

Configure Visual Voicemail for Jabber and Webex

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Introduction

This document describes how to configure visual voicemail with Jabber and Webex Unified Communications Manager (UCM).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CUCM)
- Cisco Unity Connection (CUXN)
- Cisco Jabber
- Cisco Webex

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

The clients like Cisco Jabber and Cisco Webex can communicate with CUXN in order to get visual voicemail capabilities, which allow you to:

- Choose and play voicemail messages regardless of order.

- Perform visible message count.
- Notify incoming voice messages.
- Enable user to listen to voicemails from within jabber.
- Enable a call back option to the person who left the voice mail.

Configure

It is assumed that the basic configurations between the CUCM and CUXN are already in place.

CUCM Configuration

Step 1. Navigate to the **CUCM Administration Page > User Management > User Settings > UC Service**.

Create a **Jabber-Config** service if it has not been created; otherwise, open the one that is used by your Jabber or Webex users.

Configure it UC Service with these parameters:

- **policies: voicemail_enabled**
- **voicemail: VoicemailPrimaryServer: IP of the CUCXN Publisher**
- **voicemail: VoicemailSecondaryServer: IP of the CUXN Subscriber**

UC Service Information

UC Service Type: Jabber Client Configuration (jabber-config.xml)
 Product Type: Jabber
 Name*: JBR_Jabber-config
 Description:

Jabber Configuration Parameters

Section	Parameter	Parameter Description	Value	Operations
Policies	Voicemail_Enabled	Enables voicemail capabilities	true	Delete
Voicemail	VoicemailPrimaryServer	The address of your voicemail server	CUXN01.mxccl.pstac	Delete
Voicemail	VoicemailBackupServer	The first backup server that the client connects to	CUXN02.mxccl.pstac	Delete
-- Not Selected --	-- Not Selected --			Delete Add Add Custom

Multipart Parameter

Section	Parameter	Parameter Description	Value	Operations
-- Not Selected --	-- Not Selected --			Add

Save

Jabber-Config UC Service

Step 2. Navigate to the **CUCM Administration page > User Management > User Settings > Service Profile**.

Voicemail Profile: Keep the Primary, Secondary and Tertiary CUXN Servers Configured

Set the Credentials Source for voicemail service to **Unified CM - IM and Presence**

