Configure Jabber for Windows - Quick Start Guide

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Introduction

This document describes the necessary steps required for deployment of Cisco Jabber for Windows basic features.

Prerequisites

Cisco recommends you have a basic understanding of the Cisco Unified Communications Manager (CUCM) administration web page as well as experience with basic phone configurations.

Software Requirements

This guide assumes these software versions are in use:

- Cisco Unified Communications Manager (CUCM) version 10.x or higher
- Cisco Unified IM and Presence (IM&P) version 10.x or higher
- Cisco Unity Connection (CUXN) version 10.x or higher
- Jabber for Windows 11.8 or higher
- Microsoft Windows 10 (32 bit and 64 bit)
- Microsoft Windows 8 (32 bit and 64 bit)

• Microsoft Windows 7 Service Pack 1 or later (32 bit and 64 bit)

Hardware Requirements

The hardware specifications are the suggested minimum requirements for Cisco Jabber for Windows on a Microsoft operating system:

- CPU
 - Mobile AMD Sempron Processor 3600+ 2 GHz
 - Intel Core2 CPU T7400 at 2. 16 GHz
 - Intel Atom
- RAM
 - 2 GB (128 MB Free)
- Free Disk Space
 - 256 MB

Background

This is a quick start guide and does not cover any of the advanced features supported by Cisco Jabber for Windows.

Phone Services

Jabber Softphone

Jabber for Windows provides an option to supply phone services through a Cisco Unifed Client Services Framework devices which is often referred to as a CSF or Softphone.

To configure a CSF device, log into the CUCM Administration web page and navigate to **Device > Phone.**

Device -	Application +	User Managem
CTI Ro	oute Point	
Gateka	seper	
Gatew	ay	
Phone		
Trunk		
Remot	e Destination	
Device	Settings	<u> </u>

From the Find and List Phones menu select Add New.

Find	and	List	Phones
÷	Add	New	

Once on the Add a New Phone menu, search the phone type drop down for the Cisco Unifed Client Services Framework device type. Once selected, click Next.

Add a New Phone		
Next		
Status Status: Ready		
- create a phone using the	phone type of a phone template	
Phone Type*	Cisco Unified Client Services Framework	÷
or BAT Phone Template*	Not Selected	\$

The table (Table 1.0) contains all the fields that must be configured to set up a Cisco Unified Client Services Framework (CSF) device in CUCM. The majority of required fields have default configurations which you do not need to manual configured unless otherwise required for your deployment. You must manually configure all the fields where the **Configured by Default** column in the table is set to **NO**.

Tip: Cisco recommends that all Client Services Framework devices be configured with a device name prefix of CSF. For example, you provision a user named Holly Day with a CSF device. Her CUCM end user user ID is hday so her CSF device name would be CSFHDAY.

Table 1.0

Required Fields	Default Parameter	Configured by Default	Description
Device Name	Must be manually added, device name must begin with CSF	NO	Enter a name to identify software-based telephones
Device Pool	Must select one of the available device pools	NO	Choose the device pool to which you want this phone assigned. The device pool defines sets of common characteristics for devices, such as region, date/time group, and softkey template.
Phone Button Template	Standard Client Service Framework	NO	Choose the appropriate phone button template. The phone button template determines the configuration of buttons on a phone and identifies which feature (line, speed dial, and so on) is used for each button.
Common Phone Profile	Standard Common Phone Profile	YES	Choose a common phone profile from the list of available common phone profiles

