Chat & Presence Federation Using Expressway

Deployment Guide

First Published: December 2014
Last Updated: October 2018

Cisco Expressway X8.11.1 or later
IM and Presence Service 9.1.1 or later
# Preface

## Change History

<table>
<thead>
<tr>
<th>Date</th>
<th>Change</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2018</td>
<td>Clarify local domain must be configured for IM and Presence Service.</td>
<td>Clarification</td>
</tr>
<tr>
<td>September 2018</td>
<td>Clarify routing behavior for NOTIFY messages in <a href="#">IM&amp;P Federation with Microsoft-Based Organizations, page 1.</a></td>
<td>Clariification Software withdrawn</td>
</tr>
<tr>
<td></td>
<td>Updated software version from X8.11 to X8.11.1, as version X8.11 is no longer available.</td>
<td></td>
</tr>
<tr>
<td>July 2017</td>
<td>Updated prerequisites and document layout.</td>
<td>X8.10 release</td>
</tr>
<tr>
<td>November 2015</td>
<td>New template applied.</td>
<td>X8.7 release</td>
</tr>
<tr>
<td>December 2014</td>
<td>First release of document.</td>
<td></td>
</tr>
</tbody>
</table>
## Contents

Preface .................................................................................................................. 3  
Change History ................................................................................................. 3  
Introduction ....................................................................................................... 6  
   Expressway or IM and Presence Service for XMPP Federation - How to Decide .......... 6  
   Terminology .................................................................................................. 6  
   Where to Find Information ............................................................................ 7  
XMPP Federation through Expressway .............................................................. 8  
   Task Flow for XMPP Federation through Expressway .................................. 10  
   Server Certificate Requirements for Unified Communications ....................... 11  
      Cisco Unified Communications Manager Certificates .................................. 11  
      IM and Presence Service Certificates ......................................................... 11  
      Expressway Certificates ............................................................................ 11  
Configuring Expressway for External XMPP Federation .................................. 15  
   Before you Begin ......................................................................................... 15  
   Configuring Local Domains for XMPP Federation on Expressway-C ............... 15  
   Configuring Expressway-E for XMPP Federation ........................................ 15  
   Configuring How XMPP Servers for Federated Domains and Chat Node Aliases Are Located ........................................................................................................ 18  
   Configuring the Allow and Deny Lists for Federated Domains and Chat Node Aliases ........................................................................................................ 18  
Delayed Cisco XCP Router Restart ................................................................... 20  
   How to Configure Delayed Restarts ................................................................ 20  
   Configuration Changes That Require a Restart of the Cisco XCP Router ............ 21  
DNS SRV Records for XMPP Federation .......................................................... 22  
   _xmpp-server records .................................................................................... 22  
   Group Chat .................................................................................................... 22  
Checking XMPP Federation Status .................................................................... 23  
   Viewing Federated Connections ...................................................................... 23  
Troubleshooting External XMPP Federation ..................................................... 24  
   Checking System Status ................................................................................ 24  
   General Configuration Checklist ...................................................................... 24  
   Discovery, Connectivity and Firewall Issues .................................................. 24  
   Certificates and Secure TLS Connections ...................................................... 25  
   Checking the Event Log ................................................................................ 25  
   Performing Diagnostic Logging ....................................................................... 25  
   Disabling Interdomain XMPP Federation on Unified CM IM&P ...................... 25  
   Impact of Configuration Changes on a Live System ........................................ 25  
   Temporary or Partial Loss of IM and Presence Service Federation .................. 27  
XMPP Federation through IM and Presence Service ......................................... 28  
   Supported Systems ....................................................................................... 28  
   Configuration Basics .................................................................................... 28  
   Task Flow Summary to Deploy XMPP Federation Through IM and Presence Service: ................................................................. 29
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>IM&amp;P Federation with Microsoft-Based Organizations</td>
<td>30</td>
</tr>
<tr>
<td>Description</td>
<td>30</td>
</tr>
<tr>
<td>Configuration Overview</td>
<td>32</td>
</tr>
<tr>
<td>NOTIFY Messages</td>
<td>32</td>
</tr>
<tr>
<td>Process Summary</td>
<td>32</td>
</tr>
<tr>
<td>External DNS Records</td>
<td>33</td>
</tr>
<tr>
<td>Deployment Limitations Related to DNS</td>
<td>34</td>
</tr>
<tr>
<td>Internal DNS Records</td>
<td>34</td>
</tr>
<tr>
<td>Cisco Legal Information</td>
<td>35</td>
</tr>
<tr>
<td>Cisco Trademark</td>
<td>35</td>
</tr>
</tbody>
</table>
Introduction

This Expressway guide also now applies to VCS. Any VCS-specific information is noted where necessary in the guide. (Older VCS guides on Cisco.com are still valid for the VCS versions they apply to—as specified on the title page of each guide.)

The guide describes how to configure external XMPP federation from an on-premise IM and Presence Service server through Cisco Expressway or through the IM and Presence Service. It also summarizes how to federate an IM and Presence Service deployment, using SIP, with organizations that have Microsoft as their UC/collaboration solution. In the context of this guide, "federation" means to connect users in two or more organizations using collaboration technologies.

Expressway or IM and Presence Service for XMPP Federation – How to Decide

The table outlines which features are supported by Expressway and IM and Presence Service respectively. It may help you to decide which is the most suitable XMPP federation deployment option.

**Caution:** If you deploy external XMPP federation through Expressway, do not activate XMPP federation on IM and Presence Service. Or if you opt for XMPP federation through IM and Presence Service, do not activate XMPP federation on Expressway.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Expressway</th>
<th>IM and Presence Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email address translation</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Multiple clusters</td>
<td>No (single cluster only)</td>
<td>Yes</td>
</tr>
<tr>
<td>Static routes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Internal federation</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>External federation terminated from DMZ</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Dual federation (internal and external)</td>
<td>No</td>
<td>Yes (external federation not terminated from DMZ)</td>
</tr>
<tr>
<td>Managed file transfer and peer-to-peer file transfer</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Terminology

**Note:** Do not use the domain names and other example values from this document in your test or production deployments. You must change the example values to represent your own environment.

- **Federation:** Connecting users in two or more organizations using collaboration technologies.
- **Our organization:** An organization using on-premises collaboration infrastructure to federate with other organizations.
- **Traversal server / client zones**: Special zones on the Expressway-E and Expressway-C that enable the pair to traverse calls across firewalls. You can use Unified Communications zones instead.

- **Outbound and Inbound**: Generally, calls initiated from inside our organization’s network to another organization or remote user are Outbound. Calls initiated from outside our organization’s network, to users or spaces in our network, are Inbound.

**Where to Find Information**

For instructions about configuring XMPP federation on IM and Presence Service through Cisco Expressway, use this guide.


If you deploy IM and Presence Service federation with Microsoft-based organizations, Microsoft documentation on Skype for Business PowerShell cmdlets is available here: [https://docs.microsoft.com/en-us/powershell/module/skype/?view=skype-ps](https://docs.microsoft.com/en-us/powershell/module/skype/?view=skype-ps)
XMPP Federation through Expressway

External XMPP federation enables users registered to Cisco Unified Communications Manager IM and Presence Service, to communicate via the Expressway-E with users from a different XMPP deployment.

**Note:** This section describes XMPP federation as managed through Expressway, but it can also be managed through the IM and Presence Service, as described later in this guide.

