



Configure the Client

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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 version 9 and higher. 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.

Applies to on-premises deployments only.

Phone Configuration

You can set some client settings in the phone configuration on Cisco Unified Communications Manager version 9 and higher. The client retrieves the settings from the phone configuration in addition to the configuration in the UC service profile.

Applies to on-premises deployments only.

Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence

You can enable instant messaging and presence capabilities and configure certain settings such as presence subscription requests.

If you do not use service discovery with Cisco Unified Communications Manager version 9 and higher, the client retrieves UC services from Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence.

Applies to on-premises deployments only.

Client Configuration Files

You can create XML files that contain configuration parameters. You then host the XML files on a TFTP server. When users sign in, the client retrieves the XML file from the TFTP server and applies the configuration.

Applies to on-premises and cloud-based deployments.

Cisco WebEx Org Admin

You can configure some client settings with the Cisco WebEx Administration Tool.

Applies to cloud-based deployments only.

Configure Client on Cisco Unified Communications Manager

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



Important

- 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.
You cannot configure the client with service profiles if you do not set up your DNS environment for service discovery.
- In an environment with multiple Cisco Unified Communications Manager clusters, you must configure the Intercluster Lookup Service (ILS). ILS enables the client to find the user's home cluster and discover services.
See the appropriate version of the *Cisco Unified Communications Manager Features and Services Guide* to learn how to configure ILS.

Set Parameters on Service Profile

The client can retrieve UC service configuration and other settings from service profiles.

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 Profile

The following table lists the configuration parameters you can set in the instant messaging and presence profile:

IM and Presence Service Configuration	Description
<p>Product type</p>	<p>Provides the primary source of authentication to Cisco Jabber and has the following values:</p> <p>Unified CM (IM and Presence)</p> <p>Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence is the primary source of authentication.</p> <p>WebEx (IM and Presence)</p> <p>The Cisco WebEx Messenger service is the primary source of authentication.</p>
<p>Primary server</p>	<p>Specifies the address of your primary presence server.</p> <p>On-Premises Deployments</p> <p>You should specify the fully qualified domain name (FQDN) of Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence.</p> <p>Cloud-Based Deployments</p> <p>The client uses the following URL as default when you select WebEx as the value for the Product type parameter:</p> <p><code>https://loginp.webexconnect.com/cas/auth.do</code></p> <p>This default URL overrides any value that you set.</p>

Voicemail Profile

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

Voicemail Service Configuration	Description
Voicemail server	Specifies connection settings for the voicemail server. Refer to the <i>Server Setup Guide</i> for detailed instructions on provisioning users with voicemail capabilities in a service profile.
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. Refer to the <i>Server Setup Guide</i> for detailed instructions on provisioning users with meetings capabilities in a service profile.
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 *Integrate with Directory Sources* chapter for information about configuring directory integration in a service profile.

Add UC Services

Add UC services to specify the address, ports, protocols and other settings for services such as instant messaging and presence, 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**.
-

What to Do Next

Add your UC services to service profiles.

Create Service Profiles

After you add and configure UC 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 version 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**.
-

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

-
- 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 version 9.x only:** If the user has only instant messaging and presence capabilities (IM only), you must select **Use Default**. For IM only users, Cisco Unified Communications Manager version 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**.
-

Set Parameters on Phone Configuration

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:

Mobile Client Settings Configuration	Description
On-Demand VPN URL	URL for initiating on-demand VPN.

Mobile Client Settings Configuration	Description
Preset Wi-fi Networks	Enter the SSIDs for Wi-Fi networks (SSIDs) approved by your organization. Separate SSIDs with a forward slash (/). Devices do not connect to secure connect if connected to one of the entered Wi-Fi networks.
Default Ringtone	Sets the default ringtone to Normal or Loud .
Video Capabilities	Enables or disables video capabilities. Enabled Users can send and receive video calls. This is the default value. Disabled Users cannot send or receive video calls.
Dial via Office Note It is for TCT device only.	Enables or disables Dial via Office. Enabled Users can dial via office. Disabled Users cannot dial via office. This is the default value.

Create and Host Client Configuration Files

In on-premises and hybrid cloud-based deployments you can create client configuration files and host them on the Cisco Unified Communications Manager TFTP service.

In cloud-based deployments, you should configure the client with the Cisco WebEx Administration Tool. However, you can optionally set up a TFTP server to configure the client with settings that are not available in Cisco WebEx Administration Tool.



Important

You must create a global configuration file to set up:

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

Client Configuration Files

Review details about configuration files and understand requirements such as supported encoding.

Global Configuration Files

Global configuration files apply to all users. The client downloads the global configuration file from your TFTP server during the login sequence.

The default name for the global configuration file is `jabber-config.xml`.

**Note**

Do not rename the `jabber-config.xml` file. The client does not support `jabber-config.xml` files with a different name.

Configuration File Requirements

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

**Tip**

Open your configuration file in Microsoft Internet Explorer to see if any characters or entities are not valid.

