Configure Instant Messaging and Presence Service

IM and Presence Service Workflow for On-Premises Deployment with Cisco Unified Communications Manager Release 10.5 and Later

Procedure

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IM and Presence Service Workflow for On-Premises Deployment with Cisco Unified Communications Manager Release 9.x and Later

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IM and Presence Service Workflow for On-Premises Deployment with Cisco Unified Communications Manager Release 9.x and Later

Procedure

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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**.

Step 6   Add users to the service profile.

    a) Select **User Management** > **End User**.
The **Find and List Users** dialog box opens.

    b) Specify the appropriate filters in the **Find User where** field and then select **Find** to find a user.

    c) Click the user in the list.
The **End User Configuration** window appears.

    d) Under the **Service Settings** area, check the **Home Cluster** check box.

    e) Check the **Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)** check box.

f) Select your service profile from the **UC Service Profile** drop-down list.

Step 7 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.

Before You Begin

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

Prepopulate Contact Lists in Bulk

You can pre-populate user contact lists with the Bulk Administration Tool (BAT).

In this way you can prepopulate 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.

Procedure

	Command or Action	Purpose
Step 1	Create a CSV file that defines the contact list you want to provide to users.	
Step 2	Use the BAT to import the contact list in bulk to a set of users.	For more information about using BAT and the format of the CSV file, see the *Deployment Guide for Cisco Unified Communications Manager IM & Presence* for your release.

Configure Users with IM and Presence Service

You can enable users for IM and Presence.

Configure Users Individually

Enable instant messaging and presence service and add your service profile to individual users.

Procedure

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

Step 2 Select **User Management** > **End User**.
The **Find and List Users** window opens.

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

Step 4 Select the appropriate username from the list.
The **End User Configuration** window opens.

Step 5 Locate the **Service Settings** section and do the following:

a) Select **Home Cluster**.

b) Select **Enable User for Unified CM IM and Presence**.

c) Select your service profile from the **UC Service Profile** drop-down list.

> **Important** Cisco Unified Communications Manager release 9.x only—If the user has only instant messaging and presence capabilities (IM only), select **Use Default**. Cisco Unified Communications Manager release version 9.x applies the default service profile regardless of what you select from the **UC Service Profile** drop-down list.

Step 6 Select **Save**.

Configure Users in Bulk

Enable instant messaging and presence and add your service profile to multiple users.

Procedure

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

Step 2 Select **Bulk Administration** > **Users** > **Update Users** > **Query**.
The **Find and List Users To Update** window opens.

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

Step 4 Select **Next**.

The **Update Users Configuration** window opens.

Step 5 Select both of the **Enable User for Unified CM IM and Presence** check boxes.

Important   There are two check boxes for **Enable User for Unified CM IM and Presence**. To disable instant messaging and presence, you select one check box. To enable instant messaging and presence, you select both check boxes.

Step 6 Select the **UC Service Profile** check box and then select your service profile from the drop-down list.

Important   Cisco Unified Communications Manager release 9.x only — If the user has only instant messaging and presence capabilities (IM only), you must select **Use Default**.

For IM only users — Cisco Unified Communications Manager release 9.x always applies the default service profile regardless of what you select from the **UC Service Profile** drop-down list.

Step 7 In the **Job Information** section, specify if you want to run the job immediately or at a later time.

Step 8 Select **Submit**.

Associate User with Line

If the user's presence is set as **Do not disturb**, then the user will not receive the IM notifications, but the user might receive call notifications, to avoid this associate user with **Line**.

This configuration is applicable for mobile clients.

Procedure

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

Step 2 Navigate to **Device** > **Phone**

Step 3 Select the user device.
For example, BOTuser or TABuser

Step 4 From the **Phone Configuration** screen, select **Directory Number** or **Line** configured for this user device under **Association**.

Step 5 From the **Directory Number Configuration** screen, associate the user under **Users Associated with Line**.