Configure Service Profile

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Service Profile Overview

A Service Profile allows you to create a profile that comprises common Unified Communications (UC) Services settings. You can then apply the service profile to an end user in order to assign the UC services configuration settings in the Service Profile to that end user. You can configure different service profiles for different groups of users in your company so that each group of users has the appropriate services configured for their job.

A Service Profile comprises configuration settings for the following UC services:

- Voicemail
- Mailstore
- Conferencing
- Directory
- IM and Presence
- CTI
- Video conferencing services

Applying Service Profiles to End Users

You can use the following methods to apply a service profile to an end user:

- For LDAP Synchronized Users—If you have imported end users from an LDAP directory, you can assign the service profile to a feature group template and then apply that feature group template to your end users

- For Active Local Users (i.e. non-LDAP users)—In End User Configuration, you can assign a service profile for an individual end user. You can also use the Bulk Administration Tool to assign a service profiles for many end users at once. For details, see the Bulk Administration Guide for Cisco Unified Communications Manager.
Service Profile Configuration Task Flow

Procedure

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Add Voicemail Service

Add a voicemail service to your system. You can add multiple voicemail services and then select which service you want to add to your service profiles.

Procedure

**Step 1** From Cisco Unified CM Administration choose User Management > User Settings > UC Service.

**Step 2** Click Add New.

**Step 3** From the UC Service Type drop-down list box, choose Voicemail.

**Step 4** From the Product Type drop-down list box, choose Unity or Unity Connection.

**Step 5** Enter a Name for the voicemail service.

**Step 6** Enter a Description that helps you distinguish between services.

**Step 7** In the Hostname/IP Address field, enter the hostname, IP address, or fully qualified domain name of the server that hosts the voicemail service.

**Step 8** In the Port field, enter a port to connect to the voicemail service. The default port is 443.

**Step 9** In the Protocol field, enter the protocol that will be used to route voicemail messages. The available options are HTTP and HTTPS.

**Note** Cisco recommends that you use HTTPS as the voicemail transport protocol for Cisco Unity and Cisco Unity Connection servers. Only change to HTTP if your network configuration does not support HTTPS.
Step 10  Click Save.

What to do next
Add Mailstore Service, on page 3

Add Mailstore Service

Add a mailstore service to your system. Cisco Jabber clients use the mailstore service for visual voicemail functionality.

Note
Cisco Unity creates subscriber mailboxes for message storage on the Microsoft Exchange server.
Cisco Unity Connection usually provides a mailstore service, and hosts the mailstore service on the same server.

Before you begin
Add Voicemail Service, on page 2

Procedure

Step 1  From Cisco Unified CM Administration, choose User Management > User Settings > UC Service.
Step 2  Click Add New.
Step 3  From the UC Service Type drop-down list box, choose Mailstore.
Step 4  Enter a Name for the mailstore service.
Step 5  Enter a Description for the mailstore service.
Step 6  In the Hostname/IP Address field, enter the hostname, IP address, or fully qualified domain name for the server that hosts the mailstore service.
Step 7  In the Port field, specify a port between 1–65535 that matches the available port on the mailstore service. number between 1 - 65535. The default mailstore port is 143.
   Note   For secure voice messaging with Cisco Unity connection, use 7993.
Step 8  In the Protocol field, enter the protocol that will be used to route voicemail messages: TCP (default), TLS, UDP, or SSL.
   Note   For secure messaging with Cisco Unity Connection, use TLS.
Step 9  Click Save.

What to do next
Add Conferencing Service, on page 4
Add Conferencing Service

Add a conferencing service to your system.

Before you begin
Add Mailstore Service, on page 3

Procedure

Step 1  From Cisco Unified CM Administration, choose User Management > User Settings > UC Service.
Step 2  Click Add New.
Step 3  From the UC Service Type drop-down list box, choose Conferencing.
Step 4  From the Product Type drop-down list box, choose the product that you want to use for conferencing:
   • MeetingPlace Classic
   • MeetingPlace Express
   • WebEx
Step 5  Enter a Name for the conferencing service.
Step 6  Enter a Description for the conferencing service.
Step 7  In the Hostname/IP Address field, enter the hostname, IP address, or fully qualified domain name of the server that hosts the conferencing service.
Step 8  In the Port field, enter a port value that matches the available port on the conferencing service. The recommended values are:
   • 80 (default setting)—Use this port for HTTP
   • 443—Use this port for HTTPS
Step 9  From the Protocol drop-down list box, choose the Protocol to use when endpoints contact this service:
   • TCP (default setting)
   • UDP
   • SSL
   • TLS
   Note  For secure messaging with Cisco Unity Connection, use TLS.
Step 10  Click Save.

What to do next
Add Directory Service, on page 4

Add Directory Service

Add a directory service to your system if you want to point Cisco Unified Communications Manager towards an external LDAP directory for directory lookups.
Before you begin
Add Conferencing Service, on page 4

Procedure

Step 1
From Cisco Unified CM Administration, choose User Management > User Settings > UC Service.

Step 2
Click Add New.

Step 3
From the UC Service Type drop-down list box, choose Directory.

Step 4
From the Product Type field, choose either of the following:

- Directory—Choose this option if you want your clients to use UDS to connect to the Cisco Unified Communications Manager database for directory lookups.
- Enhanced Directory—Choose this option if you want your clients to connect to an external LDAP directory for directory lookups.

Step 5
Enter a Name for the directory service.

