Common Information

With the release of version 10.x, Cisco has greatly simplified the configuration and deployment of the Jabber Client. All relevant configuration parameters are now solely on the UCM publisher. HARMAN has two Call Manager (UCM) clusters, one located in Europe and the other in North America. Inter-Cluster Location services are running and DNS server records are in place so Jabber for Windows ver.10.5 will find its home cluster automatically. DNS is a critical part of correct VoIP service integration; every VoIP component (phones, jabber clients, UCM servers, etc.) must be able to resolve DNS correctly. This document assumes knowledge of UCM, navigation of the Call Manager options and basic phone and user configuration.

US Cluster

For US Sites and America (except Stamford):

UCM Server IP Address: 10.10.50.10

Server Name: HICGCM01.ad.harman.com

European Cluster

For Europe (European Countries, Asian Locations and Stamford):

UCM Server IP Address: 172.16.2.200

Server Name: oekacm01.hbi.ad.harman.com

End User Configuration

This is the most critical part of configuring a Jabber client on the back end. In version 10.x most of the Jabber configuration is completed in the User Section of UCM. This is the key section for successful Jabber user configuration. License capabilities and presence cluster assignment are now handled in the end user configuration section of UCM.

UCM version 10.0.x and above allows for the creation of a local user. This allows us to created accounts for contractors, visitors and suppliers who do not have AD accounts. Please fill out as much information as possible when creating a local user. Navigate to *User Management* ➔ *End User* ➔ *Add New*.

To configure a user for Jabber, go to *User Management* ➔ *End User*. Find User Account, search on First Name, Last Name or User ID or *Add New*. Most information, including password is propagated from Active Directory LDAP. Digest credentials are not used by Jabber. The PIN is used for Meeting Place log in. The following three configuration items are required:

Service Settings: This section replaces License Capability previously configured on the UCM server, as well as the CTI profile formerly configured on the Presence Server. Use the select boxes to enable Home Cluster and enable user for IM&P. Always select the System Default Profile for the UC Service Profile.

In the Device Information section associate the users current IP Phones to the user. The section enables software phone control within Jabber. If a user phone is not in this list, the phone will not available for Jabber. Phones can be added and removed by using the Device Association Button.

In the Permissions Information section ensure user is a member of the Access Control Group "Harman Basic Users". This Group contains all the roles required for Jabber and the Self Care Portal.

CSFW Device Creation (configure Jabber Soft Phone).

This step is only for people requiring softphone functionality. Do not configure a CSFW logical device for instant messaging <u>only</u> functionality. Do not configure a CSFW device without a directory number. Also, a CSFW device is not required for desk phone integration. If you are not familiar with basic phone configuration, do not proceed.

A jabber soft phone must have a user assigned. Do not set a CSFW device as anonymous. A CSFW must have a DN; a softphone without a DN consumes a license without providing any functionality.

All user phones need to have the User radio button selected, and the correct Owner User ID assigned. This is required for correct licensing. If the CSFW device is set to anonymous, the user will have no softphone functionality.

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Device Name*	CSFWRNOON
Description	1032866 - Richard Noon - CSFW
Device Pool*	Home Office EST ▾ View Details
Common Device Configuration	Harman Common Device ▾ View Details
Phone Button Template*	Standard Client Services Framework ▾
Common Phone Profile*	Standard Common Phone Profile ▾ View Details
Calling Search Space	Farmington Hills International CSS ▾
AAR Calling Search Space	< None > ▾
Media Resource Group List	MRGL_FarmingtonHills_1 ▾
User Hold MOH Audio Source	2-music-on-hold.ulaw ▾
Network Hold MOH Audio Source	2-music-on-hold.ulaw ▾
Location*	Home Office ▾
AAR Group	< None > ▾
User Locale	English, United States ▾
Network Locale	United States ▾
Built In Bridge*	Off ▾
Device Mobility Mode*	Default ▾ View Current Device Mobility Settings
Owner	○ User ⦿ Anonymous (Public/Shared Space)
Owner User ID	▾

Troubleshooting:

DNS MUST work correctly for all devices in the UC environment.

If devices cannot resolve DNS there can be registration problems, and Jabber may fail to associate to handsets, UC servers. Jabber must be able to resolve _cisco-uds._tcp.ad.harman.com on the inside network and Jabber must be able to resolve _collb-edge._tls.ad.harman.com from the internet.

