

Jabber Gadgets Setup

Imagicle Gadgets for Cisco Jabber integrate Imagicle UC Suite's applications into Jabber clients. For example, a Jabber user in your system can search internal and external contacts directories, send faxes, check their calls list and remaining budget, and so on.

User's access to the company data is limited by his/her access permissions to Imagicle UCSuite.

Although the Imagicle Gadgets for Jabber are free, accessing Imagicle UC Suite's applications requires them to be licensed, activated and correctly configured in the Imagicle UC Suite.

NOTE: If your UC Suite is in a version prior to 2023.Winter.1, gadget URLs are different. If you need to configure previous gadget URLs, please contact Imagicle Support for details.

Architecture

A Cisco Jabber gadget is actually a web page which seamlessly integrates with the Jabber client. The client sends a request to a given URL and the server replies with the gadget contents. With Imagicle, gadget content is sent to the clients by the Imagicle UC Suite embedded web server.

Obviously, the company firewall must allow access from the user's PCs to the Imagicle server on port 80 (HTTP) or port 443 (HTTPS).

If Cisco MRA (Expressway) is in place, above HTTP(s) requests are tunneled through MRA, as described in [this](#) section.

URLs for each Imagicle application should be configured on Cisco Unified CallManager. This section describes step by step configuration, depending on your CUCM version.

Cisco Unified Call Manager version <= 12.0

Configuration task list

1. Check access to the Imagicle server from the PC
2. Upload a new Jabber-config.xml file to the CallManager or modify the existing one
3. Restart the CuCM TFTP service
4. Restart the Cisco Jabber client

Check access to the Imagicle server from the PC

From your PC, open the web browser and navigate to this URL:

`http://<IAS_IP_ADDRESS>/`

E.g. **http://192.168.0.1/**

The UC Suite login page should be displayed. If you cannot reach the URL, please check the local network settings, local Windows firewall, and company firewall settings.

If Cisco MRA is in place, access to Imagicle web portal might be forbidden, but still Imagicle gadgets will work. Pls. contact your CUCM administrator for more details.

Ensure Imagicle UC Suite integrated Active Directory authentication is enabled

The first time you use the Contact Manager gadget, you are asked to authenticate on the Imagicle UC Suite server. The user can login through embedded UC Suite username and password, but Imagicle suggests to allow the user to authenticate on UC Suite by using integrated Active Directory authentication. In this way, the user should enter own Windows credentials and doesn't need

to learn another set of credentials.

If the user's password is changed, the session expires and the user should authenticate again at the next access.

To enable Active Directory authentication on UC Suite, please fill the users **Active directory username** and **Domain** fields in the users list, as described in the User Management section of this guide.

Note: the Speedy gadget session will be persistent on the user's PC. If the user accesses the Contact Manager gadget from another PC, he or she will be requested to authenticate again.

Upload a new Jabber-config.xml file to the CallManager or modify the existing one

If you never configured Jabber on your CuCM

The configuration file for all Jabber clients must be created on a PC and uploaded on the CallManager. All Jabber clients will download and use the configuration file upon Jabber client reset and restart. The configuration file must include a section which defines URLs pointing to the UC Suite server. Here is how to do it.

Recommended procedure

Log into UC Suite web interface as administrator. Navigate to the Admin → Jabber web page. The **Jabber configuration file builder** creates a jabber configuration file for you. Download the file and move to next step to upload the file to CuCM.

