



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.

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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.
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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.

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 follows:
- Select **Messaging > Settings**.
 - Select the following settings:
 - **Enable instant messaging**
 - **Allow clients to log instant message history**
- Step 3** Select **Save**.
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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.

Procedure

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- 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**.
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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**.

