



Remote Access

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Service Discovery Requirements Workflow

Procedure

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Service Discovery Requirements

Service discovery enables clients to automatically detect and locate services on your enterprise network. Expressway for Mobile and Remote Access allows you to access the services on your enterprise network. You should meet the following requirements to enable the clients to connect through Expressway for Mobile and Remote Access and discover services:

- DNS requirements
- Certificate requirements
- Test external SRV `_collab-edge`.

DNS Requirements

The DNS requirements for service discovery through remote access are:

- Configure a `_collab-edge` DNS SRV record on an external DNS server.
- Configure a `_cisco-uds` DNS SRV record on the internal name server.

- Optionally, for a hybrid cloud-based deployment with different domains for the IM and Presence server and the voice server, configure the Voice Services Domain to locate the DNS server with the `_collab-edge` record.



Note Jabber attempts connections to a maximum of three SSO-enabled servers, which are chosen randomly from all SSO-enabled servers that the DNS SRV records (`_collab-edge` and `_cisco-uds`) identify. If Jabber fails to connect three times, it considers Edge SSO unsupported.

Certificate Requirements

Before you configure remote access, download the Cisco VCS Expressway and Cisco Expressway-E Server certificate. The Server certificate is used for both HTTP and XMPP.

For more information on configuring Cisco VCS Expressway certificate, see [Configuring Certificates on Cisco VCS Expressway](#).

Test `_collab-edge` SRV Record

Test SRV records

After creating your SRV records test to see if they are accessible.



Tip You can also use the SRV check tool on the [Collaboration Solutions Analyzer](#) site if you prefer a web-based option.

Procedure

Step 1 Open a command prompt.

Step 2 Enter `nslookup`.

The default DNS server and address is displayed. Confirm that this is the expected DNS server.

Step 3 Enter `set type=SRV`.

Step 4 Enter the name for each of your SRV records.

For example, `_cisco-uds._tcp.exempldomain`

- Displays server and address—SRV record is accessible.
 - Displays `_cisco-uds_tcp.exempldomain: Non-existent domain`—There is an issue with your SRV record.
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Cisco Anyconnect Deployment Workflow

Procedure

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Cisco AnyConnect Deployment

Application Profiles

After you download the Cisco AnyConnect Secure Mobility Client to their device, the ASA must provision a configuration profile to the application.

The configuration profile for the Cisco AnyConnect Secure Mobility Client includes VPN policy information such as the company ASA VPN gateways, the connection protocol (IPSec or SSL), and on-demand policies.

You can provision application profiles for Cisco Jabber for iPhone and iPad in one of the following ways:

ASDM

We recommend that you use the profile editor on the ASA Device Manager (ASDM) to define the VPN profile for the Cisco AnyConnect Secure Mobility Client.

When you use this method, the VPN profile is automatically downloaded to the Cisco AnyConnect Secure Mobility Client after the client establishes the VPN connection for the first time. You can use this method for all devices and OS types, and you can manage the VPN profile centrally on the ASA.

For more information, see the *Creating and Editing an AnyConnect Profile* topic of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

iPCU

You can provision iOS devices using an Apple configuration profile that you create with the iPhone Configuration Utility (iPCU). Apple configuration profiles are XML files that contain information such as device security policies, VPN configuration information, and Wi-Fi, mail, and calendar settings.

The high-level procedure is as follows:

1. Use iPCU to create an Apple configuration profile.
For more information, see the iPCU documentation.
2. Export the XML profile as a .mobileconfig file.
3. Email the .mobileconfig file to users.

After a user opens the file, it installs the AnyConnect VPN profile and the other profile settings to the client application.

MDM

You can provision iOS devices using an Apple configuration profile that you create with third-party Mobile Device Management (MDM) software. Apple configuration profiles are XML files that contain information such as device security policies, VPN configuration information, and Wi-Fi, mail, and calendar settings.

The high-level procedure is as follows:

1. Use MDM to create the Apple configuration profiles.

For information on using MDM, see the Apple documentation.

2. Push the Apple configuration profiles to the registered devices.

To provision application profiles for Cisco Jabber for Android, use the profile editor on the ASA Device Manager (ASDM) to define the VPN profile for the Cisco AnyConnect Secure Mobility Client. The VPN profile is automatically downloaded to the Cisco AnyConnect Secure Mobility Client after the client establishes the VPN connection for the first time. You can use this method for all devices and OS types, and you can manage the VPN profile centrally on the ASA. For more information, see the *Creating and Editing an AnyConnect Profile* topic of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Automate VPN Connection

When users open Cisco Jabber from outside the corporate Wi-Fi network, Cisco Jabber needs a VPN connection to access the Cisco UC application servers. You can set up the system to allow Cisco AnyConnect Secure Mobility Client to automatically establish a VPN connection in the background, which helps ensure a seamless user experience.



