Configure Cisco Collaboration Client Applications for HCS

Configure IM and Presence Server

Complete the procedures in this topic before configuring the Jabber devices described in this chapter.

This section details the required manual configuration for the Cisco Unified IM and Presence features to work with Cisco Unified Communications Domain Manager. It is assumed that the Presence server is installed and post installation is completed. Post Installation establishes AXL connectivity with the Cisco Unified Communications Manager to ensure proper integration.

Procedure

Add Cisco Unified Communications Manager as Presence Gateway

Procedure

Step 1 Log in to Cisco Unified IM and Presence Server.

Step 2 Navigate to **Presence** > **Gateway** > **Add New**.

Step 3 Enter the Cisco Unified Communications Manager address for **Presence Gateway**.

Configure Presence Trunk Setting

Procedure

Step 1 Log in to Cisco Unified IM and Presence Server.

Step 2 Navigate to **Presence** > **Settings** > **Standard Configuration**.

Step 3 Under Presence settings, check **Enable availability sharing** and **Allow users to view the availability of other users without being prompted for approval**.

> **Note** Set the IM and Presence Publish Trunk in Cisco Unified Communications Manager (**System** > **Service Parameters** > **Cisco CallManager** > **IM and Presence Publish Trunk**).

Step 4 Check **Enable ad-hoc presence subscriptions** .

Configure Proxy Server Settings

Procedure

Step 1 Navigate to **Presence** > **Routing** > **Settings**.

Step 2 Select **On** for **Method/Event Routing Status**.

Step 3 Select **Default SIP Proxy TCP Listener** as the Preferred Proxy Server.

Step 4 Click **Save**.

Configure Incoming ACL to Allow all SIP

Procedure

Step 1 Navigate to **System** > **Security** > **Incoming ACL**.

Step 2 Add **New**.

Step 3 Enter **All** in the **Address Pattern**.

Configure TFTP

Procedure

Step 1 Login to Cisco Unified IM and Presence Server.

Step 2 Navigate to **Application** > **Legacy Clients** > **Settings**.

Step 3 Enter the Cisco Unified Communications Manager address for **Primary TFTP Server**.

Configure Required Changes in Cisco Unified Communications Domain Manager

Complete the procedures in this topic before configuring the Jabber devices described in this chapter.

Procedure

Add Service Profiles

A service profile comprises multiple UC services and is attached to an end user, who is then provided with the defined UC services. As part of Cisco Unified Communications Manager and IM and presence upgrades, service profiles are imported to Cisco Unified Communications Domain Manager. An administrator can also create a new service profile depending on the network configuration.

To view new, newly imported, or recently updated service profiles, follow these steps:

Procedure

Step 1 Navigate to **Network** > **PBX Devices**. Choose your PBX device and click **Service Profiles** > **List Service Profiles**.
Note   The Service Profiles button appears only if the version in PBX device is set to a minimum of 9.x.

Step 2 Add a new Service Profile from the same page by navigating to **Add Service Profile**. . This step assumes the required UC Services are already configured.

Step 3 The **Add Service Profile** page consists of a service profile name, description, and whether this service profile is configured as the default service.
That page is also divided into UC Services as found in the **Service Type** drop down menu on the **Add UC Service** page.

Each UC service has a Primary, Secondary and Tertiary service. When a Primary service is selected for any profile, the Secondary drop down menu is enabled, but without the service chosen for the Primary service in its list of services. When the Secondary service is selected for the same profile, the same happens for the Tertiary drop down menu: it is enabled, but the list for the Tertiary service excludes the services selected for the Primary and the Secondary services.

Note
- A service profile Name may not be called 'None'. None is a reserved word in this context.

- A default service profile is not mandatory, and can be set on only one Service Profile at any given time - by enabling the "Default" checkbox on a Service Profile, the previous default is replaced. The Default Service Profile is used by End Users who do not have a Service Profile set.

