



Set up for Cisco Unified Presence

This chapter describes how you can set up Cisco Jabber for iPad using Cisco Unified Presence.

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Specifying Cisco Unified Presence Settings

Follow these steps.

Procedure

- Step 1** Select **Cisco Unified Presence Administration > Application > Jabber > Settings**.
- Note** Cisco Unified Presence is known as Cisco Unified Communications Manager IM and Presence starting with Release 9.0. Select **Cisco Unified CM IM and Presence > Application > Legacy Client > Settings** if you are using Release 9.0.
- Step 2** Enter the information described in this table:

Field	Setting
CSF certificate directory (relative to CSF install directory)	<p>This field applies only if the Client Services Framework (CSF) requires you to import security certificates to authenticate with LDAP, web conferencing, and CCMCIP. For most deployments, you do not need to import security certificates.</p> <p>You only need to import security certificates for CSF to trust in the following scenarios:</p> <ul style="list-style-type: none"> • You use a signed certificate for Cisco Unified Communications Manager Tomcat instead of the default self-signed certificate. • You want CSF to connect to the LDAP server via LDAPS. • You use a signed certificate for Cisco Unity Connection Tomcat instead of the default self-signed certificate. <p>If you must specify a value, specify the directory that contains the security certificates as an absolute path. If you do not specify a directory, CSF looks for the certificates in the default directory and trusts any certificates in that location.</p> <p>Default Setting: Not set</p>
Credentials source for voicemail service	<p>If user credentials for the voicemail service are shared with another service, select the appropriate service. The user credentials automatically synchronize from the service that you select.</p> <p>Default Setting: Not set</p> <p>Tip If this value is set to Not set, users need to enter their credentials in Jabber for iPad.</p>
Credentials source for web conferencing service	<p>If user credentials for the meeting service are shared with another service, select the appropriate service. The user credentials automatically synchronize from the service that you select.</p> <p>Default Setting: Not set</p> <p>Tip If this value is set to Not set, users need to enter their credentials manually in the application.</p>
Maximum message size	Enter the allowed size limit for instant messages, in bytes.
Allow cut & paste in instant messages	Check this check box to allow users to cut and paste in their chat messages. Default Setting: On

Step 3 Select Save.

Starting Essential Services

Start the following Cisco Unified Presence Extensible Communication Platform (XCP) services on all Cisco Unified Presence nodes in all clusters:

- Cisco Unified Presence XCP Authentication Service
- Cisco Unified Presence XCP Connection Manager

You may also start these Unified Presence XCP services on all Unified Presence nodes in all clusters, depending on what features you want to make available:

- Cisco Unified Presence XCP Text Conference Manager, for group chat
- Cisco Unified Presence XCP SIP Federation Connection Manager, to support federation services with third-party applications that use SIP
- Cisco Unified Presence XCP XMPP Federation Connection Manager, to support federation services with third-party applications that use XMPP
- Cisco Unified Presence XCP Counter Aggregator, if you want system administrators to be able to view statistical data on XMPP components
- Cisco Unified Presence XCP Message Archiver, for automatic archiving of all instant messages



Note Read the documentation for any feature that you are setting up before you turn on the related services. Additional work might be required.

Firewall Requirements

Configure hardware firewalls to allow the ports to carry traffic for the application. Hardware firewalls are network devices that provide protection from unwanted traffic at an organizational level. This table lists the ports required for the deployments of Cisco Unified Communications Manager and Cisco Unified Presence. These ports must be open on all firewalls for the application to function properly.

Port	Protocol	Description
Inbound		
16384-32766	UDP	Receives Real-Time Transport Protocol (RTP) media streams for video and audio. You set up these ports in Cisco Unified Communications Manager.
Outbound		
69, then Ephemeral	TFTP	Connects to the Trivial File Transfer Protocol (TFTP) server to download the TFTP file

Port	Protocol	Description
80 and 6970	HTTP	Connects to services such as Cisco WebEx Messenger for meetings and Cisco Unity Connection for voicemail features If no port is specified in a TFTP server address, Cisco Jabber for iPad will try port 6970 to obtain phone setup files and dial rule files.
5060	UDP/TCP	Provides Session Initiation Protocol (SIP) call signaling
5061	TCP	Provides secure SIP call signaling
8443	TCP	Connects to the Cisco Unified Communications Manager IP Phone (CCMCIP) server to get a list of currently assigned devices
16384-32766	UDP	UDP Sends RTP media streams for video and audio
389	TCP	Connects to the LDAP server for contact searches
443 7080	VMRest HTTPS	Connects to Cisco Unity Connection to retrieve and manage voice messages.
636	LDAPS	Connects to the secure LDAP server for contact searches

Setting Up Directory Search, IM, and Availability

Review the following topics to set up IM and availability.