Location	Hub_None	YES	Use locations to implement call admission control (CAC) in a centralized call-processing system. The location specifies the total bandwidth that is available for calls to and from this location. A location of Hub_None means that the locations feature does not keep track of the bandwidth that this Cisco Unified IP Phone consumes. A location of Phantom specifies a location that enables successful CAC across intercluster trunks that use H.323 protocol or SIP.
Built In Bridge	Default	YES	Enable or disable the built-in conference bridge for the barge feature with the Built In Bridge drop-down list box (choose On, Off, or Default)
Device Mobility Mode	Default	YES	Turn the device mobility feature on or off for this device or choose Default to use the default device mobility mode. Default uses the value for the Device Mobility Mode service parameter for the device.
Owner User ID	Set the user ID	NO	From the drop-down list box, choose the user ID of the assigned phone user. The user ID gets recorded in the call detail record (CDR) for all calls made from this device. Assign a user ID to the device also moves the device from "Unassigned Devices" to "Users" in the License Usage Report.
Use Trusted Relay Point	Default	YES	From the drop-down list box, enable or disable whether Cisco Unified CM inserts a trusted relay point (TRP) device with this media endpoint. A Trusted Relay Point (TRP) device designates an MTP or transcoder device that is labeled as Trusted Relay Point.
Always Use Primary Line	Default	YES	From the drop-down list box select (Off, On or Default). Default - Cisco Unified Communications Manager uses the configuration from the Always Use Prime Line service parameter, which supports the Cisco CallManager service.
Always Use Prime Line for Voice Message	Default	YES	From the drop-down list box, select (Off, On or Default). Default - Cisco Unified CM uses the configuration from the Always Use Prime Line for Voice Message service parameter, which supports the Cisco CallManager service.
Packet Capture Mode	None	YES	This exists to troubeshoot encryption only; packet capturing can cause high CPU usage or call-processing interruptions.
BLF Presence Group	Standard Presence Group	YES	Choose a Presence group for the end user. The selected group specifies the devices, end users, and application users that can monitor this directory number.The default value for Presence Group specifies Standard Presence group, configured with installation.
Device Security Profle	Must be manually selected	NO	You must apply a security profile to all phones that are configured in Cisco Unified Communications Manager Administration. <i>Installing Cisco Unified Communications</i> <i>Manager</i> provides a set of predefined, nonsecure security profiles for auto-registration. To enable security features for a phone, you must configure a new security profile for the device type and protocol and apply it to the phone. If

			the phone does not support security, choose a nonsecure profile.
SIP Profile	Must be manually selected	NO	Choose the default SIP profile or a specific profile that was previously created. SIP profiles provide specific SIP information for the phone such as registration and keepalive timers, media ports, and do not disturb control.
Certificate Operation	No Pending Operation	YES	This field is related to CAPF enrollment.
DND Option	Ringer Off	YES	When you enable DND on the phone, this parameter allows you to specify how the DND features handle incoming calls.
Video Calling	Enabled	YES	Turns video capabilities on and off
Automatically Start in Phone Control	Disabled	YES	If enabled, start the client in desktop phone control mode.
Automatically Control Tethered Desk Phone	Disabled	YES	If enabled, the client automatically controls the tethered desktop phone.
Extend and Connect Capability	Enabled	YES	Indicates if Extend and Connect capabilities are enabled for the client. This allows the client to monitor and control calls on 3rd party PBX, PSTN, and other remote phones.
Display Contact Photos	Enabled	YES	Indicates if contact photo retrieval and display is enabled or disabled for the client.
Number Lookups on Directory	Enabled	YES	Indicates if phone number lookups with the Corporate Directory are enabled or disabled for the client.
Analytics Collection	Disabled	YES	Indicates if analytics collection is enabled or disabled for the client.

Once you have configured all the required fields for the CSF configuration, save the configuration with the **Save** button.



Now that you have created a CSF, you need to add a directory number to the device. This can be done by selecting the **Add a new DN** option located at the top left of the CSF configuration.



Note: This document does not cover the complete line configuration for the CSF device. Line configuration is a standard configuration that must be performed for all phones and is not a configuration that is specific to CSF devices.

Tip: Once you have a directory, number your CSF device make sure to associate the CUCM end user to the directory number. Scroll to the bottom of the directory number configuration and **Associate End Users**. This configuration is required if you plan to use Jabber for phone presence.

