

Configuring Cisco Jabber for Apple iOS using Managed App Config

Procedures for MobileIron Core and MobileIron Cloud

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ABSTRACT

This document provides information regarding the use of Apple iOS Managed App Configuration to configure Cisco Jabber. It is intended to provide basic guidance only. For more detailed information, consult the MobileIron Core Device Management for iOS, the MobileIron Cloud online documentation, and/ or the Cisco Jabber Deployment and Installation Guide.

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Overview

Cisco Jabber

Cisco Jabber is a multi-platform collaboration tool. As a mobile soft client for the Cisco Unified Communications (UC) System, the Jabber app provides integrated IP-based voice and video calling, visual voicemail, Instant Messaging (IM)/ Presence, and WebEx Conferencing. For more details about Cisco Jabber, visit cisco.com.

Apple iOS Managed App Configuration

Introduced in Apple iOS 7, Managed App Configuration provides a mechanism for MDM/ EMM systems to send a dictionary which populates the NSUserDefaults of Managed Applications. This feature makes it possible to remotely configure settings for Managed Applications. For more details about Managed App Configuration, visit the Managed App Configuration section of the iOS Developer Library

(https://developer.apple.com/library/ios/samplecode/sc2279/Introduction/Intro.html#//apple_ref/doc/uid/DTS40013823-Intro-DontLinkElementID_2) or consult the MobileIron Core Device Management Guide for iOS, available at <https://support.mobileiron.com/> (login required).

General Configuration Information

The Cisco Jabber Managed App Configuration dictionary currently supports six parameters or keys. A detailed discussion the role these keys play in a Cisco Jabber deployment is outside the scope of this document, but a basic overview is provided in the following table.

Key Name	Description	Supported Values
ServicesDomain	Required. The DNS domain that Jabber should use to perform Service Discovery.	N/A
VoiceServicesDomain	Required for hybrid deployments where the voice server is in a different domain than the IM/ presence server.	N/A
ServiceDiscoveryExcludedServices	Optional. You can exclude certain Cisco Unified Communications services from the Service Discovery process.	One or more of: WEBEX CUCM CUP Note: Separate values with commas if specifying more than one. If all three values are specified, Service Discovery is not performed and app must be manually configured.
ServicesDomainSsoEmailPrompt	Optional. Prompts user to specify and e-mail address used to determine home cluster.	ON OFF
InvalidCertificateBehavior	Optional. Specifies the client behavior for invalid (including self-signed) server certificates. Default/ unspecified behavior is RejectAndNotify.	PromptPerSession RejectAndNotify Note: RejectAndNotify generates a warning dialog for the user and prevents the Jabber App from running.
PRTCertificateUrl	Optional. Specifies the name of a certificate with a public key in the trusted root certificate store.	N/A

The correct values for your environment should be supplied by your Cisco Unified Communications system administrator. For additional information, consult the Cisco Jabber Deployment and Installation Guide.

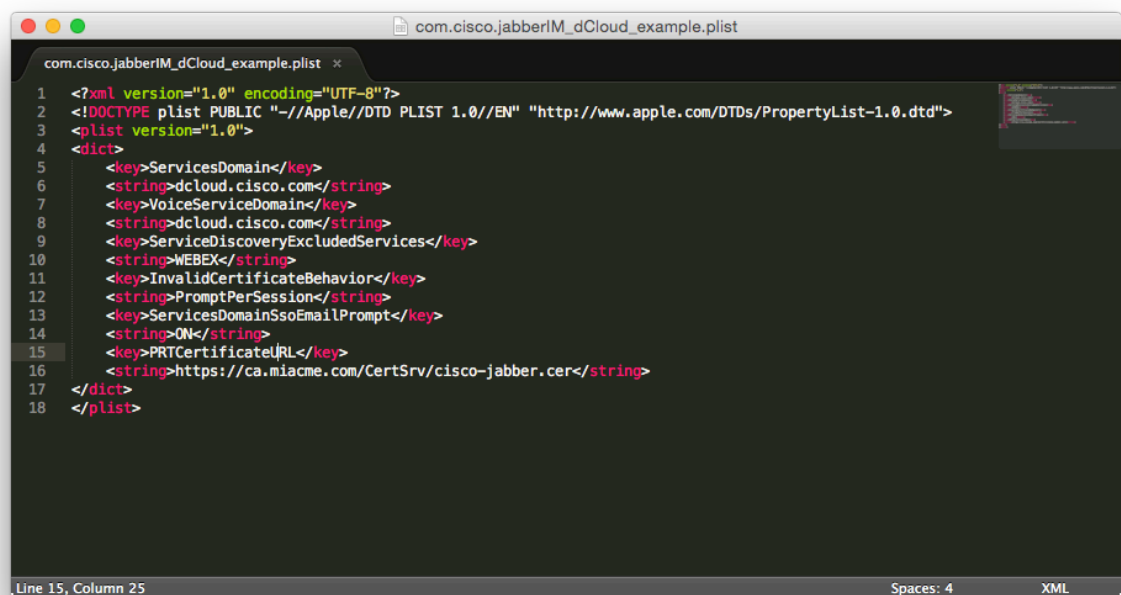
Creating an Apple iOS Managed App Configuration for Cisco Jabber on MobileIron Core

This procedure assumes you have already imported the Cisco Jabber app to the Apps@Work enterprise app storefront. For more information on Apps@Work and application management using MobileIron Core, please refer to the MobileIron Core Apps@Work Guide available at <https://support.mobileiron.com/> (login required).

Creating the plist (dictionary) file

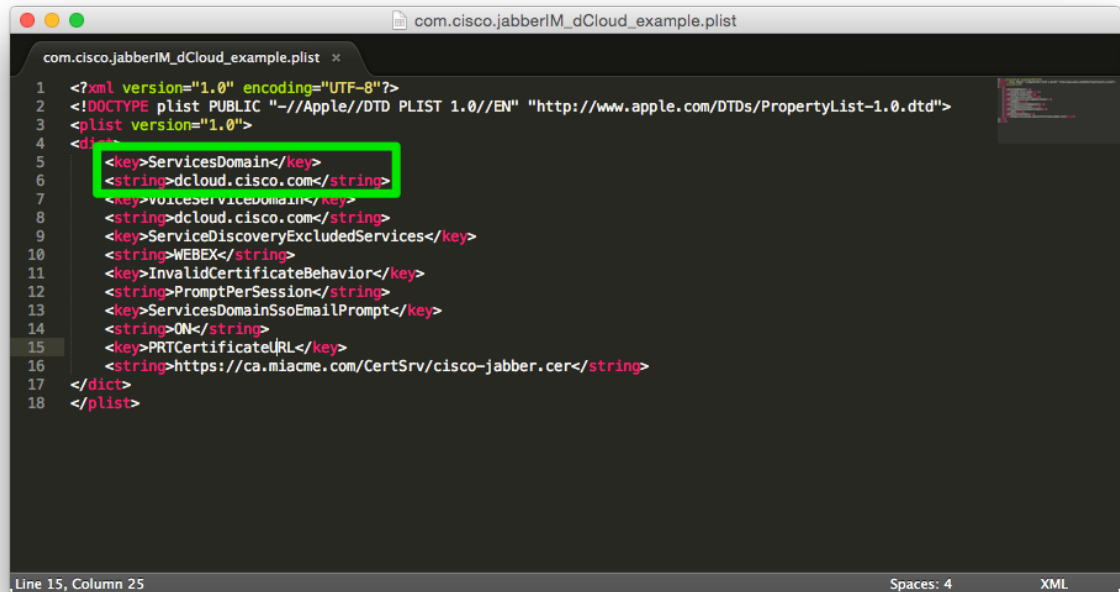
The MobileIron Marketplace contains A plist file template that can be downloaded [here](#), as well as a plist file example can that can be downloaded [here](#).

1. Open either the plist template or plist example file in a text editor.



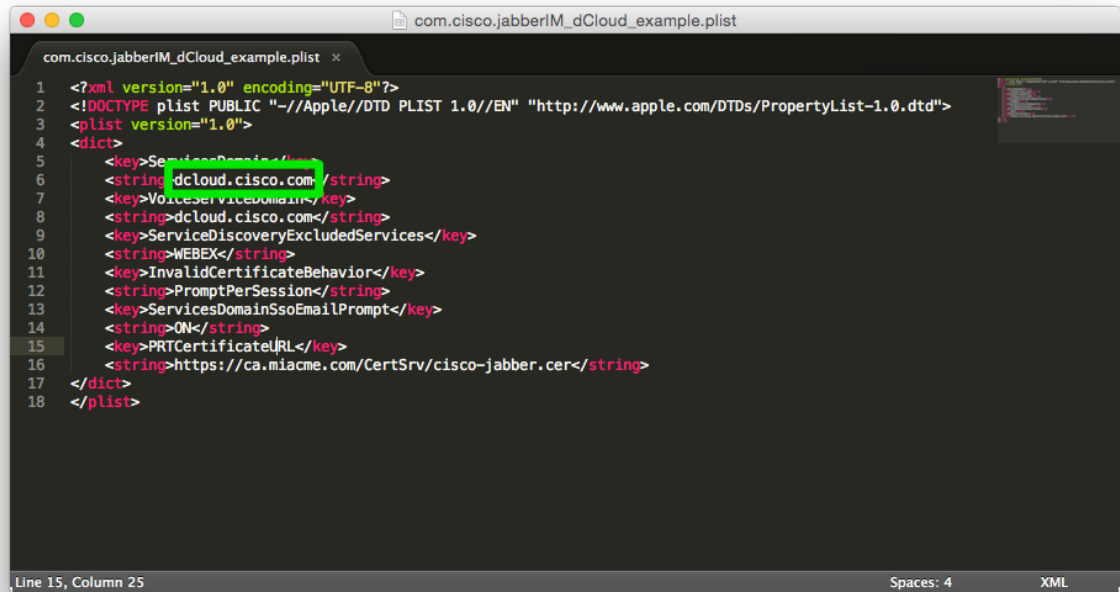
```
com.cisco.jabberIM_dCloud_example.plist
1  <?xml version="1.0" encoding="UTF-8"?>
2  <!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">
3  <plist version="1.0">
4  <dict>
5      <key>ServicesDomain</key>
6      <string>dcloud.cisco.com</string>
7      <key>VoiceServiceDomain</key>
8      <string>dcloud.cisco.com</string>
9      <key>ServiceDiscoveryExcludedServices</key>
10     <string>WEBEX</string>
11     <key>InvalidCertificateBehavior</key>
12     <string>PromptPerSession</string>
13     <key>ServicesDomainSsoEmailPrompt</key>
14     <string>ON</string>
15     <key>PRTCertificateURL</key>
16     <string>https://ca.miacme.com/CertSrv/cisco-jabber.cer</string>
17 </dict>
18 </plist>
```

