JABBER CONFIGURATION FOR CISCO INSTANT CONNECT INTEGRATION

Revised November 8, 2016

This document covers basic Jabber configuration on CUCM 10.5.1 version. Steps might vary slightly if using an older version of CUCM (for example, setting up mixed mode for CUCM). Please refer to troubleshooting notes at the end of this document for additional info.

Prerequisite – **Jabber for Android CUCM Configuration Example**. Please follow the instructions on this http://www.cisco.com/c/en/us/support/docs/voice-unified-communications/unified-communications-manager-version-85/113471-jabber-android-00.html.

Note for Sonim phones, there are some updates to standard Android phones (Use secure device profile) that are listed at the bottom of this document.

After installing Cisco Jabber on each android phone, DNS has to be set on them manually for this to work

Note: This step (related to DNS) step may NOT be needed based on how the CUCM & DNS is configured at the customer site. At Cisco CIC QA lab, the DNS was manually configured and hence captured in this document.

On Your Smartphone or Tablet

Android and iOS devices allow you to set a custom DNS server, but this will only apply to a single network. In other words, you can change the DNS server for your home network, but you'll have to change it again each time you connect to a new Wi-Fi network.

To do this on Android, open the Wi-Fi networks list and long-press the one you're connected to. Tap Modify network and check the Show advanced options box. Set IP settings to Static and you'll be able to change your DNS server — unfortunately, this also means you can't use DHCP on the network anymore.


11:54
TELUS2410
None
IP settings
Static
IP address
192.168.1.84
Gateway
192.168.1.254
Network prefix length
24
DNS 1
192.168.1.254
DNS 2
75.153.176.9
Cancel
Save

•A. **On CUCM:•**

1. Add Phones with customized template for Jabber (use dual mode Android option). Use Device security profile as secure profile for SONIM Phones and non secure for Samsung Phones. Add local domain and FQDN to CUCM under System > Enterprise Parameters > Clusterwide Domain Configuration•

2. Set the CUCM security mode to "mixed-mode". By running "utils ctl set-cluster mixed-mode" then reboot CUCM•

3. Activate CAPF and CTL Provider services•

4. Create a secure phone profile (authenticate is Encrypt, port 5061 for SIP), assign it to the BOT device.•

5. Set the CAPF parameter to "Install/upgrade" in the BOT device with a key size to 1024•

6. Create users with the phone numbers associated•Users:•User1 -> Directory number-1 User2 -> Directory number-2• •

B. **On Android device:•**

1. Change Blizzard's(Wi-Fi) advanced settings from DHCP to Static , DNS server as 10.194.230.70 (lab DNS), secondary as 171.70.168.183 (corporate DNS)•

2. On Cisco Jabber app -> Advanced settings-> Change connect option to Manually-> 10.194.151.95 (This would be the CUPS server IP address)•Login to Jabber using user1@domain name followed by Password. Same for user2. Example : (johndoe@.com/Jabberi$gr8)•

Note 1: For Sonim phones, ensure CAPF in CUCM for Install/Upgrade to send new certificates and make sure user accepts those certificates. Samsung Phones register fine with one time certificate•

Note 2: If CUPS is in domain with DNS name, users could register Jabber phones fine with DHCP using Corporate DNS. In our case, that was not working.•If Jabber registration was successful, phones should display Jabber Phone #s along with IM option and make successful Jabber calls• •