Jabber Deskphone

Jabber for Windows also has the capability to perform Cisco Computer Telephony Integration (CTI) with Cisco deskphones. This allows Jabber for Windows users to use their Cisco deskphone as their Jabber telephony device when perform call actions from the Jabber user interface.

Deskphone Configuration

To setup Jabber for Windows CTI integration, complete these steps:

Access the CUCM Administration web page and navigate to **Device > Phone.**

Device -	Application +	User Managem
CTI Ro	oute Point	
Gateka	seper	
Gatew	ay	
Phone		
Trunk		
Remot	e Destination	
Device	Settings	<u> </u>

From the **Find and List Phones** menu, search for and select the Jabber users deskphone.

Phone	(1 - 1 of 1)			
Find Phon	e where Description	begins with Test Select item or	Find Clear Filter	
		Device Name(Line) [*]	Description	Device Pool
	9971	SEP	Test Deskphone	Default
Add New Select All Clear All Delete Selected Reset Selected Apply Config to Selected				

When presented with the **Phone Configuration** menu, verify the two listed:

- 1. Verify that the Allow Control of Device from CTI check box is checked.
- 2. Confirm the device **Owner User ID** is set to the Jabber for Windows user CUCM user ID.

CTI UC Services Setup

Next we setup the CTI UC services that is to be used by the Jabber client to connect to the CUCM CTIManager service. Navigate to **User Management > User Settings > UC Service.**

User Management - Bulk Administration	n v Help v
Application User	
End User	
User/Phone Add	
SIP Realm	
User Settings +	Credential Policy Default
Self-Provisioning	Credential Policy
Assign Presence Users	Role
	Access Control Group
	Application User CAPF Profile
	End User CAPF Profile
	UC Service
	Service Profile
	User Profile
	User Group
	User Rank

Once on the Find and List UC Services page, select Add New.



When presented with the UC Service Configuration page, select CTI from the UC Service Type drop down then select Next.

UC Service Configuration	
Next	
Status	
(i) Status: Ready	
Add a UC Service	
UC Service Type CTI	\$

Then, you are presented with the UC Service Configuration page. Here configure a Name for the CTI UC Service as well as provided the IP, Hostname or Fully Qualified Domain Name (FQDN) of the CUCM server that has the CTI service active.

UC Service Configuration				
Save				
Status Status: Ready				
UC Service Informatio	n			
UC Service Type:	СТІ			
Product Type:	CTI			
Name*	CUCM-Sub-01			
Description	SUB-01 CTI Services			
Host Name/IP Address* CUCM-SUB-01.testlab.com				
Port	2748			
Protocol:	тср			

Note: Up to three CTI UC Services can be assigned to a UC Service Profile.

Now that we have defined the CTI UC Service(s), we assign them to the Service Profile. Navigate to User Management > User Settings > Service Profile.



From the **Find and LIst Service Profiles** menu, search for and select the service profile used by your Jabber for Windows users or create a new service profile with **Add New**.

This document does not cover the configuration of a new new Cisco deskphone as this is a basic CUCM administration task.

To view the list of (CTI) supported devices, navigate to **CUCM Cisco Unified Reporting** and select the **Unified CM Phone Feature List Report**. Next select **CTI controlled** from the Feature drop-down list.

Configuration of the Voicemail

Jabber for Windows is able to retrieve and playback voicemail messages that have been stored on Cisco Unity Connection. To setup voicemail for Jabber for Windows, complete these steps:

Unity Connection Configuration

Access the Cisco Unity Connection web administration web page and navigate to Users > Users.



When presented with Search Users page, search for and select your Jabber for Windows users mailbox.

Search Users					
User Refresh Help					
Status Found 1 User(s)					
Search Limits Limit search to All \$					
Users (1 - 1 of 1)					
Find Users where Alias					
	Alias *		Extension		
A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A A	tuser	8675309			
Delete Selected Add New Bulk Edit Show Dependencies					

Once presented with the **Edit User Basics** page of the user Mailbox, notate the **Calls of Service** that is configured.