- Under the `ServicesDomain` key, specify or change the value of the `string` to reflect the domain used for Cisco Jabber Service Discovery. The example below uses the domain `dcloud.cisco.com`.



```
com.cisco.jabberIM_dCloud_example.plist
1 <?xml version="1.0" encoding="UTF-8"?>
2 <!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">
3 <plist version="1.0">
4 <dict>
5   <key>ServicesDomain</key>
6   <string>dcloud.cisco.com</string>
7   <key>VoiceserviceDomain</key>
8   <string>dcloud.cisco.com</string>
9   <key>ServiceDiscoveryExcludedServices</key>
10  <string>WEBEX</string>
11  <key>InvalidCertificateBehavior</key>
12  <string>PromptPerSession</string>
13  <key>ServicesDomainSsoEmailPrompt</key>
14  <string>ON</string>
15  <key>PRTCertificateURL</key>
16  <string>https://ca.miacme.com/CertSrv/cisco-jabber.cer</string>
17 </dict>
18 </plist>
```

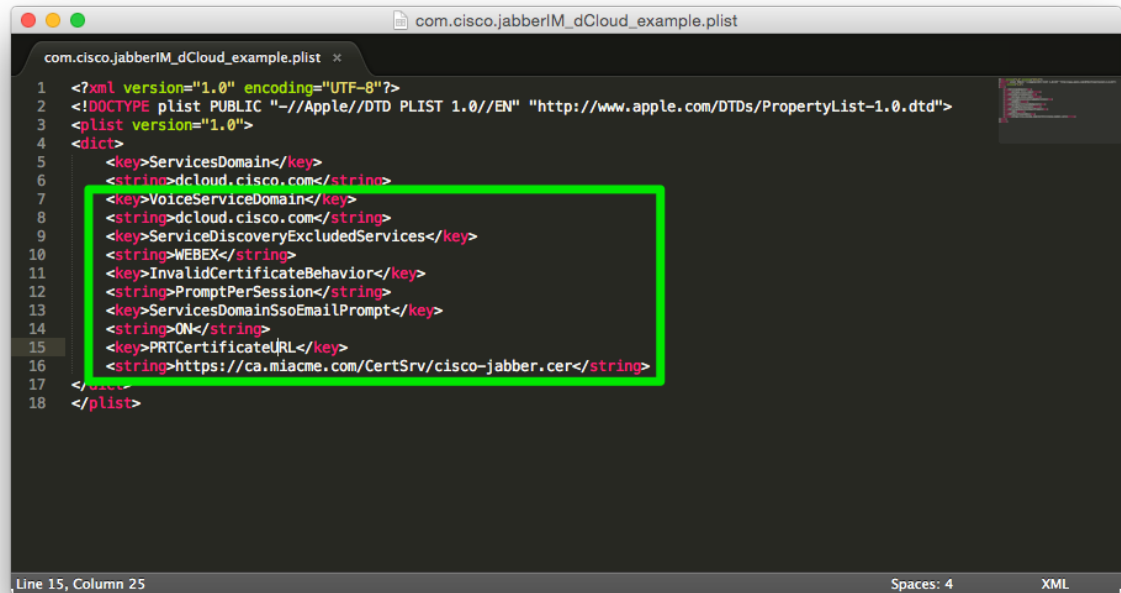
Line 15, Column 25 Spaces: 4 XML



```
com.cisco.jabberIM_dCloud_example.plist
1 <?xml version="1.0" encoding="UTF-8"?>
2 <!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">
3 <plist version="1.0">
4 <dict>
5   <key>ServicesDomain</key>
6   <string>dcloud.cisco.com</string>
7   <key>VoiceserviceDomain</key>
8   <string>dcloud.cisco.com</string>
9   <key>ServiceDiscoveryExcludedServices</key>
10  <string>WEBEX</string>
11  <key>InvalidCertificateBehavior</key>
12  <string>PromptPerSession</string>
13  <key>ServicesDomainSsoEmailPrompt</key>
14  <string>ON</string>
15  <key>PRTCertificateURL</key>
16  <string>https://ca.miacme.com/CertSrv/cisco-jabber.cer</string>
17 </dict>
18 </plist>
```

Line 15, Column 25 Spaces: 4 XML

3. Delete or modify the `strings` for the remaining keys, as appropriate for your Cisco Jabber environment. The following example uses all supported keys, the requirements for your environment may vary.

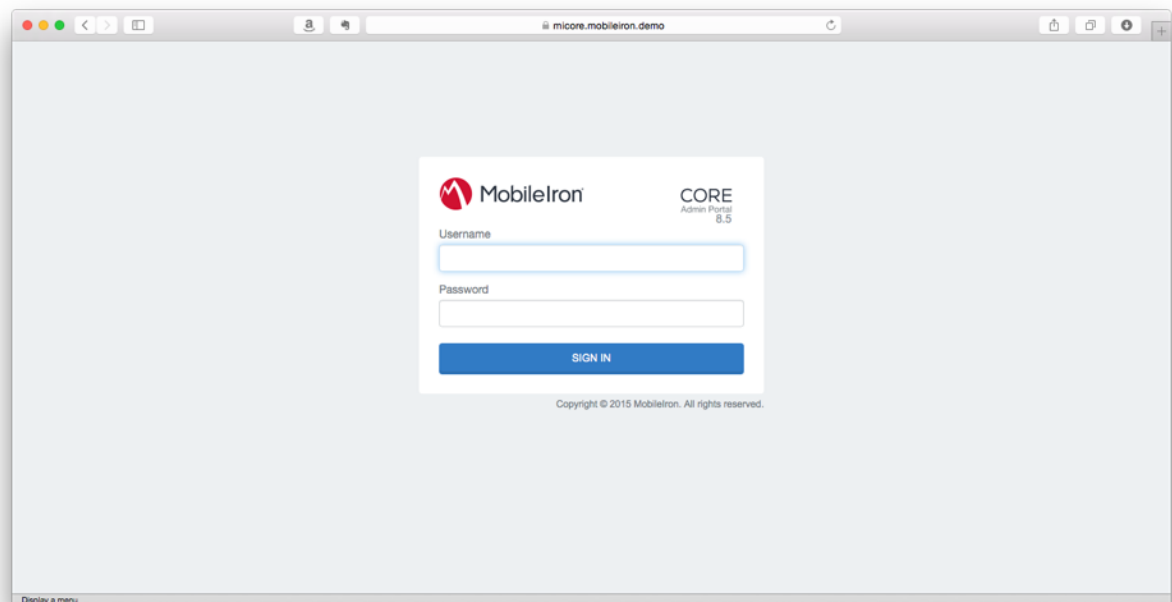


```
1 <?xml version="1.0" encoding="UTF-8"?>
2 <!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">
3 <plist version="1.0">
4 <dict>
5   <key>ServicesDomain</key>
6   <string>dcloud.cisco.com</string>
7   <key>VoiceServiceDomain</key>
8   <string>dcloud.cisco.com</string>
9   <key>ServiceDiscoveryExcludedServices</key>
10  <string>WEBEX</string>
11  <key>InvalidCertificateBehavior</key>
12  <string>PromptPerSession</string>
13  <key>ServicesDomainSsoEmailPrompt</key>
14  <string>ON</string>
15  <key>PRTCertificateURL</key>
16  <string>https://ca.miacme.com/CertSrv/cisco-jabber.cer</string>
17 </dict>
18 </plist>
```

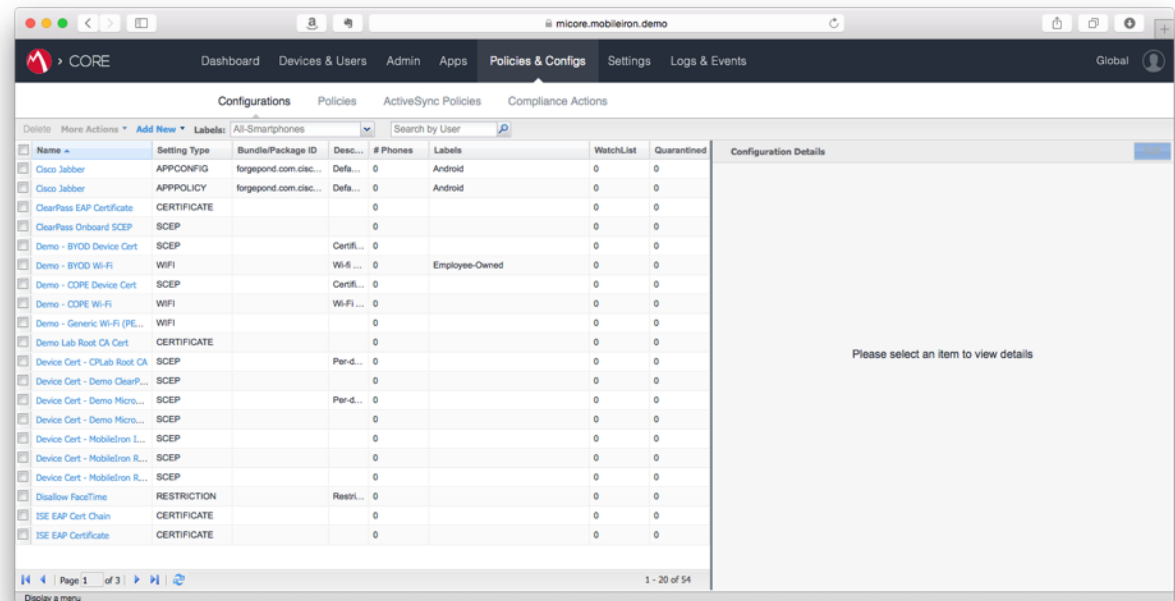
4. Save the changes to the plist file.

