



CHAPTER 23

Configuring Cisco Jabber Support

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The procedures in this chapter address the minimum configuration requirements necessary on the Cisco Unified Communications Manager (Unified CM) and Cisco TelePresence Video Communication Server (VCS) to support the following Cisco Jabber clients:

- [Cisco Jabber for Windows in Unified CM Mode, page 23-1](#)
- [Cisco Jabber for iPad in Unified CM Mode, page 23-4](#)
- [Cisco Jabber Video for TelePresence Enterprise for iPad in VCS Mode, page 23-7](#)

Cisco Jabber for Windows in Unified CM Mode

The procedures in this section assume that the Cisco Unified Communications Manager (Unified CM), Cisco Unified Presence Server (CUPS), and Cisco Jabber for Windows are already installed and active in the network. For minimum software requirements for the Unified CM, CUPS, and Cisco Jabber for Windows, see the applicable *Release Notes for the Cisco TelePresence Exchange System*, at <http://www.cisco.com/go/ctx-reNotes>.

The procedures in this section address the following minimum configuration requirements necessary on the Unified CM for Cisco Jabber for Windows support.

- Create a SIP profile. This profile will be associated with the Cisco Jabber devices.
- Configure region settings to allow users to place a video call.
- Configure device settings to enable video capabilities on the Cisco Jabber devices.

Product information for the Unified CM, can be found at http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

The Cisco TelePresence Exchange System does not require any specific configuration settings on the CUPS. Product information for the CUPS can be found at <http://www.cisco.com/en/US/products/ps6837/index.html>

Product information for Cisco Jabber for Windows can be found at <http://www.cisco.com/en/US/products/ps12511/index.html>

This section includes the following topics:

- [Logging into the Unified CM Administration Application, page 23-2](#)
- [Creating a SIP Profile, page 23-2](#)
- [Configuring Region Settings in Unified CM, page 23-3](#)

- [Configuring Device Settings in Unified CM, page 23-4](#)

Logging into the Unified CM Administration Application

Procedure

To log into the Unified CM Administration application, do the following procedure:

-
- Step 1** Access a web browser that is supported by the Unified CM Administration application from any user PC in your network. In the address bar of the web browser, enter the following URL:

```
https://Unifed_CM-server-name
```

where *Unifed_CM-server-name* is the name or IP address of the server.



Note If your network uses DNS services, you can specify the hostname of the server where the Unified CM is installed. If your network does not use DNS services, you must specify the IP address of the server.

- Step 2** Log in with your assigned administrative privileges.
- Step 3** From the Navigation field at the upper right corner of the page, click **Cisco Unified Communications Manager Administration**, and then click **Go**.

The system returns to the Cisco Unified Communications Manager Administration home page.

Creating a SIP Profile

Procedure

To create a SIP profile, do the following procedure:

-
- Step 1** Click **Device**. Under **Device Settings**, click **SIP Profile**.
- Step 2** Click **Add New** at the bottom of the page or click the + sign at the top of the page.
- Step 3** Enter the settings as indicated in [Table 23-1](#) to configure the SIP profile. Leave default settings for fields not included in [Table 23-1](#).
- Step 4** To save your changes, click **Save** at the bottom of the page.
- Step 5** Apply the SIP profile to the Cisco Jabber for Windows devices. For instructions, see the applicable *Cisco Unified Communications Manager Administration Guide* for your release, available at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
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Table 23-1 SIP Profile Settings for Cisco Jabber for Windows

Field	Setting
Reroute Incoming Request to new Trunk based on	Choose Never .
RSVP Over SIP	Choose Local RSVP .
Fall Back to Local RSVP	Check the check box.
SIP Rel1XX Options	Choose Disabled .
Deliver Conference Bridge Identifier	Uncheck the check box.
Early Offer support for voice and video calls (insert MTP if needed)	Uncheck the check box.
Send send-recv SDP in mid-call INVITE	Uncheck the check box.
Allow Presentation Sharing using BFCP	Check the check box.

Configuring Region Settings in Unified CM

If you are using multiple Unified CM regions, you must configure the audio and video bit rate for high definition calls for each region. The procedure in this section assumes that the following regions are already configured on the Unified CM.