Class of Service

Voice Mail User COS \$

Via the left hand navigation pane, navigate to Class of Service > Class of Service.



When presented with the **Search Class of Service** page, search for and select the class of service you previously notated.

Search Class of Serv	ice	
Class of Service Ref	resh Help	
- Status		
Found 1 Class of	Service(s)	
Class of Services	(1 - 1 of 1)	
Find Class of Services	where Display Name	begins with Voice Mail User COS Find
		Voice Mail User COS

Once on the Edit Class of Service page, verify:

- 1. The check box is checked for the Allow Users to Use the Web Inbox and RSS Feeds feature.
- 2. The **Allow Users to Use Unified Client to Access Voicemail** feature is enabled by the box near the feature name.

Once the Class of Service configuration has been verified, navigate to **System Settings > Advanced > API Settings** in the left navigation pane. Enable all three presented on the **API Configuration** page.

API Configuration	
API Configuration Refresh Help	
5ave .	
API Configuration	
Name	Value
Allow Access to Secure Message Recordings through CUMI	٥
Display Message Header Information of Secure Messages through CUMI	•
Allow Message Attachments through CUNI	0

CUCM Configuration

Now that Unity Connection is setup, we move to the CUCM configuration for Jabber for Windows voicemail. Navigate to **User Management > User Settings > UC Service.**

User Management - Bulk Administration	n v Help v
Application User	
End User	
User/Phone Add	
SIP Realm	
User Settings +	Credential Policy Default
Self-Provisioning	Credential Policy
Assign Presence Users	Role
	Access Control Group
	Application User CAPF Profile
	End User CAPF Profile
	UC Service
	Service Profile
	User Profile
	User Group
	User Rank

Once on the Find and List UC Services page, select Add New.



When presented with the UC Service Configuration page, select Voicemail from the UC Service Type drop down then select Next.

Once presented with the UC Service Configuration page, select Unity Connection from the Product Type dropdown. We need to configure a Name for the VoicemailUCService as well as provide the IP, Hostname or Fully Qualified Domain Name (FQDN) of the Unity Connectionserver that acts as the REST and Jettyservices.

UC Service Configuration			
Save			
Status			
i Status: Ready			
-IIC Consist Informatio			
Coc Service Informatio	n		
UC Service Type:	Voicemail		
Product Type *	Unity Connection \$		
Name*	CUXN-Sub-01		
Description	Unity Connection Subscriber 1		
Host Name/IP Address*	CUXN-SUB-01.testlab.com		
Port	443		
Protocol	HTTPS \$		
L			

Note: Up to three VoicemailUCServices can be assigned to aUCService Profile.

Now that the Voicemail UC Service(s) are defined, we assign them to the Service Profile. Navigate to User

Management > User Settings > Service Profile.



From the **Find and LIst Service Profiles** menu, search for and select the service profile used by your Jabber for Windows users or create a new service profile with **Add New**.

: The Jabber for Windows setup assumes that Unity Connection is LDAP authentication. In cases where mailboxes are not LDAP integrated, please refer to the Cisco On-Premises Deployment Guide.

Configuration of the Directory

Jabber for Windows is dependent on directory services for resolution of corporate contacts. Jabber is able to perform directory resolution through Lightweight Directory Access Protocol (LDAP) or CUCM User Data Services (UDS). Please refer to the next sections for information on configuration of LDAP or UDS directory services for Jabber for Windows.

LDAP Directory Services

Jabber for Windows supports three well known LDAP directory services:

- Active Directory Domain Services
- OpenLDAP
- Active Directory Lightweight Directory Service (AD LDS)

This guide provide the steps to configure Jabber for Windows 11.8 or higher to integrate with Active Directory Domain Services, as this is the most common integration.

Access the CUCM Administration web page and navigate to **User Management > User Settings > UC Service**.

