Deployment Scenarios

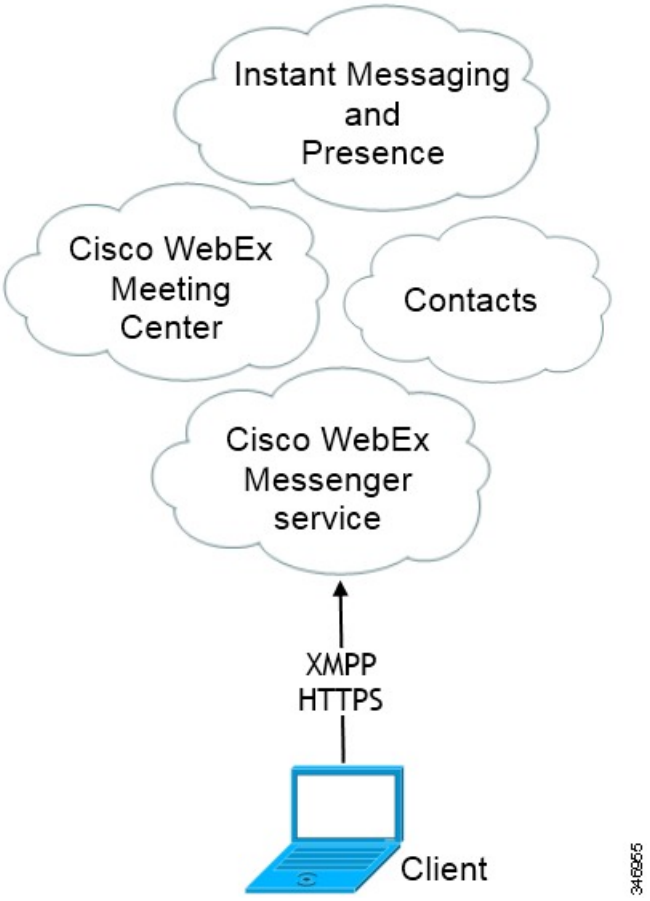
Cloud-Based Deployments

A cloud-based deployment is one in which Cisco Webex hosts services. You manage and monitor your cloud-based deployment with the Cisco Webex Administration Tool.

Cloud-Based Diagram

The following diagram illustrates the architecture of a cloud-based deployment:

Figure 1: Cloud-Based Architecture



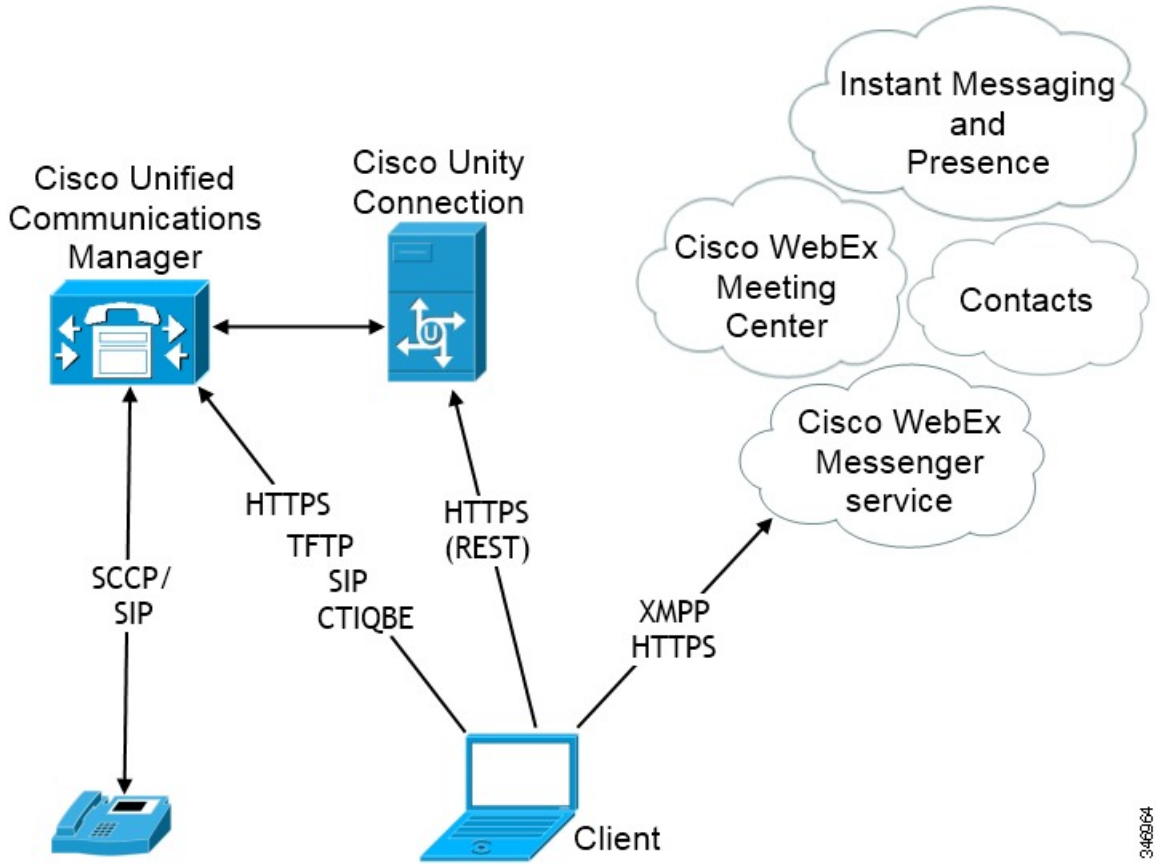
The following are the services available in a cloud-based deployment:

- Contact Source — The Cisco WebEx Messenger service provides contact resolution.
- Presence — The Cisco WebEx Messenger service lets users publish their availability and subscribe to other users' availability.
- Instant Messaging — The Cisco WebEx Messenger service lets users send and receive instant messages.
- Conferencing — Cisco WebEx Meeting Center provides hosted meeting capabilities.

Hybrid Cloud-Based Diagram

The following diagram illustrates the architecture of a hybrid cloud-based deployment:

Figure 2: Hybrid Cloud-Based Architecture



The following are the services available in a hybrid cloud-based deployment:

- Contact Source — The Cisco WebEx Messenger service provides contact resolution.
- Presence — The Cisco WebEx Messenger service lets users can publish their availability and subscribe to other users' availability.
- Instant Messaging — The Cisco WebEx Messenger service lets users send and receive instant messages.
- Conferencing — Cisco WebEx Meeting Center provides hosted meeting capabilities.
- Audio Calls — Users place audio calls through desk phone devices or on their computers through Cisco Unified Communications Manager.
- Video — Users place video calls through Cisco Unified Communications Manager.
- Voicemail — Users send and receive voice messages through Cisco Unity Connection.

On-Premises Deployments

An on-premises deployment is one in which you set up, manage, and maintain all services on your corporate network.

Product Modes

The default product mode is one in which the user's primary authentication is to an IM and presence server.

You can deploy the client in the following modes:

- Full UC — To deploy full UC mode, enable instant messaging and presence capabilities, provision voicemail and conferencing capabilities, and provision users with devices for audio and video.
- IM-Only — To deploy IM-only mode, enable instant messaging and presence capabilities. Do not provision users with devices.
- Phone Mode — In Phone mode, the user's primary authentication is to Cisco Unified Communications Manager. To deploy phone mode, provision users with devices for audio and video capabilities. You can also provision users with additional services such as voicemail.

Default Mode Diagrams

Review architecture diagrams for on-premises deployments in the default product mode.

Full Unified Communications Diagrams

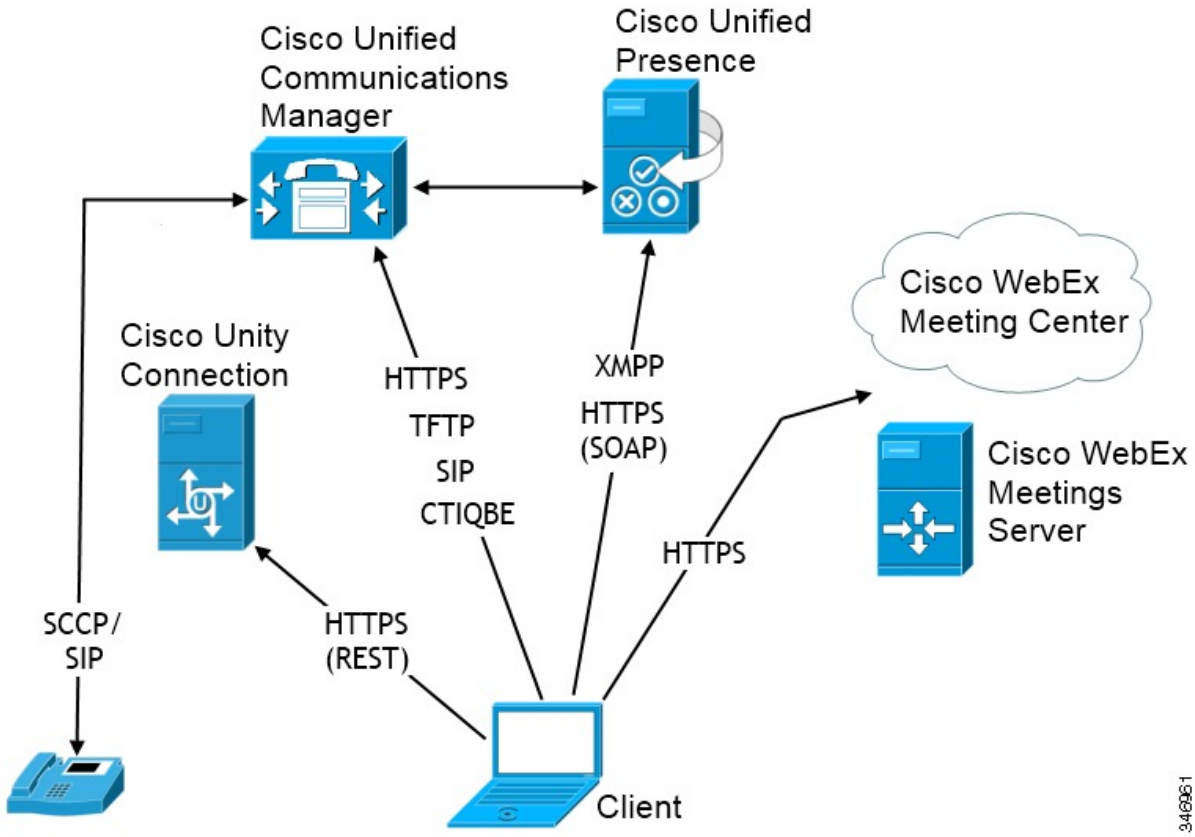
This section contains architecture diagrams for on-premises deployments with full Unified Communications capabilities.

