



Configure the Clients

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Client Configuration Workflow

Procedure

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Introduction to Client Configuration

Cisco Jabber can retrieve configuration settings from the following sources:

- **Service Profiles**—You can configure some client settings in UC service profiles on Cisco Unified Communications Manager release 9 and later. When users launch the client, it discovers the Cisco Unified Communications Manager home cluster using a DNS SRV record and automatically retrieves the configuration from the UC service profile.
- **Phone Configuration**—You can set some client settings in the phone configuration on Cisco Unified Communications Manager release 9 and later. The client retrieves the settings from the phone configuration in addition to the configuration in the UC service profile.
- **Cisco Unified Communications Manager IM and Presence Service**—You can enable instant messaging and presence capabilities and configure certain settings such as presence subscription requests.

In the **Advanced settings** window, if you select **Cisco IM & Presence**, the client retrieves UC services from Cisco Unified Communications Manager IM and Presence Service. The client does not use service profiles or SSO discovery.

- Client Configuration—You can set client configuration parameters that are applied when users sign in, by either:
 - Set the client configuration parameters with Unified CM.
 - Create XML files using an XML editor that contain configuration parameters. You then host the XML files on a TFTP server.

Create and Host the Client Configuration Files

Create client configuration files and host them on the Cisco Unified Communications Manager TFTP service. For Cisco Jabber for iPhone and iPad and Cisco Jabber for Android, you must create a global configuration file to set up:

- Directory integration for on-premises deployments.
- Voicemail service credentials for hybrid-cloud deployments.



Note In most environments, Cisco Jabber for Windows and Cisco Jabber for Mac do not require any configuration to connect to services. Create a configuration file only if you require custom content such as automatic updates, problem reporting, or user policies and options.

Before you begin

Note the following configuration file requirements:

- Configuration filenames are case-sensitive. Use lowercase letters in the filename to prevent errors and to ensure that the client can retrieve the file from the TFTP server.
- Use UTF-8 encoding for the configuration files.
- The client cannot read configuration files that do not have a valid XML structure. Check the structure of your configuration file for closing elements and correct nesting of elements.
- Use only valid XML character entity references in your configuration file. For example, use `&` instead of `&`. If your XML contains invalid characters, the client cannot parse the configuration file.

To validate your configuration file, open the file in Microsoft Internet Explorer.

- If Internet Explorer displays the entire XML structure, your configuration file is valid.
- If Internet Explorer displays only part of the XML structure, your configuration file likely contains invalid characters or entities.

Procedure

| | Command or Action | Purpose |
|---------------|---|--|
| Step 1 | Specify Your TFTP Server Address, on page 3 | Specify your TFTP server address for the client to enable access to your configuration file. |

| | Command or Action | Purpose |
|---------------|---|---|
| Step 2 | Create Global Configurations, on page 4 | Configure the clients for users in your deployment. |
| Step 3 | Create Group Configurations, on page 4 | Apply different configuration to different set of users. |
| Step 4 | Host Configuration Files, on page 5 | Host configuration files on any TFTP server. |
| Step 5 | Restart Your TFTP Server, on page 5 | Restart the TFTP server before the client can access the configuration files. |

Specify Your TFTP Server Address

The client gets configuration files from a TFTP server.

Procedure

| | Command or Action | Purpose |
|---------------|--|--|
| Step 1 | Specify your TFTP server address so the client can access your configuration file. | <p>Attention If Cisco Jabber gets the <code>_cisco-uds</code> SRV record from a DNS query, it can automatically locate the user's home cluster. As a result, the client can also locate the Cisco Unified Communications Manager TFTP service.</p> <p>You do not need to specify your TFTP server address if you deploy the <code>_cisco-uds</code> SRV record.</p> |

Specify TFTP Servers in Phone Mode

Procedure

| | Command or Action | Purpose |
|---------------|---|---------|
| Step 1 | <p>If you deploy the client in phone mode, you can provide the address of the TFTP server as follows:</p> <ul style="list-style-type: none"> • Users manually enter the TFTP server address when they start the client. • You specify the TFTP server address during installation with the TFTP argument. | |

Create Global Configurations

The client downloads the global configuration file from your TFTP server during the sign in sequence. Configure the client for all users in your deployment.

Before you begin

If the structure of your configuration file is not valid, the client cannot read the values you set. Review the XML samples in this chapter for more information.

Procedure

- Step 1** Create a file named `jabber-config.xml` with any text editor.
- Use lowercase letters in the filename.
 - Use UTF-8 encoding.
- Step 2** Define the required configuration parameters in `jabber-config.xml`.
- Step 3** Host the group configuration file on your TFTP server.
- If your environment has multiple TFTP servers, ensure that the configuration file is the same on all TFTP servers.
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Create Group Configurations

Group configuration files apply to subsets of users and are supported on Cisco Jabber for desktop (CSF devices) and on Cisco Jabber for mobile devices. Group configuration files take priority over global configuration files.