User Management - Bulk Administration	n v Help v
Application User	
End User	
User/Phone Add	
SIP Realm	
User Settings +	Credential Policy Default
Self-Provisioning	Credential Policy
Assign Presence Users	Role
	Access Control Group
	Application User CAPF Profile
	End User CAPF Profile
	UC Service
	Service Profile
	User Profile
	User Group
	User Rank

Once on the Find and List UC Services page, select Add New.



When presented with the UC Service Configuration page, select the Directory from the UC Service Type drop down and select Next.

UC Service Configuration	
Next	
Status	
(i) Status: Ready	
Add a UC Service	
UC Service Type Directory	\$

On the UC Service Configuration page, select Enhanced Directory from the Product Type drop down. You also need to configure a Name for the Directory UCService as well as provided theIP, Hostname or Fully Qualified Domain Name (FQDN) of the directory server.

By default the **Connection Type** is set to **Global Catalog** which assumes that a Microsoft Domain Controller is used as the directory source. If a Global Catalog server is in use, the **Port** number in the configuration must be set to **3268**. Cisco does recommend the use of a Global Catalog server as a directory resource as it provides more efficient resolutions of queries.

Tip: In cases where you do not have a domain controller for Microsoft Active Directory Domain Services, the Directory UC Service must have the **Port** set to **389** to **Connection Type** must be set to **Ldap**.

-UC Service Information				
UC Service Type:	Directory			
Product Type *	Enhanced Directory \$			
Name*	MS_AD_01			
Description	Microsoft Domain Controller			
Host Name/IP Address*	MS-AD-01.testlab.com			
Port	3268			
Protocol	(TCP 🛟			
Connection Type* Global Catalog +				
Use Secure Connection	on			
Use Wildcards				
Disable Secondary Number Lookups				
Uri Prefix				
Phone Number Masks				

Note: Up to three DirectoryUCServices can be assigned to aUCService Profile.

Now that the Directory UC Service(s) are defined, we assign them to the Service Profile. Navigate to User Management > User Settings > Service Profile.



From the **Find and LIst Service Profiles** menu, search for and select the service profile used by your Jabber for Windows users or create a new service profile with **Add New**.

UCService(s) to the service profile. You also need to define the Active Directory search base, this can be the organization unit or directory where your corporate users exist.

While in the **Directory Profile** section, you also have to configure a directory authentication method. Check the check box near the "**Use Logged On User Credential**" to prevent anonymous queries and force Jabber to authenticate with the credentials that were entered during Jabber log in. If the **Use Logged On User Credential** is left unchecked, Jabber can attempt to perform anonymous access to the directory server. Anonymous directory access is not recommended by Cisco.

Once you are done with the Directory Profile, select Save.

Note: If you are in CUCM 10.X - 11.5.X, the Directory Profile section of the Service Profile also include username and password fields that allow for a distinguished name to be used as the user ID that is authorized to run queries on the LDAP server. In CUCM 12.X, if you want to use a single user ID for authentication for directory services, you need to use the ConnectionUsername and ConnectionPassword parameters in the jabber-config.xml.

Directory Profile			
Primary MS_AD_01 \$			
Secondary MS_AD_02 \$			
Tertiary <pre></pre> <pre></pre>			
Use UDS for Contact Resolution			
Use Logged On User Credential			
Search Base 1	OU=Users,DC=testlab,DC=com		
Search Base 2			
Search Base 3			
Recursive Search on All Search Bases			
Search Timeout (seconds)*	5		
Base Filter (Only used for Advance Directory)			
Predictive Search Filter (Only used for Advance Directory)			
Allow Jabber to Search and Add Security Groups	·,		

Caution: Cisco Jabber queries contact source with various attributes. Not all of these attributes are indexed by default. To ensure efficient searches the attributes used by Cisco Jabber must be indexed on the directory server. For more information please refer to the LDAP Prerequisites section of the Jabber Planning Guide.

UDS Directory Services

CUCM User Data Services (UDS) provides a contact source API that can be used by Jabber over Cisco Expressway mobile and remote access for the contact resolution, and it is an optional contact service for clients on the corporate network. The UDS contact source uses the Unified CM end user table information to provide a directory resolution.