C. **On IPICS server:•**

1. Configure user's phone numbers in IPICS server->user->communication->business numbers and save•

2. In Quick launch application tab, make sure Cisco Jabber is configured (Cisco Jabber and package name com.cisco.im)•

3. In SONIM yellow key setting, configure long press to launch Cisco Jabber• •

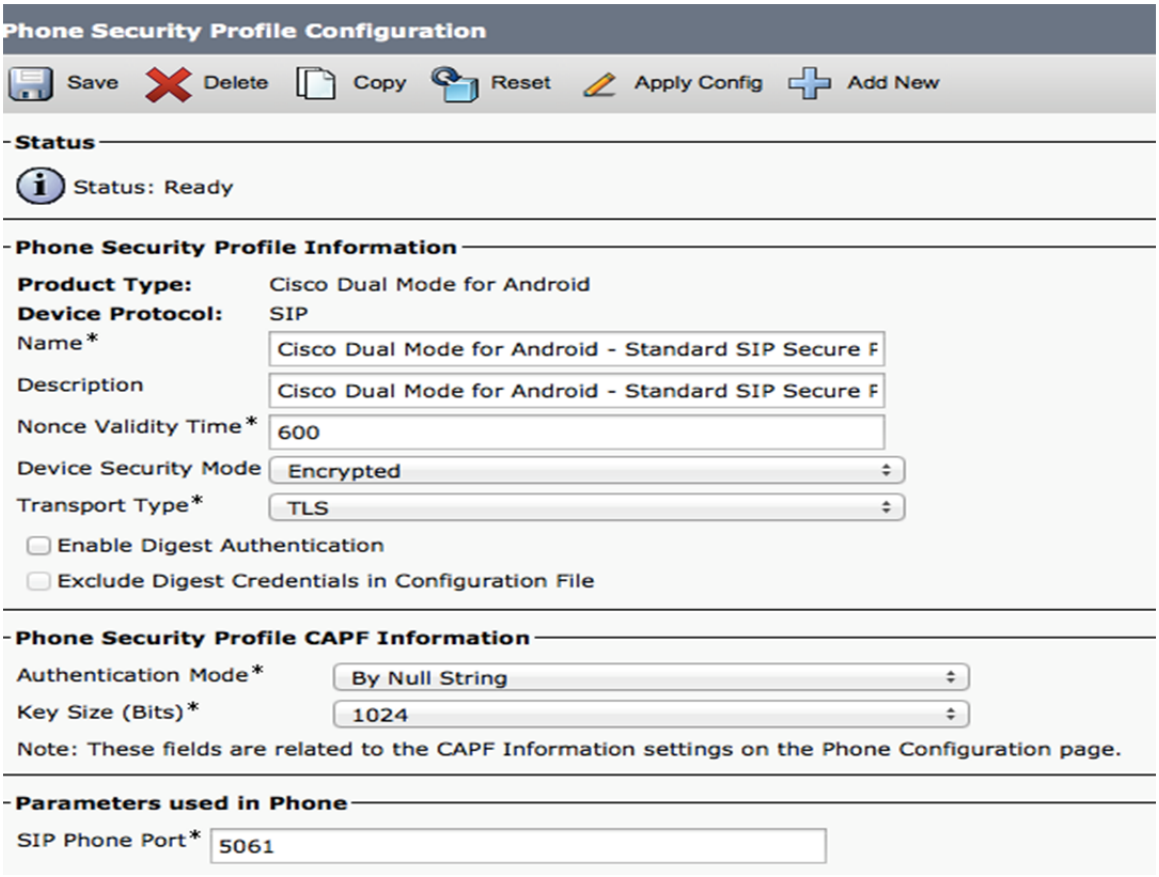
D. On CIC APP• In Settings-> enable Cross launch applications (applicable only to SONIM with yellow button). Android Devices with no yellow button display this option as greyed .• •

If everything is configured correctly, business number should be displayed in CIC's contact details to make Jabber call and CIC users registered to Jabber should be able to tap on that number to make successful Jabber call. Ending the Jabber call, should have option to stay in Jabber or return back to CIC

Troubleshooting Tips

Please note the for Sonim phones, ensure CAPF in CUCM for Install/Upgrade to send new certificates and make sure user accepts those certificates unlike Samsung Phones which registers with one time certificate.

Also the device security profile should be set for Secure Profile for Sonim phones. (snap shot below)



Due to an Android kernel issue, Cisco Jabber cannot register to the Cisco Unified Communications Manager on some Android devices. To resolve this problem, try the following:

- Upgrade the Android kernel to 3.10 or later version.
- Set the Cisco Unified Communications Manager to use mixed mode security, enable secure SIP call signaling, and use port 5061. See the Cisco Unified Communications Manager Security Guide for your release for instructions on configuring mixed mode with the Cisco CTL Client. You can locate the security guides in the Cisco Unified Communications Manager Maintain and Operate Guides. This solution applies to the following supported devices:
- HTC One M8 (Android OS 4.4.2 or later)
- HTC One M7 (Android OS 4.4.2 or later)
- ……
- Huawei Ascend Mate 7 (Android OS 4.4 or later)
- **Sonim XP7 (Android OS 4.4.4)**
- Xiaomi 4 (Android OS 4.4 or later)

Step1: Configure CUCM as Mixed mode, creates a CTL file using the Cisco CTL Client.
Step1.1 CTL client can be downloaded from CUCM Application-Plugins

Once it's downloaded, double-click on the file to install it on a PC.

Step1.2 Run the CTL client.

During the process, a prompt will be displayed that states that one of the keys must be plugged into the computer. Once information has been copied to and from the key, a prompt will state that the first key must be removed and the other key must be plugged into the computer. If you have two USB ports on the computer DO NOT insert both keys at the same time. If, at any point, a password is requested for the key, then note that the default is "**Cisco123**" (case sensitive). Note: If at any time another individual set a different password for the keys, do not guess what that password may be. After 15 wrong attempts at guessing the password, the key locks and nothing will unlock it (this is part of the reason the keys come in pairs). If both keys get locked, another pair of keys must be obtained from Cisco.

Step1.3 Restart CUCM Server after installation.