Manual procedure

Create a new XML file like the following:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
  <CUCM>
    <PhoneService_UseCredentialsFrom>presence</PhoneService_UseCredentialsFrom>
  </CUCM>
  <Directory>
    <ConnectionType>1</ConnectionType>
    <BusinessPhone>ipPhone</BusinessPhone>
    <OtherPhone>telephoneNumber</OtherPhone>
  </Directory>
  <Client>
    <jabber-plugin-config>
      <browser-plugin>
        <page refresh="false" preload="true">
          <tooltip>Call Recording</tooltip>
          <icon>http://imagicle_server_address/gadgets/callrecording/callrecording.png</icon>
          <url>http://imagicle_server_address/gadgets/callrecording?User=${UserID}</url>
        </page>
        <page refresh="false" preload="true">
          <tooltip>Contacts</tooltip>
          <icon>http://imagicle_server_address/gadgets/contactmanager/speedy.png</icon>
          <url>http://imagicle_server_address/gadgets/contactmanager?User=${UserID}</url>
        </page>
        <page refresh="false" preload="true">
          <tooltip>Fax</tooltip>
          <icon>http://imagicle_server_address/gadgets/digitalfax/stonefax.png</icon>
          <url>http://imagicle_server_address/gadgets/digitalfax?User=${UserID}</url>
        </page>
        <page refresh="false" preload="true">
          <tooltip>Call Analytics</tooltip>
          <icon>http://imagicle_server_address/gadgets/callanalytics/billing.png</icon>
          <url>http://imagicle_server_address/gadgets/callanalytics?User=${UserID}</url>
        </page>
        <page refresh="false" preload="true">
          <tooltip>Phone Lock</tooltip>
          <icon>http://imagicle_server_address/gadgets/phonelock/stonelock.png</icon>
          <url>http://imagicle_server_address/gadgets/phonelock?User=${UserID}</url>
        </page>
      </browser-plugin>
    </jabber-plugin-config>
  </Client>
</Directory>
</CUCM>
</config>
```

imagicle

```
<page refresh="false" preload="true">
  <tooltip>Expense Management</tooltip>
  <icon>http://imagicle_server_address/gadgets/budgetcontrol/budgetcontrol.png</icon>
  <url>http://imagicle_server_address/gadgets/BudgetControl?User=${UserID}</url>
</page>
</browser-plugin>
</jabber-plugin-config>
</Client>
<Policies>
  <EnableSIPURIDialing>true</EnableSIPURIDialing>
</Policies>
</config>
```

Replace **imagicle_server_address** with the Imagicle UC Suite server IP address or DNS name.

To create a new XML file, create a new file with Notepad, Notepad++ or your favorite text editor and save it in **UTF-8 format** with this name:

Jabber-config.xml

If you are already using a customized Jabber configuration file:

Edit your existing Jabber-config.xml file and add the following lines, just before the </config> tag.

```
<Client>
  <jabber-plugin-config>
    <browser-plugin>
      <page refresh="false" preload="true">
        <tooltip>Call Recording</tooltip>
        <icon>HTTP://imagicle_server_address/gadgets/callrecording/callrecording.png</icon>
        <url>HTTP://imagicle_server_address/gadgets/callrecording?User=${UserID}</url>
      </page>
      <page refresh="false" preload="true">
        <tooltip>Contacts</tooltip>
        <icon>http://imagicle_server_address/gadgets/contactmanager/speedy.png</icon>
        <url>http://imagicle_server_address/gadgets/contactmanager?User=${UserID}</url>
      </page>
      <page refresh="false" preload="true">
        <tooltip>Fax</tooltip>
        <icon>http://imagicle_server_address/gadgets/digitalfax/stonefax.png</icon>
        <url>http://imagicle_server_address/gadgets/digitalfax?User=${UserID}</url>
      </page>
      <page refresh="false" preload="true">
        <tooltip>Call Analytics</tooltip>
        <icon>http://imagicle_server_address/gadgets/callanalytics/billing.png</icon>
        <url>http://imagicle_server_address/gadgets/callanalytics?User=${UserID}</url>
      </page>
      <page refresh="false" preload="true">
        <tooltip>Phone Lock</tooltip>
        <icon>http://imagicle_server_address/gadgets/phonelock/stonelock.png</icon>
        <url>http://imagicle_server_address/gadgets/phonelock?User=${UserID}</url>
      </page>
      <page refresh="false" preload="true">
        <tooltip>Expense Management</tooltip>
        <icon>http://imagicle_server_address/gadgets/budgetcontrol/budgetcontrol.png</icon>
        <url>http://imagicle_server_address/gadgets/budgetcontrol?User=${UserID}</url>
      </page>
    </browser-plugin>
  </jabber-plugin-config>
</Client>
```

Replace **imagicle_server_address** with the Imagicle UC Suite server IP address or DNS name.

Notes:

- The file format must be UTF-8.
- In the jabber-config file, the protocol keywords 'http' or 'https' of the URLs must be written **lowercase**.
- If the Imagicle suite is a cloud suite or it is reachable over Internet with a trusted certificate, you need to add the attribute `internal=false` to the `page` tags above:

imagemile

