Configure the Clients

Client Configuration Workflow

Procedure

	Command or Action	**Purpose**
Step 1	*Introduction to Client Configuration*	
Step 2	*Create and Host the Client Configuration Files*	
Step 3	*Set Parameters on Phone Configuration for Desktop Clients*	
Step 4	*Set Parameters on Phone Configuration for Mobile Clients*	
Step 5	*Configure Proxy Setting—Optional*	

Introduction to Client Configuration

Cisco Jabber can retrieve configuration settings from the following sources:

- 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.

- Webex Administration Tool—You can configure some client settings with the Webex Administration Tool.

You can upload a `jabber-config.xml` client configuration file into the Webex Administration Tool. You can apply separate configuration files for groups in the Webex Messenger Administration Tool. When the client successfully connects to Webex Messenger it downloads the XML file and the configuration is applied.

The client will use the following order for configuration settings:

1. Settings in Webex Messenger Administration Tool

2. Settings in `jabber-config.xml` file from Webex Messenger Administration Tool.

Note Group configuration file settings take priority over the configuration file in Webex Messenger Administration Tool.

3. Settings in `jabber-config.xml` file from the TFTP server.

If there are any conflicts with configuration settings, the settings set in Webex Administration tool will take priority over this configuration file.

Create and Host the Client Configuration Files

Configure the client with the Webex Administration Tool. However, you can optionally set up a TFTP server to configure the client with settings that are not available in Webex Administration Tool.

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.
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 6	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.	**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 TFTP Servers in Phone Mode

Procedure

	Command or Action	Purpose
Step 1	If you deploy the client in phone mode, you can provide the address of the TFTP server as follows: • 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.

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. |

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	Enables or disables video capabilities.
	
	Enabled (default)
	    Users can send and receive video calls.
	Disabled
	    Users cannot send or receive video calls.
	
	Restriction This parameter is available only on the CSF device configuration.

File Types to Block in File Transfer	Restricts users from transferring specific file types. Set a file extension as the value, for example, `.exe`. Use a semicolon to delimit multiple values, for example, `.exe;.msi;.rar;.zip`

Automatically Start in Phone Control	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.
	
	Enabled
	    Use the desk phone device for calls.
	Disabled (default)
	    Use the software phone (CSF) device for calls.

Desktop Client Settings Configuration	Description
Jabber For Windows Software Update Server URL	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. In hybrid cloud-based deployments, you should use the WebexAdministration Tool to configure automatic updates.
Problem Report Server URL	Specifies the URL for the custom script that allows users to submit problem reports.

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:

Parameter	Description
On-Demand VPN URL	URL for initiating on-demand VPN. **Note** Applicable for iOS only.
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 (default) — Users can send and receive video calls. - Disabled — Users cannot send or receive video calls.

Parameter	Description

Dial via Office
 	
Note   TCT and BOT devices only.
	Enables or disables Dial via Office.
	
	  • Enabled — Users can dial via office.
	
	  • Disabled (default) — Users cannot dial via office.

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.

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.

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.

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.