



Configure Service Profile

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Service Profile Overview

A Service Profile allows you to create a profile that comprises common Unified Communications (UC) Services settings. You can then apply the service profile to an end user in order to assign the UC services configuration settings in the Service Profile to that end user. You can configure different service profiles for different groups of users in your company so that each group of users has the appropriate services configured for their job.

A Service Profile comprises configuration settings for the following UC services:

- Voicemail
- Mailstore
- Conferencing
- Directory
- IM and Presence
- CTI
- Video conferencing services
- Jabber Client Configuration (jabber-config.xml)

Applying Service Profiles to End Users

You can use the following methods to apply a service profile to an end user:

- For LDAP Synchronized Users—If you have imported end users from an LDAP directory, you can assign the service profile to a feature group template and then apply that feature group template to your end users
- For Active Local Users (i.e. non-LDAP users)—In End User Configuration, you can assign a service profile for an individual end user. You can also use the Bulk Administration Tool to assign a service

profiles for many end users at once. For details, see the *Bulk Administration Guide for Cisco Unified Communications Manager*.

Service Profile Configuration Task Flow

Procedure

	Command or Action	Purpose
Step 1	Configure any of the following Unified Communications (UC) services that you want to assign to this service profile: <ul style="list-style-type: none"> • Add Voicemail Service, on page 2 • Add Mailstore Service, on page 3 • Add Conferencing Service, on page 4 • Add Directory Service, on page 5 • Add IM and Presence Service, on page 6 • Add CTI Service, on page 6 • Add Video Conference Scheduling Service, on page 7 • Add Jabber Client Configuration Service, on page 8 	Configure the UC services settings that you want to set up for your service profiles.
Step 2	Configure a Service Profile, on page 9	Configure the user's service profile to point to the UC services that you want to apply to this service profile.

Add Voicemail Service

Add a voicemail service to your system. You can add multiple voicemail services and then select which service you want to add to your service profiles.

Procedure

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- Step 1** From Cisco Unified CM Administration choose **User Management > User Settings > UC Service**.
- Step 2** Click **Add New**.
- Step 3** From the **UC Service Type** drop-down list box, choose **Voicemail**.
- Step 4** From the **Product Type** drop-down list box, choose **Unity** or **Unity Connection**.
- Step 5** Enter a **Name** for the voicemail service.
- Step 6** Enter a **Description** that helps you distinguish between services.
- Step 7** In the **Hostname/IP Address** field, enter the hostname, IP address, or fully qualified domain name of the server that hosts the voicemail service.
- Step 8** In the **Port** field, enter a port to connect to the voicemail service. The default port is 443.

Step 9 In the **Protocol** field, enter the protocol that will be used to route voicemail messages. The available options are **HTTP** and **HTTPS**.

Note Cisco recommends that you use HTTPS as the voicemail transport protocol for Cisco Unity and Cisco Unity Connection servers. Only change to HTTP if your network configuration does not support HTTPS.

Step 10 Click **Save**.

What to do next

[Add Mailstore Service, on page 3](#)

Add Mailstore Service

Add a mailstore service to your system. Cisco Jabber clients use the mailstore service for visual voicemail functionality.



Note Cisco Unity creates subscriber mailboxes for message storage on the Microsoft Exchange server. Cisco Unity Connection usually provides a mailstore service, and hosts the mailstore service on the same server.

Before you begin

[Add Voicemail Service, on page 2](#)

Procedure

Step 1 From Cisco Unified CM Administration, choose **User Management > User Settings > UC Service**.

Step 2 Click **Add New**.

Step 3 From the **UC Service Type** drop-down list box, choose **Mailstore**.

Step 4 Enter a **Name** for the mailstore service.

Step 5 Enter a **Description** for the mailstore service.

Step 6 In the **Hostname/IP Address** field, enter the hostname, IP address, or fully qualified domain name for the server that hosts the mailstore service.

Step 7 In the **Port** field, specify a port between 1–65535 that matches the available port on the mailstore service. number between 1 - 65535. The default mailstore port is 143.

Note For secure voice messaging with Cisco Unity connection, use 7993.

Step 8 In the **Protocol** field, enter the protocol that will be used to route voicemail messages: TCP (default), TLS, UDP, or SSL.

Note For secure messaging with Cisco Unity Connection, use TLS.

Step 9 Click **Save**.