Uploading the plist file to MobileIron Core

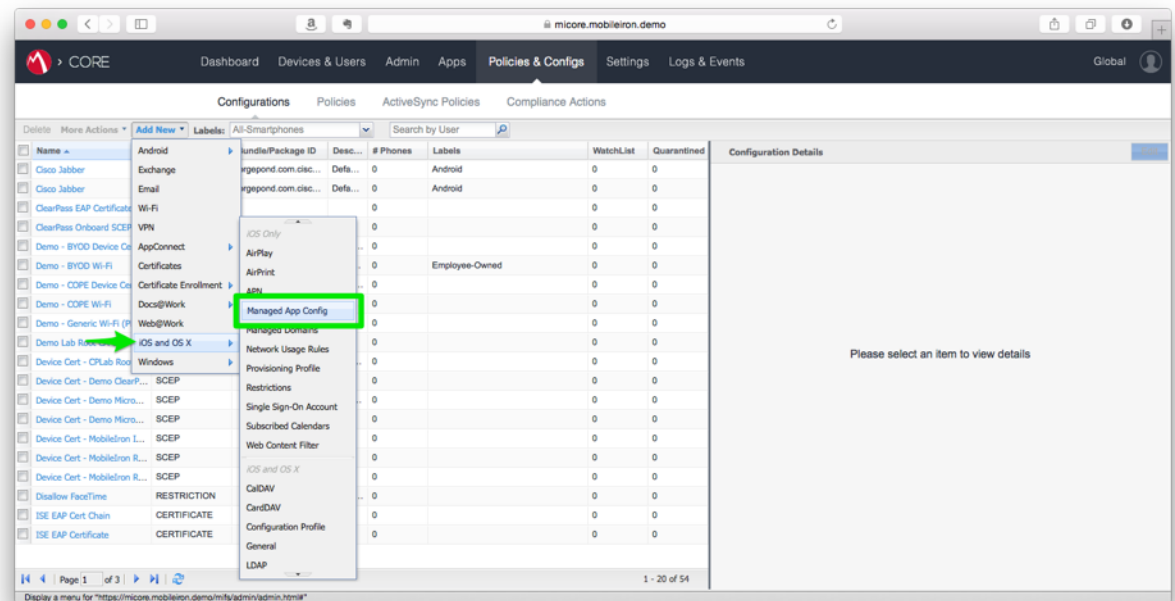
1. Login to the MobileIron Core Admin Portal.



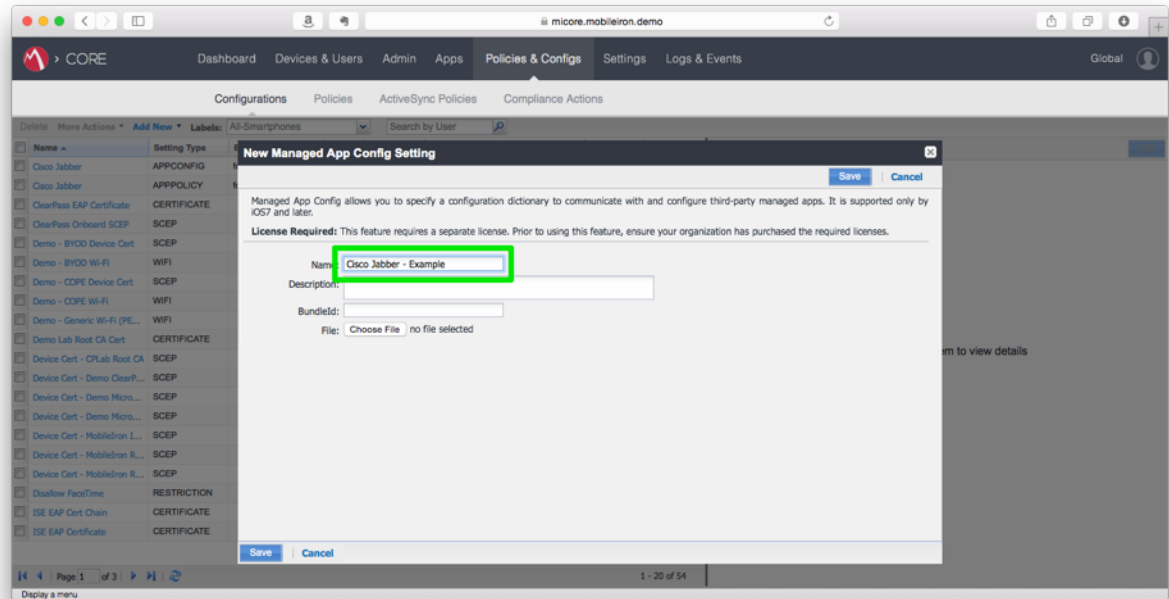
2. Navigate to **Policies & Configs** in the navigation bar.



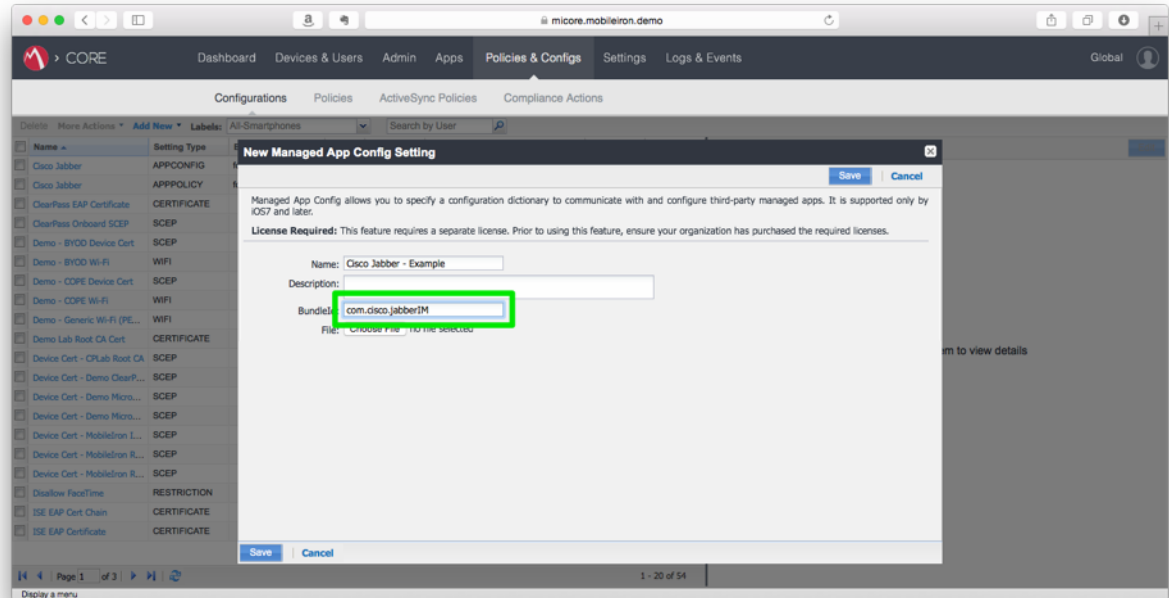
3. Under **Configurations**, select the **Add New** drop-down menu, scroll to **iOS and OS X**, then select **Managed App Config** from the sub-menu.



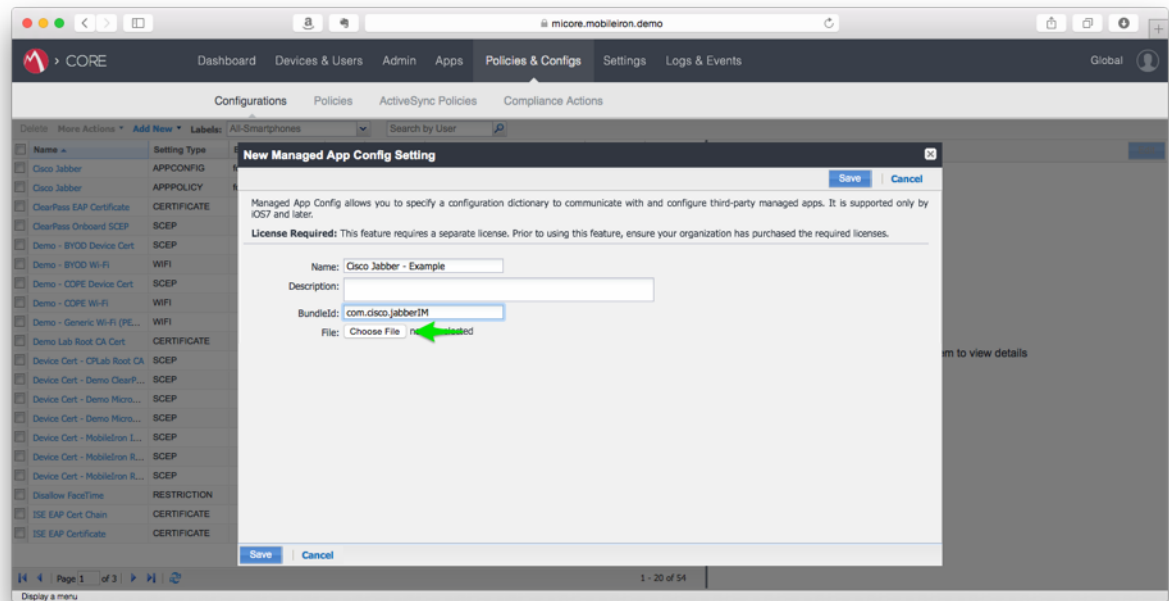
- Specify a name in the **Name** field of the **New Managed App Config Setting** dialog box.



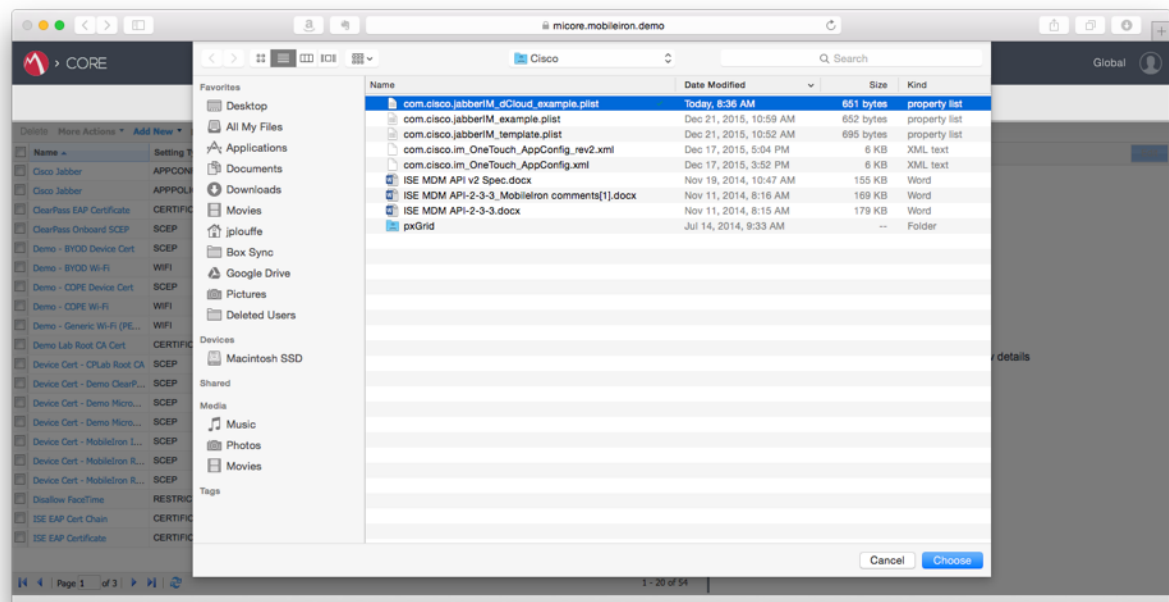
- (Optional) Specify a description in the the **Description** field.
- In the **BundleId** field, type `com.cisco.jabberIM` (note that this value is mandatory and case sensitive).



