Configuration and Installation Workflows

Purpose of Configuration Workflows

Configuration and installation workflows outline the processes to configure and install on-premises deployment. Before you deploy and install Cisco Jabber, see the Cisco Jabber Planning Guide at Install and Upgrade Guides to determine the deployment options that best suit your business needs.

Prerequisites

- Installation servers must be started and active

- Activate and Start Essential Services, on page 1

- Install Cisco Options Package File for Devices, on page 2

Activate and Start Essential Services

Essential services enable communication between servers and provide capabilities to the client.

Procedure

Step 1   Open the **Cisco Unified IM and Presence Serviceability** interface.

Step 2   Select **Tools** > **Control Center - Feature Services**.

Step 3   Select the appropriate server from the **Server** drop-down list.

Step 4   Ensure the following services are started and activated:

- **Cisco SIP Proxy**
- **Cisco Sync Agent**
- **Cisco XCP Authentication Service**

• **Cisco XCP Connection Manager**
• **Cisco XCP Text Conference Manager**
• **Cisco Presence Engine**

Step 5   Select **Tools** > **Control Center - Network Services**.

Step 6   Select the appropriate server from the **Server** drop-down list.

Step 7   Ensure **Cisco XCP Router Service** is running.

Install Cisco Options Package File for Devices

To make Cisco Jabber available as a device in Cisco Unified Communications Manager, you must install a device-specific Cisco Options Package (COP) file on all your Cisco Unified Communications Manager nodes.

Perform this procedure at a time of low usage; it can interrupt service.

General information about installing COP files is available in the "Software Upgrades" chapter in the *Cisco Unified Communications Operating System Administration Guide* for your release.

Procedure

Step 1   Download the device COP file.

a) Locate the device COP file.

• Go to the software downloads site.

• Locate the device COP file for your release.

b) Click **Download Now**.

c) Note the MD5 checksum.

You will need this information later.

d) Click **Proceed with Download** and follow the instructions.

Step 2   Place the COP file on an FTP or SFTP server that is accessible from your Cisco Unified Communications Manager nodes.

Step 3   Install this COP file on the Publisher node in your Cisco Unified Communications Manager cluster:

a) Open the **Cisco Unified OS Administration** interface.

b) Select **Software Upgrades** > **Install/Upgrade**.

c) Specify the location of the COP file and provide the required information.

For more information, see the online help.

d) Select **Next**.

e) Select the device COP file.

f) Select **Next**.

g) Follow the instructions on the screen.

h) Select **Next**.

Wait for the process to complete. This process can take some time.

i) Reboot Cisco Unified Communications Manager at a time of low usage.

j) Let the system fully return to service.

Note To avoid interruptions in service, make sure each node returns to active service before you perform this procedure on another server.

Step 4 Install the COP file on each Subscriber node in the cluster.

Use the same process you used for the Publisher, including rebooting the node.

Deployment and Installation Workflows

Full UC Deployment

Procedure

	Command or Action	Purpose
Step 1	Read the Cisco Jabber Planning Guide located at http://www.cisco.com/c/en/us/support/ unified-communications/jabber-windows/ products-installation-guides-list.html.	• Choose your deployment scenario. • Review requirements to confirm that you meet them. • Review contact sources to determine which contact source you will use.
Step 2	Create Default Service Profile	Create a default service profile to add services.
Step 3	Contact Source	Configure a contact source for your users.
Step 4	Configure Instant Messaging and Presence Service	Set up the Cisco Unified Communications IM & Presence service.
Step 5	Configure Voicemail	Set up voicemail for your users.
Step 6	Configure Webex Conferencing	Set up conferencing with Webex Meetings Server.
Step 7	Configure CTI Service	Set up a CTI service and provide Jabber with devices that are associated with users.
Step 8	Users	Set up users for Jabber.