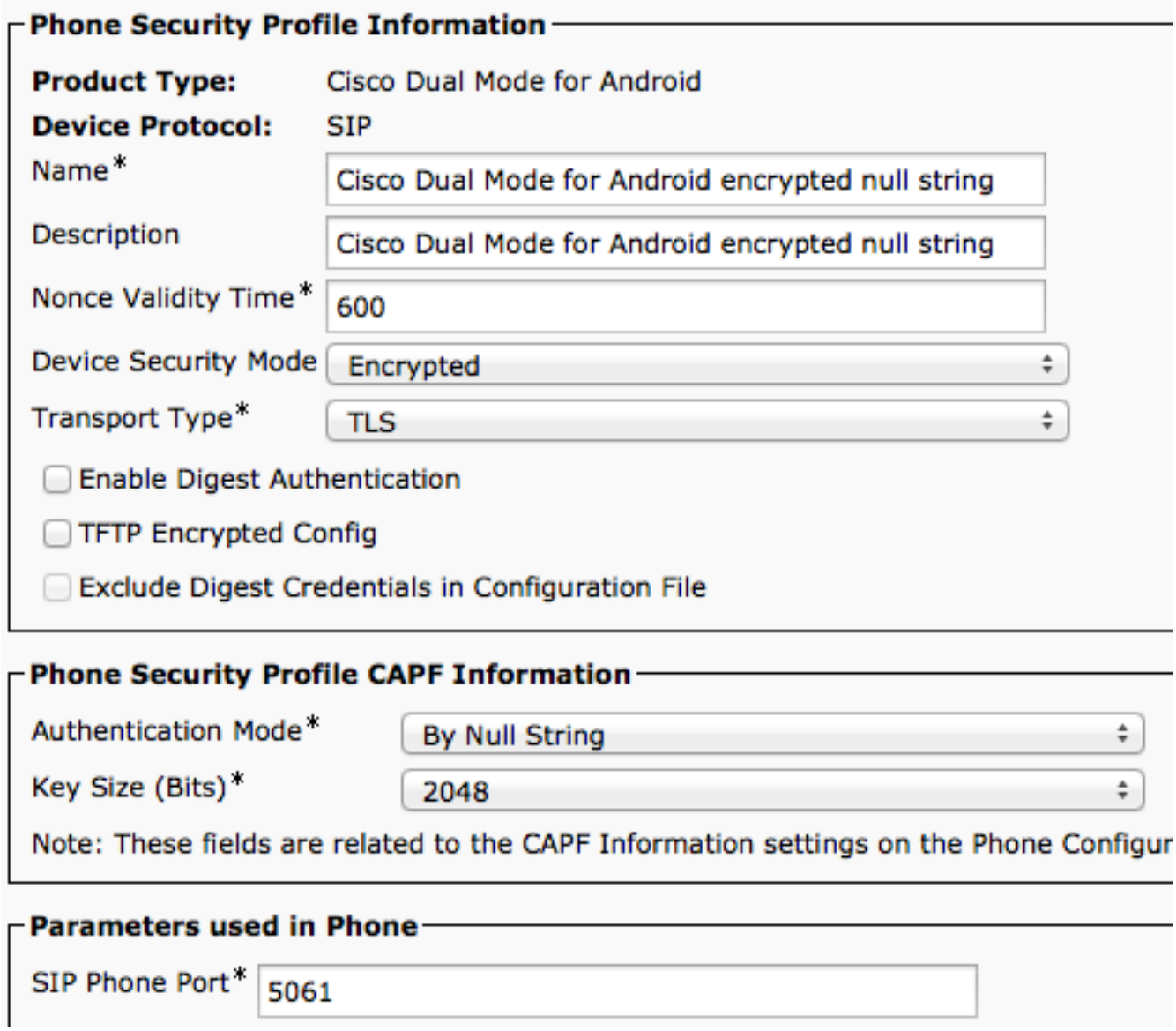
Step1.4 After CUCM Server restart, Go To: CUCM => System => Enterprise Parameters => Security Parameters

If "Cluster Security Mode" is 1, then succeed for Step 1.

Step2 - Upload the Jabber for Android Cop File "cmterm-android_9.6.0v11.cop.sgn".
Go To: CUCM => Cisco Unified OS Administrator => Software Upgrades => Install/Upgrade to upload the Cop File.
Go To: CUCM => Cisco Unified OS Administrator => Show => Software to see the uploaded Cop File.
Note: if the CUCM version is high or equal to 10.5.0, then Step2 is not required as the Cop File has already been included in CUCM.

```
cmterm-android_9.6.0v10.cop
cmterm-jabberipad-130917.cop
cmterm-android_9.6.0v11.cop
cmterm-iphone-install-130917.cop
```

Step3, Configure android secure profile and Device Security Mode is "Encrypted" or "Authenticated" and Transport Type is "TLS".
Go To: CUCM => System => Security => Phone Security Profile



Step4 - Apply the secure profile "Cisco Dual Mode for Android encrypted null string" to the Android BOT account. And make sure Certificate Operation is "Install/Upgrade", then Jabber will download the Certificate while firstly login.
Go To: CUCM => Device => Phone => Choose BOT account