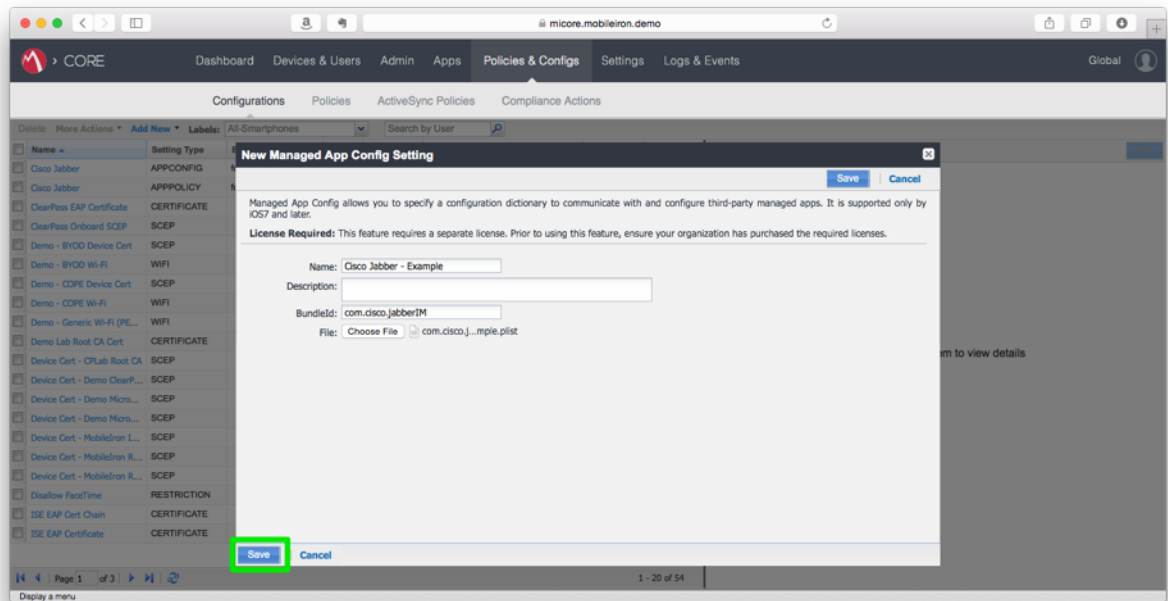
- Click the **Choose File** button.



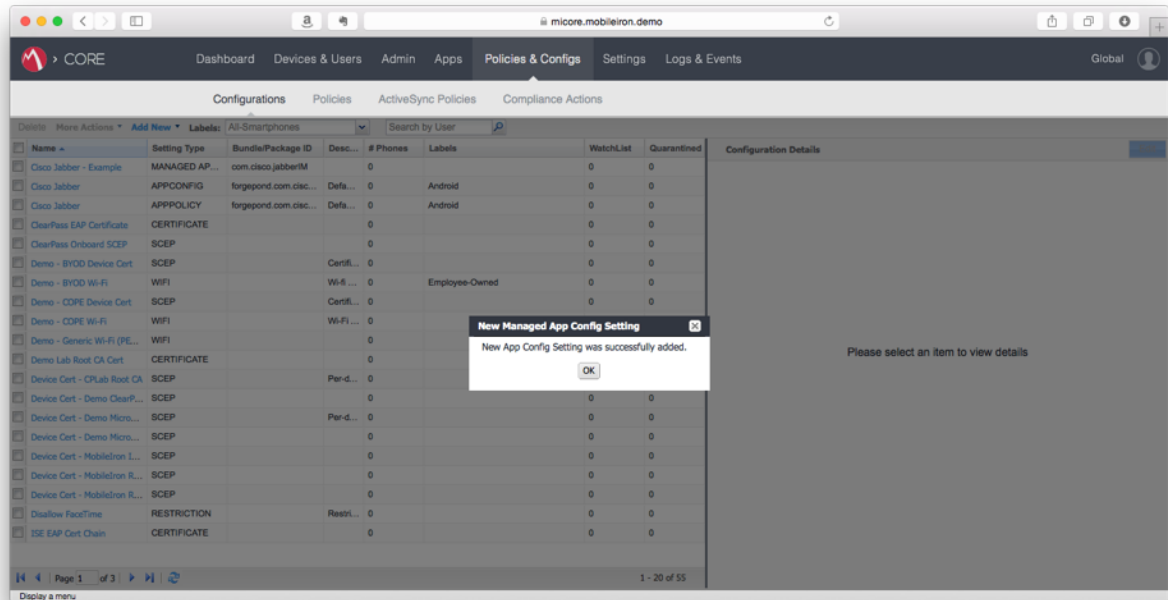
- Browse to the location of the file you created/ edited in the section titled “**Creating the plist (dictionary) file**”, select the file and click **Choose**.



