b>	<a href="#">Users</a>	Set up users for Jabber.
<b>Step 10</b>	<a href="#">Configure Softphone</a>	Set up softphone devices for users.
<b>Step 11</b>	<a href="#">Configure Deskphone Control</a>	Create deskphone devices and enable features.
<b>Step 12</b>	<a href="#">Configure Extend and Connect</a>	Set up options for users to extend calls to remote devices.
<b>Step 13</b>	<a href="#">Configure Service Discovery</a>	Choose a service discovery option for your users.
<b>Step 14</b>	<a href="#">Configure Certificate Validation</a>	Set up the required certificates for each server.
<b>Step 15</b>	<a href="#">Configure the Clients</a>	Choose what features to include in the client configuration files.
<b>Step 16</b>	<a href="#">Deploy Cisco Jabber Applications and Jabber Softphone for VDI</a>	Choose how to install the clients for your users.