Cisco Jabber Administration Tasks

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Cisco Jabber Administration Tasks Overview

This document contains administrative tasks related to Cisco Jabber.

This document contains the following sections:

Mobile application management license agreement

Note	Mobile application management currently isn't supported for Webex Meetings Online customers.

- The Mobile Application Management (MAM) wrapper program's focus is to make IPA and APK files available to customers outside of app stores for MAM integration purposes. This program is provided free of charge (normal Jabber and Webex licensing costs do apply).

- Cisco doesn't test any MAM wrappers or SDK integrations with Jabber or Webex, and only supports the unwrapped (latest released) version of Jabber and Webex. Any issues that customers find with the modified versions of Jabber or Webex must be reproduced with the unwrapped versions before submitting a Cisco support case.

- While others may test their integrations with Cisco applications, Cisco cannot make any support statement around those integrations.

- Integrations may sandbox applications, meaning that some interaction with other apps (such as Webex cross-launch) may not perform correctly.

- Cisco only supports the latest version of Cisco Jabber, Webex App, and Webex Meetings mobile apps. As a result, there's an expectation that customers upgrade their user bases once Cisco releases new

versions in the App Store and Google Play Store. These versions will also be available through the MAM program.

- Even if an initial MAM integration is successful, subsequent changes to the ecosystem including OS updates, new devices, new Jabber or Webex versions, and new wrappers, SDKs, or other software versions could break subsequent integrations. As such, we recommend that customers participate in our Early Adopter Program (EAP) also to ensure that updates to Jabber do not break use cases that the customer is targeting.

The Mobile Application Management License Agreement is an agreement that's made between Cisco and another organization or licensee looking to wrap the mobile application.

For more information, contact your Site Administrator or CSM .

Getting Started

This section contains the following information:

Jabber with a Customer Domain for Login

You can use your own domain in the Jabber client to login. It is necessary to understand how the Jabber client authentication works and why the certificates are checked for particular SAN entries.

During the TLS handshake, a standard TLS client checks the validity of the TLS server certificate. However, this implementation could potentially bring in 'man-in-the-middle' attack, when Jabber deploys over the internet. During login, if an hacker presents Jabber their own server with a valid TLS certificate instead of the expressway, then Jabber in the absence of further control, it accepts that certificate, and the user can be connected to a malicious system. To avoid this issue, Jabber performs an additional validation step which is not part of the standard TLS, it checks that the domain entered during the login process by the user matches the Subject Alternative Names (SAN) included in the certificate. Only if it matches, Jabber tries to connect to the Expressway. Any SAN entry made in the certificate requires to be signed by the Certification Authority (CA), which means only the company that owns the domain will be able to get a CA-signed certificate.
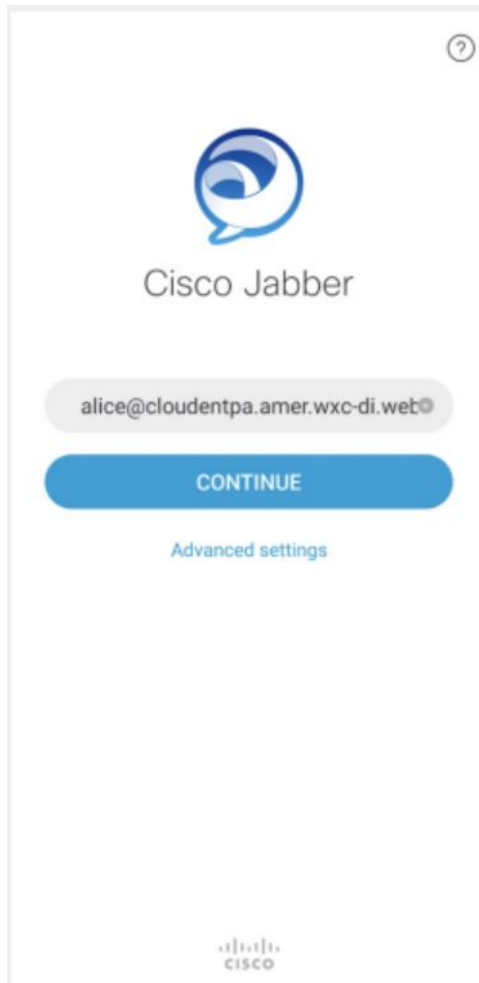
Any SAN entered in the certificate is subject to validation from the Certification Authority (CA), so only the company that owns the domain is able to get a CA-signed certificate. It makes it much more difficult to steal the identity of the Expressway.

