



Configure a Service Profile

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Configure Service Profiles Workflow

Procedure

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Configure Service Profiles

You can configure some client settings in UC service profiles on Cisco Unified Communications Manager version 9 and later.

**Important**

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- Cisco Jabber only retrieves configuration from service profiles on Cisco Unified Communications Manager if the client gets the `_cisco-uds` SRV record from a DNS query.

In a hybrid environment, if the CAS URL lookup is successful Cisco Jabber retrieves the configurations from Cisco WebEx Messenger service and the `_cisco-uds` SRV record is ignored.

- In an environment with multiple Cisco Unified Communications Manager clusters, you can configure the Intercluster Lookup Service (ILS). ILS enables the client to find the user's home cluster and discover services.

If you do not configure ILS, then you must manually configure remote cluster information, similar to the EMCC remote cluster set up. For more information on Remote Cluster Configuration, see the *Cisco Unified Communications Manager Features and Services Guide*.

Parameters in Service Profiles

Learn which configuration parameters you can set in service profiles. Review the corresponding parameters in the client configuration file.

IM and Presence Service Profile

The following table lists the configuration parameters you can set in the IM and Presence Service profile:

Parameter	Description
Product type	<p>Provides the source of authentication to Cisco Jabber and has the following values:</p> <ul style="list-style-type: none"> • Unified CM (IM and Presence Service) — Cisco Unified Communications Manager IM and Presence Service is the authenticator. • WebEx (IM and Presence Service) — The Cisco WebEx Messenger service is the authenticator. <p>Note As of this release, the client issues an HTTP query in addition to the query for SRV records. The HTTP query allows the client to determine if it should authenticate to the Cisco WebEx Messenger service.</p> <p>As a result of the HTTP query, the client connects to the Cisco WebEx Messenger service in cloud-based deployments before getting the <code>_cisco-uds</code> SRV record. Setting the value of the Product type field to WebEx may have no practical effect if the WebEx service has already been discovered by a CAS lookup.</p> <ul style="list-style-type: none"> • Not set — If the service profile does not contain an IM and presence service configuration, the authenticator is Cisco Unified Communications Manager.
Primary server	<p>Specifies the address of your primary presence server.</p> <ul style="list-style-type: none"> • On-Premises Deployments — You should specify the fully qualified domain name (FQDN) of Cisco Unified Communications Manager IM and Presence Service. • Cloud-Based Deployments — The client uses the following URL as default when you select WebEx as the value for the Product type parameter: https://loginp.webexconnect.com/cas/auth.do This default URL overrides any value that you set.

Voicemail Profile

The following table lists the configuration parameters you can set in the voicemail profile:

Parameter	Description
Voicemail server	Specifies connection settings for the voicemail server.
Credentials source for voicemail service	Specifies that the client uses the credentials for the instant messaging and presence or conferencing service to authenticate with the voicemail service. Ensure that the credentials source that you set match the user's voicemail credentials. If you set a value for this parameter, users cannot specify their voicemail service credentials in the client user interface.

Conferencing Profile

The following table lists the configuration parameters you can set in the conferencing profile:

Conferencing Service Configuration	Description
Conferencing server	Specifies connection settings for the conferencing server.
Credentials source for web conference service	Specifies that the client uses the credentials for the instant messaging and presence or voicemail service to authenticate with the conferencing service. Ensure that the credentials source that you set match the user's conferencing credentials.

Directory Profile

See the *Client Configuration for Directory Integration* chapter for information about configuring directory integration in a service profile.

CTI Profile

The following table lists the configuration parameters you can set in the CTI profile:

CTI Service Configuration	Description
CTI server	Specifies connection settings for the CTI server.

