

IM and Presence and Jabber Support for Directory URI



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Introduction

This article describes current issues with how Jabber works with the long-awaited Directory Uniform Resource Identifier (URI) feature in Cisco Unified Communications Manager IM and Presence.

Problem

Currently, Presence Version 10.5.1 supports Directory URI; however not all clients support this feature. Refer to the IM Address Configuration Requirements section of the IM and Presence Service Network Setup documentation for more information about Directory URI support.

Directory URI IM Address Interactions and Restrictions

To support multiple domain configurations, you must set Directory URI as the IM address scheme for IM and Presence Service.



Caution If you configure the node to use Directory URI as the IM address scheme, Cisco recommends that you deploy only clients that support Directory URI. Any client that does not support Directory URI will not work if the Directory URI IM address scheme is enabled. Cisco recommends that you use the `UserID@Default_Domain` IM address scheme and not the Directory URI IM address scheme if you have any deployed clients that do not support Directory URI.

Observe the following restrictions and interactions when using the Directory URI IM address scheme:

- All users have a valid Directory URI value configured on Cisco Unified Communications Manager.
- All deployed clients must support Directory URI as the IM address and use EDI-based directory integration.
- UDS-based directory integration is not supported.
- The IM address scheme must be consistent across all IM and Presence Service clusters.
- All clusters must be running a version of Cisco Unified Communications Manager that supports the Directory URI addressing scheme.
- If LDAP Sync is disabled, you can set the Directory URI as a free-form URI. If LDAP Directory Sync is enabled, you can map the Directory URI to the email address (mailId) or the Microsoft OCS/Lync SIP URI (msRTC/SIP-PrimaryUserAddress).
- The Directory URI IM address settings are global and apply to all users in the cluster. You cannot set a different Directory URI IM address for individual users in the cluster.


This excerpt leads most to believe that Cisco's Jabber for Windows client supports this feature. However, currently there is not a Jabber client released that provides support for Directory URI. To be more specific, Jabber Version 10.5.x and earlier do not support Directory URI. It is possible that Jabber Version 10.6 might be ready to support Directory URI, but that is not certain at this time.


Solution

Since Jabber does not support Directory URI, you should configure IM and Presence for `UserID@[Default Domain]`. In order to configure this, navigate to the Presence server Admin Webpage, go to **Presence > Advanced Presence Settings**, and choose `UserID@[Default Domain]` the IM Address Scheme drop-down menu.

Advanced Presence Settings

Status

 Status: Ready

 Domain and IM Address

Domain and IM Address Settings

Default Domain or IM Address Scheme cannot be changed until the following services are stopped on all nodes :

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

Please ensure High Availability is disabled before stopping these services. **Only one setting below may be changed at a time.**

Do not change Default Domain or IM Address scheme

Default Domain*

The Default Domain is only used when the IM Address Scheme is "UserID@[Default Domain]"

IM Address Scheme*