- Region of the CSF client (Cisco Jabber for Windows)
- Region of the desk phone
- Region of the SIP trunk for the Cisco TelePresence Exchange System SBC

Procedure

To configure the audio and video bit rate for a region, do the following procedure:

-
- Step 1** Click **System > Region**.
- Step 2** Click **Find**.
- Step 3** Select a region.
- Step 4** Enter the settings as indicated in [Table 23-2](#) to configure the audio and video bit rate for the region. Leave default settings for fields not included in [Table 23-2](#).
- Step 5** To save your changes, click **Save** at the bottom of the page.
- Step 6** Associate the region to the Cisco Jabber for Windows devices. For instructions, see the applicable *Cisco Unified Communications Manager Administration Guide* for your release, available at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
-

Table 23-2 SIP Profile Settings for Cisco Jabber for Windows

Field	Setting
Region	Default
Max Audio Bit Rate	256 kbps (L16, AAC-LD)

Table 23-2 SIP Profile Settings for Cisco Jabber for Windows (continued)

Field	Setting
Max Video Call Bit Rate (Includes Audio)	32000
Link Loss Type	Use System Default.

Configuring Device Settings in Unified CM

The procedure in this section assumes that the Cisco Jabber for Windows devices are already configured in the Unified CM.

Procedure

To configure device settings to enable video capabilities on the Cisco Jabber devices, do the following procedure:

-
- Step 1** Click **Device > Phone**.
 - Step 2** Click **Find**
 - Step 3** Select a phone.
 - Step 4** Under the “Product Specific Configuration Layout” section, set the **Video Capabilities** field to **Enabled**. Leave default settings for all other fields.
 - Step 5** To save your changes, click **Save** at the bottom of the page.
-

Cisco Jabber for iPad in Unified CM Mode

The procedures in this section assume that the Cisco Unified Communications Manager (Unified CM), Cisco Unified Presence Server (CUPS), and Cisco Jabber for iPad are already installed and active in the network. For minimum software requirements for the Unified CM, CUPS, and Cisco Jabber for iPad, see the applicable [Release Notes for the Cisco TelePresence Exchange System](http://www.cisco.com/go/ctx-relnotes), at <http://www.cisco.com/go/ctx-relnotes>.

The procedures in this section address the following minimum configuration requirements necessary on the Unified CM for Cisco Jabber for iPad support.

- Create a SIP profile. This profile will be associated with the Cisco Jabber devices.
- Configure region settings to allow users to place a video call.
- Configure device settings to enable video capabilities on the Cisco Jabber devices.

Product information for the Unified CM, can be found at http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

The Cisco TelePresence Exchange System does not require any specific configuration settings on the CUPS. Product information for the CUPS can be found at <http://www.cisco.com/en/US/products/ps6837/index.html>

Product information for Cisco Jabber for iPad can be found at <http://www.cisco.com/en/US/products/ps12430/index.html>

This section includes the following topics:

- [Logging into the Unified CM Administration Application](#), page 23-2
- [Creating a SIP Profile](#), page 23-2
- [Configuring Region Settings in Unified CM](#), page 23-3
- [Configuring Device Settings in Unified CM](#), page 23-4

Logging into the Unified CM Administration Application

Procedure

To log into the Unified CM Administration application, do the following procedure:

- Step 1** Access a web browser that is supported by the Unified CM Administration application from any user PC in your network. In the address bar of the web browser, enter the following URL:

```
https://Unifed_CM-server-name
```

where *Unifed_CM-server-name* is the name or IP address of the server.



Note If your network uses DNS services, you can specify the hostname of the server where the Unified CM is installed. If your network does not use DNS services, you must specify the IP address of the server.

- Step 2** Log in with your assigned administrative privileges.
- Step 3** From the Navigation field at the upper right corner of the page, click **Cisco Unified Communications Manager Administration**, and then click **Go**.
- The system returns to the Cisco Unified Communications Manager Administration home page.

Creating a SIP Profile

Procedure

To create a SIP profile, do the following procedure:

- Step 1** Click **Device**. Under **Device Settings**, click **SIP Profile**.
- Step 2** Click **Add New** at the bottom of the page or click the + sign at the top of the page.
- Step 3** Enter the settings as indicated in [Table 23-3](#) to configure the SIP profile. Leave default settings for fields not included in [Table 23-3](#).
- Step 4** To save your changes, click **Save** at the bottom of the page.
- Step 5** Apply the SIP profile to the Cisco Jabber for iPad devices. For instructions, see the applicable *Cisco Unified Communications Manager Administration Guide* for your release, available at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

Table 23-3 SIP Profile Settings for Cisco Jabber for iPad

Field	Setting
Reroute Incoming Request to new Trunk based on	Choose Never .
RSVP Over SIP	Choose Local RSVP .
Fall Back to Local RSVP	Check the check box.
SIP Rel1XX Options	Choose Disabled .
Deliver Conference Bridge Identifier	Uncheck the check box.
Early Offer support for voice and video calls (insert MTP if needed)	Uncheck the check box.
Send send-receive SDP in mid-call INVITE	Uncheck the check box.
Allow Presentation Sharing using BFCP	Check the check box.