Add Cisco Unified Communications Manager Services

Add Cisco Unified Communications Manager services to specify the address, ports, protocols, and other settings for services such as IM and Presence Service, voicemail, conferencing, and directory.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **User Management > User Settings > UC Service**.
The **Find and List UC Services** window opens.
 - Step 3** Select **Add New**.
The **UC Service Configuration** window opens.
 - Step 4** Select the UC service type you want to add and then select **Next**.
 - Step 5** Configure the UC service as appropriate and then select **Save**.
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What to Do Next

Add your UC services to service profiles.

Create Service Profiles

After you add and configure Cisco Unified Communications Manager services, you add them to a service profile. You can apply additional configuration in the service profile.

Procedure

- Step 1** Open the **Cisco Unified CM Administration** interface.
 - Step 2** Select **User Management > User Settings > Service Profile**.
The **Find and List UC Services** window opens.
 - Step 3** Select **Add New**.
The **Service Profile Configuration** window opens.
 - Step 4** Enter a name for the service profile in the **Name** field.
 - Step 5** Select **Make this the default service profile for the system** if you want the service profile to be the default for the cluster.
Note On Cisco Unified Communications Manager release 9.x only, users who have only instant messaging capabilities (IM only) must use the default service profile. For this reason, you should set the service profile as the default if you plan to apply the service profile to IM only users.
 - Step 6** Add your UC services, apply any additional configuration, and then select **Save**.
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What to Do Next

Apply service profiles to end user configuration.

Apply Service Profiles

After you add UC services and create a service profile, you apply the service profile to users. When users sign in to Cisco Jabber, the client can then retrieve the service profile for that user from Cisco Unified Communications Manager.

Procedure

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- Step 1** Open the **Cisco Unified CM Administration** interface.
- Step 2** Select **User Management > End User**.
The **Find and List Users** window opens.
- Step 3** Enter the appropriate search criteria to find existing users and then select a user from the list.
The **End User Configuration** window opens.
- Step 4** Locate the **Service Settings** section.
- Step 5** Select a service profile to apply to the user from the **UC Service Profile** drop-down list.
Important **Cisco Unified Communications Manager release 9.x only:** If the user has only IIM and Presence Service capabilities (IM only), you must select **Use Default**. For IM only users, Cisco Unified Communications Manager release 9.x always applies the default service profile regardless of what you select from the **UC Service Profile** drop-down list.
- Step 6** Apply any other configuration as appropriate and then select **Save**.
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Associate Users with Devices

On Cisco Unified Communications Manager version 9.x only, when the client attempts to retrieve the service profile for the user, it first gets the device configuration file from Cisco Unified Communications Manager. The client can then use the device configuration to get the service profile that you applied to the user.

For example, you provision Adam McKenzie with a CSF device named CSFAKenzi. The client retrieves CSFAKenzi.cnf.xml from Cisco Unified Communications Manager when Adam signs in. The client then looks for the following in CSFAKenzi.cnf.xml:

```
<userId serviceProfileFile="identifier.cnf.xml">amckenzi</userId>
```

For this reason, if you are using Cisco Unified Communications Manager version 9.x, you should do the following to ensure that the client can successfully retrieve the service profiles that you apply to users:

- Associate users with devices.
- Set the **User Owner ID** field in the device configuration to the appropriate user. The client will retrieve the Default Service Profile if this value is not set.



Note

A CSF should not be associated to multiple users if you intend to use different service profiles for these users.

Procedure

- Step 1** Associate users with devices.
- Open the **Unified CM Administration** interface.
 - Select **User Management > End User**.
 - Find and select the appropriate user.
The **End User Configuration** window opens.
 - Select **Device Association** in the **Device Information** section.
 - Associate the user with devices as appropriate.
 - Return to the **End User Configuration** window and then select **Save**.
- Step 2** Set the **User Owner ID** field in the device configuration.
- Select **Device > Phone**.
 - Find and select the appropriate device.
The **Phone Configuration** window opens.
 - Locate the **Device Information** section.
 - Select **User** as the value for the **Owner** field.
 - Select the appropriate user ID from the **Owner User ID** field.
 - Select **Save**.
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