



Provision Instant Messaging and Presence on Cisco Unified Communications Manager IM and Presence

Learn how to enable messaging settings and configure instant messaging and presence functionality. Complete the steps to activate and start essential services, add an instant messaging and presence service, apply the service to a service profile, and then configure users.

This chapter applies to Cisco Unified Communications Manager IM and Presence version 9.0(1) and higher.

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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 IM and 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 SIP Proxy**

- Cisco Sync Agent
- Cisco XCP Authentication Service
- Cisco XCP Connection Manager
- Cisco XCP Text Conference Manager
- Cisco 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 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 Communications Manager documentation to review available services and determine if your deployment requires additional services.

Create a Service Profile

You create a service profile that contains the configuration settings for the services you add on Cisco Unified Communications Manager. You add the service profile to the end user configuration for your users. The client can then retrieve settings for available services from the service profile.

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 Select **Add New**.
The **Service Profile Configuration** window opens.

Step 4 Enter settings on the **Service Profile Configuration** window as follows:

- Specify a unique name for the service profile in the **Name** field.
- Specify an optional description in the **Description** field.
- Select **Make this the default service profile for the system**, if appropriate.

Step 5 Select **Save**.

What to Do Next

Complete the steps to set up instant messaging and presence. You can add your service profile to the end user configuration at the same time that you enable users for instant messaging and presence.

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 IM and Presence Service*.

Related Topics

[Deployment Guide for IM and Presence Service on Cisco Unified Communications Manager](#)

Enable Messaging 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**
 - Step 4** Select other messaging settings as appropriate.
 - Step 5** Select **Save**.
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Related Topics

[Instant messaging settings configuration on IM and Presence](#)

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 CM IM and 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**.

Add an Instant Messaging and Presence Service

Provide users with instant messaging and presence 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 instant messaging and presence service as follows:
- Select **Unified CM (IM and Presence)** from the **Product Type** drop-down list.
 - 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.
 - Specify an optional description in the **Description** field.
 - Specify the instant messaging and presence service address in the **Host Name/IP Address** field.
- Step 7** Select **Save**.
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What to Do Next

Add the instant messaging and presence service to your service profile.

Apply Instant Messaging and Presence Service

After you add an instant messaging 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

Create a service profile.

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** Select **Save**.
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Configure Users

To configure users, you enable instant messaging and presence and add a service profile to the users.

Configure Users Individually

Enable instant messaging and presence 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 **Enable User for Unified CM IM and Presence**.
 - b) Select your service profile from the **UC Service Profile** drop-down list.
- Important** **Cisco Unified Communications Manager version 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 version 9.x always 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 version 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 version 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**.
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