In Dedicated Instance Cisco manages the certificates for the UC applications and hence the certificates are signed with the Cisco provided domain only, for example, **customer.amer.wxc-di.webex.com**. However, for an end user to login to the Jabber client with the customer email address, can be achieved by the following options:

Option 1 - Jabber Initial End User Login

The users can be communicated that for their initial login to the Jabber client, they need to use the Cisco's voice service domain **user@customer.amer.wxc-di.webex.com** in the initial screen followed by their username or company's email address and password in the next screen. Since this is most simplest approach, the steps are illustrated more in detail:

1. The user needs to enter the Cisco provided voice service domain, for example: **user@customer.amer.wxc-di.webex.com** in the initial Jabber login screen as show in the figure below.

Note   The customer's voice service domain is shared by Cisco for every region when the service activation is completed. This information is part of the access details document shared in the Webex App space. For more details, see Dedicated Instance Service Activation.

2. The user is prompted to enter the username or company's email id along with the password for authentication as shown in the figure below.

> **Note** If SSO is enabled, similar operation will be performed by the IdP.

Subsequent logins after this does not require the user to perform Step 1, unless the Jabber client is reset.

Use the Voice Service Domain

With this approach the Jabber client can differentiate between the customer's domain entered by the user and the service discovery domain. In the installer if the voice service domain is set to **customer.amer.wxc-di.webex.com**, the user can login to the Jabber client using their company's email address and Jabber can still do the service discovery based on the value set in voice service domain. This will remove the necessity to provide voice service domain in the initial jabber login as per the above option.

For Windows:

Tools such as Microsoft Orca can be used to create custom Jabber installers, that can include the voice service domain. The users can be instructed to use these installers for Jabber client.

For MAC, iOS, Android:

Tools such as MDM can be used to create custom Jabber installers, that can include the voice service domain.

Use the Configuration URL

A configuration URL can be used to set Jabber parameters before the initial login, such as the voice services domain. An example of a configuration URL:
ciscojabber://provision?ServicesDomain=customer.com&VoiceServicesDomain=customer.amer.wxc-di.webex.com

By clicking the above link, the voice service domain can be set in Jabber client running on MAC, Android or iOS devices.

Note   This configuration is not persistent, the user would need to click on the link again if the Jabber client is reset.

It is worth to note that Webex App does not have the above requirement; the client performs the domain check, but it is possible to provision the voice service domain in the Control Hub. When the Webex App connects to Webex, it gets the voice services domain and registers the same. For more information regarding Webex App In-app calling setup, see Webex Application Integration with Dedicated Instance for In-App Calling.

Useful Link: On-Premises Deployment for Cisco Jabber 14.0

Calls

This section contains the following information:

Call Behavior Setup

Jabber can be set up to make calls from the Webex App.

Depending upon the user's calling license, the calling behavior options can be set up.

- For Unified CM licensed users, you can set up to make calls directly from the Cisco Jabber or through the Webex App, and choose the domain (organization domain or UC Manager profile) that gets applied to the users. You can configure the settings at organization level, group level, and user level.

- For users without paid calling services from Cisco, you can set up third-party applications to initiate calls. By default, all calls through the Webex App use "Call on Webex" option. You can configure the settings at the organization level.

- For Webex Calling licensed users, the Webex App is the default calling application to make calls. Hence, no specific calling behavior configuration is needed.

For more information, see the Set up calling behavior article.

Chat

This section contains the following information:

Persistent Chat Room Participants

If you are a moderator or an administrator, you can add people to persistent chat rooms. When you add people who have not already signed up to Cisco Jabber, they'll get a notification after they sign in for the first time.

Add People to Persistent Chat Rooms in Windows

Procedure

Step 1 Go to **Rooms** 👥, choose the room where you want to add a member.

Step 2 Click **Edit Room** 👤 to view the room details and click **Members** and type the first letters of their name or email address in the search field, pick them from the list, and then click **Save**.

Step 3 To remove a participant, choose the name and click **x**.

You can remove a participant only from the restricted room.

Add People to Persistent Chat Rooms in Mac

Procedure

Step 1 Go to **Rooms** 👥, choose the room where you want to add a member.

Step 2 Click **Edit Room** 👤 to view the room details and click **Invite Members** and type the first letters of their name or email address in the search field, pick them from the list, and then click **Save**.

Step 3 To remove a participant, choose the name and click **x**.

You can remove a participant only from the restricted room.

Add People to Persistent Chat Rooms in Mobile

Procedure

Step 1 Go to **Rooms** 👥, choose the room where you want to add a participant, and tap **Information** ⓘ to view the details of the room..