The diagram shows XMPP message routing from the on-premises IM & Presence server, through the Expressway-C and Expressway-E Collaboration Edge solution, to the federated XMPP server. It also shows the ports and connections as the messages traverse DMZ firewalls. The "example.com" organization is using an Expressway federation model (left of picture), while the "federated.com" organization (right of picture) is using an IM and Presence Service in DMZ federation model.

**Figure 1 Message routing for XMPP federation**

**Supported Systems**

Expressway-E supports XMPP federation with the following products:

- Expressway X8.2 or later
- Cisco Unified Communications Manager IM and Presence Service 9.1.1 or later
- Cisco Webex Connect Release 6.x
- Cisco Jabber 9.7 or later
- Other XMPP standards-compliant servers

**Limitations**

- When using Expressway for XMPP federation, the Expressway-E handles the connection to the remote federation server and can only use Jabber IDs to manage XMPP messages. Expressway-E does not support XMPP address translation (of email addresses, for example).
If you, as an external user, try to chat with a user in an enterprise through federation, you must use the enterprise user's Jabber ID to contact them through XMPP. If their Jabber ID does not match their email address (especially if their Jabber ID uses an internal user ID or domain) you are unable to have federation, as you won’t know the enterprise user's email address. We therefore recommend that enterprises configure their Unified CM nodes to use the same address for a user’s Jabber ID and email when using Expressway for XMPP federation. This limitation does not apply to users contacting each other within the enterprise (not using federation) even when federation is handled by Expressway-E. You can configure IM and Presence Service to use either the Jabber ID or the Directory URI (typically email) for non-federated use cases.

To make a user’s Jabber ID resemble a user’s email address, so that the federated partner can approximate email addresses for federation, set the following:

- Unified CM Lightweight Directory Access Protocol (LDAP) attribute for User ID to be the user’s sAMAccountName
- IM and Presence Service presence domain to be the same as the email domain.
- Your email address to the same as samaccountname@presencedomain.

Simultaneous internal federation managed by IM and Presence Service and external federation managed by Expressway is not supported. If only internal federation is required then you must use interdomain federation on IM and Presence Service. The available federation deployment configuration options are:
- External federation only (managed by Expressway).
- Internal federation only (managed by IM and Presence Service).
- Internal and external federation managed by IM and Presence Service, but requires you to configure your firewall to allow inbound connections.

Prerequisites

- Interdomain XMPP Federation must be disabled on the IM and Presence Service before you enable XMPP federation on Expressway:
  Go to Cisco Unified CM IM and Presence Administration > Presence > Inter Domain Federation > XMPP Federation > Settings and ensure that XMPP Federation Node Status is set to Off.
- XMPP federation is only supported on a single Expressway cluster.
- An Expressway-C (cluster) and Expressway-E (cluster) must be configured for Mobile and Remote Access (MRA) to Unified Communications services, as described in the Mobile and Remote Access via Cisco Expressway Deployment Guide. If only XMPP federation is required (video calls and remote registration to Unified CM are not required), these items do not have to be configured:
  - Domains that support SIP registrations and provisioning on Unified CM or that support IM and Presence services on Unified CM
  - Unified CM servers (you must still configure the IM&P servers)
  - HTTP server allow list
  Note that federated communications are available to both on-premises clients (connected directly to IM and Presence Service) and off-premises clients (connected to IM and Presence Service through MRA).

- SIP and XMPP federations are separate and do not impact on each other. For example, it’s possible to deploy SIP federation on IM and Presence Service and external XMPP federation on Expressway.

- If you deploy external XMPP federation through Expressway, do not activate the Cisco XCP XMPP federation Connection Manager feature service on the IM and Presence Service.

- If you intend to use both Transport Layer Security (TLS) and group chat, the Expressway-C and Expressway-E server certificates must include in their list of subject alternate names the Chat Node Aliases that are configured on the IM and Presence Service servers. Use either the XMPPAddress or DNS formats. Note that the Expressway-C automatically includes the chat node aliases in its certificate signing requests (CSRs), providing it has discovered a set of IM and Presence Service servers. When generating CSRs for the Expressway-E we recommend that you copy-paste the chat node aliases from the equivalent Generate CSR page on the Expressway-C. For details, see Server Certificate Requirements for Unified Communications, page 11.
## Task Flow for XMPP Federation through Expressway

This table outlines the tasks required to deploy XMPP federation on Expressway:

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Validate email addresses for federation</td>
<td>XMPP Federation through Expressway, page 8</td>
</tr>
<tr>
<td>Ensure IM and Presence Service is operational and has XMPP federation turned off</td>
<td>XMPP Federation through Expressway, page 8</td>
</tr>
<tr>
<td>Complete Server Certificate Requirements</td>
<td>Server Certificate Requirements for Unified Communications, page 11</td>
</tr>
<tr>
<td>Configure the local domains for XMPP federation on Expressway-C</td>
<td>Configuring Expressway for External XMPP Federation, page 15</td>
</tr>
<tr>
<td>Configure Expressway-E for XMPP federation</td>
<td>Configuring Expressway for External XMPP Federation, page 15</td>
</tr>
<tr>
<td>Configure how XMPP servers for federated domains and chat node aliases are located using either DNS lookups or static routes</td>
<td>Configuring Expressway for External XMPP Federation, page 15</td>
</tr>
<tr>
<td>Configure the allow and deny lists for federated domains and chat node aliases</td>
<td>Configuring Expressway for External XMPP Federation, page 15</td>
</tr>
<tr>
<td>Publish DNS SRV records for XMPP federation (if not using static routes)</td>
<td>DNS SRV Records for XMPP Federation, page 22</td>
</tr>
<tr>
<td>Check that the correct firewall ports are open</td>
<td>See the Cisco Expressway IP Port Usage Configuration Guide, for your version, on the Cisco Expressway Series configuration guides page.</td>
</tr>
<tr>
<td>Check the status of XMPP federation</td>
<td>Checking XMPP Federation Status, page 23</td>
</tr>
<tr>
<td>To troubleshoot your connection</td>
<td>Troubleshooting External XMPP Federation, page 24</td>
</tr>
</tbody>
</table>
Server Certificate Requirements for Unified Communications

Cisco Unified Communications Manager Certificates

Two Cisco Unified Communications Manager certificates are significant for Mobile and Remote Access:

- **CallManager certificate**
- **tomcat certificate**

These certificates are automatically installed on the Cisco Unified Communications Manager and by default they are self-signed and have the same common name (CN).

We recommend using CA-signed certificates. However, if you do use self-signed certificates, the two certificates must have different common names. The Expressway does not allow two self-signed certificates with the same CN. So if the **CallManager** and **tomcat** self-signed certificates have the same CN in the Expressway’s trusted CA list, the Expressway can only trust one of them. This means that either secure HTTP or secure SIP, between Expressway-C and Cisco Unified Communications Manager, will fail.

Also, when generating **tomcat** certificate signing requests for any products in the Cisco Collaboration Systems Release 10.5.2, you need to be aware of **CSCus47235**. You need to work around this issue to ensure that the FQDNs of the nodes are in the certificates as Subject Alternative Name (SAN) entries. The **Expressway X8.5.3 Release Note** on the **Release Notes page** has details of the workarounds.