Configuring Region Settings in Unified CM

If you are using multiple Unified CM regions, you must configure the audio and video bit rate for high definition calls for each region. The procedure in this section assumes that the following regions are already configured on the Unified CM.

- Region of the CSF client (Cisco Jabber for iPad)
- Region of the SIP trunk for the Cisco TelePresence Exchange System SBC

Procedure

To configure the audio and video bit rate for a region, do the following procedure:

-
- Step 1** Click **System > Region**.
 - Step 2** Click **Find**.
 - Step 3** Select a region.
 - Step 4** Enter the settings as indicated in [Table 23-4](#) to configure the audio and video bit rate for the region. Leave default settings for fields not included in [Table 23-4](#).
 - Step 5** To save your changes, click **Save** at the bottom of the page.
 - Step 6** Associate the region to the Cisco Jabber for iPad devices. For instructions, see the applicable *Cisco Unified Communications Manager Administration Guide* for your release, available at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
-

Table 23-4 Region Settings for Cisco Jabber for iPad

Field	Setting
Region	Default
Max Audio Bit Rate	256 kbps (L16, AAC-LD)

Table 23-4 Region Settings for Cisco Jabber for iPad (continued)

Field	Setting
Max Video Call Bit Rate (Includes Audio)	32000
Link Loss Type	Use System Default.

Configuring Device Settings in Unified CM

The procedure in this section assumes that the Cisco Jabber for iPad devices are already configured in the Unified CM.

Procedure

To configure device settings to enable video capabilities on the Cisco Jabber devices, do the following procedure:

-
- Step 1** Click **Device > Phone**.
 - Step 2** Click **Find**
 - Step 3** Select a phone.
 - Step 4** Under the “Product Specific Configuration Layout” section, set the **Video Capabilities** field to **Enabled**. Leave default settings for all other fields.
 - Step 5** To save your changes, click **Save** at the bottom of the page.
-

Cisco Jabber Video for TelePresence Enterprise for iPad in VCS Mode

The procedures in this section assume that the Cisco TelePresence Video Communication Server (VCS) and Cisco Jabber Video for TelePresence Enterprise (formerly known as Movi) for Mac OS X are already installed and active in the network. For minimum software requirements for the Cisco VCS and Jabber Video, see the applicable *Release Notes for the Cisco TelePresence Exchange System*, at <http://www.cisco.com/go/ctx-relnotes>.

The procedures in this section address the following minimum configuration requirements necessary on the Cisco VCS for Cisco Jabber for iPad in VCS mode support:

- Create a SIP zone.
- Create search rules to allow calls from Jabber Video endpoints to reach the Cisco TelePresence Exchange System.

Product information for the Cisco VCS, can be found at <http://www.cisco.com/en/US/products/ps11337/index.html>.

Product information for Cisco Jabber Video for TelePresence can be found at http://www.cisco.com/en/US/partner/products/ps11328/tsd_products_support_series_home.html

This section includes the following topics:

- [Logging into the Cisco VCS, page 23-8](#)

- [Creating a Zone, page 23-8](#)
- [Creating Search Rules, page 23-9](#)

Logging into the Cisco VCS

Procedure

To log into the Cisco VCS application, do the following procedure:

- Step 1** Access a web browser that is supported by the Cisco VCS Administration application from any user PC in your network. In the address bar of the web browser, enter the following URL:

```
https://VCS-server-name
```

where *VCS-server-name* is the name or IP address of the server.



Note If your network uses DNS services, you can specify the hostname of the server where the Cisco VCS is installed. If your network does not use DNS services, you must specify the IP address of the server.

- Step 2** Log in with your assigned administrative privileges.
- Step 3** From the Navigation field at the upper right corner of the page, click **Cisco Unified Communications Manager Administration**, and then click **Go**.

The system returns to the Cisco VCS login home page.

Creating a Zone

You must configure a SIP zone for communication between the Cisco VCS and Cisco TelePresence Exchange System SBC.