9. Click the **Save** button.

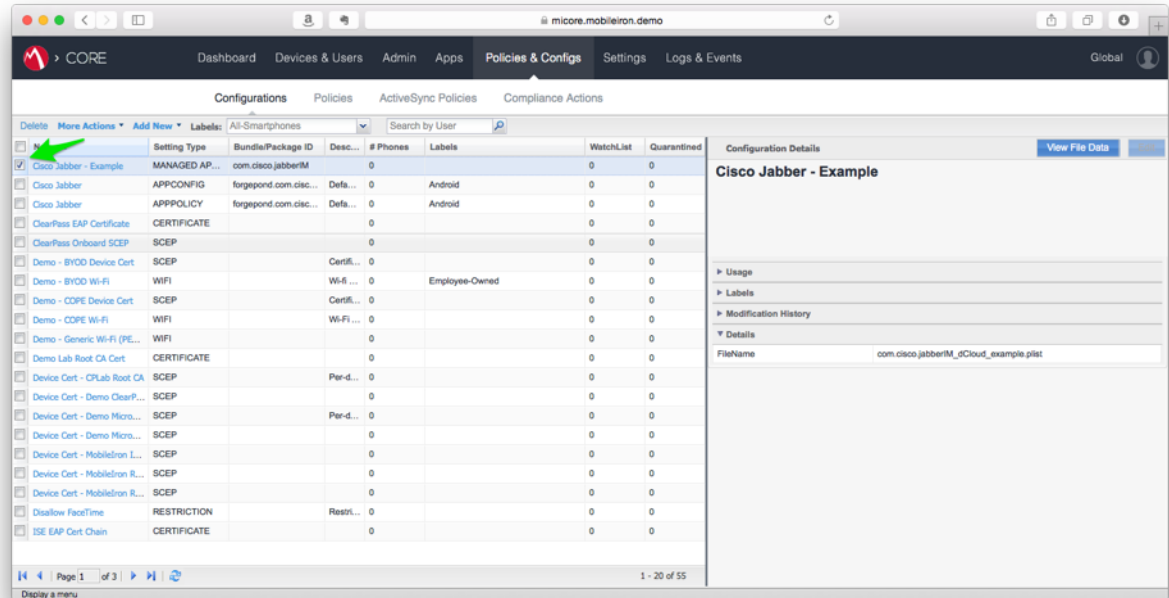


10. Click the **OK** button in the **New Managed App Config Setting** dialog box.

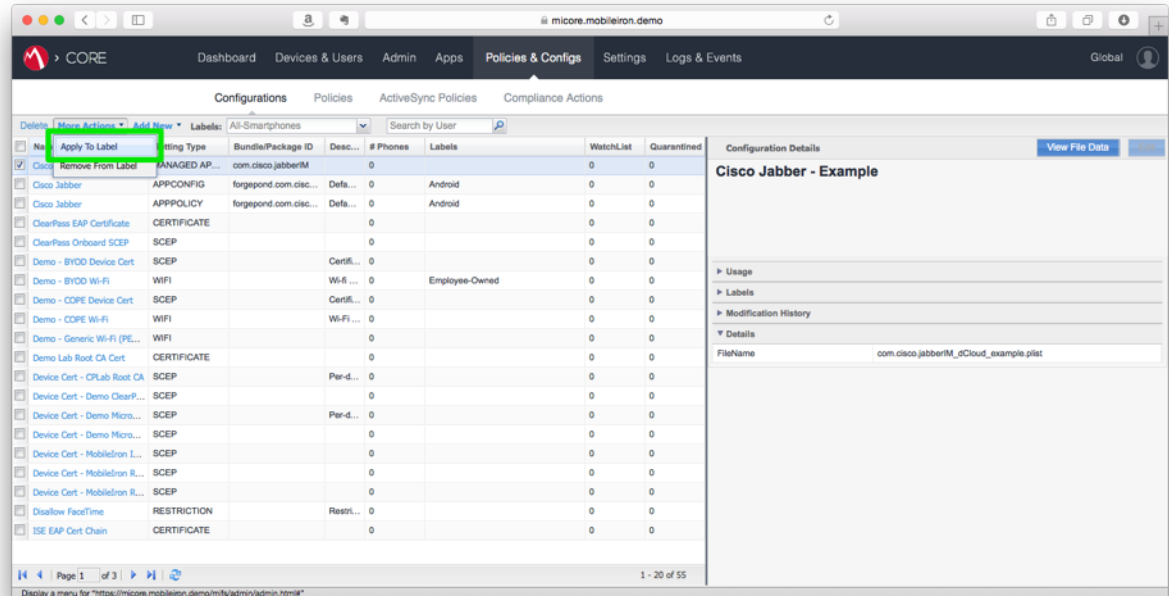


Assign the configuration to a label

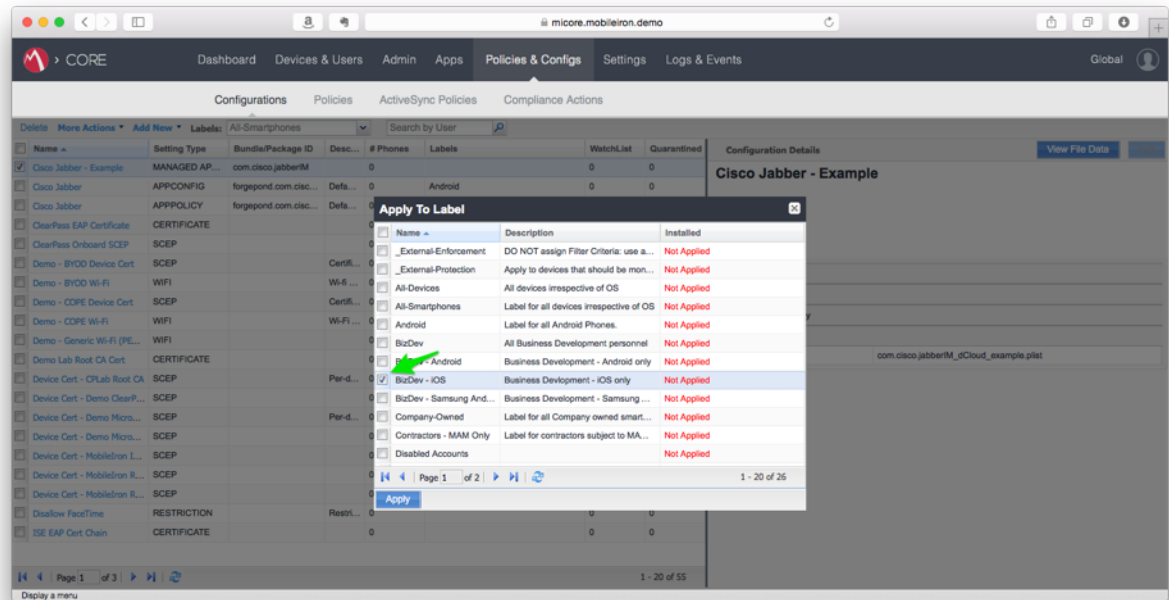
1. Under **Configurations**, select the checkbox next to the newly created Managed App Config Setting in the left-hand pane.



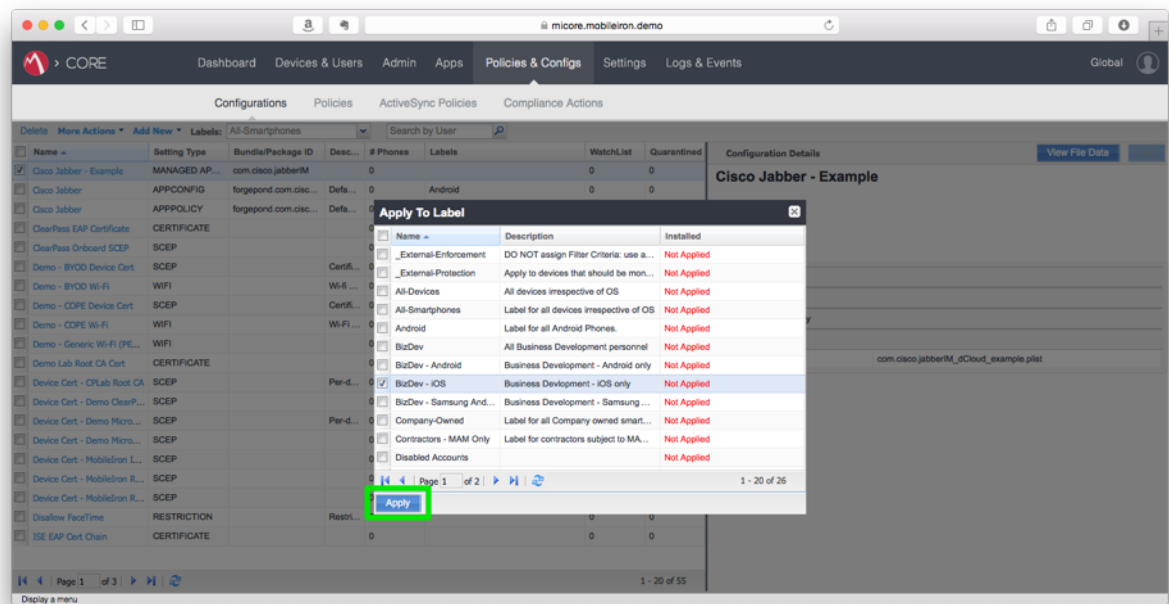
2. Click the **More Actions** drop-down menu and select **Apply to Label**.



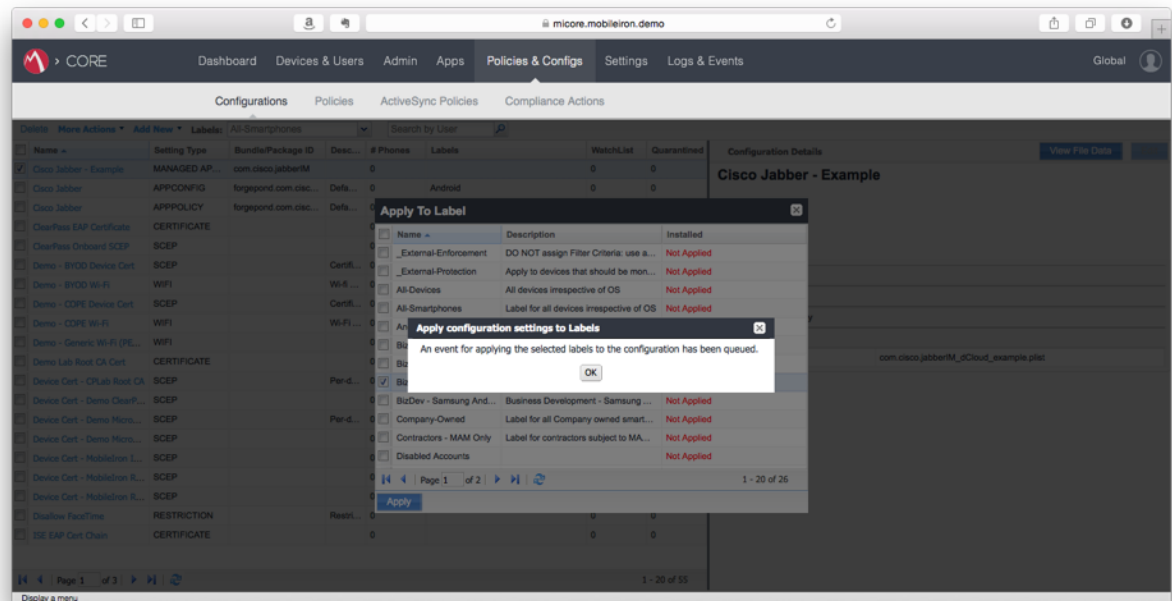
3. Select the checkbox next to the Label that matches the community of users and/or devices that require the new Managed App Config Setting.



4. Click the **Apply** button.

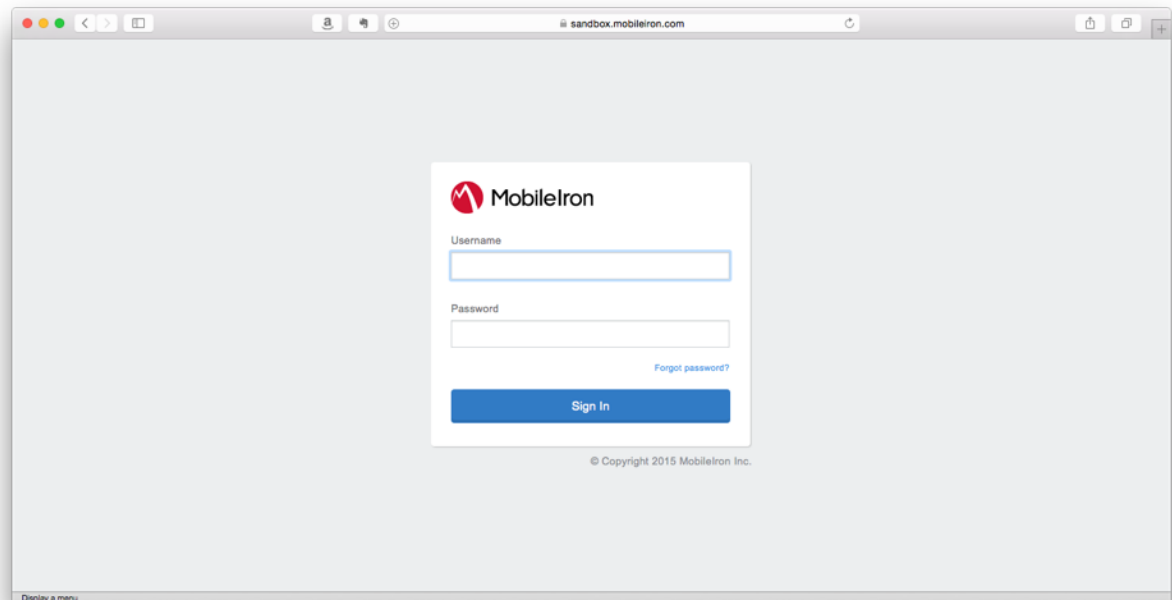


- Click the **OK** button in the **Apply configuration settings to Labels** dialog box.