IM and Presence Service Certificates

Two IM and Presence Service certificates are significant if you use XMPP:

- **cup-xmpp** certificate
- **tomcat** certificate

We recommend using CA-signed certificates. However, if you do use self-signed certificates, the two certificates must have different common names. The Expressway does not allow two self-signed certificates with the same CN. If the **cup-xmpp** and **tomcat** (self-signed) certificates have the same CN, Expressway only trusts one of them, and some TLS attempts between Cisco Expressway-E and IM and Presence Service servers will fail. For more details, see **CSCve56019**.

Expressway Certificates

The Expressway certificate signing request (CSR) tool prompts for and incorporates the relevant Subject Alternative Name (SAN) entries as appropriate for the Unified Communications features that are supported on that Expressway.

The following table shows which CSR alternative name elements apply to which Unified Communications features:

<table>
<thead>
<tr>
<th>Add these items as subject alternative names</th>
<th>When generating a CSR for these purposes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unified CM registrations domains (despite their name, these have more in common with service discovery domains than with Unified CM SIP registration domains)</td>
<td>Mobile and Remote Access</td>
</tr>
<tr>
<td>Required on Expressway-E only</td>
<td>–</td>
</tr>
</tbody>
</table>
Add these items as subject alternative names | When generating a CSR for these purposes
--- | --- | --- | --- | ---
| Mobile and Remote Access | Jabber Guest | XMPP Federation | Business to Business Calls

**XMPP federation domains**

- Required on Expressway-C only
- Required on Expressway-E only
- –

**IM and Presence chat node aliases (federated group chat)**

- –
- Required
- –

**Unified CM phone security profile names**

- Required on Expressway-C only
- Required on Expressway-C only
- Required on Expressway-C only
- Required on Expressway-C only

**(Clustered systems only) Expressway cluster name**

- Required on Expressway-C only
- Required on Expressway-C only
- Required on Expressway-C only
- Required on Expressway-C only

**Note:**

- You may need to produce a new server certificate for the Expressway-C if chat node aliases are added or renamed. Or when IM and Presence nodes are added or renamed, or new TLS phone security profiles are added.
- You must produce a new Expressway-E certificate if new chat node aliases are added to the system, or if the Unified CM or XMPP federation domains are modified.
- You must restart the Expressway for any new uploaded server certificate to take effect.

More details about the individual feature requirements per Expressway-C / Expressway-E are described below.

**Expressway-C server certificate requirements**

The Expressway-C server certificate needs to include the following elements in its list of subject alternate names:

- **Unified CM phone security profile names:** the names of the Phone Security Profiles in Unified CM that are configured for encrypted TLS and are used for devices requiring remote access. Use the FQDN format and separate multiple entries with commas.

  Having the secure phone profiles as alternative names means that Unified CM can communicate via TLS with the Expressway-C when it is forwarding messages from devices that use those profiles.

- **IM and Presence chat node aliases (federated group chat):** the Chat Node Aliases (e.g. chatroom1.example.com) that are configured on the IM and Presence servers. These are required only for Unified Communications XMPP federation deployments that intend to support group chat over TLS with federated contacts.

  The Expressway-C automatically includes the chat node aliases in the CSR, providing it has discovered a set of IM&P servers.

  We recommend that you use DNS format for the chat node aliases when generating the CSR. You must include the same chat node aliases in the Expressway-E server certificate's alternative names.
**Expressway-E server certificate requirements**

The Expressway-E server certificate needs to include the following elements in its list of subject alternative names (SAN):

- **Unified CM registrations domains**: all of the domains which are configured on the Expressway-C for Unified CM registrations. Required for secure communications between endpoint devices and Expressway-E.
  
The Unified CM registration domains used in the Expressway configuration and Expressway-E certificate, are used by Mobile and Remote Access clients to lookup the `_collab-edge` DNS SRV record during service discovery. They enable MRA registrations on Unified CM, and are primarily for service discovery.
  
  These service discovery domains may or may not match the SIP registration domains. It depends on the deployment, and they don’t have to match. One example is a deployment that uses a .local or similar private domain with Unified CM on the internal network, and public domain names for the Expressway-E FQDN and service discovery. In this case, you need to include the public domain names in the Expressway-E certificate as SANs. There is no need to include the private domain names used on Unified CM. You only need to list the edge domain as a SAN.
  
  Select the DNS format and manually specify the required FQDNs. Separate the FQDNs by commas if you need multiple domains. You may select `CollabEdgeDNS` format instead, which simply adds the prefix `collab-edge.` to the domain that you enter. This format is recommended if you do not want to include your top level domain as a SAN (see example in following screenshot).

- **XMPP federation domains**: the domains used for point-to-point XMPP federation. These are configured on the IM&P servers and should also be configured on the Expressway-C as domains for XMPP federation.
  
  Select the DNS format and manually specify the required FQDNs. Separate the FQDNs by commas if you need multiple domains. Do not use the `XMPPAddress` format as it may not be supported by your CA, and may be discontinued in future versions of the Expressway software.

- **IM and Presence chat node aliases (federated group chat)**: the same set of Chat Node Aliases as entered on the Expressway-C’s certificate. They are only required for voice and presence deployments which will support group chat over TLS with federated contacts.
  
  Note that you can copy the list of chat node aliases from the equivalent `Generate CSR` page on the Expressway-C.
### Figure 3  Entering subject alternative names for Unified CM registration domains, XMPP federation domains, and chat node aliases, on the Expressway-E’s CSR generator

<table>
<thead>
<tr>
<th>Alternative name</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject alternative names</td>
<td>FQDN of Expressway cluster plus FQDN of this peer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional alternative names</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unified CM registration domains</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>XMPP federation domains</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IM and Presence chat node aliases (federated group chat)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alternative name as it will appear</td>
<td>DNS: vcse.example.com</td>
<td>DNS: vcse-e-cluster.example.com</td>
<td>DNS: collab-edge.example.com</td>
<td>DNS: example.com</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Configuring Expressway for External XMPP Federation

This section describes how to configure the Expressway for external XMPP federation.

Before you Begin

1. Make sure that the items specified in "Prerequisites" are complete.
2. Some supporting systems configuration needs to be in place:
   - DNS. An internal DNS configured with forward and reverse lookups for Expressway–E, Expressway–C.
   - External DNS. An external DNS configured with forward lookup for the Expressway–E cluster FQDN.
   - Traversal Zones. A traversal server zone (Expressway–E) and a traversal client zone (Expressway–C).
   - NTP. All servers must be internally synchronized to the same time source.

Configuring Local Domains for XMPP Federation on Expressway–C

You must configure the local domain names for which you want to provide XMPP federated services.

1. On Expressway–C, go to Configuration > Domains.
2. Click New (or click View/Edit if the required domain already exists).
3. Enter your local Domain name to be federated.
4. Set IM and Presence Service to On. If IM and Presence Service is set to Off, the Expressway may raise an unexpected alarm.
5. Set XMPP federation to On.
6. Click Save.
7. Repeat for any other local domains requiring federation.

Notes:

- A single Expressway cluster can support multiple IM and Presence Service clusters using the same presence domain.
- XMPP federation of multiple IM and Presence Service clusters with multiple Expressway clusters is not supported.
- Each IM and Presence Service cluster needs to be discovered by Expressway–C.

Configuring Expressway–E for XMPP Federation

We recommend that XMPP federation configuration changes are made 'out of hours'. Enabling XMPP federation will restart the XCP router on all Expressway–E systems within the cluster. This will temporarily interrupt any existing mobile and remote access IM&P client sessions. Depending on the number of clients, full client reconnection may take several minutes. (See Impact of Configuration Changes on a Live System, page 25 for more information.)