Remember Both full Unified Communications and IM-only deployments require an IM and Presence Service node as the user's primary authentication source. However, IM-only deployments require only IM and Presence Service capabilities. You do not need to provision users with devices in an IM-only deployment.

Cisco Unified Presence

The following diagram illustrates the architecture of an on-premises deployment that includes Cisco Unified Presence.

Figure 3: On-Premises Architecture



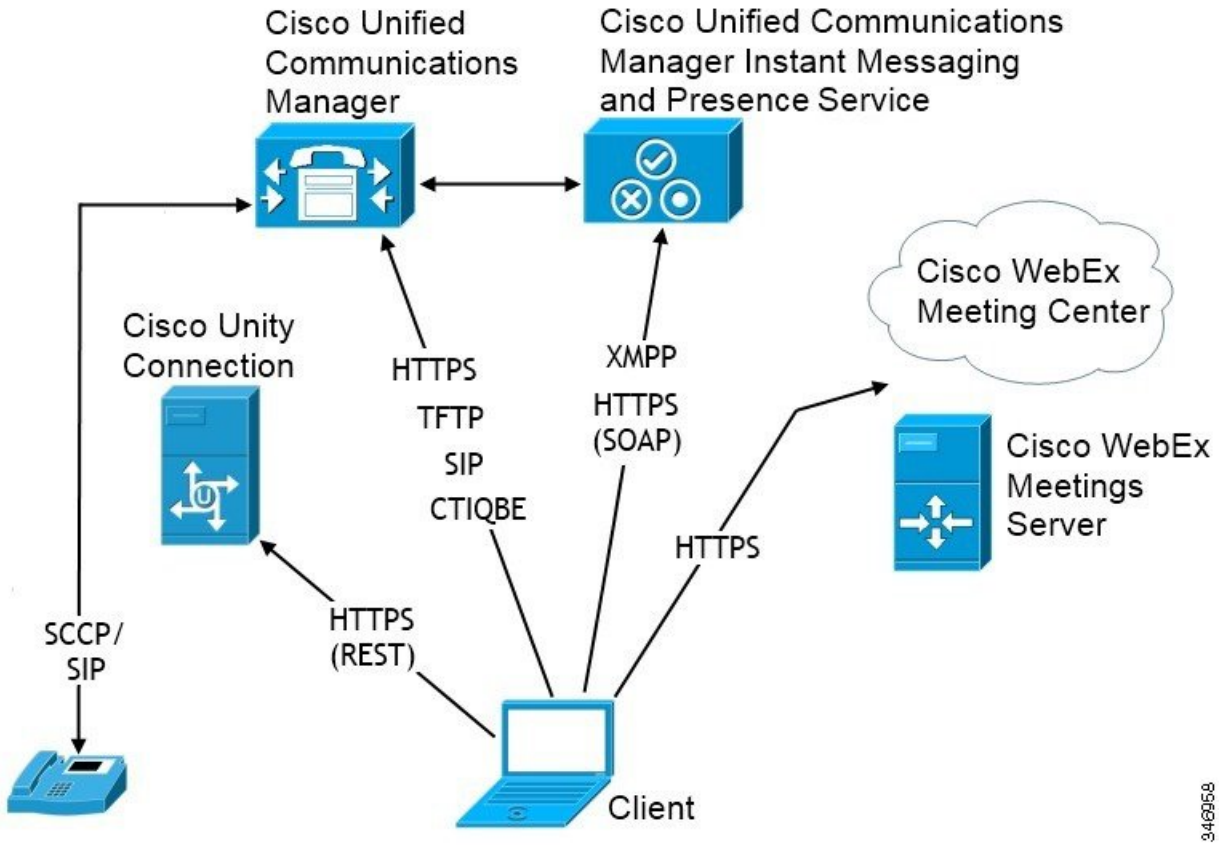
The following are the services available in an on-premises deployment:

- Presence — Publish availability and subscribe to other users' availability through Cisco Unified Presence.
- IM — Users send and receive IMs through Cisco Unified Presence.
- Audio Calls — Place audio calls through desk phone devices or computers through Cisco Unified Communications Manager.
- Video — Place video calls through Cisco Unified Communications Manager.
- Voicemail — Send and receive voice messages through Cisco Unity Connection.
- Conferencing — Integrate with one of the following:
  - Cisco WebEx Meeting Center — Provides hosted meeting capabilities.
  - Cisco WebEx Meetings Server — Provides on-premises meeting capabilities.