If you provision users with CSF devices, specify the group configuration filenames in the **Cisco Support Field** field on the device configuration. If users do not have CSF devices, set a unique configuration filename for each group during installation with the `TFTP_FILE_NAME` argument.

Before you begin

If the structure of your configuration file is not valid, the client cannot read the values you set. Review the XML samples in this chapter for more information.

Procedure

- Step 1** Create an XML group configuration file with any text editor.
- The group configuration file can have any appropriate name; for example, `jabber-groupa-config.xml`.
- Step 2** Define the required configuration parameters in the group configuration file.
- Step 3** Add the group configuration file to applicable CSF devices.
- a) Open the **Cisco Unified CM Administration** interface.
 - b) Select **Device > Phone**.

- c) Find and select the appropriate CSF device to which the group configuration applies.
- d) In the **Phone Configuration** window, navigate to **Product Specific Configuration Layout > Desktop Client Settings**.
- e) In the **Cisco Support Field** field, enter `configurationfile=group_configuration_file_name.xml`. For example, enter `configurationfile=groupa-config.xml`.

Note If you host the group configuration file on your TFTP server in a location other than the default directory, you must specify the path and the filename; for example, `configurationfile=/customFolder/groupa-config.xml`.

Do not add more than one group configuration file. The client uses only the first group configuration in the **Cisco Support Field** field.

- f) Select **Save**.

Step 4 Host the group configuration file on your TFTP server.

Host Configuration Files

You can host configuration files on any TFTP server. However, we recommend hosting configuration files on the Cisco Unified Communications Manager TFTP server, which is where the device configuration file resides.

Procedure

Step 1 Open the **Cisco Unified OS Administration** interface on Cisco Unified Communications Manager.

Step 2 Select **Software Upgrades > TFTP File Management**.

Step 3 Select **Upload File**.

Step 4 Select **Browse** in the **Upload File** section.

Step 5 Select the configuration file on the file system.

Step 6 Do not specify a value in the **Directory** text box in the **Upload File** section.

You should leave an empty value in the **Directory** text box so that the configuration file resides in the default directory of the TFTP server.

Step 7 Select **Upload File**.

Restart Your TFTP Server

You must restart your TFTP server before the client can access the configuration files.

Procedure

Step 1 Open the **Cisco Unified Serviceability** interface on Cisco Unified Communications Manager.

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

- Step 3** Select **Cisco Tftp** from the **CM Services** section.
- Step 4** Select **Restart**.
A window displays to prompt you to confirm the restart.
- Step 5** Select **OK**.
The **Cisco Tftp Service Restart Operation was Successful** status displays.
- Step 6** Select **Refresh** to ensure the **Cisco Tftp** service starts successfully.
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What to do next

To verify that the configuration file is available on your TFTP server, open the configuration file in any browser. Typically, you can access the global configuration file at the following URL:

`http://tftp_server_address:6970/jabber-config.xml`

Configuration File

For detailed information on the *jabber-config.xml* configuration file structure, group elements, parameters, and examples, see the [Parameters Reference Guide for Cisco Jabber](#).

Set parameters on phone configuration for desktop clients

The client can retrieve configuration settings in the phone configuration from the following locations on Cisco Unified Communications Manager:

Enterprise Phone Configuration

Applies to the entire cluster.



Note For users with only IM and Presence Service capabilities (IM only), you must set phone configuration parameters in the **Enterprise Phone Configuration** window.

Common Phone Profile Configuration

Applies to groups of devices and takes priority over the cluster configuration.

Cisco Unified Client Services Framework (CSF) Phone Configuration

Applies to individual CSF desktop devices and takes priority over the group configuration.

Parameters in Phone Configuration

The following table lists the configuration parameters you can set in the **Product Specific Configuration Layout** section of the phone configuration and maps corresponding parameters from the client configuration file:

| Desktop Client Settings Configuration | Description |
|--|--|
| Video Calling | <p>Enables or disables video capabilities.</p> <p>Enabled (default) Users can send and receive video calls.</p> <p>Disabled Users cannot send or receive video calls.</p> <p>Restriction This parameter is available only on the CSF device configuration.</p> |
| File Types to Block in File Transfer | <p>Restricts users from transferring specific file types.</p> <p>Set a file extension as the value, for example, <code>.exe</code>.</p> <p>Use a semicolon to delimit multiple values, for example, <code>.exe;.msi;.rar;.zip</code></p> |
| Automatically Start in Phone Control | <p>Sets the phone type for users when the client starts for the first time. Users can change their phone type after the initial start. The client then saves the user preference and uses it for subsequent starts.</p> <p>Enabled Use the desk phone device for calls.</p> <p>Disabled (default) Use the software phone (CSF) device for calls.</p> |
| Jabber For Windows Software Update Server URL | <p>Specifies the URL to the XML file that holds client update information. The client uses this URL to retrieve the XML file from your web server.</p> <p>In hybrid cloud-based deployments, you should use the WebexAdministration Tool to configure automatic updates.</p> |
| Problem Report Server URL | <p>Specifies the URL for the custom script that allows users to submit problem reports.</p> |