1. On Expressway–E, go to Configuration > Unified Communications.
2. Set XMPP federation support to On.

When you apply this change, you may need to restart the XCP Routers on the IM&P server(s). The other settings on this page do not require a restart.
3. Configure the remaining fields as described in the table below.

```
<table>
<thead>
<tr>
<th>Unified Communications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration</td>
</tr>
<tr>
<td>Unified Communications mode</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Single Sign-On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Sign-On support</td>
</tr>
<tr>
<td>When clients ask if they can try SSO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>XMPP federation</th>
</tr>
</thead>
<tbody>
<tr>
<td>XMPP federation support</td>
</tr>
<tr>
<td>Use static routes</td>
</tr>
<tr>
<td>Dialback secret</td>
</tr>
<tr>
<td>Security mode</td>
</tr>
<tr>
<td>Require client-side security certificates</td>
</tr>
<tr>
<td>Privacy mode</td>
</tr>
</tbody>
</table>

Save
```

4. Click **Save**
   
   Your changes are applied. If you toggled **XMPP federation support**, you will be required to confirm that you want to restart the XCP router on the Expressway-C.

   You may also need to restart the Unified CM IM&P XCP router services that are connected to the associated Expressway-C.

5. Log on to each IM and Presence server to check for notifications that you need to restart the XCP Routers. If you do need to restart them:
   
   a. **In Cisco Unified IM and Presence Serviceability**, go to **Tools > Control Center - Network Services**.
   
   b. Scroll down to the **IM and Presence Services** section and select **Cisco XCP Router**.
   
   c. **Click Restart**.
      
      This causes a restart of all XCP services on the IM and Presence Service.
      
      The service restart may take several minutes.
   
   d. Repeat on each IM and Presence server.
      
      You could use the `utils service` CLI option (accessed via the Cisco Unified IM and Presence Operating System) to restart the services instead.

### Table 3   Settings for XMPP Federation

| Use static routes | Indicates whether a controlled list of static routes are used to locate the federated XMPP domains and chat node aliases, rather than DNS lookups. See Configuring How XMPP Servers for Federated Domains and Chat Node Aliases Are Located, page 18 below. |
Enter the dialback secret to use for identity verification with federated XMPP servers. If you have multiple Expressway-E systems in the same deployment, they must all be configured with the same dialback secret.

For more information about server dialback, see http://xmpp.org/extensions/xep-0220.html.

Indicates if a TLS connection to federated XMPP servers is required, preferred or not required.

**TLS required**: the system guarantees a secure (encrypted) connection with the foreign domain.

**TLS optional**: the system attempts to establish a TLS connection with the foreign domain. If it fails to establish a TLS connection, it reverts to TCP.

**No TLS**: the system will not establish a TLS connection with the foreign domain. It uses a non-encrypted connection to federate with the foreign domain.

In all cases, server dialback is used to verify the identity of the foreign server. The foreign server must be configured to use server dialback. Note that SASL External is not a supported configuration on the local server. Foreign servers may be configured to use SASL, but SASL exchanges will not be supported by the local server.

The default, and recommended setting, is **TLS required**.

Controls whether the certificate presented by the external client is verified against the Expressway's current trusted CA list and, if loaded, the revocation list.

This setting does not apply if **Security mode** is **No TLS**.

Note that the federated domain name and any chat node aliases must be present in the certificate's subject alternate name, regardless of this setting.

Controls whether restrictions are applied to the set of federated domains and chat node aliases.

**Off**: No restrictions are applied.

**Allow list**: Federation is allowed only with the domains and chat node aliases specified in the allow list.

**Deny list**: Federation is allowed with any domain or chat node alias except for those specified in the deny list.

Note that any domains or chat node aliases that are configured as static routes are included automatically in the allow list.

The default is **Allow list**.

See Configuring the Allow and Deny Lists for Federated Domains and Chat Node Aliases, page 18 below.
Configuring How XMPP Servers for Federated Domains and Chat Node Aliases Are Located

You can use DNS lookups to locate the XMPP servers for federated domains and chat node aliases, or you can configure the addresses of specific XMPP servers.

To use DNS lookups:

1. On Expressway-E, go to Configuration > Unified Communications.
2. Set Use static routes to Off.
3. Click Save.

Note: All XMPP federated partners must publish in DNS the addresses of their XMPP servers as described in DNS SRV Records for XMPP Federation, page 22.

To use static routes:

1. Contact the partners with whom you are federating to get a list of their chat node aliases.
2. On Expressway-E, go to Configuration > Unified Communications.
3. Set Use static routes to On and click Save.
4. Click Configure static routes for federated XMPP domains.
5. On the Federated static routes page, click New.
6. Enter the details of the static route:

<table>
<thead>
<tr>
<th>Domain</th>
<th>The federated XMPP domain or chat node alias.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>The IP address or Fully Qualified Domain Name (FQDN) of an XMPP server for this federated domain or chat node alias.</td>
</tr>
</tbody>
</table>

7. Click Save.
8. Add as many additional static routes as required.

You can specify additional routes to alternative addresses for the same domain or chat node alias (all routes have an equal priority).

Note:

- If there are no static routes defined for a federated domain or chat node alias, the system will use DNS instead.
- If static routes are defined for the federated domain or chat node alias, but the remote system cannot be contacted over those routes, the system will not fall back to DNS.
- If Privacy mode is set to Allow list and Use static routes is On, any domains (or chat node aliases) that are configured as static routes are included automatically in the allow list.

Configuring the Allow and Deny Lists for Federated Domains and Chat Node Aliases

The allow and deny lists are used to control restrictions to the set of federated domains and chat node aliases. If Privacy mode is set to Allow list or Deny list, you must add the domains and chat node aliases with which you want to allow or deny federated connections. This function manages restrictions at the domain / chat node alias level. Individual user-based privacy is controlled by each client / end-user.

Allow list and deny list modes are mutually exclusive. A domain/alias cannot be allowed and denied at the same time.

When federation is first enabled, Privacy mode is set to Allow list by default. In effect this puts the system in 'lockdown' mode — you will not be allowed to connect with any federated domains or chat node aliases until you add them to the allow list, configure static routes, or change the Privacy mode setting.
1. On Expressway-E, go to **Configuration > Unified Communications**.

2. Set **Privacy mode** as appropriate:
   - **Off**: No restrictions are applied.
   - **Allow list**: Federation is allowed only with the domains and chat node aliases specified in the allow list.
   - **Deny list**: Federation is allowed with any domain or chat node alias except for those specified in the deny list.

3. Click **Save**.

4. To manage the domains and chat node aliases in the allow or deny lists, click either **Federation allow list** or **Federation deny list** as appropriate.

   In the resulting page you can add, modify or delete the items in the allow/deny list. Wildcards or regexes are not allowed in the names; it must be an exact match.

   All domains and chat node aliases that are configured as static routes are included automatically in the allow list.
Delayed Cisco XCP Router Restart

The delayed Cisco XCP Router restart feature is part of Cisco Hosted Collaboration Solution (HCS), and is only available when the Expressway-E is in multitenant mode. The Expressway-E enters multitenant mode when you add a second Unified CM traversal zone with a new SIP domain.

**Note:** In multitenant mode, you must configure the system hostname on the System > DNS page of the Cisco Expressway-E to match the hostname configured in DNS (case-specific before X8.10.1, case insensitive from X8.10.1). Otherwise Cisco Jabber clients will be unable to register successfully for MRA.