Cisco Unified Communications Manager IM and Presence Service

The following diagram illustrates the architecture of an on-premises deployment that includes Cisco Unified Communications Manager IM and Presence Service.

Figure 4: On-Premises Architecture



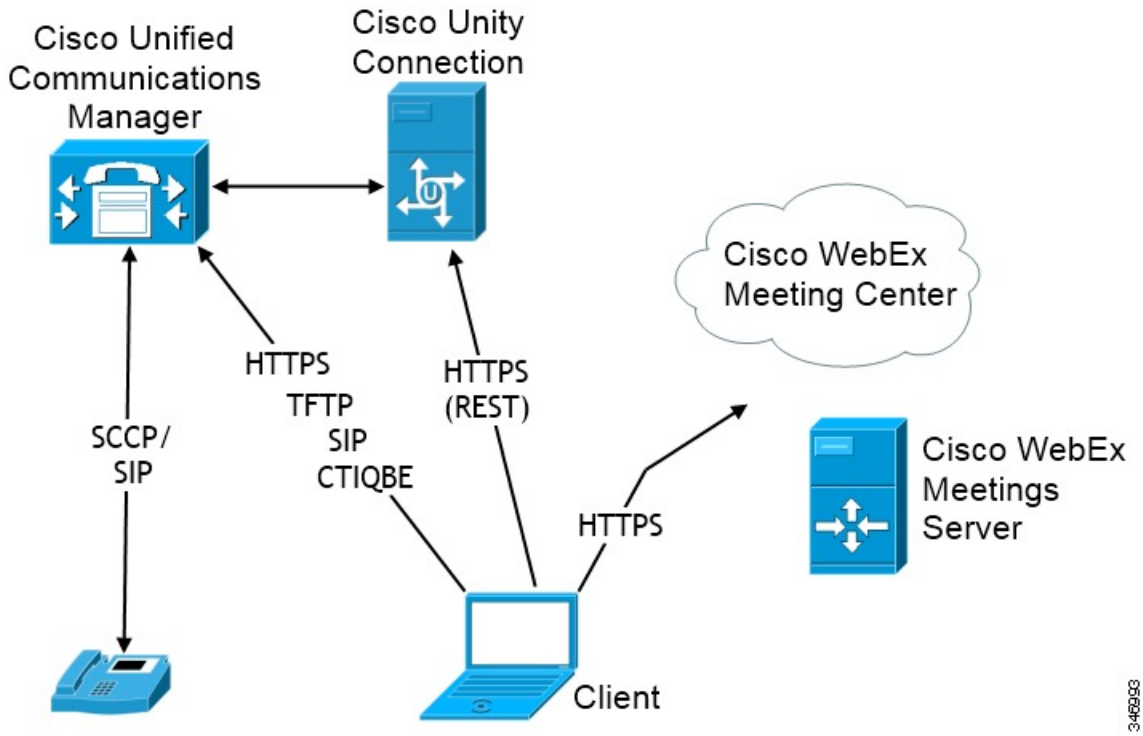
The following are the services available in an on-premises deployment:

- Presence — Publish availability and subscribe to other users' availability through Cisco Unified Communications Manager IM and Presence Service.
- IM — Send and receive IMs through Cisco Unified Communications Manager IM and Presence Service.
- Audio Calls — Place audio calls through desk phone devices or on computers through Cisco Unified Communications Manager.
- Video — Place video calls through Cisco Unified Communications Manager.
- Voicemail — Send and receive voice messages through Cisco Unity Connection.
- Conferencing — Integrate with one of the following:
  - Cisco WebEx Meeting Center — Provides hosted meeting capabilities.
  - Cisco WebEx Meetings Server — Provides on-premises meeting capabilities.

Phone Mode

The following diagram illustrates the architecture of an on-premises deployment for phone mode.

Figure 5: Phone Mode Architecture



The following are the services available in a phone mode deployment:

- Audio Calls — Place audio calls through desk phone devices or computers through Cisco Unified Communications Manager
- Video — Place video calls through Cisco Unified Communications Manager.
- Voicemail — Send and receive voice messages through Cisco Unity Connection.
- Conferencing — Integrate with one of the following:
  - Cisco WebEx Meeting Center — Provides hosted meeting capabilities.
  - Cisco WebEx Meetings Server — Provides on-premises meeting capabilities.

  Conferencing is not supported in this mode by Cisco Jabber for Android.

Cisco AnyConnect Deployments

Cisco AnyConnect refers to a server-client infrastructure that enables the client to connect securely to your corporate network from remote locations such as Wi-Fi networks or mobile data networks.

The Cisco AnyConnect environment includes the following components:

- Cisco Adaptive Security Appliance — Provides a service to secure remote access.

- Cisco AnyConnect Secure Mobility Client — Establishes a secure connection to Cisco Adaptive Security Appliance from the user's device.