	Command or Action	**Purpose**
Step 9	Configure Softphone	Set up softphone devices for users.
Step 10	Configure Deskphone Control	Create deskphone devices and enable features.
Step 11	Configure Extend and Connect	Set up options for users to extend calls to remote devices.
Step 12	Configure Service Discovery	Choose a service discovery option for your users.
Step 13	Configure Certificate Validation	Set up the required certificates for each server.
Step 14	Configure the Clients	Choose what features to include in the client configuration files.
Step 15	Deploy Cisco Jabber Applications and Jabber Softphone for VDI	Choose how to install the clients for your users.

Jabber IM Only Deployment

Procedure

	Command or Action	**Purpose**
Step 1	Read the Cisco Jabber Planning Guide located at http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html.	• Choose your deployment scenario. • Review requirements to confirm that you meet them. • Review contact sources to determine which contact source you will use.
Step 2	Create Default Service Profile	Create a default service profile to add services.
Step 3	Contact Source	Configure a contact source for your users.
Step 4	Configure Instant Messaging and Presence Service	Set up the Cisco Unified Communications IM & Presence service.
Step 5	Configure Webex Conferencing	Set up conferencing with Webex Meetings Server.
Step 6	Users	Set up users for Jabber.
Step 7	Configure Service Discovery	Choose a service discovery option for your users.
Step 8	Configure Certificate Validation	Set up the required certificates for each server.
Step 9	Configure the Clients	Choose what features to include in the client configuration files.

	Command or Action	Purpose
Step 10	Deploy Cisco Jabber Applications and Jabber Softphone for VDI	Choose how to install the clients for your users.

Phone Only Mode Deployment

Procedure

	Command or Action	Purpose
Step 1	Read the Cisco Jabber Planning Guide located at http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html.	• Choose your deployment scenario. • Review requirements to confirm that you meet them. • Review contact sources to determine which contact source you will use.
Step 2	Create Default Service Profile	Create a default service profile to add services.
Step 3	Configure Voicemail	Set up voicemail for your users.
Step 4	Configure Webex Conferencing	Set up conferencing with Webex Meetings Server.
Step 5	Configure CTI Service	Set up a CTI service and provide Jabber with devices that are associated with users.
Step 6	Users	Set up users for Jabber.
Step 7	Configure Softphone	Set up softphone devices for users.
Step 8	Configure Service Discovery	Choose a service discovery option for your users.
Step 9	Configure Certificate Validation	Certificates are required for each service to which the Jabber clients connect.
Step 10	Configure the Clients	Choose what features to include in the client configuration files.
Step 11	Deploy Cisco Jabber Applications and Jabber Softphone for VDI	Choose how to install the clients for your users.

Phone Mode with Contacts Deployment

Procedure

	Command or Action	**Purpose**
Step 1	Read the Cisco Jabber Planning Guide located at http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-installation-guides-list.html.	• Confirm that you meet the requirements. • Determine which contact sources you will use.
Step 2	Create Default Service Profile	Create a default service profile to add services.
Step 3	Contact Source	Configure a contact source for your users.
Step 4	Manage Presence Settings	Choose if your users have presence in the client.
Step 5	Disable Instant Message Settings	Remove instant messaging for this phone mode with contacts deployment.
Step 6	Configure Voicemail	Set up voicemail for your users.
Step 7	Configure Webex Conferencing	Set up conferencing with Webex Meetings Server.
Step 8	Configure CTI Service	Set up a CTI service and provide Jabber with devices that are associated with users.
Step 9	Users	Set up users for Jabber.
Step 10	Configure Softphone	Set up softphone devices for users.
Step 11	Configure Deskphone Control	Create deskphone devices and enable features.
Step 12	Configure Extend and Connect	Set up options for users to extend calls to remote devices.
Step 13	Configure Service Discovery	Choose a service discovery option for your users.
Step 14	Configure Certificate Validation	Set up the required certificates for each server.
Step 15	Configure the Clients	Choose what features to include in the client configuration files.
Step 16	Deploy Cisco Jabber Applications and Jabber Softphone for VDI	Choose how to install the clients for your users.