Setting Up LDAP Servers

Perform this task in Cisco Unified Presence.

Before You Begin

Do the following:

- Set up the LDAP attribute map
- Obtain the hostnames or IP addresses of the LDAP directories

Procedure

- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > LDAP Server**.
- Note** LDAP server configuration is done in Cisco Unified Communications Manager starting with Release 9.0.
- Step 2** Select **Add New**.
- Step 3** Enter the LDAP server name.
- Step 4** Enter an IP address or an FQDN (Fully Qualified Domain Name) of the LDAP server.
- Step 5** Specify the port number used by the LDAP server. The defaults are:
- TCP—389
 - TLS—636
- Check the LDAP directory documentation or the LDAP directory configuration for this information.
- Step 6** Select **TCP** or **TLS** for the protocol type.
- Step 7** Select **Save**.
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Creating LDAP Profiles and Adding Users

Cisco Jabber for iPad connects to an LDAP server on a per-search basis. If the connection to the primary server fails, the application attempts the first backup LDAP server, and if it is not available, it then attempts to connect to the second backup server. The application also periodically attempts to return to the primary LDAP server. If an LDAP query is in process when the system fails over, the next available server completes this LDAP query.

Before You Begin

Do the following:

- Specify the LDAP server names and addresses
- You must create the LDAP profile before you can add Cisco Jabber for iPad users to the profile.

Procedure

- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > LDAP Profile**.
- Note** LDAP profile configuration is done in Cisco Unified Communications Manager starting with Release 9.0.
- Step 2** Select **Add New**.
- Step 3** Enter information in the fields.

Field	Setting
Name	Enter the profile name limited to 128 characters.
Description	Optional. Enter a description limited to 128 characters.
Bind Distinguished Name	Optional. Enter the administrator-level account information limited to 128 characters. This is the distinguished name with which you bind for authenticated bind. The syntax for this field depends on the type of LDAP server that you deploy. For details, see the LDAP server documentation.
Anonymous Bind	Optional. Uncheck this option to use the user credentials to sign in to this LDAP server. For non-anonymous bind operations, Cisco Jabber for iPad receives one set of credentials. If configured, these credentials must be valid on the backup LDAP servers. Note If you check Anonymous Bind , users can sign in anonymously to the LDAP server with read-only access. Anonymous access might be possible on your directory server, but Cisco does not recommend it. Instead, create a user with read-only privileges on the same directory where the users to be searched are located. Specify the directory number and password in Cisco Unified Presence for the application to use.
Password	Optional. Enter the LDAP bind password limited to 128 characters. This is the password for the administrator-level account that you provided in the Bind Distinguished Name string to allow users to access this LDAP server.
Confirm Password	Reenter the password you entered in Password .
Search Context	Optional. Enter the location where you set up all the LDAP users. This location is a container or directory. The name is limited to 256 characters. Use only a single OU/LDAP search context.
Recursive Search	Optional. Check to perform a recursive search of the directory starting at the search base.
Primary LDAP Server and Backup LDAP Server	Select the primary LDAP server and optional backup servers.
Add Users to Profile	Select the button to open the Find and List Users window. Select Find to populate the search results fields. Alternatively, search for a specific user and select Find . To add users to this profile, select the users, and select Add Selected .

Step 4 Select **Save**.

Setting Up the LDAP Attribute Map

Before You Begin

Set up the LDAP attribute map on Cisco Unified Presence where you enter LDAP attributes for your environment and map them to the given Cisco Jabber for iPad attributes.

If you want to use LDAP to store your employee profile photos, use a third-party extension to upload the photo files to the LDAP server or extend the LDAP directory server schema by other means to create an attribute that the LDAP server can associate with an image.