This section provides information that you should consider when deploying the Cisco Adaptive Security Appliance (ASA) with the Cisco AnyConnect Secure Mobility Client. Cisco AnyConnect is the supported VPN for Cisco Jabber for Android and Cisco Jabber for iPhone and iPad. If you use an unsupported VPN client, ensure that you install and configure the VPN client using the relevant third-party documentation.

For Samsung devices running Android OS 4.4.x, use Samsung AnyConnect version 4.0.01128 or later. For Android OS version above 5.0, you must use Cisco AnyConnect software version later than 4.0.01287.

Cisco AnyConnect provides remote users with secure IPsec (IKEv2) or SSL VPN connections to the Cisco 5500 Series ASA. Cisco AnyConnect can be deployed to remote users from the ASA or using enterprise software deployment systems. When deployed from the ASA, remote users make an initial SSL connection to the ASA by entering the IP address or DNS name in the browser of an ASA configured to accept clienteless SSL VPN connections. The ASA then presents a login screen in the browser window, if the user satisfies the login and authentication, it downloads the client that matches the computer operating system. After downloading, the client installs and configures itself and establishes an IPsec (IKEv2) or SSL connection to the ASA.

For information about requirements for Cisco Adaptive Security Appliance and Cisco AnyConnect Secure Mobility Client, see the *Software Requirements* topic.

Related Topics

Navigating the Cisco ASA Series Documentation

Cisco AnyConnect Secure Mobility Client

Application Profiles

After you download the Cisco AnyConnect Secure Mobility Client to their device, the ASA must provision a configuration profile to the application.

The configuration profile for the Cisco AnyConnect Secure Mobility Client includes VPN policy information such as the company ASA VPN gateways, the connection protocol (IPSec or SSL), and on-demand policies.

You can provision application profiles for Cisco Jabber for iPhone and iPad in one of the following ways:

ASDM

We recommend that you use the profile editor on the ASA Device Manager (ASDM) to define the VPN profile for the Cisco AnyConnect Secure Mobility Client.

When you use this method, the VPN profile is automatically downloaded to the Cisco AnyConnect Secure Mobility Client after the client establishes the VPN connection for the first time. You can use this method for all devices and OS types, and you can manage the VPN profile centrally on the ASA.

For more information, see the *Creating and Editing an AnyConnect Profile* topic of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

iPCU

You can provision iOS devices using an Apple configuration profile that you create with the iPhone Configuration Utility (iPCU). Apple configuration profiles are XML files that contain information such as device security policies, VPN configuration information, and Wi-Fi, mail, and calendar settings.

The high-level procedure is as follows:

1. Use iPCU to create an Apple configuration profile.

   For more information, see the iPCU documentation.

2. Export the XML profile as a .mobileconfig file.

3. Email the .mobileconfig file to users.

   After a user opens the file, it installs the AnyConnect VPN profile and the other profile settings to the client application.

MDM

You can provision iOS devices using an Apple configuration profile that you create with third-party Mobile Device Management (MDM) software. Apple configuration profiles are XML files that contain information such as device security policies, VPN configuration information, and Wi-Fi, mail, and calendar settings.

The high-level procedure is as follows:

1. Use MDM to create the Apple configuration profiles.

   For information on using MDM, see the Apple documentation.

2. Push the Apple configuration profiles to the registered devices.

To provision application profiles for Cisco Jabber for Android, use the profile editor on the ASA Device Manager (ASDM) to define the VPN profile for the Cisco AnyConnect Secure Mobility Client. The VPN profile is automatically downloaded to the Cisco AnyConnect Secure Mobility Client after the client establishes the VPN connection for the first time. You can use this method for all devices and OS types, and you can manage the VPN profile centrally on the ASA. For more information, see the *Creating and Editing an AnyConnect Profile* topic of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Automate VPN Connection

When users open Cisco Jabber from outside the corporate Wi-Fi network, Cisco Jabber needs a VPN connection to access the Cisco UC application servers. You can set up the system to allow Cisco AnyConnect Secure Mobility Client to automatically establish a VPN connection in the background, which helps ensure a seamless user experience.

Note VPN will not be launched because Expressway for Mobile and Remote Access has the higher connection priority even if VPN is set to automatic connection.

Set Up Trusted Network Connection

The Trusted Network Detection feature enhances the user experience by automating the VPN connection based on the user's location. When the user is inside the corporate Wi-Fi network, Cisco Jabber can reach the Cisco UC infrastructure directly. When the user leaves the corporate Wi-Fi network, Cisco Jabber automatically detects that it is outside the trusted network. After this occurs, Cisco AnyConnect Secure Mobility Client initiates the VPN to ensure connectivity to the UC infrastructure.

Note The Trusted Network Detection feature works with both certificate- and password-based authentication. However, certificate-based authentication provides the most seamless user experience.

Procedure

Step 1 Using ASDM, open the Cisco AnyConnect client profile.

Step 2 Enter the list of Trusted DNS Servers and Trusted DNS Domain Suffixes that an interface can receive when the client is within a corporate Wi-Fi network. The Cisco AnyConnect client compares the current interface DNS servers and domain suffix with the settings in this profile.