- In a service profile, under the **Directory Profile** section, enter the LDAP server user ID with domain name, for example, admin@XXX.com.

Modify UC Services

UC Services include Voicemail, Mailstore, Conferencing, Directory, IM and Presence and CTI Profiles. These UC services can be viewed on Cisco Unified Communications Domain Manager after import of service profiles and can be modified/deleted to suit the network configuration. This in turn will modify or remove the corresponding UC Service from the Cisco Unified Communications Manager.

Use the following steps to directly add UC Services and Service Profiles from Cisco Unified Communications Domain Manager.

Procedure

Step 1 To list the UC Services configured on CUCM (IP PBX), navigate to **Network** > **PBX devices**.

Step 2 Choose your PBX device and click the **Service Profiles** button.

Step 3 Click **List UC Services** to display the UC Service.

Step 4 Add a new UC Services by navigating to **Add UC Service**.

Step 5 Select **Service Type**. Based on the chosen service type, the **Product Type** will change and prepopulate with the corresponding default values for port number and protocol.
Commonly used services include:

- Directory Service

- CTI

- Voicemail

- MailStore

- IM & Presence

Note
- A UC Service Name may not be called 'None'. None is a reserved word in this context.

- Once a UC service is created, the Service and Product Types may not be changed and therefore will display as disabled drop down boxes on the screen. However, all the other values may be modified.

Modify UC Application Version Changes

Procedure

Step 1 After a successful UC application upgrade, navigate to **Network** > **PBX Devices** > **Choose your PBX Device**.

Step 2 Choose your PBX device and select the appropriate software version.

Step 3 Click **Modify**.

Step 4 Similarly, change the software versions for the Presence and Voicemail servers.

Cisco Jabber for Android

The following steps describe how to configure Cisco Unified Communications Domain Manager for the initial Cisco Jabber for Android configuration for Client Applications to work in Cisco Unified Communications Manager in the Cisco HCS environment.

Procedure

Step 1 Add, register, and associate the Android with an end user:

   a) Navigate to **Location Administration** > **Phone Inventory** and click **Add Phone**.
   b) On the Phone Inventory page, select **Move Target**, specify **Cisco Dual Mode for Android for iPhone** as the Phone Type, and specify a unique device name instead of entering a MAC address to identify the device. Click **Next**.
   c) Select the Subnet and Button Template Name and click **Add Phone**.
   d) Verify that the status on the main transaction page shows **Request Succeeded**.
      Note   The device name will be automatically prefixed with "BOT" within Cisco Unified Communications Domain Manager.

Step 2 Associate the device to an end user:

   a) On the User Management page, click **Username**.
   b) Click **Associate Phone**.
   c) Click **Associate** next to the device in the list.

Step 3 To enable the Voicemail and LDAP Directory features, the device requires additional configuration in Cisco Unified Communications Domain Manager under Phone management Advanced Settings:

   a) Select **End User**.
   b) Select the associated Android device for the user to view the phone's management screen.
   c) On the Phone management page, expand the **Advance Settings** section.
   d) Configure Voicemail Username, Voicemail Server, and Voicemail Message Storage Username.
   e) Configure LDAP username, password, server, search base and fields mapping for this device.

Cisco Jabber for iPad

The following steps describe how to configure Cisco Unified Communications Manager and Cisco Unified Communications Domain Manager for the initial Cisco Jabber for iPad configuration for Client Applications to work in Cisco Unified Communications Manager in the Cisco HCS environment.

