Provision Instant Messaging and Presence on Cisco Unified Presence

Learn how to enable messaging settings and configure instant messaging and presence functionality. Complete the steps to activate and start essential services, enable messaging settings, specify capabilities assignments to users, and configure instant messaging and presence services.

This chapter applies to Cisco Unified Presence version 8.6 and lower.

Activate and Start Essential Services

Essential services enable communication between servers and provide capabilities to the client.

Procedure

Step 1 Open the **Cisco Unified Presence Servicability** interface.

Step 2 Select **Tools** > **Control Center - Feature Services**.

Step 3 Select the appropriate server from the **Server** drop-down list.

Step 4 Ensure the following services are started and activated:

- **Cisco UP SIP Proxy**

- **Cisco UP Sync Agent**

- **Cisco UP XCP Authentication Service**

• **Cisco UP XCP Connection Manager**

• **Cisco UP XCP Text Conference Manager**

• **Cisco UP Presence Engine**

Step 5 Select **Tools** > **Control Center - Network Services**.

Step 6 Select the appropriate server from the **Server** drop-down list.

Step 7 Ensure **Cisco UP XCP Router Service** is running.

What to Do Next

Depending on your requirements, you might need to activate and start additional services. See the appropriate Cisco Unified Presence documentation to review available services and determine if your deployment requires additional services.

Pre-Populate Contact Lists in Bulk

You can pre-populate user contact lists with the Bulk Administration Tool (BAT). The first step is to create a CSV file that defines the contact list you want to provide to users. You then use the BAT to import that contact list in bulk to a set of users.

In this way you can pre-populate contact lists for users so that they automatically have a set of contacts after the initial launch of the client.

Cisco Jabber supports up to 300 contacts in a client contact list.

For more information about using BAT and the format of the CSV file, see the *Deployment Guide for Cisco Unified Presence*.

Related Topics

Deployment Guide for Cisco Unified Presence

Enable Messaging Settings

Complete the steps in this task to enable and configure instant messaging.

Procedure

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

Step 2 Enable messaging settings as appropriate for the version of Cisco Unified Presence that you use.

• On Cisco Unified Presence version 8.5 and higher, do the following:

  1 Select **Messaging** > **Settings**.

  2 Select the following settings:

   • **Enable instant messaging**

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

> • On Cisco Unified Presence version 8.0.3 or 8.0.4, do the following:

>> 1   Select **Presence** > **Settings**.

>> 2   Select **Enable CUPC 7 and IPPM Instant Messaging (cluster-wide)**.

Step 3   Select **Save**.

    Important   Cisco Jabber for Windows does not support the following settings on the **Presence Settings** window:

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

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

Related Topics

> How to Configure the Instant Messaging Settings on Cisco Unified Presence

Specify Capabilities Assignments

Complete the steps in this task to provide users with instant messaging and presence capabilities when using Cisco Unified Presence.

Procedure

Step 1   Open the **Cisco Unified Communications Manager Administration** interface.

Step 2   Select **System** > **Licensing** > **Capabilities Assignment**.
The **Find and List Capabilities Assignments** window opens.

Step 3   Specify the appropriate filters in the **Find Capabilities Assignment where** field and then select **Find** to retrieve a list of users.

Step 4   Select the appropriate users from the list.
The **Capabilities Assignment Configuration** window opens.

Step 5   Select both of the following in the **Capabilities Assignment Configuration** section:

> • **Enable CUP**

> • **Enable CUPC**

Step 6   Select **Save**.

Configure Prompts for Presence Subscription Requests

You can enable or disable prompts for presence subscription requests from contacts within your organization.

The client always prompts users to allow presence subscription requests from contacts outside your organization.

Users specify privacy settings in the client as follows:

Inside Your Organization

Users can choose to allow or block contacts from inside your organization.

- If users choose to allow presence subscription requests and
  - you select **Allow users to view the availability of other users without being prompted for approval**, the client automatically accepts all presence subscription requests without prompting users.
  - you do not select **Allow users to view the availability of other users without being prompted for approval**, the client prompts users for all presence subscription requests.

- If users choose to block contacts, only their existing contacts can see their availability status. In other words, only those contacts who have already subscribed to the user's presence can see their availability status.

Note When searching for contacts in your organization, users can see the temporary availability status of all users in the organization. However, if User A blocks User B, User B cannot see the temporary availability status of User A in the search list.

Outside Your Organization

Users can choose the following options for contacts from outside your organization:

- Have the client prompt them for each presence subscription request.

- Block all contacts so that only their existing contacts can see their availability status. In other words, only those contacts who have already subscribed to the user's presence can see their availability status.

