



## Service Profile Setup

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This chapter contains information to set up service profiles.

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## About Service Profile Setup

In Cisco Unified Communications Manager (Unified CM) Administration, use the **User Management > User Settings > Service Profile** menu path to set up service profiles from existing unified communications (UC) services.

The Service Profile window in Unified CM allows you to add, search, display, and maintain information about service profiles that you can assign to end users.



### Note

If you want a listing of the users associated with a service profile, you can select Dependency Records from the Related Links drop-down list box in the upper right corner.

### Service Profile Setup Tips

- Before you create service profiles, you must configure unified communications (UC) services.
- If you upgrade the system from a pre-9.0 Cisco Unified Presence installation, the existing service profiles are migrated from Cisco Unified Presence to Unified CM. You do not lose your service profile settings after you upgrade.
- A service profile is applied for a given device only when the owner user ID is specified. In that case, the service profile configured for the respective user is applied.
- Migrated service profiles have auto-generated names. You can change them at a later point.
- Prior to Cisco Unified CM IM and Presence Service Release 9.0(1), service profile data used to be editable from Cisco Unified Presence Administration under the **Application > CUPC/Cisco Jabber** menu.
- When you configure the IM and Presence UC service, you cannot mix and match product types for the primary, secondary, and tertiary servers. However, you can mix and match the other services.

- If your primary voicemail server is Cisco Unity, you must configure the primary voicemail and primary mailstore servers.
- If your primary voicemail server is Cisco Unity Connection, you do not need to configure a primary voicemail server but you must select a primary mailstore server.
- The primary, secondary, and tertiary server drop-down lists contain the UC services that you previously configured on the UC Services window. Change the servers to suit your network configuration.
- When you use an IM-only client, you cannot set up the service profiles with CTI on Cisco Unified Communications Manager or CCMIP on IM and Presence as it causes high CPU activity on the Cisco Unified Communications Manager and IM and Presence servers.

### Service Profile Settings

The following table lists and describes the service profile field settings.

**Table 1: Service Profile Settings**

Field	Description
<b>Service Profile Information</b>	
Name	<p>Enter the name of the service profile. Ideally the service profile name should be descriptive enough for you to instantly recognize it. This name is visible on the End User settings window.</p> <p>Maximum characters: 50 (ASCII only).</p> <p>Allowed Values: All characters allowed except quotes ("), angle brackets (&lt; &gt;), backslash (\), ampersand (&amp;), and percent (%).</p>
Description	<p>(Optional) Enter a description that helps you to distinguish between service profiles when you have more than one configured. You can change the description if required.</p> <p>Allowed Values: All characters allowed except quotes ("), angle brackets (&lt; &gt;), backslash (\), ampersand (&amp;), and percent (%)</p>
Make this the default service profile for the system	<p>Check this check box to make this service profile the default option for the system.</p> <p><b>Note</b> If you specify a default service profile, end users that do not have an associated service profile automatically inherit the default service profile settings. In the same manner, any devices that do not have a specified owner user ID inherit the default service profile settings.</p>
<b>Voicemail Profile</b>	

Field	Description
Primary	Select the primary voicemail server with which you want to associate this service profile. This drop-down list contains the voicemail servers that you previously configured on the UC Services window.
Secondary	Select a secondary voicemail server, if applicable.
Tertiary	Select a tertiary voicemail server, if applicable.
<b>Mailstore Profile</b>	
Primary	Select a primary mailstore server. This drop-down list contains the mailstore servers that you previously configured on the UC Services window.
Secondary	Select a secondary mailstore server, if applicable.
Tertiary	Select a tertiary mailstore server, if applicable.
<b>Conferencing Profile</b>	
Primary	Select a primary conferencing server. This drop-down list contains the conferencing servers that you previously configured on the UC Services window.
Secondary	Select a secondary conferencing server, if applicable.
Tertiary	Select a tertiary conferencing server, if applicable.

Field	Description
Server Certificate Verification	<p>Default: Any</p> <p>Specify how the conferencing server associated with this profile supports TLS connections. This setting is for TLS verification of the conferencing servers listed for this conferencing profile.</p> <p>Select from the following options:</p> <p><b>Any Certificate</b></p> <p>Cisco Jabber accepts all valid certificates.</p> <p><b>Self Signed or Keystore</b></p> <p>Cisco Jabber accepts the certificate if the certificate is self-signed, or the signing Certificate Authority certificate is in the local trust store.</p> <p><b>Note</b> A keystore is a file that stores authentication and encryption keys.</p> <p><b>Keystore Only</b></p> <p>Cisco Jabber accepts only certificates that are defined in the keystore. You must import the certificate or its Certificate Authority signing certificate into the local trust store.</p>
<b>Directory Profile</b>	
Primary	<p>Select a primary directory server. This drop-down list contains the directory servers that you previously configured on the UC Services window.</p> <p><b>Note</b> If you select User Data Service (UDS) for directory integration, then you can use UDS for directory searches without selecting any primary, secondary, or tertiary servers. Clients connect to UDS using DNS/SRV.</p> <p><b>Tip</b> Instead of or in addition to UDS, you can specify primary, secondary, tertiary basic or advanced LDAP UC services, because some clients that use these may not support UDS.</p>
Secondary	<p>Select a secondary directory server, if applicable.</p> <p>If you do not set up any backup directory servers, you cannot perform directory searches for Cisco Jabber clients if the first server fails.</p>

Field	Description
Tertiary	Select a tertiary directory server, if applicable.  If you do not configure any backup directory servers, you cannot perform directory searches for Cisco Jabber clients if the first server fails.
<b>IM and Presence Profile</b>	
Primary	Select a primary IM and Presence server. This drop-down list contains the IM and Presence servers that you previously configured on the UC Services window.  <b>Note</b> An IM and Presence profile cannot mix the IM and Presence server and Webex Presence server.
Secondary	Select a secondary IM and Presence server, if applicable.
Tertiary	Select a tertiary IM and Presence server, if applicable.
<b>CTI Profile</b>	
Primary	Select a primary CTI server. This drop-down list contains the CTI servers that you previously configured on the UC Services window.
Secondary	Select a secondary CTI server, if applicable.
Tertiary	Select a tertiary CTI server, if applicable.

## Add Service Profile

### Procedure

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- Step 1** In Unified CM Administration, select **User Management > User Settings > Service Profile**. The **Find and List** window appears.
- Step 2** Select **Add New**.
- Step 3** Enter settings for the service profile fields. See [About Service Profile Setup](#), on page 1.
- Step 4** Select **Save**.
- The **Add Successful** message appears and the service profile gets created in the Cisco Unified CM database.
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