Procedure

Step 1 Configure Cisco Unified Communications Manager for Cisco Jabber for iPad:
   Note   This step is only required if the deployed CUCM version does not support the Jabber for Tablet device type.

a) Add the device type to CUCM through COP file. For more information, see the *Setup for Unified Communications Manager* document at the following link: http://www.cisco.com/en/US/docs/ voice_ip_comm/jabber/iPad/Admin_doc/output/b_Jabber_for_iPad_admin_guide_chapter_010.html#task_ 15D8898B81DF484EAF66ADBD27CA2C11 . You must install the COP file on each node, and restart each Cisco Unified CM node.

b) Set up a dedicated SIP profile that allows Jabber for iPad to stay connected to Unified Communications Manager if the application is running in the background. For more information, see the *Setup for Unified Communications Manager* document at the following link: http://www.cisco.com/en/US/docs/ voice_ip_comm/jabber/iPad/Admin_doc/output/b_Jabber_for_iPad_admin_guide_chapter_010.html#task_ D327544012E94D949F2D944234F1522D

Step 2 Configure Cisco Unified Communications Domain Manager configuration required for Cisco Jabber for iPad:

a) If you have not added the advanced settings, phone button template, and SIP profile of the Cisco Jabber for iPad Tablet in Cisco Unified Communications Domain Manager, navigate to **Network** > **PBX Devices** > **choose your PBX** > **Import/Refresh** > **select Phone Features, Phone Button Template and SIP Profiles** > **Import** This should import the advanced settings, phone button template, and a customized Jabber for iPad SIP Profile.

Provisioning iPad from Cisco Unified Communications Domain Manager

The following steps describe how to provision iPad from Cisco Unified Communications Domain Manager for Client Applications to work in Cisco Unified Communications Manager in the HCS environment.

Procedure

Step 1 Navigate to **Location Administration** > **Phone Inventory** > **Add Phone**.

Step 2 Select **Cisco Jabber for Tablet**.

Step 3 Enter a Device Name.
The Name must be in uppercase and/or include numbers. The device name will be automatically prefixed with "TAB" within Cisco Unified Communications Domain Manager.

Step 4 Click **Next**.

Step 5 Select **Standard Jabber for Tablet phone button template**.

Step 6 Click **Add**.

Step 7 Navigate to **Location Administration** > **Phone Management**.

Step 8 Select **Cisco Jabber for Tablet**.

Step 9 Select the customized SIP profile from the SIP Profile drop-down menu.

Step 10 Click **Modify**.

Step 11 Associate the device to an end user. For more information, see the *Cisco Hosted Collaboration Solution End User Provisioning Guide*.

Step 12 Enable Voicemail, Presence and LDAP Directory features:

a) Navigate to **Location Administration** > **End Users**.

b) Select the associated iPad device for the user to view the phone's management screen.

c) On device's management page, expand the **Advanced Settings** section.

d) Configure the Voicemail Username, Voicemail Server, and Voicemail Message Store Username.

e) Configure the LDAP username, password, server, Search base and fields mapping for this device.

f) Navigate back to **Location Administation** > **End Users** > **Select Presence**.

g) License User for Unified CM IM And Presence.

Registering Cisco Jabber from the iPad Device

This procedure describes how to register the Jabber application from the iPad for Client Applications to work in Cisco Unified CM in the HCS environment.

Procedure

Step 1 Open the Jabber app on iPad.

Step 2 Navigate to **Company-Provided Accounts** > **Unified Presence**.

Step 3 Input end user credentials and the CUCMIP server IP address.

Step 4 After logging in, select **Set Up Video** and **Voice Calling Account** > **Unified Communications Manager**.

Step 5 Input the same credentials as in step 3 above. The IP Address field should already be populated with the Cisco Unified CM server IP address.

Step 6 Click **Save** > **Done**.

Step 7 Click the **Settings** icon on top right, select **Voicemail Pilot Number**, and input the pilot number.

Cisco Jabber for iPhone

The following steps describe how to configure Cisco Unified Communications Domain Manager for the initial Cisco Jabber for iPhone configuration for Client Applications to work in Cisco Unified Communications Manager in the Cisco HCS environment.

Procedure

Step 1 Add, register, and associate the iPhone with an end user.

a) Navigate to **Location Administration** > **Phone Inventory**and click **Add Phone**.

b) On the Phone Inventory page, select **Move Target**, specify **Cisco Dual Mode for iPhone** for iPhone as the Phone Type, and specify a unique device name instead of entering a MAC address to identify the device. Click **Next**.

c) Select the Subnet and Button Template Name and click **Add Phone**.

d) Verify that the status on the main transaction page shows **Request Succeeded**.