Step 2 Tap **Plus** ⊕, type the first letters of their name or email address in the **Add** field, pick them from the list, and then tap **Save**.

Step 3 To remove a participant, choose one of these options:

- iPhone and iPad: Swipe on the participant's name and tap **Delete**.
- Android: tap **Edit**, choose the participant's name, and tap **Delete**.

You can remove a participant only from the restricted room.

Customizations

This section contains the following information:

Emoticons

Organization Administrator only

You can add custom emoticons to Cisco Jabber for Windows by creating emoticon definitions in an XML file and saving it to the file system. To achieve optimal results, your custom emoticons should conform to the following guidelines:

- Dimensions: 17 x 17 pixels

- Transparent background

- PNG file format

- RGB colors

Note Custom emoticon definitions are available to users only if they are defined locally in emoticonDefs.xml. If you send custom emoticons to users who do not have the same emoticon definitions, those users receive the default keys, not the icons; for example:

- User A defines a custom emoticon in emoticonDefs.xml. The custom emoticon definition exists only on User A's local file system.

- User A sends that custom emoticon to User B.

- User B receives only the default key for the custom emoticon. User B does not receive the icon.

Emoticon Definitions

Cisco Jabber for Windows loads emoticon definitions from *emoticonDefs.xml*. The following XML snippet shows the basic structure for the emoticon definitions file:

```
<emoticons>
<emoticon defaultKey=" image=" text=" order=" hidden=">
<alt></alt>
</emoticon>
</emoticons>
```

The following table describes the elements and attributes for defining custom emoticons:

Table 1: Elements and Attributes for Defining Custom Emoticons

Element or attribute	Description

emoticons	This element contains all emoticon definitions.
emoticon	This element contains the definition of an emoticon.
defaultKey	This attribute defines the default key combination that renders the emoticon. Specify any key combination as the value. Specify any key combination as the value. defaultKey is an attribute of the emoticon element.
image	This attribute specifies the filename of the emoticon image. Specify the filename of the emoticon as the value. The emoticon image must exist in the same directory as emoticonDefs.xml. This attribute is required. Cisco Jabber for Windows supports any icon that Internet Explorer can render, including .jpeg, .png, and .gif. image is an attribute of the emoticon element.
text	This attribute defines the descriptive text that displays in the Insert emoticon dialog box. Specify any string of unicode characters. This attribute is optional.text is an attribute of the emoticon element.
order	This attribute defines the order in which emoticons display in the Insert emoticon dialog box. Specify an ordinal number beginning from 1 as the value.order is an attribute of the emoticon element. This attribute is required. However, if the value of hidden is true this parameter does not take effect.
hidden	This attribute specifies whether the emoticon displays in the Insert emoticon dialog box. Specify one of the following as the value: **true**: Specifies the emoticon does not display in the Insert emoticon dialog box. Users must enter the key combination to render the emoticon. **false**: Specifies the emoticon displays in the Insert emoticon dialog box. Users can select the emoticon from the Insert emoticon dialog box or enter the key combination to render the emoticon. This is the default value.
alt	This element enables you to map key combinations to emoticons. Specify any key combination as the value. For example, if the value of defaultKey is :), you can specify :-) as the value of alt so that both key combinations render the same emoticon. This element is optional.

Add Custom Emoticons with Jabber for Windows

Procedure

Step 1 Create a file named **emoticonDefs.xml** with any text editor.

Step 2 Specify the emoticon definitions as appropriate in **emoticonDefs.xml**.

Note   See Emoticon Definitions, on page 7 for more information on the structure and available parameters for emoticonDefs.xml.

Step 3   Save and close **emoticonDefs.xml**.

Step 4   Save **emoticonDefs.xml** in the appropriate directory on the file system.

Note   Cisco Jabber for Windows loads emoticon definitions from the following directories on the file system:

- **Program Files\Cisco Systems\Cisco Jabber\Emoticons**

  - This folder contains the default emoticons for Cisco Jabber for Windows and the default emoticonDefs.xml.

- **Program Files\Cisco Systems\Cisco Jabber\CustomEmoticons**

  - This folder does not exist by default. Administrators can create this folder to contain custom emoticon definitions to include in organizational deployments.

  - Emoticons that you define in the CustomEmoticons folder take precedence over emoticon definitions in the default Emoticons folder.

- **%USERPROFILE%\AppData\Roaming\Cisco\Unified Communications\Jabber\CSF\CustomEmoticons**

  - This folder contains custom emoticon definitions for individual instances of Cisco Jabber for Windows.