For Cisco Jabber for iPad to display profile photos, in the LDAP attribute map, map the Jabber for iPad "Photo" value to the appropriate LDAP attribute.



Note

- Contact photos may be cropped when they are displayed in Jabber for iPad.
- The UPC UserID setting in the LDAP attribute map must match the Cisco Unified Communications Manager user ID. This mapping allows a user to add a contact from LDAP to the contact list in Cisco Jabber for iPad. This field associates the LDAP user with the corresponding user on Cisco Unified Communications Manager and Cisco Unified Presence.
- You can map an LDAP field to only one Cisco Jabber field.

Procedure

Step 1 Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Settings**.

Select **Cisco Unified CM IM and Presence > Application > Legacy Client > Settings** if you are using Release 9.0.

Step 2 Select a supported LDAP server from **Directory Server Type**.

The LDAP server populates the LDAP attribute map with Cisco Jabber user fields and LDAP user fields.

Step 3 If necessary, make modifications to the LDAP field to match your specific LDAP directory.

The values are common to all LDAP server hosts. Note the following LDAP directory product mappings:

Product	LastName Mapping	UserID Mapping
Microsoft Active Directory	SN	sAMAccountName
OpenLDAP	SN	uid

Step 4 Select **Save**.

Tip If you want to stop using the current attribute mappings and use the factory default settings, select **Restore Defaults**.

Indexing Active Directory Attributes

Index these Active Directory attributes:

- sAMAccountName
- displayName
- mail
- msRTCSIP-PrimaryUserAddress

In addition, index any attributes that are used for contact resolution. For example, you might need to index these attributes:

- telephoneNumber
- Any other directory phone number attributes that are used to find contacts, depending on the value of the DisableSecondaryNumberLookups key
- ipPhone, if this attribute is used in your environment

Turning IM Policy On or Off

This procedure describes how to turn on or off IM features for all IM applications in a Cisco Unified Presence cluster. IM features are turned on by default in Cisco Unified Presence.

**Caution**

If you turn off IM features in Cisco Unified Presence, all group chat functionality (ad hoc and persistent chat) will not work in Cisco Unified Presence. Cisco recommends that you do not turn on the Cisco UP XCP Text Conference service or set up an external database for persistent chat in Cisco Unified Presence.

Procedure

Step 1 Select **Cisco Unified Presence Administration > Messaging > Settings**.

Step 2 Select **Enable instant messaging**.

Note

- If you turn on this setting, users can send and receive IMs.
- If you turn off this setting, users cannot send or receive IMs. Users can use IM only for availability and phone operations.

Step 3 Select **Save**.

Step 4 Restart the Cisco UP XCP Router service.

Specifying IM Policy Settings

You can specify IM policy settings by following these steps.

Procedure

Step 1 Select **Cisco Unified Presence Administration > Presence > Settings**.

Step 2 Turn on or off automatic authorization for viewing availability.

If you want to...	Do this...
Turn on automatic authorization so that Unified Presence automatically authorizes all availability subscription requests it receives from Jabber for iPad users in the local enterprise	Check Allow users to view the availability of other users without being prompted for approval .
Turn off automatic authorization so that Unified Presence sends all availability subscriptions to where the user is prompted to authorize or reject the subscription	Uncheck Allow users to view the availability of other users without being prompted for approval .

Step 3 Select **Cisco Unified Presence Administration > Messaging > Settings**.

Step 4 Turn on or off these global settings:

If you want to...	Do this...
Globally turn off instant messaging services	Uncheck Enable instant messaging .
Globally turn on offline instant messaging	Uncheck Suppress Offline Instant Messaging .

Step 5 Select **Save**.

Step 6 Restart the Cisco UP XCP Router service.

Setting Up URL Strings to Fetch Contact Pictures from Web Server

You can set up a parameterized URL string in the Photo field in the LDAP attribute map so that Cisco Jabber for iPad can fetch pictures from a web server instead of from the LDAP server. The URL string must contain an LDAP attribute with a query value containing a piece of data that uniquely identifies the photo of the user. Cisco recommends that you use the User ID attribute. However, you can use any LDAP attribute whose query value contains a piece of data that uniquely identifies the photo of the user.

