



Provision Instant Messaging and Presence in Cloud-Based Deployments

Use the Cisco WebEx Administration Tool to provision users with instant messaging and presence capabilities in cloud-based deployments. You can also configure settings for the Cisco WebEx Messenger service such as XMPP federation and instant message logging and archiving.

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Configure IM and Presence Service

When users successfully authenticate to the Cisco WebEx Messenger service, they get IM and Presence Service functionality. You can optionally configure IM and Presence Service federation with the Cisco WebEx Administration Tool.

Related Topics

- [Cisco WebEx federation with other instant messaging providers](#)
- [Specifying IM Federation settings](#)

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.

Configure Privacy Options

You can specify the default settings for presence subscription requests in cloud-based deployments.

Procedure

- Step 1** Open the Cisco WebEx Administration Tool.
- Step 2** Select the **Configuration** tab.
- Step 3** Select **General IM** in the **Connect Client** section.
The **General IM** pane opens.
- Step 4** Select the appropriate options for contact list requests as follows:

Option	Description
Select Allow users to set "Options for contact list requests"	Accept requests automatically from contacts in my organization automatically becomes the default option to configure how the client handles presence subscription requests. Users can change the default option in the Options window.
Do not select Allow users to set "Options for contact list requests"	You configure how the client handles presence subscription requests. Users cannot change this configuration. The settings are not available in the Options window. Select one of the following options: <ul style="list-style-type: none"> • Accept requests automatically from all contacts • Accept requests automatically from contacts in my organization • Prompt me for each request

The options for configuring how the client handles contact list requests are as follows:

- **Accept requests automatically from all contacts** — The client automatically accepts presence subscription requests from any domain. If you specify this setting, users from any domain can automatically add users to their contact list and view their availability status.
- **Accept requests automatically from contacts in my organization** — The client automatically accepts presence subscription requests only from users in the domains you specify. To specify a domain, select **Domain(s)** in the **System Settings** section on the **Configuration** tab.

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.

- Prompt me for each request — The client prompts users to accept each presence subscription request.

Step 5 Select **Save**.