Note The device name will be automatically prefixed with "TCT" within Cisco Unified Communications Domain Manager.

Step 2 Associate the device to an end user.

a) On the User Management page, click **Username**.

b) Click **Associate Phone**.

c) Click **Associate** next to the device in the list.

d) Navigate to **Location Administration** > **End Users** > **End User Management**.

e) Select **iPhone end user**.

f) Under iPhone end user Presence, click the **Add** button.

g) Enable the **License for Unified CM IM and Presence** and **Monitor** options.

h) Click the **Apply** button.

What to Do Next

To enable the Voicemail and LDAP Directory features, the device requires additional configuration in Cisco Unified Communications Domain Manager under Phone management Advanced Settings.

Voicemail must be provisioned to the primary line or to the line assigned to the iPhone before adding the voicemail configuration to the iPhone advanced settings.

Cisco Jabber for Mac

The following steps describe how to configure Cisco Unified Communications Domain Manager for the initial Cisco Jabber for Mac configuration for Client Applications to work in Cisco Unified Communications Manager in the Cisco HCS environment.

Before performing this configuration, ensure that the end users are configured in Cisco Unified Communications Domain Manager with user names and passwords.

Procedure

Step 1 Add, register, and associate the device with an end user.

a) Navigate to **Location Administration** > **Phone Inventory**and click **Add Phone**.

b) On the Phone Inventory page, select **Move Target**, specify **Cisco Unified Client Services Framework** as the Phone Type, and specify a unique device name instead of entering a MAC address to identify the device. Click **Next**.

c) Select the Subnet and Button Template Name and click **Add Phone**.

d) Verify that the status on the main transaction page shows **Request Succeeded**.

Note The device name will be automatically prefixed with "CSF" within Cisco Unified Communications Domain Manager.

Step 2 Associate the device to an end user.

a) On the User Management page, click **Username**.

b) Click **Associate Phone**.

c) Click **Associate** next to the device in the list.

Step 3 Retrieve the presence server type (WebEx or Unified IM and Presence) from jabber-bootstrap.properties in the installation directory.

Step 4 Authenticate with the presence server.

Step 5 Retrieve profile details and connect to available services such as TFTP servers, CTI gateway servers, Cisco CallManager Cisco IP Phone (CCMCIP) servers, Voicemail servers, and Directory servers.

Step 6 Retrieve Cisco Jabber for Mac configuration files. These XML files are loaded from the TFTP server and can contain additional configuration information such as application dial rules and directory look up rules.

What to Do Next

To enable the Voicemail and LDAP Directory features, the device requires additional configuration in Cisco Unified Communications Domain Manager under Phone management Advanced Settings.

Voicemail must be provisioned to the primary line or to the line assigned to the Windows device before adding the voicemail configuration to the Windowss advanced settings.

Cisco Jabber for Windows

The following steps describe how to configure Cisco Unified Communications Domain Manager for the initial Cisco Jabber for Windows configuration for Client Applications to work in Cisco Unified Communications Manager in the Cisco HCS environment.

Before performing this configuration, ensure that the end users are configured in Cisco Unified Communications Domain Manager with user names and passwords.

Procedure

Step 1 Add, register, and associate the Windows device with an end user.

a) Navigate to **Location Administration** > **Phone Inventory**and click **Add Phone**.

b) On the Phone Inventory page, select **Move Target**, specify **Cisco Unified Client Services Framework** as the Phone Type, and specify a unique device name instead of entering a MAC address to identify the device. Click **Next**.

c) Select the Subnet and Button Template Name and click **Add Phone**.

d) Verify that the status on the main transaction page shows **Request Succeeded**.

