Enable Jabber Log in for CUCM Local Users in an SSO Environment

Contents

Introduction

This document describes what actions to take to enable Cisco Unified Call Manager (CUCM) local end-users (not Lightweight Directory Access Protocol (LDAP) synced) to log into Jabber in a Single Sign-On (SSO) enabled cluster.

Applies for Jabber for Windows only.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager
- Single Sign-On (SSO)
- Cisco Jabber
- Windows Command Prompt (CMD)

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Solution

Previously, the **SSO_Enabled** Jabber Parameter was available to be used under the Jabber configuration file (**jabber-config.xml**) to disable the SSO feature for specific users via the **Cisco Support Field** within the Jabber device configuration under the CUCM, but this parameter has

been deprecated since March 2021, refer to the [Parameter reference guide for Jabber 12.9.](#)

The only workaround consists of completely disable the SSO feature in the local computer client via the CMD install switch:

msiexec.exe /i CiscoJabberSetup.msi CLEAR=1 SSO_ENABLED=FALSE

Alternatively, the Jabber Bootstrap file (jabber-bootstrap.properties) located in **C:\ProgramData\Cisco Systems\Cisco Jabber** can be manually modified (line 28) as shown here:

```
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
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NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
SSO_Enabled: FALSE
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
EnableDPIAware: TRUE
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
STARTUP_AUTHENTICATION_REQUIRED: FALSE
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
NOT_SPECIFIED
UXModel: Modern
NOT_SPECIFIED
```

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.