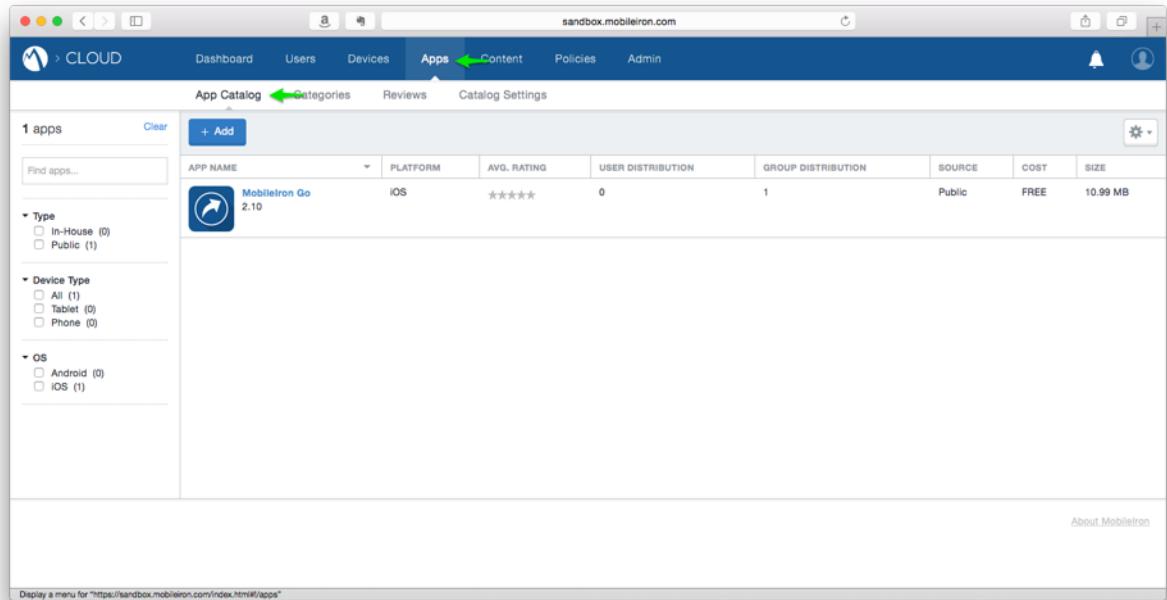


Creating an Apple iOS Managed App Configuration on MobileIron Cloud

- Login to the MobileIron Cloud Admin Portal.

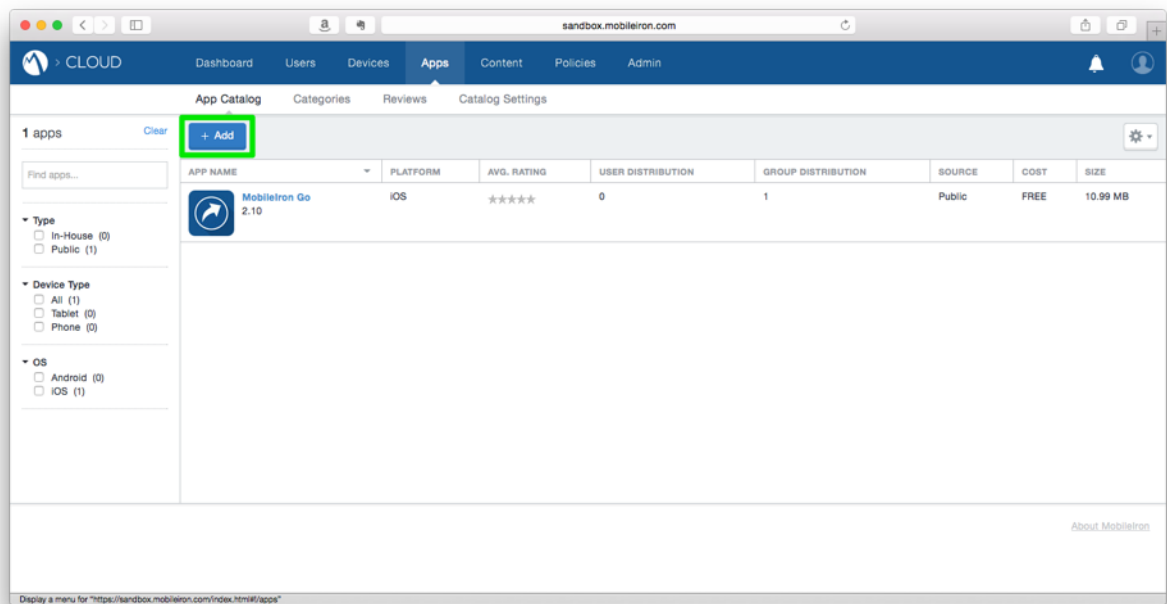


- If you need to import the Cisco Jabber app, select **Apps** from the navigation bar. From the sub-navigation bar, select **App Catalog**.

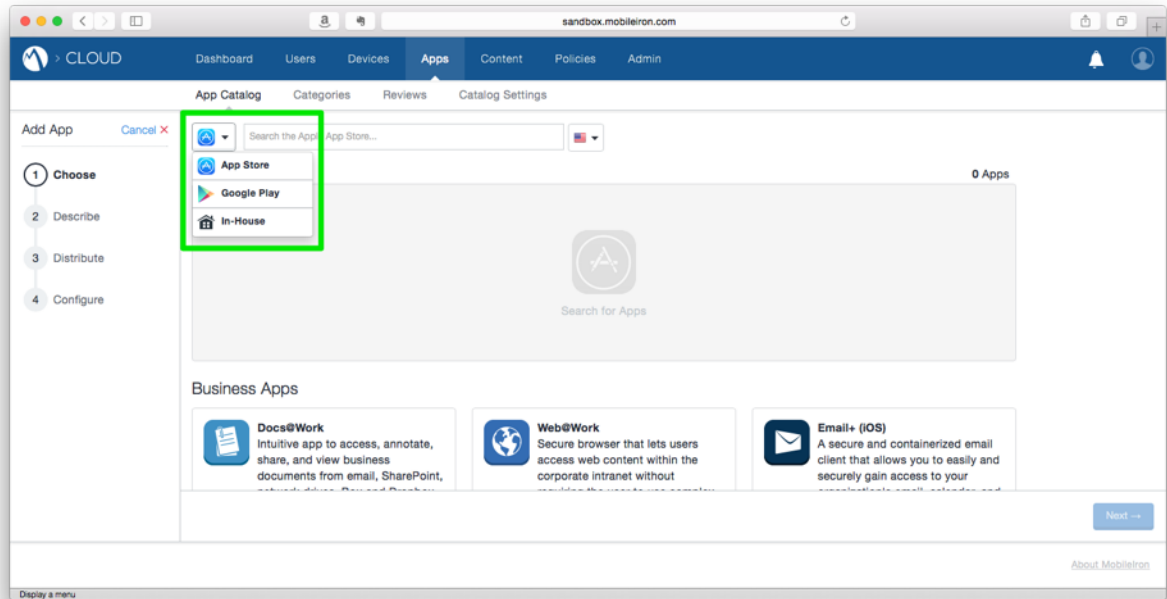


If you have already imported the Cisco Jabber app to the MobileIron Cloud App Catalog, please proceed to Step 9.

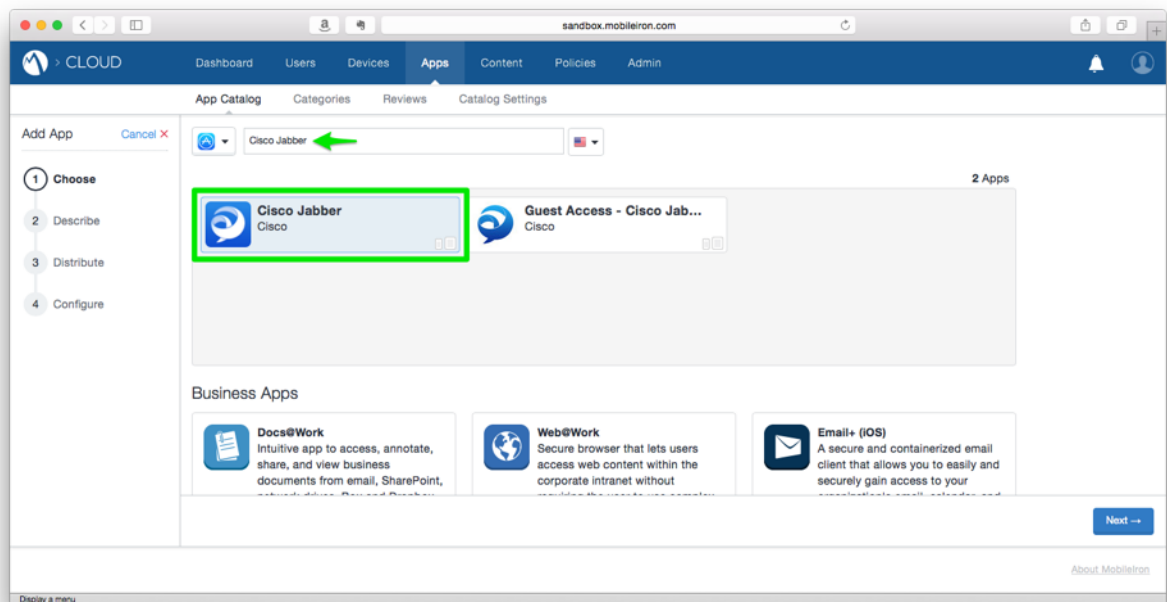
3. Click the **Add+** button.



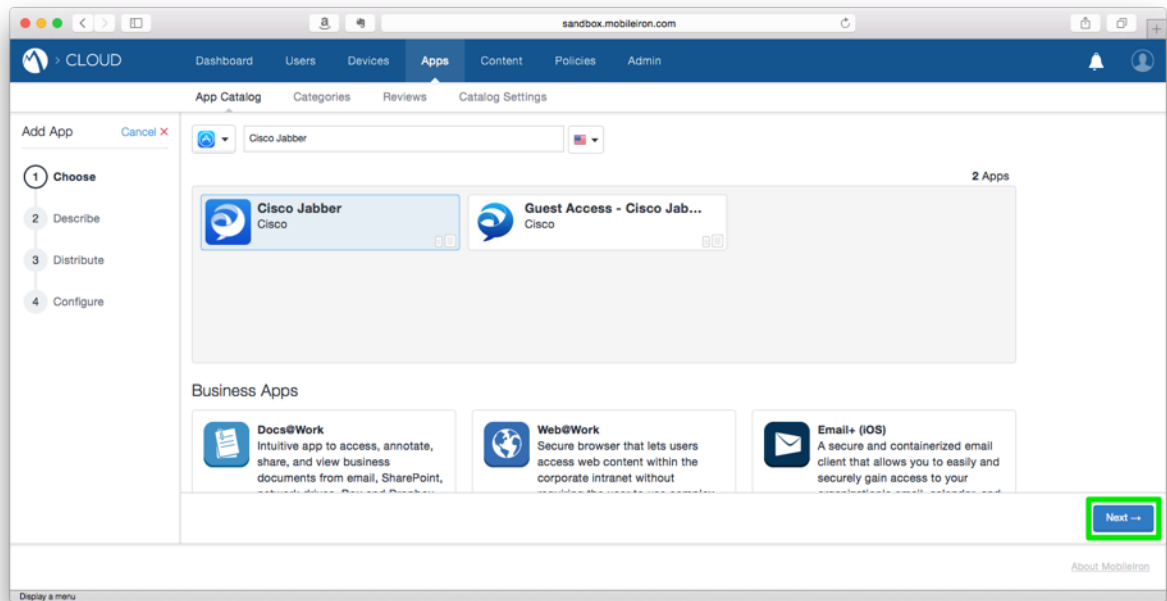
4. Select **App Store** from the drop-down menu next to the **Search** field.



