Configure Instant Messaging and Presence Service

IM and Presence Service Workflow with Cisco Unified Communications Manager Release 10.5 and Later

Procedure

	Command or Action	Purpose
Step 1	Configure IM Address Scheme, on page 3	Configure an IM address for users.
Step 2	Enable Message Settings, on page 4	In the Cisco Unified Communications IM and Presence service, set the options to enable instant message and logging.

IM and Presence Service Workflow with Cisco Unified Communications Manager Release 9.x and Later

Procedure

	Command or Action	Purpose
Step 1	Enable Message Settings, on page 4	In the Cisco Unified Communications IM and Presence service, set the options to enable instant message and logging.
Step 2	Add an IM and Presence Service, on page 2	Create an IM and Presence UC Service.
Step 3	Apply an IM and Presence Service, on page 3	Add the IM and Presence UC Service to the Service Profile.

Add an IM and Presence Service

Provide users with IM and Presence Service capabilities.

Procedure

Step 1 Open the **Cisco Unified CM Administration** interface.

Step 2 Select **User Management** > **User Settings** > **UC Service**.

The **Find and List UC Services** window opens.

Step 3 Select **Add New**.

The **UC Service Configuration** window opens.

Step 4 In the **Add a UC Service** section, select **IM and Presence** from the **UC Service Type** drop-down list.

Step 5 Select **Next**.

Step 6 Provide details for the IM and Presence Service as follows:

a) Select **Unified CM (IM and Presence)** from the **Product Type** drop-down list.

b) Specify a name for the service in the **Name** field.

The name you specify displays when you add the service to a profile. Ensure the name you specify is unique, meaningful, and easy to identify.

c) Specify an optional description in the **Description** field.

d) Specify the instant messaging and presence service address in the **Host Name/IP Address** field.

Important The service address must be a fully qualified domain name or IP address.

Step 7   Select **Save**.

Apply an IM and Presence Service

After you add an IM and Presence Service on Cisco Unified Communications Manager, you must apply it to a service profile so that the client can retrieve the settings.

Before you begin

Procedure

Step 1   Open the **Cisco Unified CM Administration** interface.

Step 2   Select **User Management** > **User Settings** > **Service Profile**.

The **Find and List Service Profiles** window opens.

Step 3   Find and select your service profile.

The **Service Profile Configuration** window opens.

Step 4   In the **IM and Presence Profile** section, select up to three services from the following drop-down lists:

- **Primary**
- **Secondary**
- **Tertiary**

Step 5   Click **Save**.

Configure IM Address Scheme

This feature is supported on Cisco Unified Communications Manager IM and Presence Service release 10.x or later. For versions of Cisco Unified Communications Manager IM and Presence Service release 9.x and earlier the default IM address scheme used is UserID@[Default Domain].

Procedure

Step 1   Choose the **IM Address Scheme**.

    a) Open **Cisco Unified CM IM and Presence Administration**.

    b) Select **Presence** > **Settings** > **Advanced Configuration**
       The **Advanced Presence Settings** window opens.

    c) Select **IM Address Scheme** and from the list choose one of the following:

• UserID@[Default Domain]

If you use the UserID, ensure that you configure a default domain. For example, services must be named `cups.com` and not `cups`.

• Directory URI

Step 2 Select the required mapping.
   a) Open **Cisco Unified CM Administration**.
   b) Select **System** > **LDAP** > **LDAP Directory**.
      The **Find and List LDAP Directories** window opens.
   c) Find and select the directory from the list.
      The **LDAP Directory** window opens.
   d) In the **Standard User Fields To Be Synchronized** section choose the mapping:

      • User ID mapped to an LDAP field, the default is **sAMAccountName**.

      • Directory URI mapped to either **mail** or **msRTCSIP-primaryuseraddress**.

Enable Message Settings

Enable and configure instant messaging capabilities.

Procedure

Step 1 Open the **Cisco Unified CM IM and Presence Administration** interface.
Step 2 Select **Messaging** > **Settings**.
Step 3 Select the following options:

   • **Enable instant messaging**

   • **Allow clients to log instant message history**

   • **Allow cut & paste in instant messages**

Step 4 Select other messaging settings as appropriate.
Step 5 Select **Save**.

| Important | Cisco Jabber does not support the following settings on the **Presence Settings** window on Cisco Unified Communications Manager IM and Presence Service release 9.0.x: |

      • **Use DND status when user is on the phone**

      • **Use DND status when user is in a meeting**

What to do next

- If you have Cisco Unified Communications Manager IM and Presence Service release 9.x and later, Add an IM and Presence Service, on page 2.

Disable Instant Message Settings

In a phone mode with contacts deployment, you can turn off instant messaging for your users as instant messaging doesn't apply to phone mode deployments.

Procedure

Step 1   From **Cisco Unified CM IM and Presence Administration** go to**Messaging** > **Settings**.

Step 2   Uncheck **Enable instant messaging** and click **Save**.

What to do next

Restart the Cisco XCP Router service.

Manage Presence Settings

The presence setting for your users is enabled by default. However, in a phone mode with contacts deployment you can disable the presence setting and your users won't see any presence in the client.

Procedure

Step 1   From **Cisco Unified CM IM and Presence Administration**, go to **Presence** > **Settings** > **Standard Configuration**.

Step 2   Uncheck **Enable availability sharing** and click **Save**.

What to do next

Restart the Cisco XCP Router service.