Procedure

To create a new zone, do the following procedure:

- Step 1** On the Create search rule page, choose **VCS configuration > Zones > New**
- Step 2** Create a new zone with the settings as indicated in [Table 23-5](#).
- Step 3** To save your configuration, click **Save**.
- Step 4** Verify that the peer 1 IP address is active. If the address is not active, an error message will appear to the right of the Peer 1 address field. If the address is active, the following string will appear in green text:

```
SIP: Active: <IP address of Cisco TelePresence Exchange System SBC>:<port>
```

For example, if the IP address of the Cisco TelePresence Exchange System SBC is 10.22.139.103 and the port number is 5060, the string would appear as follows:

```
SIP: Active: 10.22.139.103:5060
```


Table 23-5 *New Zone Settings*

Field	Setting
Name	CTX SBC
Hop Count	15
H323 Mode	Off
SIP Mode	On
Port	5060
Transport	TCP
Accept proxied registrations	Allow
Authentication policy	Do not check credentials.
SIP authentication trust mode	Off
Peer 1 address	Enter the IP address of the Cisco TelePresence Exchange System SBC.
Zone profile	Default

Creating Search Rules

Based on your Cisco TelePresence Exchange System call routing configuration, you must configure search rules (also known as transform rules) for Meet-Me and Rendezvous meeting dial in calls and for direct dial calls. These search rules allow calls from Jabber Video endpoints (as well as other H.323 or SIP endpoints) to reach the Cisco TelePresence Exchange System.

Procedure

To create search rules for direct dial calls and dial in calls that use a service number, do the following procedure:

-
- Step 1** On the Create search rule page, choose **VCS configuration > Dial plan > Search rules > New**
- Step 2** Create a new search rule for each of the following conditions:
- Dial in calls that use a service number. (see [Table 23-6](#))
 - Dial in calls that use a service number and conference ID (see [Table 23-7](#))
 - Direct dial calls (see [Table 23-8](#))
- Step 3** To save your configuration, click **Save**.
-

Table 23-6 *Search Rule Settings for Dial In Service Number*

Field	Setting
Rule name	Dial in service number
Description	Transform SIP URI alias (username@domain) to a string value
Priority	40

Table 23-6 Search Rule Settings for Dial In Service Number (continued)

Field	Setting
Source	Any
Request must be	No authenticated
Mode	Alias pattern match
Pattern type	Regex
Pattern string	<p><code>(<service number>)\@.*</code></p> <p>For example, if the service number configured in the Cisco TelePresence Exchange System is 14085550100, enter the pattern string as follows:</p> <p><code>(14085550100)\@.*</code></p>
Pattern behavior	Replace
Replace string	<p><code>\1@<IP address of Cisco TelePresence Exchange System SBC></code></p> <p>For example, if the IP address of the Cisco TelePresence Exchange System SBC is 10.22.139.103, enter the string as follows:</p> <p><code>\1@10.22.139.103</code></p>
On successful match	Stop
Target zone	CTX SBC zone created in the “Creating a Zone” section on page 23-8
State	Enabled

Table 23-7 Search Rule Settings for Service Number with Conference ID

Field	Setting
Rule name	Dial in service number including 8-digit Cisco TelePresence Exchange System conference ID
Description	Dial in call using Cisco TelePresence Exchange System conference ID
Priority	40
Source	Any
Request must be	No authenticated
Mode	Alias pattern match
Pattern type	Regex

Table 23-7 Search Rule Settings for Service Number with Conference ID (continued)

Field	Setting
Pattern string	<p><code>(<service number>**(\d{8}))\@.*</code></p> <p>For example, if the service number configured in the Cisco TelePresence Exchange System is 14085550100, enter the pattern string as follows:</p> <p><code>(14085550100**(\d{8}))\@.*</code></p>
Pattern behavior	Replace
Replace string	<p><code>\1@<IP address of Cisco TelePresence Exchange System SBC></code></p> <p>For example, if the IP address of the Cisco TelePresence Exchange System SBC is 10.22.139.103, enter the string as follows:</p> <p><code>\1@10.22.139.103</code></p>
On successful match	Stop
Target zone	CTX SBC zone created in the “Creating a Zone” section on page 23-8
State	Enabled

Table 23-8 Search Rule Settings for Direct Dial Calls

Field	Setting
Rule name	Direct dial
Description	Direct dial call
Priority	50
Source	Any
Request must be	No authenticated
Mode	Alias pattern match
Pattern type	Regex
Pattern string	<code>(\d{11})\@.*</code>
Pattern behavior	Replace
Replace string	<p><code>\1@<IP address of Cisco TelePresence Exchange System SBC></code></p> <p>For example, if the IP address of the Cisco TelePresence Exchange System SBC is 10.22.139.103, enter the string as follows:</p> <p><code>\1@10.22.139.103</code></p>
On successful match	Stop
Target zone	CTX SBC zone created in the “Creating a Zone” section on page 23-8
State	Enabled