Access the CUCM Administration web page and navigate to User Management > User Settings > Service Profile.



From the **Find and LIst Service Profiles** menu, search for and select the service profile used by your Jabber for Windows users or create a new service profile with **Add New.**

Find and List Service P	rofiles			
Add New 🏢 Select	Al 🔛 Clear Al 💥 Delete Selected			
Status (i) 4 records found Service Profiles (1)	- 4 of 4)			
Find Service Profiles when	e Name	Find Clear Filter 🔷 😑		
		Name *	Description	
0	Full_UC_SP			System Default Service Profile
0	Full_UC_SP_No-CTI			
0	Full UC UDS SP			
0	Voice Only SP			

Once on the **Service Profile Configuration** page, scroll down to the **DirectoryProfile** section and check the check box labeled **Use UDS for Contact Resolution** then select **Save.**

Directory Profile				
Dimon (Aligner A)				
Primary <none> 🗧</none>				
Secondary <pre><none> \$</none></pre>				
Tertiary <pre><none> \$</none></pre>				
Use UDS for Contact Resolution				
Use Logged On User Credential				
Search Base 1				
Search Base 2				
Search Base 3				
Recursive Search on All Search Bases				
Search Timeout (seconds)*	5			
Base Filter (Only used for Advance Directory)				
Predictive Search Filter (Only used for Advance Directory)				
Allow Jabber to Search and Add Security Groups				

Once UDS Is enabled on the service profile, Jabber for Windows automatically discovers the CUCM UDS servers during the Jabber log in process.

Configuration of the CUCM End Users

The CUCM end user configuration is a crucial step for Jabber for Windows as many of Jabbers features are dependent on this configuration. The image depicts all the Jabber configurations that are dependent on the CUCM end user configuration.



To configure the Jabber for Windows CUCM end user, acess the CUCM Administration web page and navigate to **User Management > End User**.



From the **Find and LIst Users** menu, search for and select the CUCM end user you wish to configure for Jabber for Windows.

Find and List Users						
🖧 Add New 🏢 Select All 🔛 Clear All 💥 Delete Selected						
Status 1 records found	Status (i) 1 records found					
User (1 - 1 of 1)						
Find User where First name 1 begins with 1 test Find Clear Filter						
User ID * Meeting Number	First Name	Last Name	Department	Directory URI	User Status	
 buser 	test u	user	nowhere	tuser@testlab.com	Active Enabled LDAP Synchronized User	
Add New Solect All Crear All Device Solected						

Once on the **End User Configuration** web page, scroll down to the **Service Settings** section. Here you can assign the end user the services you want them to use. To enable a user to be able to log in to Jabber for Windows, you must enable the **Home Cluster** service by the check box next to the service name.

If your end is target to use Jabber for Windows for instant messaging, you need to enable their end user for the service by the check box next to the field labeled **Enable User for Unified IM and Presence.**

Next you want to assign a service profile with a service profile from the **UC Service Profile** drop down. The service profile is used to provide the Jabber client with CUCM UC service configuration.

Note: If you do not assign a service profile to the CUCM end user then the user automatically, use the

service profile that is set as the system default service profile.

- Service Settings	
Name Cluster	
Home Cluster	
Enable User for Unified C	CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)
Include meeting inf	formation in presence(Requires Exchange Presence Gateway to be configured on CUCM IM and Presence server)
Presence Viewer for Us	ser
UC Service Profile	Jse System Default("Full_UC_SP")

Next scroll down to the **Device Information** section. Here you can manage the CUCM end users controlled devices. Assign the user their softphone and/or deskphone devices. CUCM provides this list of device to Jabber for Windows during Jabber log in.

Device Information		
Controlled Devices	CSFTUSER SEP	Device Association Line Appearance Association for Presence

You can assign a device to a user with the **Device Association** button. You are presented with the **User Device Association** menu. From here you can search for the CUCM end users devices. When you find a device place a check mark in the check box next to the device and select **Save Selected Changes**.