Multitenancy allows a service provider to share an Expressway-E cluster among multiple tenants. Each tenant has a dedicated Expressway-C cluster that connects to the shared Expressway-E cluster.

Certain configuration changes on the Expressway-E cluster, or a customer's Expressway-C cluster, require a restart of the Cisco XCP Router on each Expressway-E in the shared cluster. The restart is required for Cisco XCP Router configuration changes to take effect across all nodes in a multitenant Expressway-E cluster. The restart affects all users across all customers.

To reduce the frequency of this restart, and the impact on users, you can use the delayed Cisco XCP Router restart feature.

**Note:** Without the delayed restart feature enabled, the restart happens automatically and occurs each time you save any configuration change that affects the Cisco XCP Router. If multiple configuration changes are required, resulting in several restarts of the Cisco XCP Router, it can adversely affect users. We strongly recommend that multitenant customers enable the delayed Cisco XCP Router restart feature.

The delayed restart feature lets you control when the restart takes place. You can make a batch of configuration changes - followed by a single Cisco XCP Router restart - and apply all the changes at once. A delayed restart generates the latest configuration and performs a Cisco XCP Router restart on each node in the multitenant Cisco Expressway-E cluster.

When a restart of the Cisco XCP Router occurs, all XMPP clients (such as Cisco Jabber) across all customers go offline for a few minutes and then reconnect. Because of this impact, we recommend that you take advantage of the delayed restart capability.

Once enabled, you can carry out the restart manually or set it to be schedule-based. In either mode, you can initiate the restart at any time and the system determines which Cisco XCP Router instances require a restart, performing the restart only as needed. When you set the restart to be scheduled, the restart happens at the scheduled time, but again only as needed. We recommend doing the Cisco XCP Router restart during off-peak hours whenever possible.

**Note:**

- Nodes on the latest configuration are not impacted. This action disconnects all external XCP-based users connected through the delayed nodes during the restart.
- All nodes will be on the latest configuration after the restart.

**More information about multitenancy**

See **Multitenancy with Cisco Expressway** on the **Cisco Hosted Collaboration Solution page**.

How to Configure Delayed Restarts

To configure the delayed Cisco XCP Router restart:

1. Go to **Configuration > Unified Communications > Delayed Cisco XCP Router restart**.
2. Under **Configuration**, turn **Delayed Cisco XCP Router restart On**.
3. If you do not enable **Scheduled Restart**, you must initiate the restart manually using the **Restart** button. Configuration changes do not happen automatically.

To schedule the restart:
1. Under **Configuration**, turn **Scheduled Restart** **On** and set the time that all nodes in the multi-tenant Expressway-E cluster are updated each day. Only nodes that are not running on the latest configuration are impacted.

2. Set the time that the restart takes place each day using the **Scheduled restart time (UTC)** option.

**Configuration Changes That Require a Restart of the Cisco XCP Router**

If you make any system configuration changes in the following areas a restart of the Cisco XCP Router takes place:

- XMPP federation
- Internal/external Ethernet
- Hostname or IP address
- DNS
- NTP
- Option keys
- QoS
- Clustering
- Zones
- MRA
- Domains
- Maintenance mode
- Cisco XCP Router delayed restart
- Cisco XCP Router / XMPP changes through networking
- Server-to-server communication to IM and Presence Service
- Changes to the logging flags for any of the above

**More Information about configuration changes**

See *Impact of Configuration Changes on a Live System* in the *Cisco Unified Communications XMPP Federation* guide.
DNS SRV Records for XMPP Federation

If federating parties are not using static routes to access federated XMPP services, suitable DNS SRV records must be published.

_xmpp-server records

You must publish an _xmpp-server DNS SRV record in DNS for your local domain so that remote enterprises can access your federated XMPP services. For example:

<table>
<thead>
<tr>
<th>Domain</th>
<th>Service</th>
<th>Protocol</th>
<th>Priority</th>
<th>Weight</th>
<th>Port</th>
<th>Target host</th>
</tr>
</thead>
<tbody>
<tr>
<td>ciscoexample.com</td>
<td>xmpp-server</td>
<td>tcp</td>
<td>0</td>
<td>0</td>
<td>5269</td>
<td>expe.ciscoexample.com</td>
</tr>
</tbody>
</table>

Similarly, to allow federating parties to discover a particular XMPP federated domain (if they are not using static routes), the federated enterprise must publish an _xmpp-server DNS SRV record in its public DNS server. For example:

<table>
<thead>
<tr>
<th>Domain</th>
<th>Service</th>
<th>Protocol</th>
<th>Priority</th>
<th>Weight</th>
<th>Port</th>
<th>Target host</th>
</tr>
</thead>
<tbody>
<tr>
<td>federated.com</td>
<td>xmpp-server</td>
<td>tcp</td>
<td>0</td>
<td>0</td>
<td>5269</td>
<td>xmppserver.federated.com</td>
</tr>
</tbody>
</table>

All enterprises must publish the service on port 5269. The published FQDNs must also be resolvable in DNS to an IP address.

Group Chat

If you configure the Group Chat feature on a Unified CM IM&P server in an XMPP federation deployment, you must publish DNS SRV records for the federated chat node aliases.

To allow IM and Presence Service to discover a particular XMPP federated chat node alias, the federated enterprise must publish an _xmpp-server DNS SRV record in its public DNS server. Similarly, IM and Presence Service must publish the same DNS SRV record in DNS for its domain. For example:

<table>
<thead>
<tr>
<th>Domain</th>
<th>Service</th>
<th>Protocol</th>
<th>Priority</th>
<th>Weight</th>
<th>Port</th>
<th>Target host</th>
</tr>
</thead>
<tbody>
<tr>
<td>chatroom1.example.com</td>
<td>xmpp-server</td>
<td>tcp</td>
<td>0</td>
<td>0</td>
<td>5269</td>
<td>expe.ciscoexample.com</td>
</tr>
</tbody>
</table>

Both enterprises must publish the service on port 5269. The published FQDN must also be resolvable to an IP address in DNS.

Alternatively, to use group chat aliases on federated servers, you can configure static routes on the Expressway-E (Configuration > Unified Communications > Federated static routes) for each chat node alias.

Note that:

- The chat node aliases are configured on Unified CM IM&P Administration (Messaging > Group Chat Server Alias Mapping).
- Internal users do not need to use DNS to discover chat nodes; they get the chat room details from their local IM&P servers.
- If you are using group chat over TLS, ensure that the Expressway-C and Expressway-E server certificate include in their list of subject alternate names (using either XMPPAddress or DNS formats) all of the Chat Node Aliases that are configured on the IM and Presence Service servers.

See Chat configuration on IM and Presence for more information about point-to-point instant messaging and group chat.
Checking XMPP Federation Status

XMPP federation status information is available on the Expressway-E only.

You can go to Status > Unified Communications to check the primary status of the XMPP federation service. Normally, XMPP Federation should be Active.

If there are problems with the service, such as connectivity issues with the Expressway-C, the status will show as Inactive. In this case, you should also review the Unified Communications status page on the associated Expressway-C for more guidance as to what is causing the problem.

Viewing Federated Connections

To view the current federated connections being managed by the Expressway-E:

1. On the Expressway-E, go to Status > Unified Communications.
2. Click View federated connections in the Advanced status information section.

   This shows all the current connections passing through that Expressway-E.

   It displays the IP Address of the client, and the Direction (Incoming or Outgoing) of the communication.

   Connections are closed after 10 minutes of inactivity.