What to do next

[Add Conferencing Service, on page 4](#)

Add Conferencing Service

Add a conferencing service to your system.

Before you begin

[Add Mailstore Service, on page 3](#)

Procedure

- Step 1** From Cisco Unified CM Administration, choose **User Management > User Settings > UC Service**.
- Step 2** Click **Add New**.
- Step 3** From the **UC Service Type** drop-down list box, choose **Conferencing**.
- Step 4** From the **Product Type** drop-down list box, choose the product that you want to use for conferencing:
- MeetingPlace Classic
 - MeetingPlace Express
 - Webex
- Step 5** Enter a **Name** for the conferencing service.
- Step 6** Enter a **Description** for the conferencing service.
- Step 7** In the **Hostname/IP Address** field, enter the hostname, IP address, or fully qualified domain name of the server that hosts the conferencing service.
- Step 8** In the **Port** field, enter a port value that matches the available port on the conferencing service. The recommended values are:
- 80 (default setting)—Use this port for HTTP
 - 443—Use this port for HTTPS
- Step 9** From the **Protocol** drop-down list box, choose the Protocol to use when endpoints contact this service:
- TCP (default setting)
 - UDP
 - SSL
 - TLS
- Note** For secure messaging with Cisco Unity Connection, use TLS.
- Step 10** Click **Save**.
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What to do next

[Add Directory Service, on page 5](#)

Add Directory Service

Add a directory service to your system if you want to point Cisco Unified Communications Manager towards an external LDAP directory for directory lookups.

Before you begin

[Add Conferencing Service, on page 4](#)

Procedure

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- Step 1** From Cisco Unified CM Administration, choose **User Management > User Settings > UC Service**.
- Step 2** Click **Add New**.
- Step 3** From the **UC Service Type** drop-down list box, choose **Directory**.
- Step 4** From the **Product Type** field, choose either of the following:
- **Directory**—Choose this option if you want your clients to use UDS to connect to the Cisco Unified Communications Manager database for directory lookups.
 - **Enhanced Directory**—Choose this option if you want your clients to connect to an external LDAP directory for directory lookups.
- Step 5** Enter a **Name** for the directory service.
- Step 6** Enter a **Description** for the directory service.
- Step 7** In the **Hostname/IP Address** field, enter the hostname, IP address, or fully qualified domain name of the server that hosts the directory service that you want your clients to use for directory lookups.
- Note** If you are using an external LDAP directory for directory lookups, enter the hostname, IP address, or fully qualified domain name of the LDAP directory.
- Step 8** In the **Port** field, enter a port number that matches the available port on the directory service. The default port value is 389. In addition, ports 636, 3628, 3629 can connect to an external LDAP directory.
- Step 9** In the **Protocol** field, enter the protocol that will be used to route communications between the directory service and endpoints. The available options are:
- TCP (default setting)
 - UDP
 - TLS
- Step 10** Click **Save**.
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What to do next

[Add IM and Presence Service, on page 6](#)

Add IM and Presence Service

Add an IM and Presence service to your system.

Before you begin

[Add Directory Service, on page 5](#)

Procedure

- Step 1** From Cisco Unified CM Administration, choose **User Management > User Settings > UC Service**.
- Step 2** Click **Add New**.
- Step 3** From the **UC Service Type** drop-down list box, choose IM and Presence.
- Step 4** From the **Product Type** drop-down list box, choose one of the following options:
- Unified CM (IM and Presence)
 - WeEx (IM and Presence)
- Step 5** Enter a **Name** for the IM and Presence service.
- Step 6** Enter a **Description** for the IM and Presence service.
- Step 7** In the **Hostname/IP Address** field, enter the hostname, IP address, or DNS SRV for the server that hosts the IM and Presence service.
- Tip** Cisco recommends DNS SRV to help the client find the correct IM and Presence service for the user.
- Step 8** Click **Save**.
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What to do next

[Add CTI Service, on page 6](#)

Add CTI Service

Add a CTI service to your system.

Before you begin

[Add IM and Presence Service, on page 6](#)

Procedure

- Step 1** From Cisco Unified CM Administration, choose **User Management > User Settings > UC Service**.
- Step 2** Click **Add New**.
- Step 3** From the **UC Service Type** drop-down list box, choose **CTI**.
- Step 4** Enter a **Name** for the CTI service.