Set Parameters on Phone Configuration for Mobile Clients

The client can retrieve configuration settings in the phone configuration from the following locations on Cisco Unified Communications Manager:

- Cisco Dual Mode for iPhone (TCT) Configuration — Applies to individual TCT devices and takes priority over the group configuration.
- Cisco Jabber for Tablet (TAB) Configuration — Applies to individual TAB devices and takes priority over the group configuration.

Parameters in Phone Configuration

The following table lists the configuration parameters you can set in the **Product Specific Configuration Layout** section of the phone configuration and maps corresponding parameters from the client configuration file:

| Desktop Client Settings Configuration | Description |
|--|--|
| Video Calling | <p>Enables or disables video capabilities.</p> <p>Enabled (default) Users can send and receive video calls.</p> <p>Disabled Users cannot send or receive video calls.</p> <p>Restriction This parameter is available only on the CSF device configuration.</p> |
| File Types to Block in File Transfer | <p>Restricts users from transferring specific file types.</p> <p>Set a file extension as the value, for example, <code>.exe</code>.</p> <p>Use a semicolon to delimit multiple values, for example, <code>.exe;.msi;.rar;.zip</code></p> |
| Automatically Start in Phone Control | <p>Sets the phone type for users when the client starts for the first time. Users can change their phone type after the initial start. The client then saves the user preference and uses it for subsequent starts.</p> <p>Enabled Use the desk phone device for calls.</p> <p>Disabled (default) Use the software phone (CSF) device for calls.</p> |
| Jabber For Windows Software Update Server URL | <p>Specifies the URL to the XML file that holds client update information. The client uses this URL to retrieve the XML file from your web server.</p> |
| Problem Report Server URL | <p>Specifies the URL for the custom script that allows users to submit problem reports.</p> |

Optional Configuration of Proxy Settings

Your client might use proxy settings to connect to services.

The following limitations apply when using a proxy for these HTTP requests:

- Proxy Authentication is not supported.
- Wildcards in the bypass list are supported.
- Cisco Jabber supports proxy for HTTP request using HTTP CONNECT, but does not support proxy when using HTTPS CONNECT.
- Web Proxy Auto Discovery (WAPD) is not supported and must be disabled.

If necessary, configure the proxy settings by following the steps for your client type.

Configure Proxy Settings for Cisco Jabber for Windows

Configure proxy settings for Windows in the Local Area Network (LAN) settings for Internet properties.

Procedure

- Step 1** In the **Connections** tab select **LAN Settings**.
- Step 2** Configure a proxy using one of the following options:
- For automatic configuration, specify a `.pac` file URL.
 - For Proxy Server, specify an explicit proxy address.
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Configure Proxy Settings for Cisco Jabber for Mac

Configure proxy settings for Mac in **System Preferences**.

Procedure

- Step 1** Select **System Preferences > Network**
- Step 2** Choose your network service from the list and select **Advanced > Proxies**.
- Step 3** Configure a proxy using one of the following options:
- For automatic configuration, specify a `.pac` file URL.
 - For Proxy Server, specify an explicit proxy address.
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Configure Proxy Settings for Cisco Jabber iPhone and iPad

Configure proxy settings in the Wi-Fi settings of an iOS device using one of the following methods:

Procedure

- Step 1** Select **Wi-Fi > HTTP PROXY > Auto** and specify a `.pac` file URL as the automatic configuration script.
- Step 2** Select **Wi-Fi > HTTP PROXY > Manual** and specify an explicit proxy address.
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Configure Proxy Settings for Cisco Jabber for Android

Procedure

Configure proxy settings in the Wi-Fi settings of an Android device using one of the following methods:

- Specify a .pac file URL as the automatic configuration script in the **Wi-Fi > Modify Network > Show Advanced Options > Proxy Settings > Auto** tab.

Note This method is only supported on devices with Android OS 5.0 and later, and Cisco DX series devices.

- Specify an explicit proxy address in the **Wi-Fi Networks > Modify Network > Show Advanced Options > Proxy Settings > Auto** tab.
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