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```
Administrator: C:\Windows\system32\cmd.exe - nslookup

Microsoft Windows [Version 6.1.7601]
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C:\Users\sfall>nslookup
Default Server:  hifhw8dcho01.hoem.ad.harman.com
Address:  10.30.34.9

> set type=SRV
> _cisco-uds._tcp.ad.harman.com
Server:  hifhw8dcho01.hoem.ad.harman.com
Address:  10.30.34.9

Non-authoritative answer:
_cisco-uds._tcp.ad.harman.com    SRV service location:
          priority       = 1
          weight         = 20
          port           = 8443
          svr hostname   = oekacm02.hbi.ad.harman.com
_cisco-uds._tcp.ad.harman.com    SRV service location:
          priority       = 3
          weight         = 20
          port           = 8443
          svr hostname   = hicgcm03.ad.harman.com
_cisco-uds._tcp.ad.harman.com    SRV service location:
          priority       = 2
          weight         = 20
          port           = 8443
          svr hostname   = hicgcm01.ad.harman.com
_cisco-uds._tcp.ad.harman.com    SRV service location:
          priority       = 4
          weight         = 20
          port           = 8443
          svr hostname   = oekacm06.hbi.ad.harman.com
_cisco-uds._tcp.ad.harman.com    SRV service location:
          priority       = 4
          weight         = 20
          port           = 8443
          svr hostname   = oekacm05.hbi.ad.harman.com
_cisco-uds._tcp.ad.harman.com    SRV service location:
          priority       = 3
          weight         = 20
          port           = 8443
          svr hostname   = oekacm04.hbi.ad.harman.com
_cisco-uds._tcp.ad.harman.com    SRV service location:
          priority       = 2
          weight         = 20
          port           = 8443
          svr hostname   = oekacm03.hbi.ad.harman.com
_cisco-uds._tcp.ad.harman.com    SRV service location:
          priority       = 1
          weight         = 20
          port           = 8443
          svr hostname   = hicgcm02.ad.harman.com