Step 6
Enter a Description for the directory service.

Step 7
In the Hostname/IP Address field, enter the hostname, IP address, or fully qualified domain name of the server that hosts the directory service that you want your clients to use for directory lookups.

Note
If you are using an external LDAP directory for directory lookups, enter the hostname, IP address, or fully qualified domain name of the LDAP directory.

Step 8
In the Port field, enter a port number that matches the available port on the directory service. The default port value is 389. In addition, ports 636, 3628, 3629 can connect to an external LDAP directory.

Step 9
In the Protocol field, enter the protocol that will be used to route communications between the directory service and endpoints. The available options are:

- TCP (default setting)
- UDP
- TLS

Step 10
Click Save.

What to do next
Add IM and Presence Service, on page 5

Add IM and Presence Service
Add an IM and Presence service to your system.

Before you begin
Add Directory Service, on page 4
Procedure

Step 1  From Cisco Unified CM Administration, choose User Management > User Settings > UC Service.
Step 2  Click Add New.
Step 3  From the UC Service Type drop-down list box, choose IM and Presence.
Step 4  From the Product Type drop-down list box, choose one of the following options:
   • Unified CM (IM and Presence)
   • WeEx (IM and Presence)
Step 5  Enter a Name for the IM and Presence service.
Step 6  Enter a Description for the IM and Presence service.
Step 7  In the Hostname/IP Address field, enter the hostname, IP address, or DNS SRV for the server that hosts the IM and Presence service.
   Tip  Cisco recommends DNS SRV to help the client find the correct IM and Presence service for the user.
Step 8  Click Save.

What to do next
Add CTI Service, on page 6

Add CTI Service

Add a CTI service to your system.

Before you begin
Add IM and Presence Service, on page 5

Procedure

Step 1  From Cisco Unified CM Administration, choose User Management > User Settings > UC Service.
Step 2  Click Add New.
Step 3  From the UC Service Type drop-down list box, choose CTI.
Step 4  Enter a Name for the CTI service.
Step 5  Enter a Description for the CTI service.
Step 6  In the Hostname/IP Address field, enter the hostname, IP address, or fully qualified domain name for the server that hosts the CTI service.
Step 7  In the Port field, enter the port number of the CTI service. The default port is 2748.
Step 8  Click Save.
Add Video Conference Scheduling Service

Add a video conference scheduling service that provides a portal to the TelePresence Management System for video conference scheduling.

Before you begin
Add CTI Service, on page 6

Procedure

Step 1 From Cisco Unified CM Administration, choose User Management > User Settings > UC Service.
Step 2 Click Add New.
Step 3 Enter a Name for the service.
Step 4 Enter a Description for the service.
Step 5 In the IP Address/Hostname field, enter the hostname, IP address, or fully qualified domain name of the server that hosts the video conferencing scheduling service.
Step 6 In the Port field, enter a port number that matches the available port on the video conference scheduling service. The available ports are:
   • 80 (default) or 8080—use these ports for HTTP
   • 443 or 8443—use these ports for HTTPS
Step 7 From the Protocol drop-down list box, choose one of the following protocols for communications with the video conference scheduling service:
   • HTTP
   • HTTPS
Step 8 In the Portal URL field, enter a URL that points to the TelePresence Management System.
Step 9 Click Save.

What to do next
Configure a Service Profile, on page 8

Configure UC Services

Use this procedure to configure the UC service connections that your users will use. You can configure connections for the following UC services:
   • Voicemail
   • Mailstore
• Conferencing
• Directory
• IM and Presence Service
• CTI
• Video Conferencing Scheduling Portal
• Jabber Client Configuration (jabber-config.xml)

The fields may vary depending on which UC service you configure.

Procedure

Step 1  From Cisco Unified CM Administration, choose User Management > User Settings > UC Services.
Step 2  Click Add New.
Step 3  From the UC Service Type drop-down, select the UC service that you want to configure and click Next.
Step 4  Select the Product Type.
Step 5  Enter a Name for the service.
Step 6  Enter the Hostname or IP address for the server where the service is homed.
Step 7  Complete the Port and Protocol information.
Step 8  Configure the remaining fields. For help with the fields and their settings, refer to the online help. The field options vary depending on which UC service you are deploying.
Step 9  Click Save.
Step 10 Repeat this procedure until you have provisioned all the UC services that you need.

Note  If you want the service to be located on multiple servers, configure different UC service connections that point to different servers. For example, with the IM and Presence Service Centralized Deployment, it is recommended to configure multiple IM and Presence UC services that point to different IM and Presence nodes. After you have configured all your UC connections, you can add them to a Service Profile.

Configure a Service Profile

Configure a Service Profile that include the UC Services that you want to assign to end users who use the profile.

Before you begin

You must set up your Unified Communications (UC) services before you can add them to a service profile.
**Procedure**

| Step 1 | From Cisco Unified CM Administration, choose **User Management > User Settings > Service Profile.** |
| Step 2 | Click **Add New.** |
| Step 3 | Enter a **Name** for the chosen Service Profile Configuration. |
| Step 4 | Enter a **Description** for the chosen Service Profile Configuration. |
| Step 5 | For each UC service that you want to be a part of this profile, assign the **Primary**, **Secondary**, and **Tertiary** connections for that service. |
| Step 6 | Complete the remaining fields in the **Service Profile Configuration** window. For detailed field descriptions, see the online help. |
| Step 7 | Click **Save.** |