Note Even if VPN is set to automatic connection, VPN is not launched before Expressway Mobile and Remote Access because that has the higher connection priority.

Set Up Trusted Network Connection

The Trusted Network Detection feature enhances the user experience by automating the VPN connection based on the user's location. When the user is inside the corporate Wi-Fi network, Cisco Jabber can reach the Cisco UC infrastructure directly. When the user leaves the corporate Wi-Fi network, Cisco Jabber automatically detects that it is outside the trusted network. After this occurs, Cisco AnyConnect Secure Mobility Client initiates the VPN to ensure connectivity to the UC infrastructure.



Note The Trusted Network Detection feature works with both certificate- and password-based authentication. However, certificate-based authentication provides the most seamless user experience.

Procedure

- Step 1** Using ASDM, open the Cisco AnyConnect client profile.
- Step 2** Enter the list of Trusted DNS Servers and Trusted DNS Domain Suffixes that an interface can receive when the client is within a corporate Wi-Fi network. The Cisco AnyConnect client compares the current interface DNS servers and domain suffix with the settings in this profile.

Note You must specify all your DNS servers to ensure that the Trusted Network Detection feature works properly. If you set up both the TrustedDNSDomains and TrustedDNSServers, sessions must match both settings to be defined as a trusted network.

For detailed steps for setting up Trusted Network Detection, see the *Trusted Network Detection* section in the *Configuring AnyConnect Features* chapter (Release 2.5) or *Configuring VPN Access* (releases 3.0 or 3.1) of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Set Up Connect On-Demand VPN

The Apple iOS Connect On Demand feature enhances the user experience by automating the VPN connection based on the user's domain.

When the user is inside the corporate Wi-Fi network, Cisco Jabber can reach the Cisco UC infrastructure directly. When the user leaves the corporate Wi-Fi network, Cisco AnyConnect automatically detects if it is connected to a domain that you specify in the AnyConnect client profile. If so, the application initiates the VPN to ensure connectivity to the UC infrastructure. All applications on the device including Cisco Jabber can take advantage of this feature.



Note Connect On Demand supports only certificate-authenticated connections.

The following options are available with this feature:

- **Always Connect** — Apple iOS always attempts to initiate a VPN connection for domains in this list.
- **Connect If Needed** — Apple iOS attempts to initiate a VPN connection to the domains in the list only if it cannot resolve the address using DNS.
- **Never Connect** — Apple iOS never attempts to initiate a VPN connection to domains in this list.



Attention Apple plans to remove the Always Connect option in the near future. After the Always Connect option is removed, users can select the Connect If Needed option. In some cases, Cisco Jabber users may have issues when using the Connect If Needed option. For example, if the hostname for the Cisco Unified Communications Manager is resolvable outside the corporate network, iOS will not trigger a VPN connection. The user can work around this issue by manually launching Cisco AnyConnect Secure Mobility Client before making a call.

Procedure

- Step 1** Use the ASDM profile editor, iPCU, or MDM software to open the AnyConnect client profile.
- Step 2** In the AnyConnect client profile, under the Connect if Needed section, enter your list of on-demand domains. The domain list can include wild-card options (for example, cucm.cisco.com, cisco.com, and *.webex.com).
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Set Up Automatic VPN Access on Cisco Unified Communications Manager

Before you begin

- The mobile device must be set up for on-demand access to VPN with certificate-based authentication. For assistance with setting up VPN access, contact the providers of your VPN client and head end.
- For requirements for Cisco AnyConnect Secure Mobility Client and Cisco Adaptive Security Appliance, see the *Software Requirements* topic.
- For information about setting up Cisco AnyConnect, see the *Cisco AnyConnect VPN Client Maintain and Operate Guides*.

Procedure

- Step 1** Identify a URL that will cause the client to launch VPN on Demand.
- a) Use one of the following methods to identify a URL that causes the client to launch VPN on Demand.
- Connect if Needed
 - Configure Cisco Unified Communications Manager for access through a domain name (not an IP address) and ensure that this domain name is not resolvable outside the firewall.
 - Include this domain in the “Connect If Needed” list in the Connect On Demand Domain List of the Cisco AnyConnect client connection.
 - Always Connect
 - Set the parameter in step 4 to a nonexistent domain. A nonexistent domain causes a DNS query to fail when the user is inside or outside the firewall.
 - Include this domain to the “Always Connect” list in the Connect On Demand Domain List of the Cisco AnyConnect client connection.

The URL must include only the domain name. Do not include a protocol or a path (for example, use “cm8ondemand.company.com” instead of “https://cm8ondemand.company.com/vpn”).
- b) Enter the URL in Cisco AnyConnect and verify that a DNS query on this domain fails.
- Step 2** Open the **Cisco Unified CM Administration** interface.
- Step 3** Navigate to the device page for the user.
- Step 4** In the **Product Specific Configuration Layout** section, in the **On-Demand VPN URL** field, enter the URL that you identified and used in Cisco AnyConnect in Step 1.