Note that in clustered systems:

- An aggregated view is not displayed; only connections routed through the current peer are displayed.
- In 2-way connections, the inbound and outbound communications may be managed by different peers.
Troubleshooting External XMPP Federation

This section describes how to troubleshoot an external XMPP federation deployment and describes the impact of making configuration changes on a live system.

Checking System Status

If you encounter issues with the XMPP federation status service, check the **Status > Unified Communications** page on both the Expressway-C and the Expressway-E. This will highlight any basic connection or configuration problem, and provide information and links to help correct the problem.

General Configuration Checklist

Ensure that the following Expressway configuration items are specified correctly:

- Port 5269 is open in both directions between the internet and Expressway-E in the DMZ.
- DNS settings: host name, domain name and default DNS server (**System > DNS**).
- An accessible NTP server (**System > Time**).
- An active Unified Communications traversal zone on the Expressway-C and its associated Expressway-E (**Status > Zones**).
- **Unified Communications mode** is set to *Mobile and remote access* on both the Expressway-C and the Expressway-E (**Configuration > Unified Communications > Configuration**).
- **XMPP federation support** is *On* on the Expressway-E (**Configuration > Unified Communications > Configuration**).
- If static routes are enabled, ensure that the appropriate routes for the federated XMPP domains have been added to the Expressway-E (**Configuration > Unified Communications > Federated static routes**).
- At least one domain is configured on the Expressway-C with **XMPP federation** set to *On* (**Configuration > Domains**).
- IM &Presence servers have been discovered on the Expressway-C and have an active status (**Configuration > Unified Communications > IM and Presence servers**).

Discovery, Connectivity and Firewall Issues

- If using DNS lookup, check that _xmpp-server_ public DNS records exist for the domains and chat node aliases of all federated parties, and that they use port 5269.
- Check that port 5269 is open in both directions between the internet and Expressway-E in the DMZ.
- If the Expressway-C cannot connect to XCP on the Expressway-E remote host:
  - Check that the firewall has not blocked port 7400.
  - If the Expressway-E is running dual network interfaces, ensure that the traversal zone on the Expressway-C is connected to the internally-facing interface on the Expressway-E.
- Be aware that inbound and outbound connections can be routed through different cluster peers.
- If the address of an IM and Presence Service node has changed, or a new peer has been added to an IM and Presence Service cluster, go to **Configuration > Unified Communications > IM and Presence Service** nodes and click **Refresh Servers**. You must then save the updated configuration.
- If an IM and Presence Service node fails over to a different node after an outage, the affected users are **not dynamically moved to the other node**. Expressway does not support this functionality, and it has not been tested.
Certificates and Secure TLS Connections

If you have configured secure TLS connections, ensure that:

- Valid server certificates are installed, they are in date and not revoked.
- Both the remote and local server certificates must contain a valid domain in the Subject Alternative Name (SAN). This applies even if Require client-side security certificates is disabled.
- If Require client-side security certificates is enabled, ensure that the server certificate is signed by a CA and is not locally signed.
- Certificate Authority (CA) certificates are installed.
- If you are using group chat over TLS, ensure that the Expressway-C and Expressway-E server certificates include in their list of subject alternate names (using either XMPPAddress or DNS formats) all of the Chat Node Aliases that are configured on the IM and Presence servers.
- Ensure that compatible security settings (TLS required, optional, no TLS) exist on your system and the remote federated system.

See Server Certificate Requirements for Unified Communications, page 11 for more information.

Checking the Event Log

Check the Event Log on the Expressway-E for XMPP events.

Events related to XMPP federation are tagged with Module="XMPPFederation". There are no XMPP-related logs on the Expressway-C.

Performing Diagnostic Logging

When performing diagnostic logging (Maintenance > Diagnostics > Diagnostic logging), set the develop.xcp.federation support log (Maintenance > Diagnostics > Advanced > Support Log configuration) to debug level.

Disabling Interdomain XMPP Federation on Unified CM IM&P

You must choose whether to enable Interdomain XMPP Federation on IM and Presence Service or on Expressway.

To disable Interdomain Federation on IM and Presence Service, perform the following operations in exactly the order shown:

1. Disable Interdomain Federation on the IM&P servers:
   a. Go to Cisco Unified CM IM and Presence Administration > Presence > Inter Domain Federation > XMPP Federation > Settings.
   b. Set XMPP Federation Node Status to Off.
2. Refresh the set of discovered IM&P servers on Expressway-C.
3. Restart all of the Unified CM IM&P XCP Router services that are connected to that Expressway-C.

Impact of Configuration Changes on a Live System

In general, we recommend that XMPP federation configuration changes are made 'out of hours'. This section describes the impact that configuration changes will have on current clients using XMPP federation and any Jabber clients using mobile and remote access.
Expressway-C Configuration Changes

Domains
Any domain configuration changes, when one or more existing domains are configured for IM and Presence services on Unified CM or XMPP Federation will result in an automatic restart of the XCP router on both Expressway-C and Expressway-E.

The end-user impact is temporary loss of federation and any Jabber clients using mobile and remote access will be temporarily disconnected. The clients will automatically reconnect after a short period.

Unified Communications mode
Setting the Unified Communications mode to Off or to Jabber Guest services' will stop the the XCP router on both Expressway-C and Expressway-E.

- This will remove the Expressway-E XMPP federation node from all discovered IM&P servers. A notification will appear on the IM&P administration interface to restart the XCP router on all affected IM&P nodes.
- The end-user impact is that all IM&P sessions will be disconnected. That is, there is a loss of federation, IM&P sessions over mobile and remote access will be disconnected, and sessions directly homed on the IM&P node will be dropped. When the XCP router is restarted on each IM&P node, all XCP functionality on that node will be disrupted.

Discovered IM & Presence Servers
Adding or deleting an IM & Presence publisher will require a restart of the XCP router on each IM & Presence node associated with that publisher only if XMPP Federation is enabled.

- This will cause a restart of the XCP router on Expressway-C.
- The end-user impact should be minimal. They will be unable to send or receive IM & Presence updates for a few seconds.

Expressway-E Configuration Changes

Unified Communications mode
Setting the Unified Communications mode to Off or to Jabber Guest services' will stop the the XCP router on both Expressway-C and Expressway-E.

- This will remove the Expressway-E XMPP federation node from all discovered IM&P servers. A notification will appear on the IM&P administration interface to restart the XCP router on all affected IM&P nodes.
- The end-user impact is that all IM&P sessions will be disconnected. That is, there is a loss of federation, IM&P sessions over mobile and remote access will be disconnected, and sessions directly homed on the IM&P node will be dropped. When the XCP router is restarted on each IM&P node, all XCP functionality on that node will be disrupted.

Note that turning the Unified Communications Mode back to On will reinsert the XMPP federation node and have the same impact on the IM&P servers.

XMPP federation support
Changing the XMPP federation support setting will restart the Expressway-E XCP router.

- This will result in the addition/removal of the Expressway-E XMPP federation node from all discovered IM & Presence servers. A notification will appear on the IM&P administration interface to restart the XCP router on all affected IM&P nodes.
- The end-user impact is that all IM&P sessions will be disconnected. That is, there is a loss of federation, IM&P sessions over mobile and remote access will be disconnected, and sessions directly homed on the IM&P node will be dropped. When the XCP router is restarted on each IM&P node, all XCP functionality on that node will be disrupted.
Other XMPP federation settings

Changing any of the other XMPP federation settings, such as static routes, security and privacy settings, or the allow/deny lists, will only result in a restart of the XMPP Federation Connection Manager service on the Expressway-E.