Voicemail Profile

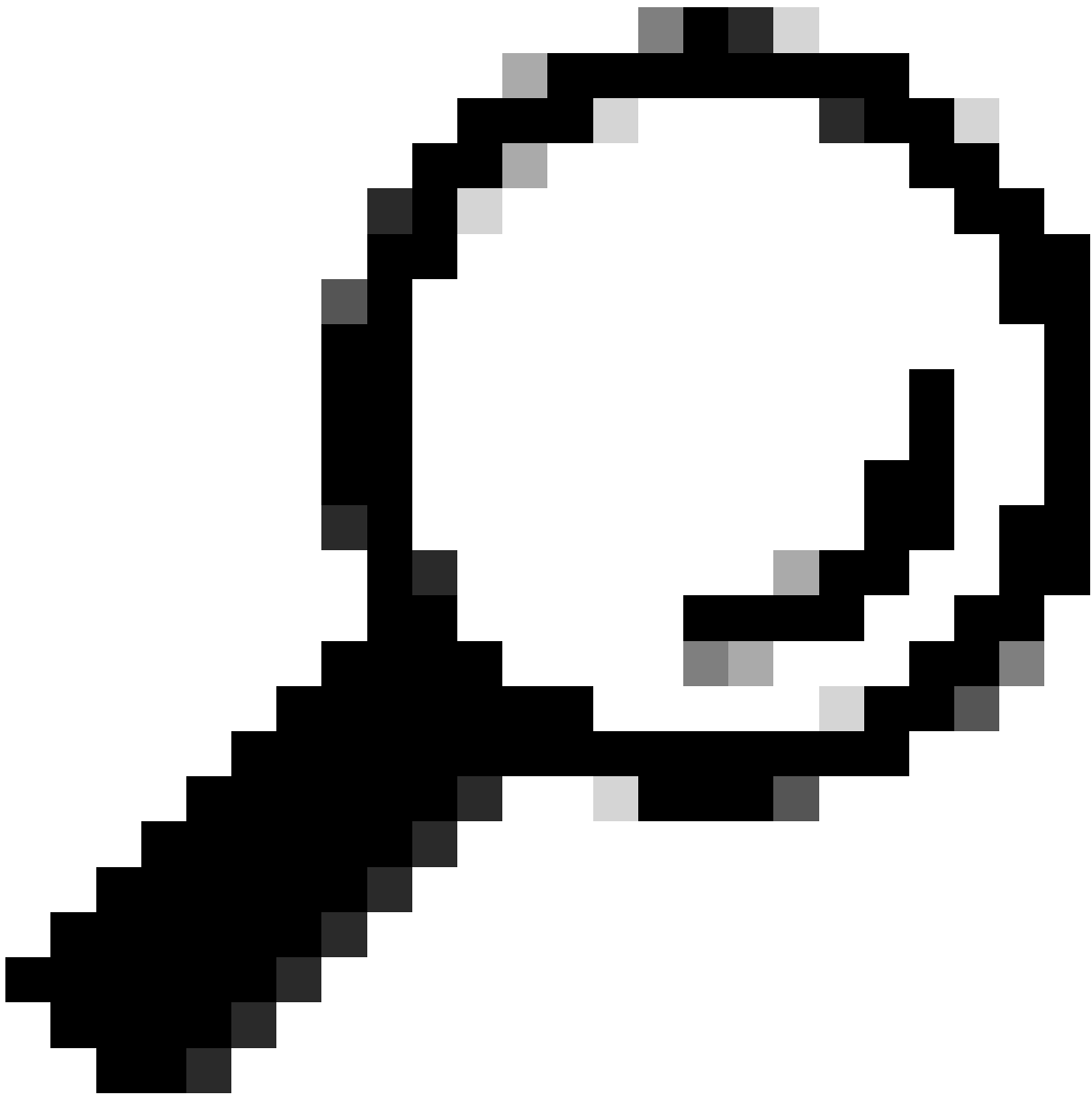
Primary: CUC_UC_P

Secondary: CUC_UC_S

Tertiary: <None>

[Credentials source for voicemail service](#)*: Unified CM - IM and Presence

Voicemail Profile Configuration from the Service Profile



Tip: If you have Single Sign-On (SSO) configured, the voicemail source credentials require to be configured as **Not Set**.



Warning: If you have SSO with Webex UCM, the voicemail source credentials require to be configured as **Unified CM - IM and Presence**.

Add the Jabber-Config UC Service to the **Service Profile** that is assigned to your Jabber users.

Cisco Unity Configuration

Make sure the userid in CUCM matches the alias in the CUXN, a discrepancy here makes the feature to stop working.

Make sure the Phone Service Password or End User Password is the same as the Web Application Password in CUXN for the users.

Refresh Login Configuration

When OAuth with Refresh login is enabled on the CUCM, it requires to be enabled on the CUXN server as well.

1. Navigate to the **CUCM Administration** webpage > **System** > **Enterprise Parameters** > **SSO and**


OAuth Configuration and validate the **OAuth with Refresh Login Flow**, confirm if it is **Enabled**.

2. Navigate to the **CUXN Administration** webpage > **System Settings** > **Enterprise Parameters** > **SSO and OAuth Configuration** and validate the **OAuth with Refresh Login Flow**, confirm if it is **Enabled**.

3. Confirm the Authz servers are configured on the CUXN server.

Step 1: Navigate to the **CUXN Administration** webpage > **System Settings** > **Authz Servers** > **Add New**:

- Display Name: Any Name you want to add
- Authz Server: CUCM Publisher IP Address or Fully Qualified Domain (FQDN)
- Port: 8443
- Username and Password: Are the ones you use to log in to the CUCM Administration Page.

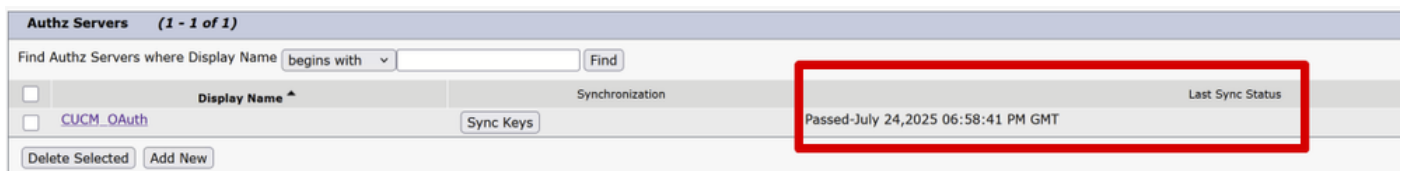


The screenshot shows the 'Edit Authz Server' form. At the top are three buttons: 'Save', 'Delete', and 'Test'. Below them is the title 'Edit Authz Server'. The form contains the following fields:

- Display Name***: CUCM_OAuth
- Authz Server***: ccm001.mxcol.pstac
- Port***: 8443
- Username***: ccmadmin
- Password***: masked with asterisks

Authz Server Configuration from Cisco Unity Connection

Step 2. Once saved, confirmed the keys are synced.



The screenshot shows the 'Authz Servers' table. The table has a header row with columns: 'Display Name', 'Synchronization', and 'Last Sync Status'. There is one row of data for the server 'CUCM_OAuth'. The 'Sync Keys' button is located next to the server name. The 'Last Sync Status' column shows 'Passed-July 24,2025 06:58:41 PM GMT'.

Display Name	Synchronization	Last Sync Status
CUCM_OAuth	Sync Keys	Passed-July 24,2025 06:58:41 PM GMT

Authz Server Keys on Cisco Unity Connection are Synced

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

This section provides information you can use in order to troubleshoot your configuration.

If SSO with OAuth is enabled, and the voicemail credentials are not retrieved correctly by Jabber or Webex, confirm the Authz Keys are configured and Sync. If those are not Synced or the last time those were synced has been several weeks ago, click the **Sync Keys** button and confirm the keys are resynced.