Cisco recommends that you use `%%<userID>%%` as the substitution string. For example:

- `http://mycompany.example.com/photo/std/%%uid%%.jpg`
- `http://mycompany.example.com/photo/std/%%sAMAccountName%%.jpg`

You must include the double percent symbols in this string, and they must enclose the name of the LDAP attribute to substitute. Cisco Jabber for iPad removes the percent symbols and replaces the parameter inside with the results of an LDAP query for the user whose photo it resolves.

For example, if a query result contains the attribute "uid" with a value of "johndoe," then a template such as `http://mycompany.com/photos/%uid%.jpg` creates the URL `http://mycompany.com/photos/johndoe.jpg`. Cisco Jabber for iPad attempts to fetch the photo.

This substitution technique works only if Cisco Jabber for iPad can use the results of the query and can insert it into the template you specify above to construct a working URL that fetches a JPG photo. If the web server that hosts the photos in a company requires a POST (for example, the name of the user is not in the URL) or uses some other cookie name for the photo instead of the username, this technique does not work.

**Note**

- Limit a URL length to 50 characters.
- Cisco Jabber for iPad does not support authentication for this query; the photo must be retrievable from the web server without credentials.

Setting Up CTI Gateway Profiles

Create the computer telephony interface (CTI) gateway profiles in Cisco Unified Presence Administration and assign primary and backup servers for redundancy.

Before You Begin

Review the following:

- Specify the CTI gateway names and addresses by going to **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > CTI Gateway Server** before you can select the servers as primary or backup servers in this procedure.
- Cisco Unified Presence dynamically creates a TCP-based CTI gateway profile based on the hostname of Cisco Unified Communications Manager. Before using this profile, verify that Cisco Unified Presence and Cisco Jabber for iPad can ping Cisco Unified Communications Manager by the DNS name. If they cannot contact the server, you need to add the IP address of Cisco Unified Communications Manager by going to **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > CTI Gateway Server**. You do not need to delete the host profiles that are created automatically.
- If you previously set up Cisco Unified Communications Manager with an IP address through the **Cisco Unified Communications Manager Administration > System > Server** menu, Cisco Unified Presence dynamically creates a TCP-based CTI gateway profile based on that address. The fields you see by going to **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > CTI Gateway Profile** are automatically populated, and you need to only add users to the default CTI TCP profile that is created (See step 3.).

Procedure

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- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > CTI Gateway Profile**.
- Step 2** Search for the CTI gateway profile in the **Find and List CTI Gateway Profiles** window. If the CTI gateway profile is found, no further action is required from you.

Step 3 If the CTI gateway profile is not found, select **Add New**.

Step 4 Enter the following information into the fields.

Field	Setting
Name	Enter the profile name.
Description	Enter a profile description.
Primary CTI Gateway Server and Backup CTI Gateway Server	Select a primary server and a backup server.
Make this the Default CTI Gateway Profile for the System	<p>Check this option if you want any new users that are added to the system to be placed automatically into this default profile.</p> <p>Users who are already synchronized to Unified Presence from Unified Communications Manager are not added to the default profile. However, once the default profile is created, any users synchronized after that are added to the default profile.</p>

Step 5 Select **Add Users to Profile**.

Step 6 Use the **Find and List Users** window to find and select users.

Step 7 Select **Add Selected** to add users to the profile.

Step 8 Select **Save** in the main **CTI Gateway Profile** window.

Setting Up Proxy Listener and TFTP Addresses

Cisco recommends that you use TCP to communicate with the proxy server. If you use UDP to communicate with the proxy server, availability information of the contacts in Cisco Jabber for iPad might be unavailable for large contact lists.

Before You Begin

Obtain the host names or IP addresses of the TFTP servers.

Procedure

Step 1 Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Settings**.

Step 2 Select the Proxy Listener **Default Cisco SIP Proxy TCP Listener**.

Step 3 Assign the primary (required) and backup (optional) TFTP server addresses in the fields provided. You can enter an IP address or an FQDN (Fully Qualified Domain Name).

Step 4 Select **Save**.

Setting Up Voicemail Server Names and Addresses on Cisco Unified Presence

Specify voicemail settings on Cisco Unified Presence so that Cisco Jabber for iPad can interact with the voice message web service (VMWS) on Cisco Unity Connection. The VMWS service enables the application to move deleted voicemail messages to the correct location. This service also provides message encryption capabilities to support secure messaging.