Procedure

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

Step 2 Select **Presence** > **Settings**.
The **Presence Settings** window opens.

Step 3 Select **Allow users to view the availability of other users without being prompted for approval** to disable prompts and automatically accept all presence subscription requests within your organization.
This option has the following values:

Selected

The client does not prompt users for presence subscription requests. The client automatically accepts all presence subscription requests without prompting the users.

Cleared

The client prompts users to allow presence subscription requests. This setting requires users to allow other users in your organization to view their availability status.

Step 4 Select **Save**.

Configure Presence for Microsoft SharePoint 2010 and 2013

If your organization defines users' profiles where their IM address is different from their email address, then some additional configuration is required to enable presence integration between the client and Microsoft SharePoint 2010 and 2013.

Before You Begin

All sites are in sync with Microsoft SharePoint Central Administration (CA).

Synchronization between Microsoft SharePoint and Active Directory has been set up.

Procedure

Step 1 Open a file with a text editor and insert the code below into it. Save the file with an .LDF extension.

```
dn: CN=ms-RTC-SIP-PrimaryUserAddress,CN=Schema,CN=Configuration,DC=X
changetype: add
adminDescription: msRTCSIP-PrimaryUserAddress
adminDisplayName: msRTCSIP-PrimaryUserAddress
description: Valid SIP URI.
objectclass: attributeSchema
attributeID: 1.2.840.113556.1.6.24.1.1
#schemaIDGUID:{45FC6F43-C8EB-40d4-91F3-763C46F6F250}
schemaIDGUID:: RfxvQ8jrQNSR83Y8RvbyUA==
oMSyntax: 64
attributeSyntax: 2.5.5.12
rangeLower: 0
rangeUpper: 454
isSingleValued: TRUE
searchFlags: 5
isMemberOfPartialAttributeSet: TRUE
ldapDisplayName: msRTCSIP-PrimaryUserAddress
#Base 64 Encoded GUID of :E2D6986B2C7F4CDA9851D5B5F3FB6706
attributeSecurityGUID:: a5jW4n8s2kyYUdW18/tnBg==

dn:
changetype: modify
```

```
replace: schemaupdatenow
schemaupdatenow: 1
-


###########################################################
# Add our attributes to contact object
###########################################################


dn: CN=User,CN=Schema,CN=Configuration,DC=X
# NT User Data
changetype: modify
add: mayContain
mayContain: msRTCSIP-PrimaryUserAddress
-

dn: CN=Contact,CN=Schema,CN=Configuration,DC=X
# NT Contact Data
changetype: modify
add: mayContain
mayContain: msRTCSIP-PrimaryUserAddress
-

dn:
changetype: modify
replace: schemaupdatenow
schemaupdatenow: 1
-
```

Step 2   Copy the .LDF file onto the Active Directory.

Step 3   Run the following command, ensuring you replace the variables with the appropriate values:

```
ldifde -i -v -k -s <servername> -f <ldf filename> -c DC=X <defaultNamingContext> -b <admin
 account> <login domain> <password>
```

Where the variables are described below:

Table 1: .LDF Command Variables

Variable	Description
<servername>	The name of the Active Directory: AD.
<ldf filename>	The name of the .LDF file that you saved in Step 1.
<defaultNamingContext>	The name of the database on the domain controller.
<admin account>	The username of the administrative account from which you are performing this configuration.
<login domain>	The login domain of the admin account.
<password>	The password for the admin account.

Example:
```
ldifde -i -v -k -s DC1 -f schema.ldf -c DC=X "DC=contoso,DC=com" -b administrator contoso
```

Step 4 Update the SharePoint central administration (CA) profile pages for the users, with the following information:

Table 2: SharePoint 2013 Fields and Values

Field	Value
SharePoint CA **SIP Address** profile field	Leave blank
SharePoint CA **Work email** profile field	For example, john4mail@example.pst

Table 3: SharePoint 2010 Fields and Values

Field	Value
SharePoint CA **SIP Address** profile field	For example, john4mail@example.pst
SharePoint CA **Work email** profile field	Leave blank

Step 5 Specify a value in the AD field **msRTCSIP-PrimaryUserAddress**. For example, sip:john@example.pst.

Disable Temporary Presence in Cisco Unified Presence

Disable temporary presence to increase privacy control. When you configure this parameter, Cisco Jabber displays availability status only to contacts in a user's contact list.

Procedure

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

Step 2 Select **Presence** > **Settings**.

Step 3 Uncheck **Enable ad-hoc presence subscriptions** and then select **Save**.
Cisco Jabber does not display temporary presence. Users can see availability status only for contacts in their contact list.