

# Configure the IM Address Scheme for Multiple Domain Support in Cisco Jabber



Document ID: 118999

Contributed by Akhila Gopinathan, Cisco TAC Engineers.  
Jun 10, 2015

## Contents

### Introduction

### Prerequisites

- Requirements

- Components Used

### Configure

- Configure the Server

- Client Configuration

### Verify

### Troubleshoot

### Related Information

## Introduction

This document describes the configurations required in order to use flexible instant messaging (IM) address scheme with Cisco Jabber. The feature is supported from Cisco Jabber version 10.6 and later and IM Presence server 10.x. You can deploy this feature if there are users based on multiple domains that coexist in the same presence deployment. Furthermore, a user can still log into Jabber with the respective *sAMAccountName* attribute, even though the IM address is mapped to the Directory Uniform Resource Identifier (URI) field.

## Prerequisites

### Requirements

Cisco recommends that you have basic knowledge of Cisco Jabber for Windows, Cisco Unified Communications Manager (CUCM) and Cisco Unified Communications Manager IM and Presence.

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified Communications Manager IM and Presence version 10.x or later
- Cisco Unified Communications Manager version 10.x or later
- All Jabber clients that run on Windows, Mac, IOS and Android version 10.6 or later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

# Configure

## Configure the Server

The available IM address schemes in the Advanced Presence Settings are:

- UserID@[Default Domain]
- Directory URI

Change the IM address scheme to Directory URI in order to support multiple domains as this procedure shows:

1. Ensure the Directory URI field is mapped to the desired Lightweight Directory Access Protocol (LDAP) attribute. Possible attributes are *msRTCSIP-primaryuseraddress* and *mail*. Check for this in the LDAP Directory configuration page in CUCM.

Choose *System > LDAP > LDAP Directory*. Click the configured LDAP. In the Standard User Fields To Be Synchronized area of the LDAP Directory window verify that the LDAP Attribute field for Directory URI is correct.

Standard User Fields To Be Synchronized	
Cisco Unified Communications Manager User Fields	LDAP Attribute
User ID	sAMAccountName
Middle Name	middleName ▼
Manager ID	manager
Phone Number	telephoneNumber ▼
Title	title
Mobile Number	mobile
Directory URI	mail ▼

2. Disable High Availability in the IM&P cluster.

**Note:** From IM and Presence versions 10.x and later, the high availability option is rebranded as Presence Redundancy Groups in Cisco CallManager. Choose *System > Presence Redundancy Groups > DefaultCUPSubcluster* and uncheck *Enable High Availability* in order to disable high availability.

High Availability
<input type="checkbox"/> Enable High Availability
Monitored Server
10.106.120.196
10.106.120.199

3. Stop these services in the IM&P server:

- ◆ Cisco Presence Engine
- ◆ Cisco SIP Proxy
- ◆ Cisco XCP Router
- ◆ Cisco Sync Agent
- ◆ Cisco Client Profile Agent

4. Choose **IM and Presence Administration > Presence > Settings > Advanced Configuration**, click the **IM Address Scheme** radio button and choose **Directory URI** from the drop-down list.

5. Start the services.

## Client Configuration

Configure the parameters in this section in the `jabber-config.xml` file. In this example, the `DirectoryURI` field is mapped to the *mail* attribute in Active Directory.

### *Jabber for MAC/Mobile Clients Basic Directory Integration (BDI)*

```
<Directory>
<BDIDirectoryURI>mail</BDIDirectoryURI>
<BDIUseSIPURIToResolveContacts>true</BDIUseSIPURIToResolveContacts>
<BDISipUri>mail</BDISipUri>
<BDIUriPrefix>sip:</BDIUriPrefix>
</Directory>
```

### *Jabber for Windows Enhanced Directory Integration (EDI)*

```
<Directory>
<DirectoryURI>mail</DirectoryURI>
<UseSIPURIToResolveContacts>true</UseSIPURIToResolveContacts>
<SipUri>mail</SipUri>
<UriPrefix>sip:</UriPrefix>
</Directory>
```

### *CUCM User Data Service (UDS)*

```
<Directory>
<DirectoryServerType>UDS</DirectoryServerType>
<UdsServer><cucm ip address></UdsServer>
<DirectoryURI>mail</DirectoryURI>
<UseSIPURIToResolveContacts>true</UseSIPURIToResolveContacts>
<SipUri>mail</SipUri>
<UriPrefix>sip:</UriPrefix>
</Directory>
```

## Verify

There is currently no verification procedure available for this configuration.

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

## Related Information

- *Cisco Jabber 10.6 Deployment and Installation Guide*
- *Technical Support & Documentation – Cisco Systems*

---

Updated: Jun 10, 2015

Document ID: 118999

---