The URL must be a domain name only, without a protocol or path.

Step 5 Select **Save**.

When Cisco Jabber opens, it initiates a DNS query to the URL. If this URL matches the On-Demand domain list entry that you defined in this procedure (for example, cisco.com), Cisco Jabber indirectly initiates the AnyConnect VPN connection.

What to do next

- Test this feature.
 - Enter the URL into the Internet browser on the iOS device and verify that VPN launches automatically. You should see a VPN icon in the status bar.
 - Verify that the iOS device can connect to the corporate network using VPN. For example, access a web page on your corporate intranet. If the iOS device cannot connect, contact the provider of your VPN technology.
 - Verify with your IT department that your VPN does not restrict access to certain types of traffic (for example, if the administrator set the system to allow only email and calendar traffic).
- Verify that you set up the client to connect directly to the corporate network.

AnyConnect Documentation Reference

For detailed information on AnyConnect requirements and deployments review the documentation for your release at the following: <https://www.cisco.com/c/en/us/support/security/anyconnect-secure-mobility-client/products-user-guide-list.html>

Session Parameters

You can configure ASA session parameters to improve performance for secure connections. For the best user experience, you should configure the following ASA session parameters:

- Datagram Transport Layer Security (DTLS) — DTLS is an SSL protocol that provides a data path that prevents latency and data loss.
- Auto Reconnect — Auto reconnect, or session persistence, lets Cisco AnyConnect Secure Mobility Client recover from session disruptions and re-establish sessions.
- Session Persistence — This parameter allows the VPN session to recover from service disruptions and re-establish the connection.
- Idle Timeout — Idle timeout defines a period of time after which ASA terminates secure connections, if no communication activity occurs.
- Dead-Peer Detection (DTD) — DTD ensures that ASA and Cisco AnyConnect Secure Mobility Client can quickly detect failed connections.

Set ASA Session Parameters

We recommend that you set up the ASA session parameters as follows to optimize the end user experience for Cisco AnyConnect Secure Mobility Client.

Procedure

Step 1 Set up Cisco AnyConnect to use DTLS.

For more information, see the *Enabling Datagram Transport Layer Security (DTLS) with AnyConnect (SSL) Connections* topic in the *Configuring AnyConnect Features Using ASDM* chapter of the *Cisco AnyConnect VPN Client Administrator Guide, Version 2.0*.

Step 2 Set up session persistence (auto-reconnect).

- a) Use ASDM to open the VPN client profile.
- b) Set the **Auto Reconnect Behavior** parameter to **Reconnect After Resume**.

For more information, see the *Configuring Auto Reconnect* topic in the *Configuring AnyConnect Features* chapter (Release 2.5) or *Configuring VPN Access* chapter (releases 3.0 or 3.1) of the *Cisco AnyConnect Secure Mobility Client Administrator Guide* for your release.

Step 3 Set the idle timeout value.

- a) Create a group policy that is specific to Cisco Jabber clients.
- b) Set the idle timeout value to 30 minutes.

For more information, see the *vpn-idle-timeout* section of the *Cisco ASA 5580 Adaptive Security Appliance Command Reference* for your release

Step 4 Set up Dead Peer Detection (DPD).

- a) Disable server-side DPD.
- b) Enable client-side DPD.

For more information, see the *Enabling and Adjusting Dead Peer Detection* topic of the *Configuring VPN* chapter of the *Cisco ASA 5500 Series Configuration Guide using the CLI, 8.4 and 8.6*.

Define Mobile and Remote Access Policies for User Profiles

When your users are working outside your corporate network, you can add Mobile and Remote Access (MRA) access policies in Cisco Unified Communications Manager, and control what services in Cisco Jabber they can access. The MRA access policies are assigned to user profiles and you can allocate different MRA access policies to users in your organization.

Before you begin

Mobile and Remote Access policies is supported on Cisco Unified Communications Manager Release 12.0 or later, Cisco Expressway X8.10 or later, and in an OAuth enabled environment.

Procedure

- Step 1** In **Cisco Unified CM Administration**, go to **User Management** and select **End User**.
- Step 2** Click **Find** to search for end-users, and select an end-user.
- Step 3** In the **End User Configuration** window, click **View Details** for a **User Profile**.
- Step 4** In the **Mobile and Remote Access Policy** section, select **Enable Mobile and Remote Access**.
- Step 5** In the **Jabber Policies** drop-down, choose a policy:
- **No Service**—Users cannot access any Cisco Jabber service.
 - **IM & Presence only**—Users can access only IM, presence, voicemail, and contact search.
 - **IM & Presence, Voice and Video calls**—Users can access all Cisco Jabber services.
- Step 6** Select **Save**.
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