oekacm02.hbi.ad.harman.com        internet address = 172.16.2.201
hicgcm03.ad.harman.com  internet address = 10.10.50.12
hicgcm01.ad.harman.com  internet address = 10.10.50.10
oekacm06.hbi.ad.harman.com        internet address = 172.16.2.199
oekacm05.hbi.ad.harman.com        internet address = 172.16.2.204
oekacm04.hbi.ad.harman.com        internet address = 172.16.2.203
>
```

Log in failure:

Ensure the user ID is configured as sAMAccountname@ad.harman.com. The DNS suffix "ad.harman.com" allows Jabber to automatically find its home cluster. Any other DNS suffix will prevent jabber from working correctly (i.e. hoem.ad.harman.com)

Ensure the user is not assigned to both UCM clusters for presence and home cluster (UCM end user configuration). The presence servers report that there are duplicate *userID's* on a regular basis, this is a misconfiguration. The RTMT reports "[RTMT-ALERT-OEKACM01-Cluster] DuplicateUserid". Log in to either

presence cluster. Then *Diagnostics* ➜ *System Troubleshooter*; in the User Troubleshooter section, the first 10 misconfigured users will be listed.

Verify all users have a unique User ID configured.	⊗	1 user(s) have been identified as having duplicate User ID values. This will impact presence services and should be fixed immediately. Up to 10 of these duplicate User ID values are listed below: **LiZhao**	Please verify that each IM & Presence enabled user has a unique User ID value on the Cisco Unified CM Administration End User Configuration page. Please note that the duplicate User ID could be located on an inter-cluster peer. (fix)

Identify (using the GAL) where the users's home cluster should be, then on the other Call Manager Cluster, navigate to the End User page and uncheck *Home Cluster* and *Enable user for Unified CM IM and Presence*.

End User Configuration

Save   Delete   Add New

☑ Home Cluster
    ☑ Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)
        ☐ Include meeting information in presence(Requires Exchange Presence Gateway to be configured on CUCM IM and Presence server)
        Presence Viewer for User
UC Service Profile   Use System Default("Harman_Full_UC")   ▾ View Details

If the user ID is correct, then have the user reset Jabber from the tools option. This will clear all cached credentials and will allow for the user to enter their full userID with domain (i.e. sfall@ad.harman.com). The Mac Client is reset from the application drop down.

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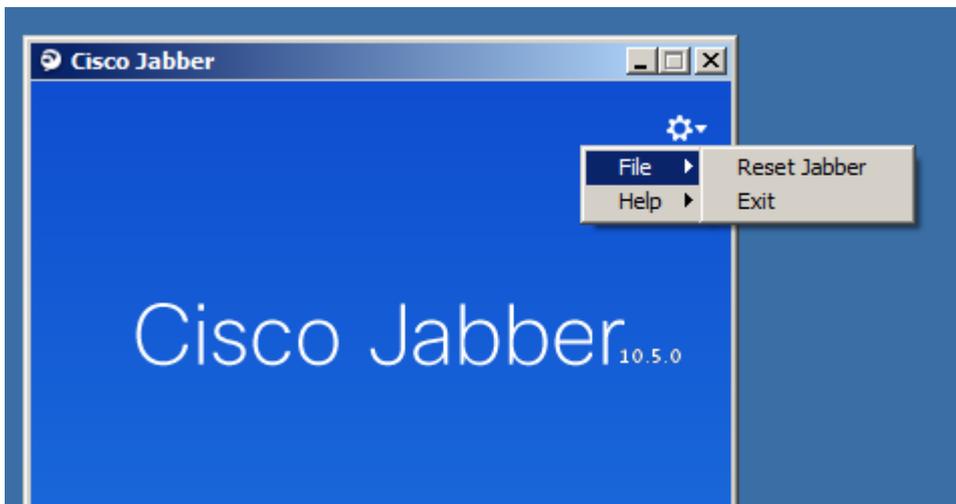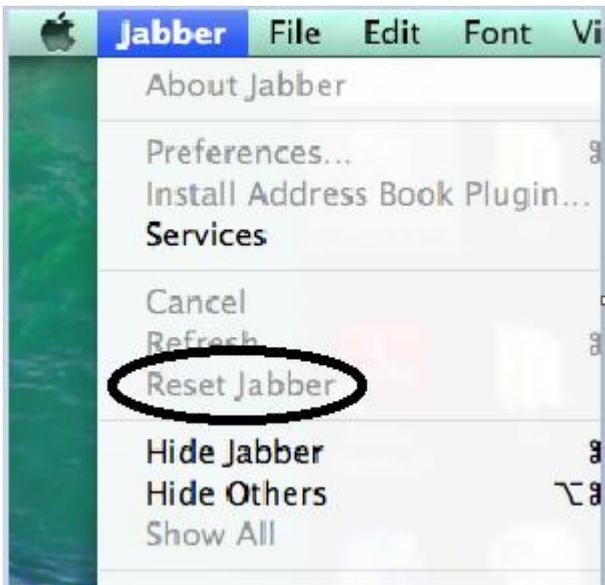
If a user happens to use their email address to log, the login screen may display WebEx Instant messaging. If this is the case, have the user reset Jabber from the tools option as above.
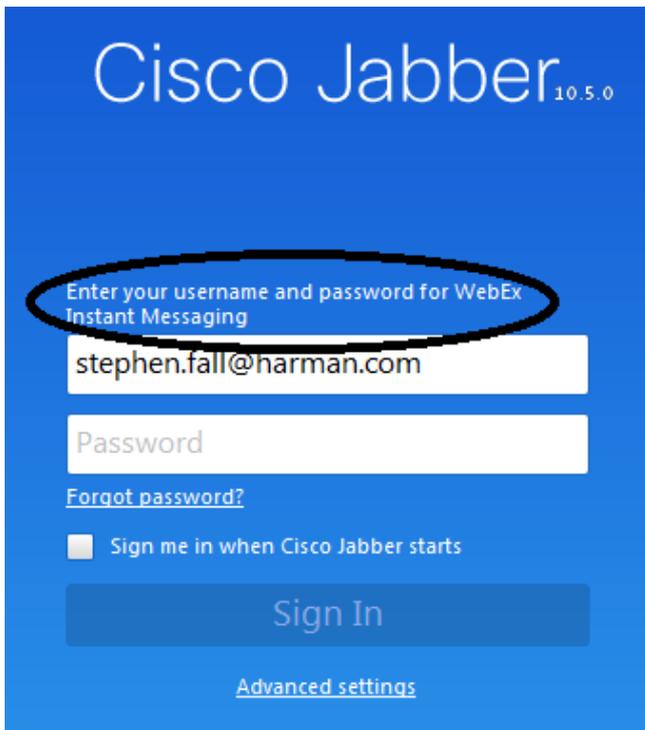
Message Failure:

Sometimes a users contact infromation failed to correctly update during the upgrade to version 10.0.x. Most problems can be solved by deleting a contact and readding them.

If a contact remains unavailable, check the contact properties. Right click on a contact and click "View Properties". If the Chat (IM address) is an email address, that contact will have to be deleted and recreated. Sometimes this information is cached in the recent contact and will retain the email address upon recreation. IF

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this is the case, have the user delete the contact and log out. Then delete the following 2 directories before recreating the contact

C:\Users\%userID%\AppData\Local\Cisco\Unified Communications and

C:\Users\%userID%\AppData\roaming\Cisco\Unified Communications

Phone integration failure:

Ensure the user is the owner of the phone (UCM phone configuration)

Ensure the phone is associated with the phone (UCM end user configuration)

Ensure the user has correct permissions (UCM end user configuration)

Ensure the user has a home cluster and is enabled for presense on the home cluster.

Presence Indicator failures:

If a user does not show on a call when using their phone, ensure that Users Associated with Line has the user selected. This option does not automatically propagate across multiple phones.

Users Associated with Line	
Full Name	**User ID**
☐ Fall,Stephen	SFall

Associate End Users   Select All   Clear All   Delete Selected

Save   Delete   Reset   Apply Config   Add New