- Step 5** Enter a **Description** for the CTI service.
- Step 6** In the **Hostname/IP Address** field, enter the hostname, IP address, or fully qualified domain name for the server that hosts the CTI service.
- Step 7** In the **Port** field, enter the port number of the CTI service. The default port is 2748.
- Step 8** Click **Save**.
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What to do next

[Add Video Conference Scheduling Service, on page 7](#)

Add Video Conference Scheduling Service

Add a video conference scheduling service that provides a portal to the TelePresence Management System for video conference scheduling.

Before you begin

[Add CTI Service, on page 6](#)

Procedure

- Step 1** From Cisco Unified CM Administration, choose **User Management > User Settings > UC Service**.
- Step 2** Click **Add New**.
- Step 3** Enter a **Name** for the service.
- Step 4** Enter a **Description** for the service.
- Step 5** In the **IP Address/Hostname** field, enter the hostname, IP address, or fully qualified domain name of the server that hosts the video conferencing scheduling service.
- Step 6** In the **Port** field, enter a port number that matches the available port on the video conference scheduling service. The available ports are:
- 80 (default) or 8080—use these ports for HTTP
 - 443 or 8443—use these ports for HTTPS
- Step 7** From the **Protocol** drop-down list box, choose one of the following protocols for communications with the video conference scheduling service:
- HTTP
 - HTTPS
- Step 8** In the **Portal URL** field, enter a URL that points to the TelePresence Management System.
- Step 9** Click **Save**.
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What to do next

[Configure a Service Profile, on page 9](#)

Add Jabber Client Configuration Service

Add a Jabber Client Configuration service to your system.

Procedure

- Step 1** From Cisco Unified CM Administration user interface, choose **User Management > User Settings > UC Service**.
 - Step 2** Click **Add New**.
 - Step 3** From the UC Service Type drop-down list box, choose **Jabber Client Configuration (jabber-config.xml)**.
 - Step 4** Enter a **Name** for the Jabber Client Configuration (jabber-config.xml) service.
 - Step 5** Enter a **Description** for the Jabber Client Configuration (jabber-config.xml) service.
 - Step 6** In the Jabber Configuration Parameters section, choose the required Jabber configuration parameters and values.
 - Step 7** Click **Save**.
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Configure UC Services

Use this procedure to configure the UC service connections that your users will use. You can configure connections for the following UC services:

- Voicemail
- Mailstore
- Conferencing
- Directory
- IM and Presence Service
- CTI
- Video Conferencing Scheduling Portal
- Jabber Client Configuration (jabber-config.xml)



Note The fields may vary depending on which UC service you configure.

Procedure

- Step 1** From Cisco Unified CM Administration, choose **User Management > User Settings > UC Services**.
- Step 2** Click **Add New**.
- Step 3** From the UC Service Type drop-down, select the UC service that you want to configure and click **Next**.

- Step 4** Select the **Product Type**.
- Step 5** Enter a **Name** for the service.
- Step 6** Enter the **Hostname or IP address** for the server where the service is homed.
- Step 7** Complete the **Port** and **Protocol** information.
- Step 8** Configure the remaining fields. For help with the fields and their settings, refer to the online help. The field options vary depending on which UC service you are deploying.
- Step 9** Click **Save**.
- Step 10** Repeat this procedure until you have provisioned all the UC services that you need.

Note If you want the service to be located on multiple servers, configure different UC service connections that point to different servers. For example, with the IM and Presence Service Centralized Deployment, it is recommended to configure multiple IM and Presence UC services that point to different IM and Presence nodes. After you have configured all your UC connections, you can add them to a Service Profile.

Configure a Service Profile

Configure a Service Profile that include the UC Services that you want to assign to end users who use the profile.

Before you begin

You must set up your Unified Communications (UC) services before you can add them to a service profile.

Procedure

- Step 1** From Cisco Unified CM Administration, choose **User Management > User Settings > Service Profile**.
 - Step 2** Click **Add New**.
 - Step 3** Enter a **Name** for the chosen Service Profile Configuration.
 - Step 4** Enter a **Description** for the chosen Service Profile Configuration.
 - Step 5** For each UC service that you want to be a part of this profile, assign the **Primary**, **Secondary**, and **Tertiary** connections for that service.
 - Step 6** Complete the remaining fields in the **Service Profile Configuration** window. For detailed field descriptions, see the online help.
 - Step 7** Click **Save**.
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