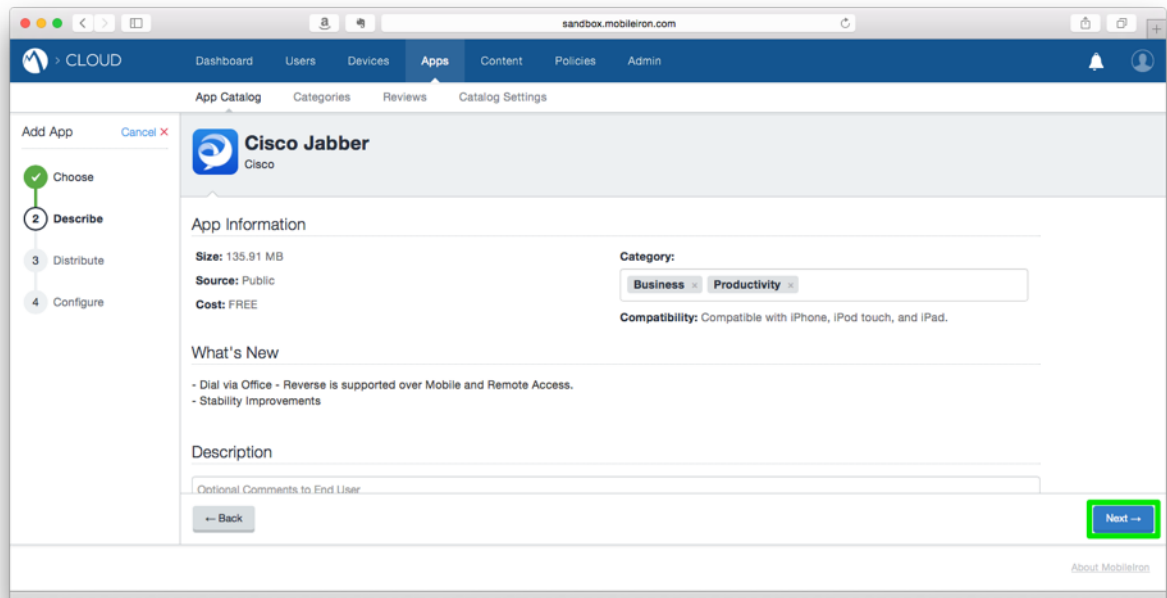
5. Type **Cisco Jabber** in the **Search** field and click the Cisco Jabber app in the **Search Results**.



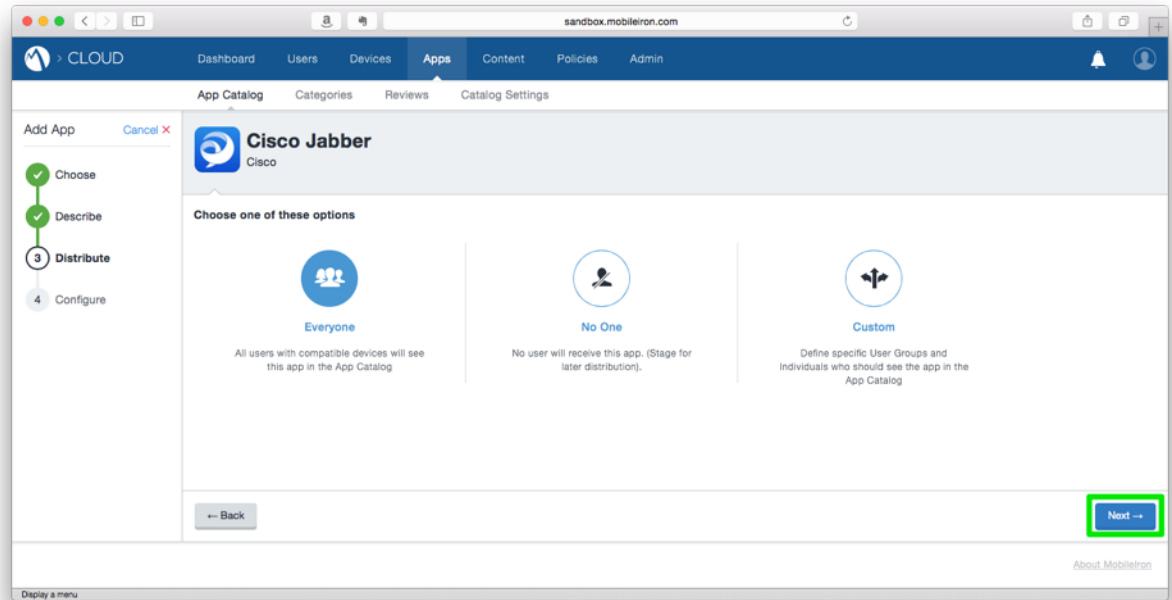
6. Click the **Next →** button.



7. Verify the app details, then click the **Next →** button.

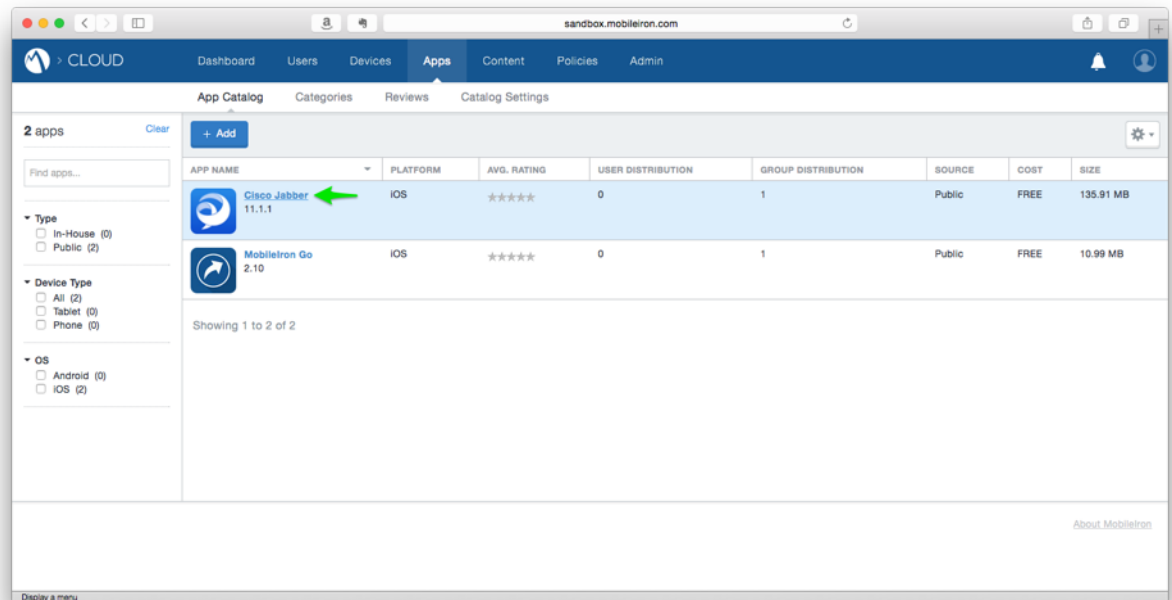


8. Select the community of users and/ or devices to distribute the app to, then click the **Next →** button. For more information on app distribution and/ or Custom Device Groups, please refer to the MobileIron Cloud online documentation.

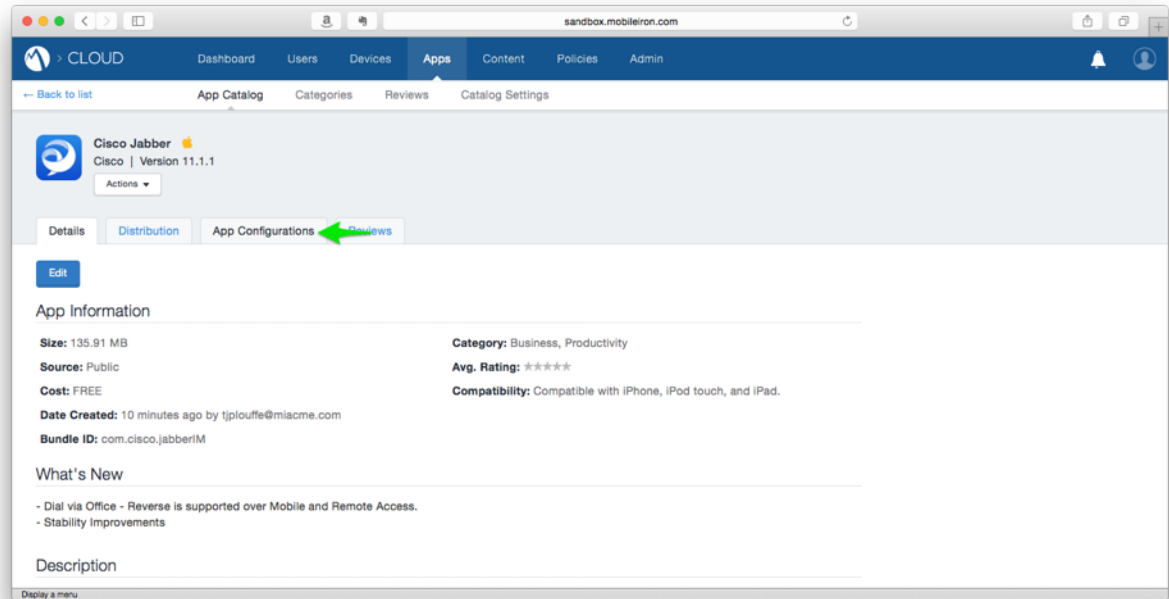


Proceed to Step 11.