```
<page refresh="false" preload="true" internal="false">
```

Doing this way, the Jabber client will access the suite over Internet, even if working in MRA mode.

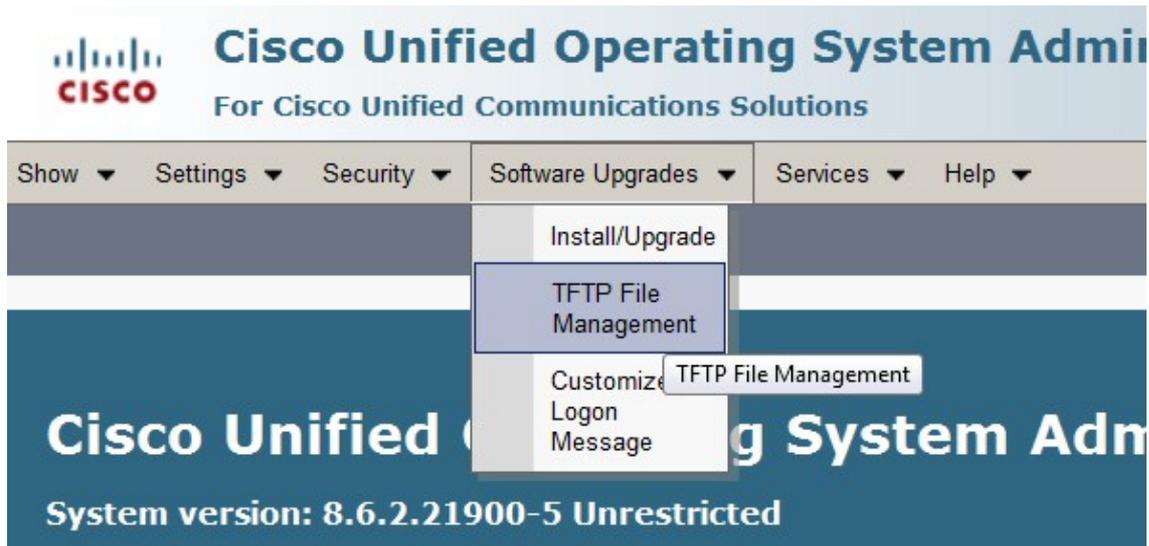
Specific settings for Jabber Desktop MacOS ver. 12.7 and above

Starting from this specific version of Jabber Desktop client for MacOS, a new set of Imagicile icons have been prepared to support new Jabber GUI. To display new icons, you need to change some XML commands, pointing to a different location. See below the list of amended XML lines:

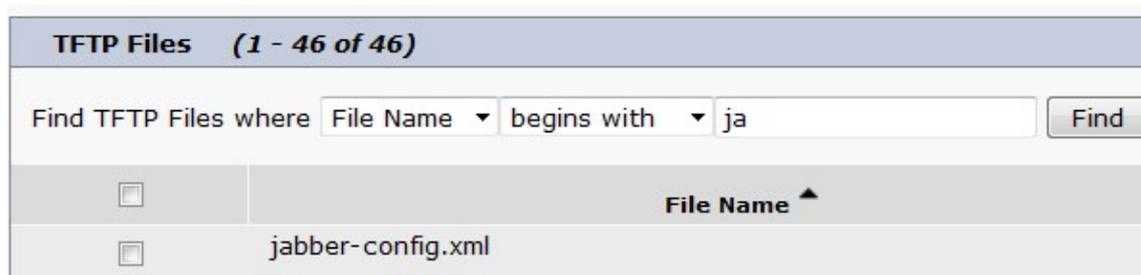
```
<icon>http://imagemile_server_address/JabberForMac/callrecording/callrecording_12_7_MAC.png</icon>  
<icon>http://imagemile_server_address/JabberForMac/speedy/speedy_12_7_MAC.png</icon>  
<icon>http://imagemile_server_address/JabberForMac/stonefax/stonefax_12_7_MAC.png</icon>  
<icon>http://imagemile_server_address/JabberForMac/billing/billing_12_7_MAC.png</icon>  
<icon>http://imagemile_server_address/JabberForMac/stonelock/stonelock_12_7_MAC.png</icon>  
<icon>http://imagemile_server_address/JabberForMac/budgetcontrol/budgetcontrol_12_7_MAC.png</icon>
```

Upload the Jabber configuration file to the CuCM

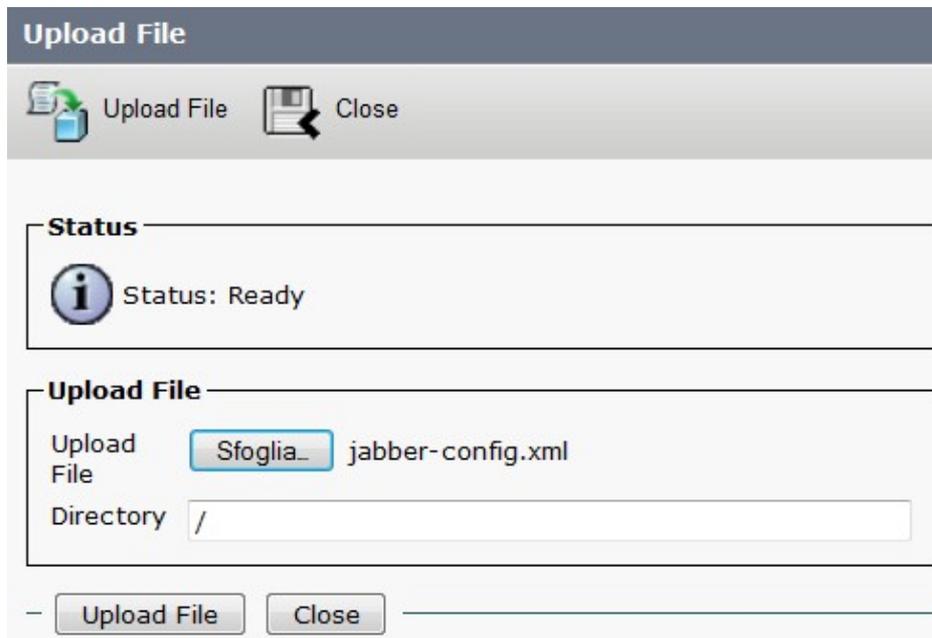
Log onto the CuCM "Operating system interface" and select "Software upgrades", then "TFTP File Management".



Locate the current jabber-config.xml file and delete it.



Upload the file you created or edited, entering root folder "/" as destination path.



When the file upload is complete, you should be able to see your jabber-config.xml file in your CuCM TFTP files list.

Restart the CuCM TFTP service

Please restart CuCm TFTP service. Log onto CuCM Serviceability and select **Tools** → **Control Center - Feature Services**. In the **CM Services** list, please select **Cisco Tftp** and press the **Restart** button.

Restart the Cisco Jabber client

To let the Jabber client download the new configuration, pls. **reset** and **restart** it.

Cisco Unified Call Manager version >= 12.5

Configuration task list

1. Check access to the Imagicle server from the PC
2. Configure UC Service(s) for each Jabber client type
3. Restart the Cisco Jabber client

First two steps are the same available above into CuCM version <= 12.0 paragraph

Configure UC Service(s) for each Jabber client type

CuCM 12.5 allows to create multiple UC Services, related to specific Jabber configurations to associate to different Jabber clients type. Pls. access to this feature by logging into "Cisco Unified CM Administration" web portal and select **User Management** → **User Settings** → **UC service**

Click on **Add New** to create a new UC Service Type "Jabber Client Configuration (jabber-config.xml)"