End-users may notice a temporary disruption to federation; any mobile and remote access IM&P sessions will remain connected.

Client Reconnection Times After Loss of Service

The time taken for a client to reconnect to the XMPP service depends on the re-login limits specified in the Cisco Server Recovery Manager service parameters on the IM&P server.

See the High Availability Client Login Profiles section in Configuration and Administration of IM and Presence Service on Cisco Unified Communications Manager for the IM&P version that you are running.

Temporary or Partial Loss of IM and Presence Service Federation

XMPP federation for IM and Presence Service via Expressway relies on a persistent TCP connection to the federated server. If a federated server becomes unavailable due to a graceful shutdown, Expressway will immediately seek to reestablish a connection with the federated server or with another server advertised by the federated partner.

If, however, the federated server fails abruptly, it can take up to 15 minutes for Expressway to discover the TCP connection outage and attempt reconnection. During this time, a partial or full loss of IM and Presence Service connectivity with the federated partner may occur.
XMPP Federation through IM and Presence Service

This federation enables IM and Presence Service users in one enterprise domain to exchange presence information and Instant Messaging (IM) with users in external domains. This scenario does not involve Expressway.

**Important!** This section only provides summary information. For configuration information and other details about deploying XMPP federation managed by IM and Presence Service, see Interdomain Federation on IM and Presence Service for Cisco Unified Communications Manager.

Supported Systems

IM and Presence Service, Release 9.1.1 or later, supports XMPP federation with the following enterprises:

- Cisco WebEx Messenger Release 7.x.
- Cisco Unified Presence Release 8.x.
- IM and Presence Service Release 9.x or later.
- Any other XMPP-standards compliant server.

Configuration Basics

IM and Presence Service does not support XMPP federation between a IM and Presence Service Release 9.x enterprise and a Cisco Unified Presence Release 7.x enterprise.

If you want to enable XMPP federation with an external domain, ensure that the external domain was not previously configured as a SIP federated domain on Cisco Unified Presence. An example of how to do this follows:

**Example:** A Cisco Unified Presence deployment with ciscoexample.com was historically configured as a SIP-based federation. But ciscoexample.com has now added XMPP support, so the local administrator now wants to enable an XMPP-based federation. To allow this, the administrator first deletes ciscoexample.com as a SIP-federated domain on Cisco Unified Presence.

When IM and Presence Service is federating with WebEx Enterprise, it's not possible for WebEx Connect client users to invite IM and Presence Service users to temporary or persistent chat rooms. This is due to a design constraint on the WebEx Connect client.

To allow the IM and Presence Service to federate over XMPP, you must enable and configure XMPP federation on IM and Presence Service.

If you have multiple IM and Presence Service clusters, you must enable and configure XMPP federation on at least one node per cluster. The XMPP federation configuration must be identical across clusters. The **Diagnostics Troubleshooter** compares the XMPP federation configuration across clusters, and reports if the XMPP federation configuration is not identical across clusters.

If you deploy Cisco Adaptive Security Appliance for firewall purposes, see the following topics in Interdomain Federation on IM and Presence Service for Cisco Unified Communications Manager:

- Topics related to integration preparation, for considerations on routing, scale, public IP addresses, and the Certification Authority.
- Task to configure the Cisco Adaptive Security Appliance, for information on configuring prerequisite information such as hostname, timezone, clock, and so on.
Task Flow Summary to Deploy XMPP Federation Through IM and Presence Service:

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configure IM and Presence Service for XMPP federation</td>
<td></td>
</tr>
<tr>
<td>Configure Security for XMPP federation</td>
<td></td>
</tr>
<tr>
<td>(Optional) Configure the email for federation feature</td>
<td></td>
</tr>
<tr>
<td>Turn on XMPP federation service</td>
<td></td>
</tr>
<tr>
<td>Configure the Cisco Adaptive Security Appliance for XMPP federation</td>
<td></td>
</tr>
<tr>
<td>Troubleshooting XMPP federation through IM and Presence Service</td>
<td></td>
</tr>
</tbody>
</table>
IM&P Federation with Microsoft-Based Organizations

Note: Unlike the federations described elsewhere in this guide, these federations with Microsoft are SIP-based and not XMPP-based.

Description

This section applies if you want to deploy an IM&P federation with an organization that uses Microsoft as its solution for collaboration services. It enables users registered to Cisco Unified Communications Manager IM and Presence Service to exchange chat messages with Microsoft users in an external organization, via the Expressway. We illustrate an example deployment, the signaling connections, and some sample dial plan rules. The diagrams show Unified CM as the primary standards-based call control agent on-premises, but Expressway could alternatively be the registrar and call control agent. For completeness, the diagrams illustrate multiple elements together, but in reality most deployments will not have all the elements.

Supported Systems

Expressway-E supports IM&P Federation with Microsoft, with the following products:

- Expressway X8.9 or later; X8.11.x or later is recommended.
- Cisco Unified Communications Manager IM and Presence Service 11.5(1)SU3 or later; 11.5(1)SU4 or later is recommended.
- Lync 2013 Server, Skype for Business Server, or Office 365. Note: We do not interoperate with "consumer" versions of Skype.

Signaling and Dial Plan

Figure 4  Outbound Signaling

Cisco Systems, Inc.  www.cisco.com
### Table 4  Sample Outbound Dial Plan Rules

<table>
<thead>
<tr>
<th>Arrow #</th>
<th>Rule Hosted On</th>
<th>Rule Order/Priority</th>
<th>From</th>
<th>Pattern and Logic</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cisco Unified Communications Manager IM and Presence Service</td>
<td></td>
<td>Jabber</td>
<td>*@msexample.com</td>
<td>Static route to Expressway-C</td>
</tr>
<tr>
<td>2</td>
<td>Expressway-C</td>
<td></td>
<td>IM&amp;P neighbor zone</td>
<td>MicrosoftSIP IM&amp;P for .*@msexample.,com</td>
<td>Traversal client zone</td>
</tr>
<tr>
<td>3†</td>
<td>Expressway-E</td>
<td>Lowest priority rule = highest priority number</td>
<td>Traversal server zone</td>
<td>Microsoft SIP IM&amp;P for Any alias</td>
<td>DNS zone</td>
</tr>
</tbody>
</table>

† This rule is required due to the way we handle NOTIFY messages.

### Figure 5  Inbound Signaling

![Inbound Signaling Diagram](image)

### Table 5  Sample Inbound Dial Plan Rules

<table>
<thead>
<tr>
<th>Arrow #</th>
<th>Rule Owner</th>
<th>Rule Order/Priority</th>
<th>From</th>
<th>Pattern and Logic</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>On Expressway-E</td>
<td></td>
<td>Default zone</td>
<td>Microsoft SIP IM&amp;P for .*@ciscoexample.,com</td>
<td>Traversal server zone</td>
</tr>
</tbody>
</table>

On successful match Stop
Table 5  Sample Inbound Dial Plan Rules (continued)

<table>
<thead>
<tr>
<th>Arrow #</th>
<th>Rule Owner</th>
<th>Rule Order/Priority</th>
<th>From</th>
<th>Pattern and Logic</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>On Expressway-C</td>
<td>Traversal client zone</td>
<td>Microsoft SIP IM&amp;P for .*@ciscoexample.com</td>
<td>On successful match Stop</td>
<td>IM&amp;P neighbor zone</td>
</tr>
<tr>
<td>6†</td>
<td>On Expressway-C</td>
<td>Traversal client zone</td>
<td>Microsoft SIP IM&amp;P for .<em>IMP1-public.ciscoexample.com.</em></td>
<td>On successful match Stop</td>
<td>IM&amp;P neighbor zone</td>
</tr>
</tbody>
</table>

† This rule is required due to the way we handle NOTIFY messages.