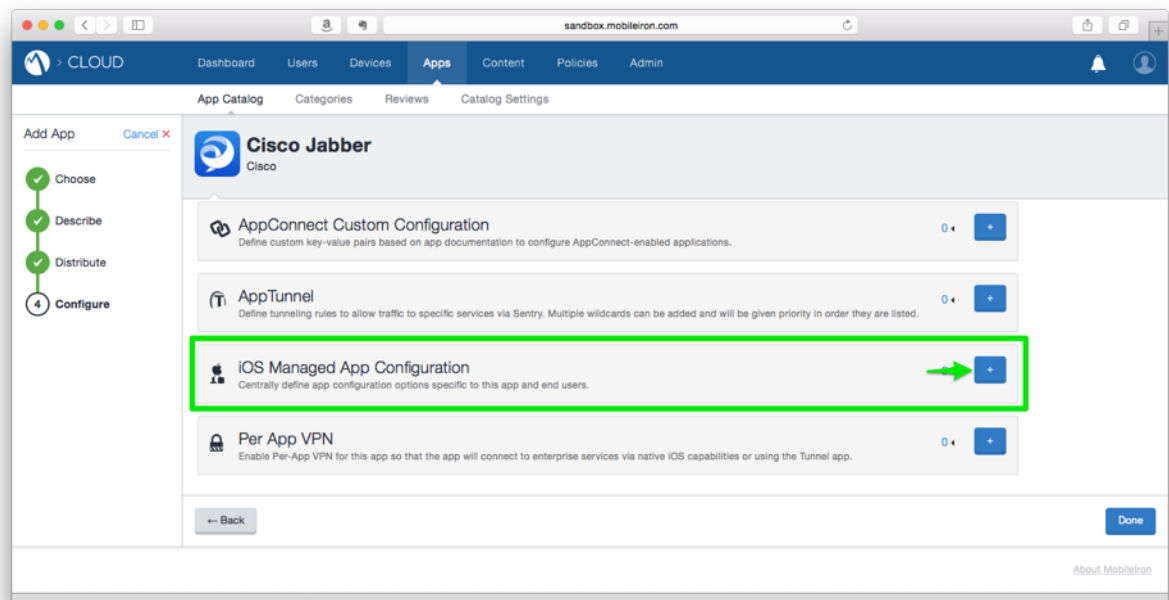
- Click the **Cisco Jabber** link.



10. Click the **App Configurations** tab.



11. In the App Configurations section of the App Catalog screen, scroll to **iOS Managed App Configuration** and click the + (add) button.



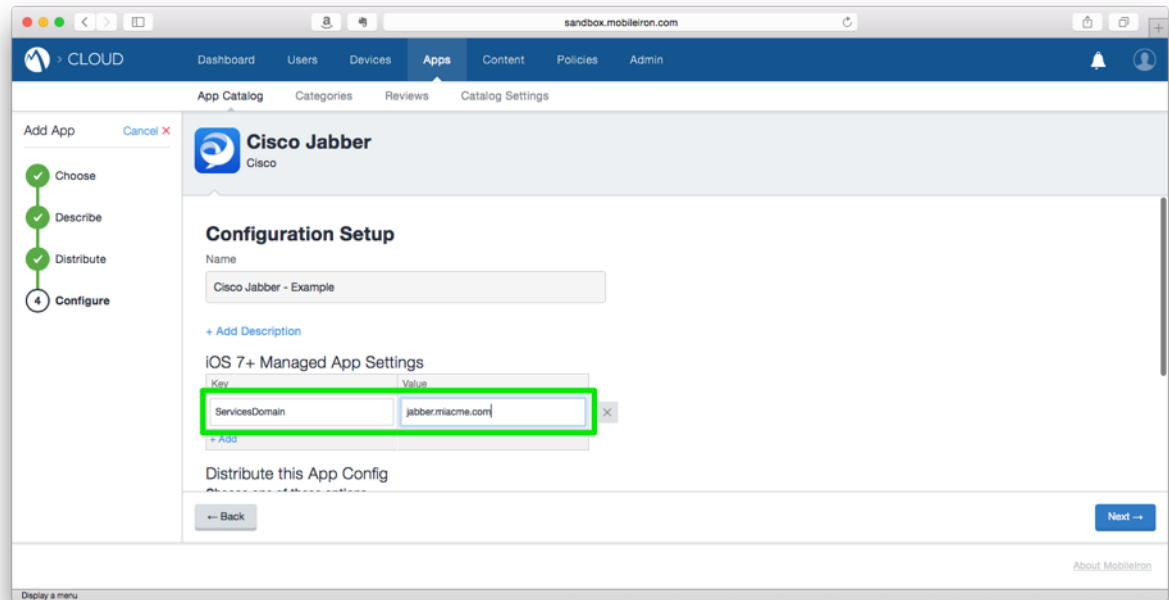
12. Enter a name in the **Name** field of the **Configuration Setup** section.

The screenshot shows the 'Configuration Setup' page for 'Cisco Jabber' in the MobileIron App Catalog. The 'Name' field is highlighted with a green box and contains the text '[required]'. The left sidebar shows the 'Configure' step as the current step. The top navigation bar includes 'Dashboard', 'Users', 'Devices', 'Apps', 'Content', 'Policies', and 'Admin'.

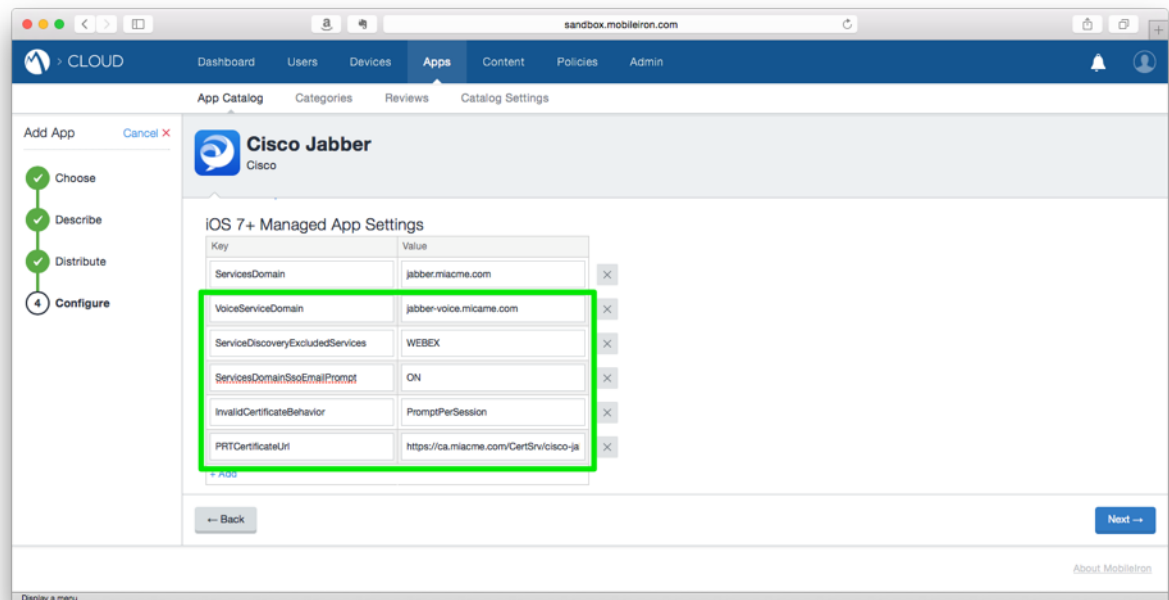
13. Click the **+ Add** link in the **iOS 7+ Managed App Settings** table.

The screenshot shows the 'Configuration Setup' page for 'Cisco Jabber' in the MobileIron App Catalog. The '+ Add' link in the 'iOS 7+ Managed App Settings' table is highlighted with a green arrow. The 'Name' field now contains 'Cisco Jabber - Example'. The left sidebar shows the 'Configure' step as the current step. The top navigation bar includes 'Dashboard', 'Users', 'Devices', 'Apps', 'Content', 'Policies', and 'Admin'.

14. In the **Key** field, type `ServicesDomain`. In the **Value** field, type the domain name used for Cisco Jabber Service Discovery.

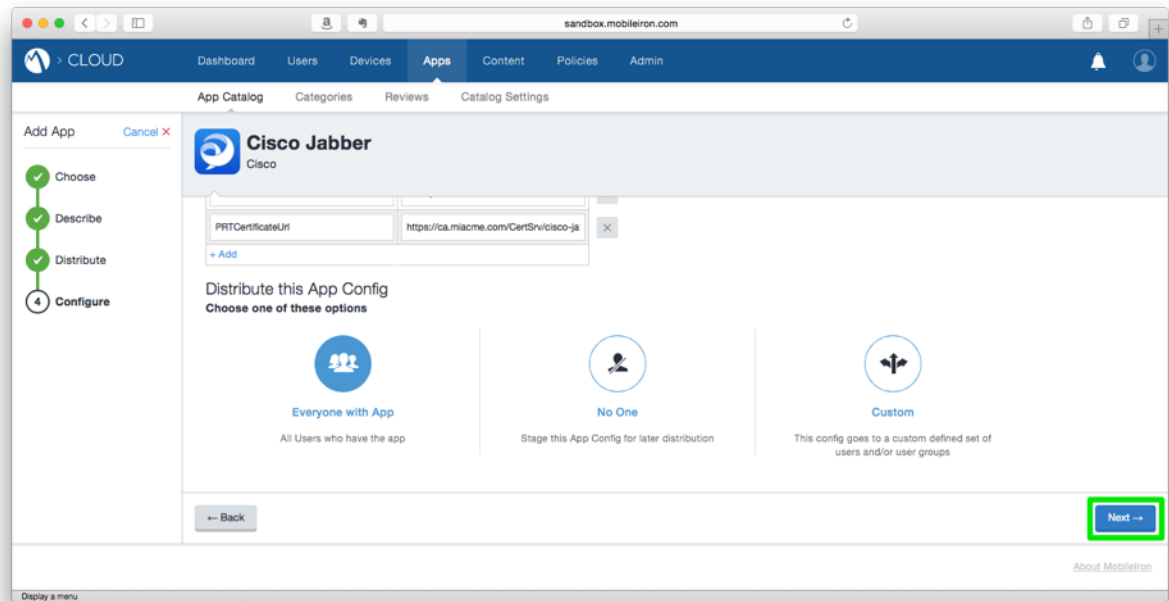


15. Repeat Steps 13 – 14 for the remaining keys and values required for your Cisco Jabber environment.



16. Select the community of users and/or devices to distribute the app to, then click the **Next** → button. For more information on app distribution and/or Custom Device

Groups, please refer to the MobileIron Cloud online documentation.



17. Click the **Done** button.