User Device Association	Jser Device Association				
🔛 Select All 🔛 Clear All 🔛 Select All in Search 🔛 Clear All in Search 🔛 Seve Selected/Changes					
User Device Association For the	User Device Association For tuser (1 - 1 of 1)				
Find User Device Association when	e Name Contains Ciated with tuser	tuser Find Clear Filter	4 =		
		Device Name			Directory Number
		CSFTUSER		8675309	
Select All Clear All Select All	In Search Clear All In Search S	ave Selected/Changes			

Now scroll down to the **Directory Number Association** section and select the CUCM end users primary extension from the **Primary Extension** drop down.

Directory Number	Associations	
Primary Extension	8675309 in RTP_Internal_PT	•

Scroll down to the **Permissions Information** section. Here we assign the permissions that are needed by Jabber for Windows.

The table (Table 1.1) lists all the required roles, their privileges and the reason why Jabber needs the role assigned.

Table 1.1

Roles	Privileges/Resources	Jabber Role Usage
Standard CCM End Users	Grant an end user log-in rights to the Cisco Unified CM User Options.	Jabber SOAP Authentication
Standard CCMUSER Administration	Allows access to the Cisco Unified CM User Options.	Jabber SOAP Authentication

Standard CTI Allow Control of Phones Supporting Rollover Mode	Allows control of all CTI devices that support rollover mode.	Used for CTI Control of Cisco Unified IP Phone 6900 series
Standard CTI Allow Control of Phones Supporting Connected Xfer and conf	Allows control of all CTI devices that support connected transfer and conferencing	Used for CTI Control of Cisco Unified IP Phone 9900, 8900, or 8800 series or DX series
Standard CTI Enabled	Enables CTI application control.	Used for CTI control of all other Jabber compatible CTI devices.

To assign a permission group to the CUCM end user, select the Add to Access Control Group button.

- Permi	ssions Information		
Group	S Standard CCM End Users		
	Standard CTI Allow Control of Phones supporting Conne		
	Standard CTI Allow Control of Phones supporting Bollow		Add to Access Control Group
	Standard CTI Allow Control of Phones Supporting Kollow		Remove from Access Control Group
	Standard CTT Enabled		
		View Details	
Roles	Standard CCM End Users		
	Standard CCMUSER Administration		
	Standard CTI Allow Control of Dhonos supporting Conne		
	Standard CTT Allow Control of Phones supporting Conne		
	Standard CTI Allow Control of Phones supporting Rollov		
	Standard CTI Enabled	View Details	
	,		

Then search for the access control group you would like to add and select the checkbox located near the access control groups name. When finished, select the **Add Selected** button.

Find a	nd List Access Control Groups	
s s	elect All 🔛 Clear All 🕂 Add Selected 🖳 Close	
Statu	s .0 records found	
Acce	ss Control Group (1 - 10 of 10)	Ro
Find A	ccess Control Group where Name Contains Standard cti Name Degins with	Find
	Name *	
	Standard CTI Allow Call Monitoring	
	Standard CTI Allow Call Park Monitoring	
	Standard CTI Allow Call Recording	
	Standard CTI Allow Calling Number Modification	
	Standard CTI Allow Control of All Devices	
	Standard CTI Allow Control of Phones supporting Connected Xfer and conf	
	Standard CTI Allow Control of Phones supporting Rollover Mode	
	Standard CTI Allow Reception of SRTP Key Material	
	Standard CTI Enabled	
	Standard CTI Secure Connection	

Service Discovery

For the Cisco Jabber client to be able to log in, it must first be aware of the services (CUCM, IM&P or Expressway) it uses for authentication and configuration retrieval. Cisco recommends set up automatic service discovery through the use of Domain Name System (DNS) Service Location (SRV) records as this provides a seamless user experience and ease of administration.

The image is graphical depiction of the Jabber automatic service discovery process.