If not yet available, you can start compiling the first part of UC Service with some parameters related to Cisco environment. See a sample below:

Cisco Unified CM Administration

For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration

appadmin | [Search Documentation](#) | [About](#) | [Log](#)

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

UC Service Configuration Related Links: [Back To Find/List](#)

Save
 Delete
 Copy
 Add New

Status

Status: Ready

UC Service Information

UC Service Type: **Jabber Client Configuration (jabber-config.xml)**

Product Type: **Jabber**

Name*

Description

Jabber Configuration Parameters

Section	Parameter	Parameter Description	Value	Operations
Policies ▾	EnableLocalAddressBookSearch ▾	Enables search for local contacts	<input type="text" value="false"/>	Delete
Policies ▾	VoiceServicesDomain ▾	Specifies the Fully Qualified Domain Name that represents the DNS domain	<input type="text" value="imagicle.com"/>	Delete
Policies ▾	EnableGroupCallPickup ▾	Enables pick up incoming calls	<input type="text" value="true"/>	Delete
Policies ▾	EnableCallPickup ▾	Enables call pickup group	<input type="text" value="true"/>	Delete
Policies ▾	EnableSIPURIDialling ▾	Enables SIP URI dialling	<input type="text" value="true"/>	Delete
Policies ▾	Voicemail_Enabled ▾	Enables voicemail capabilities	<input type="text" value="false"/>	Delete
Policies ▾	UserDefinedRemoteDestinations ▾	Defines remote destinations	<input type="text" value="true"/>	Delete
Phone ▾	TftpServer1 ▾	The address of the primary CUCM TFTP service	<input type="text" value="192.168.10.10"/>	Delete
Phone ▾	CcmcipServer1 ▾	The address of the primary CCMCIP server	<input type="text" value="192.168.10.10"/>	Delete
Phone ▾	CtiServer1 ▾	The address of the primary CTI server	<input type="text" value="192.168.10.10"/>	Delete
Options ▾	AllowUserCustomTabs ▾	Allows user create custom embedded tabs	<input type="text" value="true"/>	Delete
Directory ▾	PhotoUriSubstitutionEnabled ▾	Specifies if a URI is used to display photos	<input type="text" value="true"/>	Delete
Directory ▾	PhotoSource ▾	The name of a directory attribute that stores a photo	<input type="text" value="thumbnailPhoto"/>	Delete
Directory ▾	DirectoryServerType ▾	Specifies the directory server type	<input type="text" value="UDS"/>	Delete
Directory ▾	DirectoryUri ▾	Attribute for Directory URI	<input type="text" value="mail"/>	Delete
Directory ▾	UseSipUriToResolveContacts ▾	Use SIP URI to resolve contacts	<input type="text" value="true"/>	Delete
Directory ▾	BusinessPhone ▾	Attribute for office phone number	<input type="text" value="ipPhone"/>	Delete
Directory ▾	SipUri ▾	Specifies the directory attribute field	<input type="text" value="mail"/>	Delete