  - Emoticons that you define in this directory take precedence over emoticon definitions in the CustomEmoticons folder in the installation directory.

Step 5   Restart Cisco Jabber for Windows.

Integrations

This section contains the following information:

Enable Cisco Jabber for Government Integration for Microsoft Teams

As an administrator, install the Cisco Jabber for Government app for a seamless call experience in Microsoft Teams.

Before you begin

To install the Jabber for Government Integration app for Microsoft 365, turn on **Allow external apps in Microsoft Teams** and **Allow sideloading of external apps**. Contact Cisco Support to download the installation package.

Before users with a Microsoft Teams account can use the Jabber tab in Microsoft Teams, Webex site administrators must link users' Jabber accounts to their Microsoft 365 accounts. The email addresses for both accounts should match.

Procedure

Step 1	Sign in to Microsoft Teams with your administrator account.
Step 2	Click **Apps**, and then select **Upload a custom app** > **Upload for <tenant name>**.
Step 3	Locate the Jabber for Government.zip on your local computer and open it.
Step 4	Click **Jabber FedRAMP**, and then click **Add**.
Step 5	Click **Give Permission**, and then enter your password, if required.
Step 6	In the **Jabber FedRAMP** app, in the dialpad, enter ***CONSENT#**, and then click **Enter**.
Step 7	Select your administrator account.
Step 8	Click **Accept** to grant Jabber FedRAMP the requested permissions.

Interoperability for Cisco Webex and Jabber

When your users are in Cisco Webex and also in Cisco Jabber, you can use the interoperability setting to allow people in both apps to communicate with each other.

Note This article provides interoperability between your cloud-based Jabber deployment and Webex. This is different to the interoperability between on-premises Jabber deployments and Webex users (see https://www.cisco.com/go/hybrid-services-message for more on that deployment).

With the **Cisco Webex / Jabber Interop** setting enabled:

- People can send or receive messages between Webex and Jabber apps.

- Jabber users see a status of `On Cisco Webex`, when their contact is using Webex.

Deployment Requirements

Supported for Cisco Jabber cloud deployments only.

Before you enable this setting, check the following:

- Your organization must be added to the Cisco Platform identity service. You can check in Cisco Webex Control Hub to see if your organization has been added. If your organization hasn't been added, you can contact the Cisco Customer Support team or your Cisco Customer Success Manager to request that your organization is added to the Cisco Platform identity service. This process to add users to the identity service takes some time to complete.

For more information on the request process for Cisco Customer Support or Cisco Customer Success Manager, see this support article.

Cisco Jabber (Webex Messenger) and Webex domains must be identical for the Webex Messenger Org to be synched into the Cisco Platform identity service.

Cisco Directory Connector must be disabled in Control Hub, as this method of managing users is not compatible with how users are managed in a Jabber cloud deployment.

- If you use Single Sign On (SSO) for Webex Messenger then you must set up SSO for Cisco Platform identity service. For more information about configuring SSO, see the Cisco Webex Messenger Install and Upgrade documentation.

Known Limitations

- Users can only send text between Jabber and Webex, sending any other content is not supported.

- You can only send messages in a space with one person, you can't send messages in group spaces.

- End-to-end AES encryption is not supported.

- All users must have the **Cisco Webex / Jabber Interop** setting enabled.

  When a Jabber user without interop enabled attempts to send a message to an interop enabled user who isn't signed in to Jabber, they receive this message `This user is currently offline in Jabber and the message cannot be delivered.`

Jabber Requirements

Cisco Jabber clients 11.9 or later.

Ensure the following parameter is set to `False` in the jabber-config.xml file:`<Persistent_Chat_Enabled>False</Persistent_Chat_Enabled>`

AES encryption must be disabled in Cisco Webex Messenger Administration Tool (Org Admin). In the Policy Editor tab, disable the **Support End-To-End Encryption for IM** setting.

Cisco Webex Control Hub Settings

You can enable the **Cisco Webex / Jabber Interop** setting in Control Hub for your entire organization and then for specific people. The setting is also available as one of the services to choose in the CSV file user setup.

Set Up Messaging Between Cisco Webex and Jabber for Your Organization

When your users are in Webex and also in Cisco Jabber, you can use this setting to allow everyone in both apps to communicate with each other.

Procedure

Step 1   From the customer view in https://admin.webex.com, go to **Services**, and then click **Message** > **Webex Messenger**.

If you don't see this option, contact the Cisco Customer Support team or your Cisco Customer Success Manager to request that your organization is added to the Cisco Platform identity service. This process to add users to the identity service takes some time to complete.