Note You must specify all your DNS servers to ensure that the Trusted Network Detection feature works properly. If you set up both the TrustedDNSDomains and TrustedDNSServers, sessions must match both settings to be defined as a trusted network.

For detailed steps for setting up Trusted Network Detection, see the *Trusted Network Detection* section in the *Configuring AnyConnect Features* chapter (Release 2.5) or *Configuring VPN Access* (releases 3.0 or 3.1) of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Set Up Connect On-Demand VPN

The Apple iOS Connect On Demand feature enhances the user experience by automating the VPN connection based on the user's domain.

When the user is inside the corporate Wi-Fi network, Cisco Jabber can reach the Cisco UC infrastructure directly. When the user leaves the corporate Wi-Fi network, Cisco AnyConnect automatically detects if it is connected to a domain that you specify in the AnyConnect client profile. If so, the application initiates the VPN to ensure connectivity to the UC infrastructure. All applications on the device including Cisco Jabber can take advantage of this feature.

Note Connect On Demand supports only certificate-authenticated connections.

The following options are available with this feature:

- **Always Connect** — Apple iOS always attempts to initiate a VPN connection for domains in this list.
- **Connect If Needed** — Apple iOS attempts to initiate a VPN connection to the domains in the list only if it cannot resolve the address using DNS.
- **Never Connect** — Apple iOS never attempts to initiate a VPN connection to domains in this list.

Attention Apple plans to remove the Always Connect option in the near future. After the Always Connect option is removed, users can select the Connect If Needed option. In some cases, Cisco Jabber users may have issues when using the Connect If Needed option. For example, if the hostname for the Cisco Unified Communications Manager is resolvable outside the corporate network, iOS will not trigger a VPN connection. The user can work around this issue by manually launching Cisco AnyConnect Secure Mobility Client before making a call.

Procedure

Step 1 Use the ASDM profile editor, iPCU, or MDM software to open the AnyConnect client profile.

Step 2 In the AnyConnect client profile, under the Connect if Needed section, enter your list of on-demand domains.

The domain list can include wild-card options (for example, cucm.cisco.com, cisco.com, and *.webex.com).

Set Up Automatic VPN Access on Cisco Unified Communications Manager

Before you begin

- The mobile device must be set up for on-demand access to VPN with certificate-based authentication. For assistance with setting up VPN access, contact the providers of your VPN client and head end.
- For requirements for Cisco AnyConnect Secure Mobility Client and Cisco Adaptive Security Appliance, see the *Software Requirements* topic.
- For information about setting up Cisco AnyConnect, see the *Cisco AnyConnect VPN Client Maintain and Operate Guides*.

Procedure

Step 1 Identify a URL that will cause the client to launch VPN on Demand.

a) Use one of the following methods to identify a URL that will cause the client to launch VPN on Demand.

- Connect if Needed
  - Configure Cisco Unified Communications Manager to be accessed through a domain name (not an IP address) and ensure that this domain name is not resolvable outside the firewall.
  - Include this domain in the “Connect If Needed” list in the Connect On Demand Domain List of the Cisco AnyConnect client connection.
- Always Connect
  - Set the parameter in step 4 to a nonexistent domain. A nonexistent domain causes a DNS query to fail when the user is inside or outside the firewall.

- Include this domain to the “Always Connect” list in the Connect On Demand Domain List of the Cisco AnyConnect client connection.

  The URL must include only the domain name. Do not include a protocol or a path (for example, use “cm8ondemand.company.com” instead of “https://cm8ondemand.company.com/vpn”.

b) Enter the URL in Cisco AnyConnect and verify that a DNS query on this domain fails.

Step 2 Open the **Cisco Unified CM Administration** interface.

Step 3 Navigate to the device page for the user.

Step 4 In the **Product Specific Configuration Layout** section, in the **On-Demand VPN URL** field, enter the URL that you identified and used in Cisco AnyConnect in Step 1.

The URL must be a domain name only, without a protocol or path.

Step 5 Select **Save**.

When Cisco Jabber opens, it initiates a DNS query to the URL (for example, ccm-sjc-111.cisco.com). If this URL matches the On-Demand domain list entry that you defined in this procedure (for example, cisco.com), Cisco Jabber indirectly initiates the AnyConnect VPN connection.

What to do next

- Test this feature.
  - Enter this URL into the Internet browser on the iOS device and verify that VPN launches automatically. You should see a VPN icon in the status bar.
  - Verify that the iOS device can connect to the corporate network using VPN. For example, access a web page on your corporate intranet. If the iOS device cannot connect, contact the provider of your VPN technology.
  - Verify with your IT department that your VPN does not restrict access to certain types of traffic (for example, if the administrator set the system to allow only email and calendar traffic).
- Verify that you set up the client to connect directly to the corporate network.

Set Up Certificate-Based Authentication

Cisco recommends that you use certificate-based authentication for negotiating a secure connection to Cisco Adaptive Security Appliance from Cisco AnyConnect Secure Mobility Client.