If Internet Explorer displays the entire XML structure, your configuration file does not contain invalid characters or entities.

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

Specify Your TFTP Server Address

The client gets configuration files from a TFTP server. The first step in configuring the client is to specify your TFTP server address so the client can access your configuration file.

**Attention**

If Cisco Jabber gets the `_cisco-uds` 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.

You do not need to specify your TFTP server address if you deploy the `_cisco-uds` SRV record.

Specify Your TFTP Server on Cisco Unified Presence

Complete the steps to specify the address of your TFTP server on Cisco Unified Presence.

Procedure

- Step 1** Open the **Cisco Unified Presence Administration** interface.
- Step 2** Select **Application > Cisco Jabber > Settings**.
- Note** In some versions of Cisco Unified Presence, this path is as follows: **Application > Cisco Unified Personal Communicator > Settings**.
- The **Cisco Jabber Settings** window opens.
- Step 3** Locate the fields to specify TFTP servers in one of the following sections, depending on your version of Cisco Unified Presence:
- **Cisco Jabber Security Settings**
 - **CUPC Global Settings**
- Step 4** Specify the IP address of your primary and backup TFTP servers in the following fields:
- **Primary TFTP Server**
 - **Backup TFTP Server**
 - **Backup TFTP Server**
- Step 5** Select **Save**.
-

Specify Your TFTP Server on Cisco Unified Communications Manager IM and Presence

Complete the steps to specify the address of your TFTP server on Cisco Unified Communications Manager IM and Presence.

Procedure

- Step 1** Open the **Cisco Unified CM IM and Presence Administration** interface.
- Step 2** Select **Application > Legacy Clients > Settings**.
The **Legacy Client Settings** window opens.
- Step 3** Locate the **Legacy Client Security Settings** section.
- Step 4** Specify the IP address of your primary and backup TFTP servers in the following fields:
- **Primary TFTP Server**
 - **Backup TFTP Server**
 - **Backup TFTP Server**

Step 5 Select **Save**.

Specify TFTP Servers with the Cisco WebEx Administration Tool

If the client connects to the Cisco WebEx Messenger service, you specify your TFTP server address with the Cisco WebEx Administration Tool.

Procedure

- Step 1** Open the Cisco WebEx Administration Tool.
 - Step 2** Select the **Configuration** tab.
 - Step 3** Select **Unified Communications** in the **Additional Services** section.
The **Unified Communications** window opens.
 - Step 4** Select the **Clusters** tab.
 - Step 5** Select the appropriate cluster from the list.
The **Edit Cluster** window opens.
 - Step 6** Select **Advanced Server Settings** in the **Cisco Unified Communications Manager Server Settings** section.
 - Step 7** Specify the IP address of your primary TFTP server in the **TFTP Server** field.
 - Step 8** Specify the IP address of your backup TFTP servers in the **Backup Server #1** and **Backup Server #2** fields.
 - Step 9** Select **Save**.
The **Edit Cluster** window closes.
 - Step 10** Select **Save** in the **Unified Communications** window.
-

Create Global Configurations

Configure the client for all users in your deployment.



Remember If your environment has multiple TFTP servers, you must ensure that the configuration file is the same on all TFTP servers.

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`.

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.

- Step 3** Host the group configuration file on your TFTP server.
-

Host Configuration Files

You can host configuration files on any TFTP server. However, Cisco recommends hosting configuration files on the Cisco Unified Communications Manager TFTP server, which is the same as that 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.
-

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 Structure

You create client configuration files in an XML format that contains the following elements:

XML Declaration

The configuration file must conform to XML standards and contain the following declaration:

```
<?xml version="1.0" encoding="utf-8"?>
```

Root Element

The root element, `config`, contains all group elements. You must also add the version attribute to the root element as follows:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
</config>
```

Group Elements

Group elements contain configuration parameters and values. You must nest group elements within the root element.

Group Elements

The following table describes the group elements you can specify in a client configuration file:

Element	Description
Client	Contains configuration parameters for the client.
Directory	Contains configuration parameters for directory integration.
Policies	Contains configuration parameters for policies.
Voicemail	Contains configuration parameters for the voicemail service.

**Note**

For information about directory parameters, see the *Integrate with Directory Sources* chapter.

XML Structure

The following snippet shows the XML structure of a client configuration file:

```
<Client>
  <parameter><value><parameter>
</Client>
<Directory>
  <parameter><value><parameter>
</Directory>
<Policies>
  <parameter>value</parameter>
</Policies>
<Voicemail>
  <parameter><value><parameter>
</Voicemail>
```

Example Configuration

The following is an example configuration for an on-premises deployment:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
<Client>
  <CachePasswordMobile>true</CachePasswordMobile>
</Client>
<Directory>
  <DirectoryServerType>BDI</DirectoryServerType>
  <BDIPhotoUriSubstitutionEnabled>True</BDIPhotoUriSubstitutionEnabled>
  <BDIPhotoUriSubstitutionToken>sAMAccountName</BDIPhotoUriSubstitutionToken>
  <BDIPhotoUriWithToken>http://staffphoto.example.com/sAMAccountName.jpg
    </BDIPhotoUriWithToken>
  <BDIPrimaryServerName>11.22.33.456</BDIPrimaryServerName>
  <BDIPresenceDomain>cisco.com</BDIPresenceDomain>
  <BDIServerPort1>389</BDIServerPort1>
  <BDISearchBase1>CN=Users,DC=cisco,DC=com</BDISearchBase1>
</Directory>
<Policies>
  <EnableSIPURIDialling>>false</EnableSIPURIDialling>
</Policies>
</config>
```