To add DNS SRV record to Microsoft DNS Manager, navigate to your domain and expand the tree. Right click on the **_tcp** folder and select **Other New Records...**



When presented with the **Resource Record Type** window, highlight the **Service Location** (SRV) then select **Create Record...**

Resource Record Type	×
Select a resource record type:	
Route Through (RT)	~
Service Location (SRV)	
Signature (SIG)	
Text (TXT)	
Well Known Services (WKS)	
X.25	~

Next we see "New Resource Record" pane. Here, you can configure a SRV record for each of the CUCM servers that are to be used for Jabbers initial UDS home cluster lookup.

This is a configuration example for the_cisco-udsSRV record. In this example the _cisco-uds record resolves to three CUCM nodes within a CUCM cluster.

```
_cisco-uds._tcp.<domain_name>.com SRV service location:
    priority = 6
    weight = 30
    port = 8443
    svr hostname = cucm3.<domain_name>.com
_cisco-uds._tcp.<domain_name>.com SRV service location:
    priority = 2
    weight = 20
    port = 8443
    svr hostname = cucm2.<domain_name>.com
_cisco-uds._tcp.<domain_name>.com SRV service location:
    priority = 1
    weight = 5
    port = 8443
    svr hostname = cucm1.<domain_name>.com
```

Download Jabber

Open your web browser of choice and navigate to <u>https://software.cisco.com/download/home</u>. Once on the download home page, search for Jabber for Windows. Once you are presented with download options, select the **Cisco Jabber for Windows Install** download as seen in the screenshot:

Software Download					
Downloads Home / Unified Communic	cations / Unifi	ed Communications Applications / Messaging / Jabber for V	Vindows / Jabber Software- 12.1(1)		
Search Expand All Collapse All Latest Release 12.1(1)		Jabber for Windows Release 12.1(1) Notifications	Related Links and Docum Release Notes for 12.1(1)	entation	
12.0(1) 11.9(3)		File Information Cisco Jabber for Windows Admin @ Cisco Jabber-Admin-ffr.12-1-1.zip	Release Date 27-SEP-2018	Size 0.15 MB	÷ Þ
11.8(5) All Release	~	Cisco Jabber for Windows Install a CiscoJabber-Install-ffr.12-1-1.zip	27-SEP-2018	114.13 MB	ă ∓

Installation of Jabber

Choose the Cisco Jabber for Windows installer that you previously downloaded. Unzip the Jabber installation folder and select the **CiscoJabberSetup.msi**.

CiscoJabber-Install-ffr.12-1-1 CiscoJabber-Install-ffr.12-1-1				
Include in library Share with New folder				
Name	Date modified	Туре	Size	
CiscoJabberSetup	9/27/2018 1:41 PM 9/27/2018 1:45 PM	Windows Installer Text Document	123,598 KB 1 KB	

Once the Jabber for Windows installation launches, please read through the notices and disclaimers. If

you wish to continue with the installation, select Accept and Install.



When the Jabber installation has finished, you are presented with the **Cisco Jabber installer completed** window. To complete the install, select **Finish**.

👸 Cisco Jabber	
	Cisco Jabber installer completed
	The process has successfully installed Cisco Jabber. Click Finish to exit the wizard.
	Launch Cisco Jabber
	Show the Windows Installer log
CISCO.	
	Finish Cancel

Log into Jabber

To perform a log in on Jabber for Windows, choose the Jabber application on the Microsoft Windows machine and launch it .

- Windows 7
 - Navigate to the Windows Start Menu > All Programs > Cisco Jabber > Cisco Jabber or select the Jabber desktop icon if applicable.



- Windows 10
 - Navigate to the Windows Start Menu > Cisco Jabber > Cisco Jabber or select the Jabber

desktop icon if applicable.



Once the Jabber application has been launched, provide the Jabber username and the domain that is used for service discovery (example. tuser@testlab.com).

Note: By default, Jabber uses the User Principal Name (UPN) of the logged in Windows session to retrieve the domain used for service discovery. The screenshot assumes that UPN discovery is not in use.