Note The device name will be automatically prefixed with "CSF" within Cisco Unified Communications Domain Manager.

Step 2 Associate the device to an end user.

a) On the User Management page, click **Username**.

b) Click **Associate Phone**.

c) Click **Associate** next to the device in the list.

Step 3 Retrieve the presence server type (WebEx or Unified IM and Presence) from jabber-bootstrap.properties in the installation directory.

Step 4 Authenticate with the presence server.

Step 5 Retrieve profile details and connect to available services such as TFTP servers, CTI gateway servers, Cisco CallManager Cisco IP Phone (CCMCIP) servers, Voicemail servers, and Directory servers.

Step 6 Retrieve Cisco Jabber for Windows configuration files.
These XML files are loaded from the TFTP server and can contain additional configuration information such as:

- Client configuration parameters for automatic updates, password reset URL

- Client policy parameters to allow/disallow screen captures, files transfers

- Directory service information such as directory type and directory attribute mappings

- Application dial rules and directory look up rules

- CUCM, voicemail details, username, and password are provided for Jabber clients

What to Do Next

To enable the Voicemail and LDAP Directory features, the device requires additional configuration in Cisco Unified Communications Domain Manager under Phone management Advanced Settings.

Voicemail must be provisioned to the primary line or to the line assigned to the Windows device before adding the voicemail configuration to the Windowss advanced settings.

Set Service Profile for End User

On the **End User Management** page, a new drop down menu lists service profiles added to the IPPBX to which the particular end user belongs.

The Cisco Unified Communications Domain Manager administrator can set a service profile to a new end user or if an existing end user does not have one set.

Procedure

Step 1 Navigate to **Location Administration** > **End Users** > **scroll down to Service Profile under IPPBX Settings** > **select the appropriate Service Profile**.

Step 2 Scroll down to **Service Profile** under **IPPBX Settings** and select the appropriate Service Profile.

Step 3 Click **Modify**.

Note	• If you notice a warning `User's Service Profile contains no IM and Presence service` at the Presence Configuration page it is because the Service Profile with UC Service IM and Presence is not set to the end user. Make sure the Service Profile attached to the end user has the UC Service IM and Presence configured and attached to that Service Profile.
	• If a default Service Profile is selected at the IP PBX level, then that default Service Profile will be selected for the end users.

Enable Presence for LDAP Synchronized End Users

Perform the following steps on Cisco Unified Communications Manager to enable presence for a new end user from Cisco Unified Communications Domain Manager 8.x. Do this if Cisco Unified Communications Manager is integrated with LDAP. This procedure is not required if users are not synced from LDAP.

Note	This procedure is required for enabling presence for new end users after upgrading to the Cisco UC applications provided in Cisco Hosted Collaboration Solution.

Procedure

Step 1	Login to Cisco Unified Communications Manager Administrator GUI.
Step 2	Navigate to > **User Management** > **User/Phone Add** > **Feature Group Template.**
Step 3	Add a new feature group template or use the default feature group template.
Step 4	Enable **Home Cluster**. Click **Save**.
Step 5	Navigate to **System** > **LDAP Directory**. Choose the configured directory and locate Feature Group Template. Select the template configured in the steps above.
Step 6	Go back to the LDAP directory and click **Perform Full Sync Now** and verify the new users synced from LDAP have **Home Cluster** enabled.

Enable Presence from Administration GUI

Procedure

Step 1   To enable presence for an end user navigate to **Location Administration** > **End Users**.

Step 2   Choose the **Add under Presence column** or choose the end user and go to **Presence**.

Step 3   Check **License User for Unified CM IM And Presence**.

Step 4   Check **Monitor** for an extension or individual line instance for that end user.

Step 5   Click **Apply**.

Step 6   Presence for an end user can be modified or deleted from the same page.

       Note   If the existing or new users does not have IM and Presence UC Service as part of the associated Service Profile a warning is displayed on the end user's presence management page: `User's Service Profile contains no IM and Presence service`.