ASA supports certificates issued by standard Certificate Authority (CA) servers such as Cisco IOS CA, Microsoft Windows 2003, Windows 2008R2, Entrust, VeriSign, and RSA Keon. This topic gives you a, high-level procedure for setting up ASA for certificate-based authentication. See the *Configuring Digital Certificates* topic in the appropriate ASA configuration guide for step-by-step instructions.

Procedure

Step 1 Import a root certificate from the CA to the ASA.

Step 2 Generate an identity certificate for the ASA.

Step 3 Use the ASA identity certificate for SSL authentication.

Step 4 Configure a Certificate Revocation List (CRL) or an Online Certificate Status Protocol (OCSP).

Step 5 Configure the ASA to request client certificates for authentication.

What to do next

After you set up certificate-based authentication on ASA, you must distribute certificates to your users. You can use one of the following methods:

- *Distribute Certificates with SCEP*
- *Distribute Client Certificate with Mobileconfig File*

Distribute Certificates with SCEP

You can use Simple Certificate Enrollment Protocol (SCEP) on Microsoft Windows Server to securely issue and renew certificates for client authentication.

To distribute certificates with SCEP, you must install the SCEP module on Microsoft Windows Server. See the following topics for more information:

- *ASA 8.X: AnyConnect SCEP Enrollment Configuration Example*
- *Simple Certificate Enrollment Protocol (SCEP) Add-on for Certificate Services*

Distribute Client Certificate with Mobileconfig File

Use this procedure to create a mobile configuration file that includes a certificate. You can use this file to distribute the certificate to users.

Procedure

Step 1 Use the iPCU software to create a `mobileconfig` file and include the certificate (`.pfx`) file.

Step 2 Forward the `mobileconfig` file to the user.

Step 3 Use the Cisco ISE native supplicant provisioning process to distribute user certificates.

Step 4 Use the Enterprise MDM software to provision and publish certificates to registered devices.

Session Parameters

You can configure ASA session parameters to improve performance for secure connections. For the best user experience, you should configure the following ASA session parameters:

- Datagram Transport Layer Security (DTLS) — DTLS is an SSL protocol that provides a data path that prevents latency and data loss.
- Auto Reconnect — Auto reconnect, or session persistence, lets Cisco AnyConnect Secure Mobility Client recover from session disruptions and re-establish sessions.

- Session Persistence — This parameter allows the VPN session to recover from service disruptions and re-establish the connection.
- Idle Timeout — Idle timeout defines a period of time after which ASA terminates secure connections, if no communication activity occurs.
- Dead-Peer Detection (DTD) — DTD ensures that ASA and Cisco AnyConnect Secure Mobility Client can quickly detect failed connections.

Set ASA Session Parameters

Cisco recommends that you set up the ASA session parameters as follows to optimize the end user experience for Cisco AnyConnect Secure Mobility Client.

Procedure

Step 1 Set up Cisco AnyConnect to use DTLS.

For more information, see the *Enabling Datagram Transport Layer Security (DTLS) with AnyConnect (SSL) Connections* topic in the *Configuring AnyConnect Features Using ASDM* chapter of the *Cisco AnyConnect VPN Client Administrator Guide, Version 2.0*.

Step 2 Set up session persistence (auto-reconnect).

a) Use ASDM to open the VPN client profile.
b) Set the **Auto Reconnect Behavior** parameter to **Reconnect After Resume**.

For more information, see the *Configuring Auto Reconnect* topic in the *Configuring AnyConnect Features* chapter (Release 2.5) or *Configuring VPN Access* chapter (releases 3.0 or 3.1) of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Step 3 Set the idle timeout value.

a) Create a group policy that is specific to Cisco Jabber clients.
b) Set the idle timeout value to 30 minutes.

For more information, see the *vpn-idle-timeout* section of the *Cisco ASA 5580 Adaptive Security Appliance Command Reference* for your release

Step 4 Set up Dead Peer Detection (DPD).

a) Disable server-side DPD.
b) Enable client-side DPD.

For more information, see the *Enabling and Adjusting Dead Peer Detection* topic of the *Configuring VPN* chapter of the *Cisco ASA 5500 Series Configuration Guide using the CLI, 8.4 and 8.6*.

Group Policies and Profiles

You should use the ASA Device Manager (ASDM) to create group policies, client profiles, and connection profiles. Create your group policies first and then apply those policies to the profiles. Using the ASDM to create profiles ensures that Cisco AnyConnect Secure Mobility Client downloads the profiles after it establishes

a connection to ASA for the first time. The ASDM also lets you manage and maintain your policies and profiles in a central location.

See the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for instructions on creating policies and profiles with the ASDM.

Trusted Network Detection

Trusted Network Detection is a feature that automates secure connections based on user location. When users leave the corporate network, Cisco AnyConnect Secure Mobility Client automatically detects that it is outside the trusted network and then initiates secure access.