Configuration Overview

This federation is based on TLS throughout.

NOTIFY Messages

SUBSCRIBE messages are sent between clients to request presence status. Subsequent NOTIFY messages in the same dialog, signal changes in presence. Usually the NOTIFY messages would not need special routing consideration because they’re in the same dialog as the SUBSCRIBE, and should follow the same route. However, for performance reasons we do not hold information about SUBSCRIBE dialogs, which means that search rules are required to route the NOTIFY messages.

Outbound rule

From X8.11.1, outbound NOTIFY messages are handled like any other SIP message. So your outbound rule on Expressway-E needs to match the following:

- Traffic type = Microsoft IM and Presence
- Mode = Any Alias
- Target = DNS Zone (Expressway-E)

Of course broader rules may be implemented, such as Traffic type = All Sip Variants.

Inbound rule

You need an inbound search rule (on Cisco Expressway-C) to match on the Federation Routing IM/P FQDN of the IM and Presence Service cluster. This cluster-wide SIP proxy parameter is configured on the IM and Presence Service publisher at System > Service Parameters > SelectPublisher > Cisco SIP Proxy > Federation Routing Parameters. Here we are using the example value IMP1-public.ciscoexample.com for the Federation Routing IM/P FQDN of the cluster.

You must also create a DNS A record so that Expressway-C can resolve the Federation Routing IM/P FQDN. This DNS A record must not have a pointer record (PTR) associated with it.

Process Summary

1. On IM and Presence Service publisher:
   - Create a new Inter Domain Federation for each named federated domain. Use OCS/Lync type and do not select Direct Federation.
- Create a static route to the Expressway-C for all traffic matching each federated domain.
  For example, to route all traffic for msexample.com, use the format .com.msexample.*.
  Use TLS as the preferred transport, enter the next hop FQDN (Expressway-C), and the preferred port 5061.
- Set the Federation Routing IM/P FQDN. For example, IMP1-public.ciscoexample.com.

2. On Expressway-C: Neighbor zone to the IM and Presence Service cluster.


Dial Plan Description

- Expressway-E:
  - Search rule to route Microsoft SIP IM&P for .*@msexample\.
  com from traversal server zone to DNS zone
  - Search rule to route Microsoft SIP IM&P for .@ciscoexample\.
  com from default zone to traversal server zone
- Expressway-C:
  - Search rule to route Microsoft SIP IM&P for the named federation domain .*@msexample\.
  com from IM&P neighbor zone to traversal client zone.
  - Search rule to route Microsoft SIP IM&P for local domain .@ciscoexample\.
  com from traversal client zone to IM&P neighbor zone
  - Our architecture requires this rule for presence: Search rule to route Microsoft SIP IM&P from traversal client zone to IM&P neighbor zone. The rule must match a regular expression that includes the SIP Proxy service parameter Federation Routing IM/P FQDN, configured in the target IM and Presence Service cluster. For example, use .*IMP1-public\.
  .ciscoexample\.
  com.* to match presence traffic for the FQDN given above.

External DNS Records

The external DNS needs to be configured with the records required for your deployment. This table contains some example records that may apply:

Table 6 DNS Configuration Summary

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Record type</th>
<th>Example entry</th>
<th>Port</th>
<th>Resolves to target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolve Expressway-E cluster FQDN to peer IP addresses</td>
<td>A/AAAA</td>
<td>expe.example.com</td>
<td></td>
<td>Public IP address of one Expressway-E cluster peer. Create one record for each peer in the Expressway-E cluster (Up to 6 records).</td>
</tr>
<tr>
<td>Discover destination for calls to third party Microsoft infrastructure domain (Outside of your control, but needs to be there for federation to succeed)</td>
<td>SRV</td>
<td>sifederationtls._tcp. msb2bexample.com.</td>
<td>5061</td>
<td>Public address of Microsoft Skype for Business Edge server / cluster</td>
</tr>
<tr>
<td>Discover user destination for calls from third party Microsoft infrastructure domain</td>
<td>SRV</td>
<td>sifederationtls._tcp. example.com.</td>
<td>5061</td>
<td>FQDN of Skype for Business Edge, eg. s4be.example.com</td>
</tr>
</tbody>
</table>
Deployment Limitations Related to DNS

**DNS Load Balancing by Microsoft Skype for Business (also applies to Microsoft Lync Server and OCS)**

Microsoft Skype for Business does not attempt to use DNS SRV load balancing when routing calls or messages to federated domains. The Microsoft Skype for Business Edge servers always choose the DNS SRV record with the lowest priority and highest weight, and ignore all others. When the priorities and weights are equal, they choose one and ignore all others.

Microsoft’s best practices recommend that you configure round-robin A/AAAA record load balancing, using the A record sip.domain.com. That is, the DNS SRV record for SIP federation should have only one entry that targets a single round-robin A/AAAA record that includes all of your Expressway-E cluster peers.

For example:

- Create the SRV record _sipfederationtls._tcp.ciscoexample.com. with a single entry targeting sip.ciscoexample.com
- Create an A/AAAA record for sip.ciscoexample.com that targets either the public IP address of the Expressway-E, or multiple A/AAAA records for round-robin service of all the Expressway-E peers in the cluster.

**Domain Namespace Compatibility for Microsoft Skype for Business (also applies to Microsoft Lync Server and OCS)**

Microsoft Skype for Business requires that federated edge servers are in the same DNS namespace (domain/subdomain) as the federated SIP domain. Otherwise federation will fail, without additional configuration on the Skype for Business servers.

We recommend that the DNS SRV records for SIP federation resolve to a target in the same DNS namespace, so that open SIP federation will work from the Microsoft side without additional configuration.

For example, if you intend to federate Microsoft infrastructure with the domain exp.ciscoexample.com, you would create the SRV record _sipfederationtls._tcp.exp.ciscoexample.com. The target of that DNS SRV must be an A/AAAA record in the subdomain exp.ciscoexample.com (eg. sip.exp.ciscoexample.com). If the DNS SRV target were outside that namespace (eg. sip.ciscoexample.com) then the Microsoft side would not allow the connection.

**Internal DNS Records**

If you can split your DNS to give different results internally, then we recommend that you create different records for the following purposes. These records must be resolvable by Expressway-C.

**Table 7  DNS Configuration Summary**

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Record type</th>
<th>Example entry</th>
<th>Port</th>
<th>Resolves to</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Expressway-C to resolve the Federation Routing IM/P FQDN of the IM and Presence Service cluster</td>
<td>A</td>
<td>IMP1-public.ciscoexample.com</td>
<td></td>
<td>IP address of the IM and Presence Service publisher</td>
</tr>
</tbody>
</table>
Cisco Legal Information

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB’s public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED “AS IS” WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

All printed copies and duplicate soft copies are considered un-Controlled copies and the original on-line version should be referred to for latest version.

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco website at www.cisco.com/go/offices.

© 2014–2015, 2017–2018 Cisco Systems, Inc. All rights reserved.

Cisco Trademark

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)