Client Parameters

The following table describes the parameters you can specify within the Client element:

Parameter	Value	Description
CachePasswordMobile	true false	<p>Specifies whether the password is remembered or not on the client side.</p> <p>true</p> <p>The password will be prefilled and Automatic sign-in will be shown.</p> <p>Users can allow the client to cache their password. This option allows users to automatically sign in when the client starts. This is the default value.</p> <p>false</p> <p>The password field will be empty and Automatic sign-in will not be shown.</p> <p>Users cannot allow the client to cache their password. Users must enter their password each time the client starts.</p>

Policies Parameters

Policies parameters let you control specific client functionality.

Common Policies

The following table describes the parameters you can specify within the Policies element in both on-premises deployments and hybrid cloud-based deployments:

Parameter	Value	Description
EnableVideo	true false	<p>Enables or disables video capabilities.</p> <p>true</p> <p>Users can make and receive video calls. This is the default value.</p> <p>false</p> <p>Users cannot make or receive video calls.</p>

Parameter	Value	Description
Meetings_Enabled	true false	<p>Enables meetings capabilities and user interface in the client.</p> <p>true Enables meetings capabilities and user interface. This is the default value.</p> <p>false Disables meetings capabilities and user interface.</p>
Telephony_Enabled	true false	<p>Enables audio and video capabilities and user interface in the client.</p> <p>true Enables audio and video capabilities and user interface. This is the default value.</p> <p>false Disables audio and video capabilities and user interface.</p>
Voicemail_Enabled	true false	<p>Enables voicemail capabilities and user interface in the client.</p> <p>true Enables voicemail capabilities and user interface. This is the default value.</p> <p>false Disables voicemail capabilities and user interface.</p>
EnableSIPURIDialling	true false	<p>Enables URI dialing with Cisco Jabber and allows users to make calls with URIs.</p> <p>true Users can make calls with URIs.</p> <p>false Users cannot make calls with URIs. This is the default value.</p>

Parameter	Value	Description
DirectoryURI	See the description on the right column	<p>Specifies the directory attribute that holds the SIP URI for users.</p> <p>On-Premises Deployments</p> <p>Set one of the following as the value:</p> <ul style="list-style-type: none"> • mail • msRTCSIP-PrimaryUserAddress <p>Cloud-Based Deployments</p> <p>Jabber uses email by default and it cannot be modified.</p> <p>Important The value you specify must match the directory URI setting for users in Cisco Unified Communications Manager or the Cisco WebEx Administration Tool.</p> <p>Important In order to support URI search in BDI, set BDIUseANR to false in jabber-config.xml.</p>

Cisco WebEx Policies

If you use the Cisco WebEx Messenger service for instant messaging and presence capabilities, you can set policies for the client through the Cisco WebEx Administration Tool. See *Using policy actions available in Cisco WebEx* for a list of available policies and descriptions.



Note

All settings in the service profile obtained via UDS will overwrite the configuration in Cisco WebEx Administration Tool.

Related Topics

[Using policy actions available in Cisco WebEx](#)

Service Credentials Parameters

You can specify service credentials parameters so that users do not need to authenticate with certain services.

Voicemail Service Credentials

You can specify the following parameter to configure voicemail service credentials within the Voicemail element:

Parameter	Value	Description
VoiceMailService_UseCredentialsFrom	phone	<p>Specifies that the client uses the phone service credentials to access voicemail services.</p> <p>Ensure the user's phone service credentials match their voicemail service credentials. If you set this configuration, users cannot specify voicemail service credentials in the client interface.</p> <p>This parameter is not set by default.</p> <p>You should set this parameter in hybrid cloud-based deployments only.</p> <p>In on-premises deployments, you should set the credentials source for voicemail services on the presence server.</p>

The following is an example of the voicemail service credentials parameter:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
  <Voicemail>
    <VoicemailService_UseCredentialsFrom>phone</VoicemailService_UseCredentialsFrom>
  </Voicemail>
</config>
```

Voicemail Parameters

The following table describe the voicemail service configuration parameters you can specify within the Voicemail element:

Key	Value	Description
VVM_Mailstore_Server_0	Hostname IP address FQDN	<p>Specifies the address of your voicemail server. Set one of the following as the value:</p> <ul style="list-style-type: none"> • Hostname (<i>hostname</i>) • IP address (<i>123.45.254.1</i>) • FQDN (<i>hostname.domain.com</i>)

