



Configure Cisco Webex Control Hub

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Bulk Configure Users in Cisco Webex Control Hub

You can configure up to 20,000 Jabber users in the Control Hub using a CSV file. When you add the user information in the CSV file, you can also assign services to the users.

Procedure

Step 1 From the customer view in <https://admin.webex.com> go to **Users**, click **Manage Users** and choose **CSV Add or Modify Users**.

You might see a message about sending welcome emails to the users. Click **Next** to proceed or cancel and change your account settings.

Step 2 Click **Export** to download a CSV file with the current configuration for your users. Click **download CSV template** to download a template without your current user information instead.

In the CSV file that you download, you can update the existing information or add a new user on an empty row. Enter the following information in the available columns:

- To assign a service, add **True** in that service's column, and to exclude a service, add **False**.
- **User ID/Email (Required)**—Enter the user information.
- For your Jabber deployment enter information for each user in the following columns of the CSV file:
 - **Jabber team messaging mode**—Add **True** to assign team messaging mode to your Jabber users.
 - **Jabber calling**—Add **True** to assign Jabber calling to your users.
 - **UC Manager Profile**—Add your Cisco UC Manager profile name from Control Hub.
 - **Contact Migration Required**—Add **True** to migrate users' contacts from Webex Messenger or the Cisco Unified Communications Manager IM & Presence service to their Jabber contacts.

Note ContactMigrationCompleted remains **False** by default, allowing an administrator to later perform contact migration for specific users.

- **Upgrade Profile**—Add the profile name if you created one. This setting does not apply for mobile clients.

- If you have an active license template, leave all the service columns blank. The Control Hub automatically assigns the template for the new user in that row.

Step 3 Click **Import**, select your file, and click **Open**.

Step 4 Choose either **Add services only** or **Add and remove services**.

If you have an active license template, choose **Add services only**.

Step 5 Click **Submit**.

Submitting the CSV file uploads it and creates your task. You can close the browser or this window and your task continues to run. You can review the progress of tasks. For more information, see [Manage Tasks in Cisco Webex Control Hub](#).

Set Up Calling for Team Messaging Mode Users

You can set up calling for your Jabber users on team messaging mode in Control Hub. You can either create a profile for your Cisco UC Manager server settings in Control Hub, or choose from your existing deployment options. The Jabber client uses these settings to connect to the Cisco UC Manager server for calling capabilities.

Procedure

Step 1 From the customer view in <https://admin.webex.com> go to **Services** and then click **Settings** on the **Message** card, then toggle on **Enable Jabber team messaging mode**.

Step 2 Select **Add Profile** under **UC Manager Profiles**.

Step 3 Enter a profile name, then select one of the following options:

- **Voice Services Domain**—Enter the domain for your voice services.
- **UDS Server**—Enter the IP address or hostname for your UDS Server and your backup UDS server.
- (Optional)—Click **Allow users to edit server address** to allow your users to change the server settings in their Jabber client.

Step 4 Save the profile.

Enable Individual Jabber Users with Team Messaging Mode and Jabber Calling

Rather than using the bulk import method, you can set up individual Jabber users for team messaging mode in Control Hub.

Procedure

- Step 1** From the customer view in <https://admin.webex.com> go to **Users**.
- Step 2** Select a user and under the **Services** section, select **Cisco Webex Teams**.
- Step 3** Choose from the following options:
- **Enable Jabber team messaging mode**—The Jabber user is assigned team messaging mode.
 - **Contact Migration Required**—The user is asked to migrate their contacts from Webex Messenger or the Cisco Unified Communications Manager IM & Presence service to Jabber.
 - **Enable Jabber calling**—The Jabber user is assigned Jabber calling.
- (Optional) You can choose a Cisco UC Manager profile for the user. Or, if you don't choose a profile, then Jabber uses the `services_domain`, the voice services domain, the domain of the user name, or the UPN domain to query the DNS SRV records to connect to your Cisco UC Manager.
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Create Upgrade Profiles in Cisco Webex Control Hub

For Jabber deployments with team messaging mode, you can control the upgrade path for your Jabber users. You can apply organization-wide settings, or you create an upgrade profile to assign to individual users.

Upgrade profiles allow you to control how desktop users upgrade to new versions. You can set users to automatically upgrade to the latest version of team messaging mode or to only upgrade to a specific version. The profiles do not apply to mobile clients.

When you specify a version in the upgrade profile, users do not upgrade to versions after the specified version. However, upgrade profiles that specify an unsupported Jabber version are invalid. In that case, your users upgrade to the latest Jabber version. Typically, Jabber supports a release for Jabber team messaging mode for 1 year. Periodically update the profile to specify a valid version to which your users upgrade.

Procedure

- Step 1** From the customer view in <https://admin.webex.com>, go to **Services** and then click **Settings** on the **Message** card.
- Step 2** Under **Jabber team messaging mode**, select **Add Upgrade Profile**.
- Step 3** Name the profile, and specify the upgrade paths for Jabber for Windows and Jabber for Mac users.

- Automatically upgrade users to the latest version.
- Upgrade their clients to a specific version.

Step 4 Save the upgrade profile.

Step 5 Associate the upgrade profile to appropriate users.