Step 2 Scroll to **Options**, click **Cisco Webex / Jabber Interop**, and then click **Save**.

Set Up Messaging Between Cisco Webex and Jabber for a User

When your users are in Webex and also in Jabber, you can use this setting to allow a person to communicate with people in both Webex and Jabber.

Before you begin

You must set up messaging between Webex and Jabber for your organization before you see this setting for users.

Procedure

Step 1 From the customer view in https://admin.webex.com, go to **Users**.

Step 2 Click on the person and then click **Message Free** or **Message Paid**.

Step 3 Click **Cisco Webex / Jabber Interop** and click **Save**.

Set Up Messaging Between Cisco Webex and Jabber for Many Users

Procedure

Step 1 From the customer view in https://admin.webex.com, go to **Users** and click **Manage Users**.

Step 2 Choose **Export and import users with a CSV template**, click **Next** and then **Export**.

Step 3 Edit the CSV file that was downloaded, update the **Cisco Webex / Jabber Interop** column with **TRUE** and save the file.

Step 4 Click **Import**, select your file and click **Open**.

Step 5 Choose either **Add services only** or **Add and remove services**, and click **Submit**.

Slack Integration with Dedicated Instance for In-App Calling

You can integrate Slack messaging with Cisco Calling to make voice and video calls from within the application using the Dedicated Instance service.

Slack can be used by Dedicated Instance customers to integrate Slack messaging with Cisco Calling. The Cisco Jabber calling application or Cisco Webex calling application for Slack is a plug-in application within Slack that enables a Slack user to make voice and video calls from within the application using the Dedicated Instance service.

The Slack user installs the Cisco Calling application within Slack in his/her personal device. Webex application or Jabber application must be already installed and registered with Dedicated Instance following all Dedicated Instance requirements. When both installations are done, Slack can make calls using Dedicated Instance Call Control. The Slack support provides the following features within Dedicated Instance for end users:

- Make calls directly from the Slack client through the Unified CM

- Call using the chat window using the Slack application call icon

- Call using the slash option of the Slack application

Set Up Slack Calling

To use direct calling features from a Slack client in Dedicated Instance, follow these procedures to set up Slack calling. Refer to Cisco Webex Calling for Slack for specific configuration settings required for Slack.

Refer to Cisco Webex Calling for Slack in the Webex Help Center for information about using Slack to call from a user device.

⚠️

Warning   The end user must be logged into the Cisco Webex application.

The client-side integration allows partners to support Slack for Dedicated Instance with no additional changes to infrastructure or configuration.

Procedure

Step 1   Install Webex application or Jabber and register with Dedicated Instance. (Partner)

Note   Follow the instructions in Webex Application Integration with Dedicated Instance for In-App Calling to integrate calling via the Unified CM with the Dedicated Instance solution.

Step 2   Follow the steps for Administrators to enable Webex calling using Dedicated Instance. (Slack Administrator)

Step 3   Follow the steps for Users to install and use Webex calling using Dedicated Instance (Slack user)

Configure Cisco Jabber for Microsoft Teams

As an administrator, install the Jabber app for a seamless call experience in Microsoft Teams for your organization.

Before you begin

- Users should be able to sign in to Cisco Jabber, and they should be successfully registered to Unified Communications Manager for making calls.

- Make sure you have Administrator rights for Microsoft Teams.

- Make sure users' phone numbers are updated in the Azure Active Directory.

Procedure

Step 1	Go to Microsoft Teams Admin Center.
Step 2	From the menu on the left, click **Teams Apps** > **Manage Apps**.
Step 3	In the search box, search for `Jabber`, and in the search results, click on the app name.
Step 4	Toggle on the app status to **Allowed**.
Step 5	From the menu on the left, go to **Teams apps** > **Permission policies**.
Step 6	Select the policy for your organization, and make sure **Third Party apps** is set to **Allow all apps**.
Step 7	From the menu on the left, select **Teams apps** > **Setup policies**.
Step 8	Select the policy for your organization.
Step 9	Click **Add** > **Add Apps**, search for `Jabber`, and click **Add**.
Step 10	Click **Add** at the bottom of the screen to confirm.
Step 11	Click **Save**.

It can take up to 24 hours for changes in Microsoft Teams to take effect.

Migrations

Migrations to Cisco Webex are covered in these articles in Help Center:

- Plan Your Jabber Migration to Webex app
- Migrate Jabber users with Cloud-Connected UC to Webex App
- Configure Users to Move Jabber Contacts and Common Settings to Webex App
- Upgrade Jabber with IM and Presence to Webex App
- Upgrade Jabber with Messenger to Webex App