You configure Trusted Network Detection on ASA as part of the client profile. For more information, see the *Trusted Network Detection* topic in the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Tunnel Policies

Tunnel policies configure how Cisco AnyConnect Secure Mobility Client directs traffic over a secure connection and include the following:

- Full Tunnel Policy — Lets you send all traffic over the secure connection to the ASA gateway.
- Split Include Policy with Network ACL — Enables you to restrict secure connections based on destination IP addresses. For example, in an on-premises deployment, you can specify the IP addresses for Cisco Unified Communications Manager, Cisco Unified Presence, your TFTP server, and other servers to restrict the secure connection only to your client's traffic.
- Split Exclude Policy — Allows you to exclude certain traffic from the secure connection. You can allow client traffic over the secure connection and then exclude traffic from specific destination subnets.

Deployment with Single Sign-On

You can enable your services with Security Assertion Markup Language (SAML) single sign-on (SSO). SAML SSO can be used in on-premises, cloud, or hybrid deployments.

The following steps describe the sign-in flow for SAML SSO after your users start their Cisco Jabber client:

1. The user starts the Cisco Jabber client. If you configure your Identity Provider (IdP) to prompt your users to sign in using a web form, the form is displayed within the client.
2. The Cisco Jabber client sends an authorization request to the service that it is connecting to, such as Cisco Webex Messenger service, Cisco Unified Communications Manager, or Cisco Unity Connection.
3. The service redirects the client to request authentication from the IdP.
4. The IdP requests credentials. Credentials can be supplied in one of the following methods:
    - Form-based authentication that contains username and password fields.
    - Kerberos for Integrated Windows Authentication (IWA) (Windows only)
    - Smart card authentication (Windows only)
    - Basic HTTP authentication method in which client offers the username and password when making an HTTP request.

5. The IdP provides a cookie to the browser or other authentication method. The IdP authenticates the identity using SAML, which allows the service to provide the client with a token.
6. The client uses the token for authentication to log in to the service.

Authentication Methods

The authentication mechanism impacts how a user signs on. For example, if you use Kerberos, the client does not prompt users for credentials, because your users already provided authentication to gain access to the desktop.

User Sessions

Users sign in for a *session*, which gives them a predefined period to use Cisco Jabber services. To control how long sessions last, you configure cookie and token timeout parameters.

Configure the IdP timeout parameters with an appropriate amount of time to ensure that users are not prompted to log in. For example, when Jabber users switch to an external Wi-Fi, are roaming, their laptops hibernate, or their laptop goes to sleep due to user inactivity. Users will not have to log in after resuming the connection, provided the IdP session is still active.

When a session has expired and Jabber is not able to silently renew it, because user input is required, the user is prompted to reauthenticate. This can occur when the authorization cookie is no longer valid.

If Kerberos or a Smart card is used, no action is needed to reauthenticate, unless a PIN is required for the Smart card; there is no risk of interruption to services, such as voicemail, incoming calls, or instant messaging.

Enable SAML SSO in the Client

Before you begin

- If you do not use Cisco Webex Messenger, enable SSO on Cisco Unified Communications Applications 10.5.1 Service Update 1—For information about enabling SAML SSO on this service, read the *SAML SSO Deployment Guide for Cisco Unified Communications Applications, Release 10.5*.
- Enable SSO on Cisco Unity Connection version 10.5—For more information about enabling SAML SSO on this service, read *Managing SAML SSO in Cisco Unity Connection*.
- If you use Cisco Webex Messenger, enable SSO on Cisco Webex Messenger Services to support Cisco Unified Communications Applications and Cisco Unity Connection—For more information about enabling SAML SSO on this service, read about *Single Sign-On* in the *Cisco Webex Messenger Administrator's Guide*.

  For more information about enabling SAML SSO on this service, read about `Single Sign-On` in the *Cisco Webex Messenger Administrator's Guide*.

Procedure

Step 1 Deploy certificates on all servers so that the certificate can be validated by a web browser, otherwise users receive warning messages about invalid certificates. For more information about certificate validation, see *Certificate Validation*.

Step 2 Ensure Service Discovery of SAML SSO in the client. The client uses standard service discovery to enable SAML SSO in the client. Enable service discovery by using the following configuration parameters:

ServicesDomain,VoiceServicesDomain, and ServiceDiscoveryExcludedServices. For more information about how to enable service discovery, see *Configure Service Discovery for Remote Access*.

Step 3 Define how long a session lasts.

A session is comprised of cookie and token values. A cookie usually lasts longer than a token. The life of the cookie is defined in the Identity Provider, and the duration of the token is defined in the service.

Step 4 When SSO is enabled, by default all Cisco Jabber users sign in using SSO. Administrators can change this on a per user basis so that certain users do not use SSO and instead sign in with their Cisco Jabber username and password. To disable SSO for a Cisco Jabber user, set the value of the SSO_Enabled parameter to FALSE.

If you have configured Cisco Jabber not to ask users for their email address, their first sign in to Cisco Jabber may be non-SSO. In some deployments, the parameter ServicesDomainSsoEmailPrompt needs to be set to ON. This ensures that Cisco Jabber has the information required to perform a first-time SSO sign in. If users signed in to Cisco Jabber previously, this prompt is not needed because the required information is available.

Related Topics

SAML SSO Deployment Guide for Cisco Unified Communications Applications, Release 10.5
Managing SAML SSO in Cisco Unity Connection
Cisco WebEx Messenger Services Single Sign-On
Certificate Validation