Client ▾	spell_check_enabled ▾	Enables spell check	<input type="text" value="true"/>	Delete
Presence ▾	PresenceServerAddress ▾	Specifies the address of a presence	<input type="text" value="192.168.10.11"/>	Delete
-- Not Selected -- ▾	-- Not Selected -- ▾		<input type="text"/>	Add Add Custom

Then you can add a "Client" section for each Jabber Gadget to enable, following the sample below:

Section	Multipart Parameter	Parameter Description	Value	Operations
Client	jabber-plugin-config browser-plugin-v2 page	Icon	http://1.1.1.1/jabber/spec	Delete
		preload	true	
		refresh	false	
		internal	true	
		url	http://1.1.1.1/jabber/spec	
		tooltip	Contacts	
Client	jabber-plugin-config browser-plugin-v2 page	Icon	http://1.1.1.1/jabber/stone	Delete
		preload	true	
		refresh	false	
		internal	true	
		url	http://1.1.1.1/jabber/stone	
		tooltip	Fax	

Here is a list of URLs to add into **Icon** and **URL** fields:

Call Recording Icon:

`http://imagicle_IP_address/gadgets/callrecording/callrecording.png`

Call Recording URL:

`http://imagicle_IP_address/gadgets/callRecording?User=${UserID}`

Contact Manager Icon:

`http://imagicle_IP_address/gadgets/contactmanager/speedy.png`

Contact Manager URL:

`http://imagicle_IP_address/gadgets/contactmanager?User=${UserID}`

Call Analytics Icon:

`http://imagicle_IP_address/gadgets/callanalytics/billing.png`

Call Analytics URL:

`http://imagicle_IP_address/gadgets/callanalytics?User=${UserID}`

Digital Fax Icon:

`http://imagicle_IP_address/gadgets/digitalfax/stonefax.png`

Digital Fax URL:

`http://imagicle_IP_address/gadgets/digitalfax?User=${UserID}`

Phone Lock Icon:

`http://imagicle_IP_address/gadgets/phonelock/stonelock.png`

Phone Lock URL:

`http://imagicle_IP_address/gadgets/phonelock?User=${UserID}`

Please replace "imagicle_IP_address" with UC Suite IP address or DNS name. The parameter "internal" should be set to **true** to allow gadget tunneling over MRA. This is the correct configuration for gadgets associated to PC/Mobile Jabber clients.

imagicle

For MacOS-based and Mobile Jabber clients, where gadget traffic MRA tunneling is currently not supported, this means that you will need direct access to Imagicle UC Suite Web Portal (via Internet or via VPN), in order to force Jabber to NOT use MRA tunneling, you need to set "internal" parameter to **false**, we suggest to create a specific profile for Jabber mobile/MAC.

Specific settings for Jabber Desktop MacOS ver. 12.7 and above

Starting from this specific version of Jabber Desktop client for MacOS, a new set of Imagicle icons have been prepared to support new Jabber GUI. In order to display new icons, you need to change some XML commands, pointing to a different location. See below the list of amended XML lines:

```
https://imagicle_server_address/jabberformac/callrecording/callrecording_12_7_MAC.png  
https://imagicle_server_address/jabberformac/speedy/speedy_12_7_MAC.png  
https://imagicle_server_address/jabberformac/stonefax/stonefax_12_7_MAC.png  
https://imagicle_server_address/jabberformac/billing/billing_12_7_MAC.png  
https://imagicle_server_address/jabberformac/stonelock/stonelock_12_7_MAC.png  
https://imagicle_server_address/jabberformac/budgetcontrol/budgetcontrol_12_7_MAC.png
```

Assigning UC Services into CuCM Service Profile

Once required UC Service(s) have been defined, please configure them into the CuCM **Service Profile** associated to each **End User**. You can add three different UC Services into each Service Profile. See sample below:

The screenshot shows the Cisco Unified CM Administration interface for Service Profile Configuration. The page title is "Service Profile Configuration" and it includes a navigation menu with options like "System", "Call Routing", "Media Resources", "Advanced Features", "Device", "Application", "User Management", and "Bulk Administration". The main content area is divided into three sections:

- Status:** Shows "Status: Ready" with an information icon.
- Service Profile Information:** Includes fields for "Name*" (LOCAL), "Description" (Default Service profile), and a checked checkbox "Make this the default service profile for the system".
- Jabber Client Configuration (jabber-config.xml) Profile:** Includes dropdown menus for "Common" (Imagicle-Generic), "Desktop" (Imagicle-MAC), and "Mobile" (Imagicle-MOB).

At the bottom of the configuration area, there are buttons for "Save", "Delete", "Copy", and "Add New".

Troubleshooting

The gadget configuration is trivial. The most common mistakes are: wrong configuration file name, invalid xml syntax because of broken tags, wrong XML file format (must be UTF-8), invalid characters in the Jabber URL inside the config file. Please ensure you are typing only ANSI characters in the Imagicle Server DNS name and in the file name.

To test the Imagicle Applications configuration, open the web browser and enter one by one of the application URLs, replacing **imagicle_server_address** with the Imagicle Application Suite server IP address or DNS name.

imagicle

`http://imagicle_server_address/gadgets/callrecording`

`http://imagicle_server_address/gadgets/contactmanager`

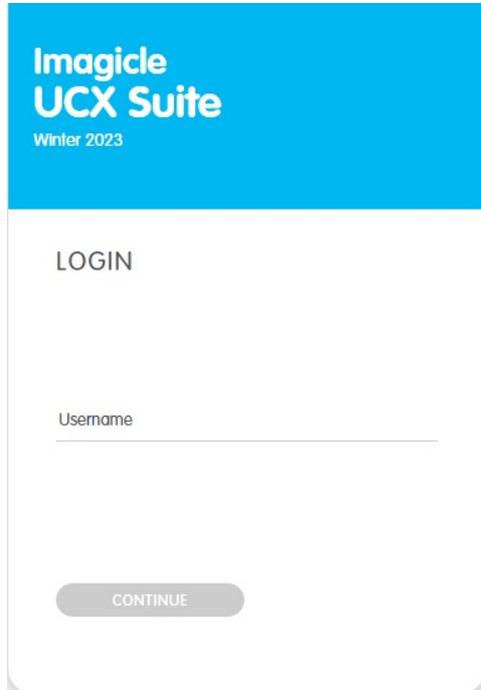
`http://imagicle_server_address/gadgets/digitalfax`

`http://imagicle_server_address/gadgets/callanalytics`

`http://imagicle_server_address/gadgets/phonelock`

`http://imagicle_server_address/gadgets/budgetControl`

The login form should be displayed.



You can then test the access from a Cisco Jabber client, by manually adding the gadget:

From the **File** menu select **New** -> **Custom tab** and enter this URL:

`http://imagicle_server_address/gadgets/contactmanager?User=userid`

Replace **imagicle_server_address** with the Imagicle server IP address and **userid** with the Windows user login or UC Suite username.