Before You Begin

Perform these tasks:

- Ensure that the voicemail server is set up.
- Obtain the hostname or IP address of the voicemail server. You might need to specify more than one hostname to provide services for the number of users in your environment.

Procedure

- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Voicemail Server**.
 - Step 2** Select **Add New**.
 - Step 3** Select **Unity Connection** from the **Server Type** menu
 - Step 4** Enter the Cisco Unity Connection server name.
 - Step 5** Enter the hostname or the IP address of the voicemail server.
 - Step 6** Enter 443 for the **Web Service Port** value.
 - Step 7** Select **HTTPS** in **Web Service Protocol** menu.
 - Step 8** Select **Save**.
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Setting Up Mailstore Server Names and Addresses on Cisco Unified Presence

Set up Cisco Unified Presence with mailstore information so that Cisco Jabber for iPad can connect to the mailstore.

Cisco Unity Connection usually provides a mailstore and hosts the mailstore on the same server.

Before You Begin

Perform these tasks:

- Obtain the hostname or IP address of the mailstore server.
- Provision mailstore servers before you can add the servers to the voicemail profiles.

Procedure

- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Mailstore**.
 - Step 2** Select **Add New**.
 - Step 3** Enter the mailstore server name.
 - Step 4** Enter the hostname or the IP address of the mailstore server.
 - Step 5** Specify the port number set up for the server and the corresponding protocol to use when Cisco Jabber for iPad contacts this server.
 - Step 6** Select **Save**.
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Creating Voicemail Profiles on Cisco Unified Presence

Create voicemail profiles before you can add users to the profiles.

Repeat this procedure for each voicemail profile you want to create.

Before You Begin

Perform these tasks:

- Specify voicemail server names and addresses.
- Specify mailstore server names and addresses.

Procedure

- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Voicemail Profile**.
- Step 2** Select **Add New**.
- Step 3** Enter the profile name and description.
- Step 4** Enter the following information:

Field	Description
Voice Messaging Pilot	<p>The voicemail pilot number is the directory number that a user dials to access their voice messages. Each pilot number can belong to a different voice-messaging system.</p> <p>Select one of these options:</p> <ul style="list-style-type: none"> • Number—Select the voicemail pilot number for the system. This is the same as the number specified in the Voice Mail > Voice Mail Pilot menu in Cisco Unified Communications Manager Administration. • No Voice Mail—Select this option if you do not want to send unanswered incoming calls to voicemail.
Primary Voicemail Server	Select a primary server. Select one of the voicemail servers you specified.
Backup Voicemail Server	Enter the name of your backup voicemail server. If you do not want a backup voicemail server, select None .
Primary Mailstore	Select the primary mailstore server. Select one of the mailstore servers you specified.
Backup Mailstore	Enter the name of your backup mailstore server. If you do not want a backup voicemail server, select None .
Make this the default Voicemail Profile for the system	<p>Check this option if you want new users to be automatically added to the default profile.</p> <p>Users who are already synchronized to Cisco Unified Presence from Cisco Unified CM are not added to the default profile. However, any users who are synchronized after the default profile is created are added to the default profile.</p>

Step 5 Enter the following information:

Field	Description
Inbox Folder	<p>Enter the name of the folder on the mailstore server in which new messages are stored. Only change this value if the mailstore server uses a different folder name from the default folder.</p> <p>Default folder: INBOX</p>
Trash Folder	<p>Enter the name of the folder on the mailstore server in which deleted messages are stored. Only change this value if the mailstore server uses a different folder name from the default folder.</p> <p>Default folder: Deleted Items</p>

Field	Description
Allow dual folder mode	Turn off this setting if you know that UIDPLUS is not supported and you want to force the system to use Single Folder mode. Default setting: On Note The Microsoft Exchange 2007 server does not support UIDPLUS extensions.

Step 6 Select **Add Users to Profile**.

Step 7 Use the **Find and List Users** window to find and select users, and select **Add Selected** to add users to the profile.

Step 8 Select **Save**.

Note If you configured voicemail parameters in Product Specific Configuration on Cisco Unified Communications Manager, Cisco Jabber for iPad will use that configuration and ignore the voicemail settings in the Cisco Unified Presence server.
