

# Introduction

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This chapter provides an introduction to the Cisco Unified Presence Server system, as well as a list of Cisco Unified IP phones that Cisco Unified Presence Server supports.

## Overview

The Cisco Unified Presence Server provides a critical component for delivering the full value of a Cisco Unified Communications environment. It collects information about user availability status, such as whether you are using a communications device such as a phone at a particular time. It also collects information regarding user communications capabilities, such as whether Web collaboration or video conferencing is enabled. Using user information captured by the Cisco Unified Presence Server, applications such as Cisco Unified Personal Communicator and Cisco Unified CallManager can improve productivity by helping users connect with colleagues more efficiently by determining the most effective way for collaborative communication.

The Cisco Unified Communications system of voice and IP communications products and applications helps organizations communicate more effectively by helping them streamline business processes, reach the right resource the first time, and increase profitability. The Cisco Unified Communications portfolio represents a critical part of the Cisco Business Communications solution: an integrated solution for organizations of all sizes that also includes network infrastructure, security, and network management products, wireless connectivity, and a lifecycle services approach, along with flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

## Product Description

Cisco Unified Presence Server helps you deploy Session Initiation Protocol (SIP) technology to support new voice services in your enterprise environment. SIP enhances the voice network by providing a core set of behaviors for session establishment and control that can be applied in a wide array of features and services. In addition to core SIP support, Cisco Unified Presence Server uses SIP for instant messaging and Presence Leveraging Extensions (SIMPLE) technology to support both instant messaging (IM) and presence.

Cisco Unified Presence Server comprises a SIP presence engine and a SIP proxy function. The presence engine collects user presence information (such as busy, idle, away, or available status) as well as user capabilities (such as the ability to support voice, video, IM, and Web collaboration) and compiles the data in a repository for each user. The applications and features that each user employs access the

repository. Each user can apply unique user rules and privacy to ensure that only authorized applications and users have access to presence information. The SIP proxy function allows for efficient and accurate routing of both presence and general SIP messaging through the enterprise.

Cisco Unified Presence Server, which is strongly integrated with various desktop clients and applications, helps enable Cisco Unified Personal Communicator, the Cisco enterprise desktop client, to perform numerous functions such as click-to-dial and phone control as well as voice, video, and Web collaboration. In addition, Cisco Unified Presence Server provides a core IM service for Cisco Unified IP Phones that are connected to Cisco Unified CallManager. Cisco Unified Presence Server also supports interoperability with enterprise desktop applications such as IBM Sametime and Microsoft Office Communicator, which enables these desktop applications to operate in conjunction with Cisco Unified IP Phones that are supported on Cisco Unified CallManager.

## Features and Benefits

This section describes some of the key features and benefits of the Cisco Unified Presence Server.

### Standards-Based SIP/SIMPLE Network Interface

Cisco Unified Presence Server provides a standards-based peering environment to any SIP- or SIMPLE-enabled applications and networks. In effect, users can request any user status that is maintained in Cisco Unified Presence Server by using the IETF standards for status and presence sharing. These SIP and SIMPLE standards define the accepted messaging to initiate and maintain a status request and to provide appropriate responses. Cisco Unified Presence Server, depending on the needs of the services deployed, can collect and distribute status information.

This implemented interface provides a standardized way to interoperate with numerous Cisco partners for building value-add services for Cisco Unified Communications customers.

### Cisco Unified Personal Communicator Network Interface

You must have Cisco Unified Presence Server to support the core functions for Cisco Unified Personal Communicator to store personal data including status and capabilities for users as well as their individual rules and preferences. Cisco Unified Presence Server also helps enable phone control and monitoring for click-to-dial service from Cisco Unified Personal Communicator. A highly secure environment helps ensure the integrity of this personal information that ranges from user passwords to network connectivity information to personal contact lists.

### IP Phone Messenger Network Interface

The Cisco IP Phone Messenger service that is included with Cisco Unified Presence Server provides Cisco Unified IP Phones with an IM client complete with presence-enabled contacts lists. Its real-time collaboration capabilities give phone users who might be away from their PCs a quick way to check on the presence status of colleagues. They can also send and receive short text messages, many of which are available in a list of phrases and full sentences to save typing them on the phone keypad. Message recipients can reply to their messages or press the Dial softkey to call back without having to look up or dial the number.

# Supported Cisco IP Phones

Table 1-1 shows which Cisco IP phones are supported by Cisco Unified Presence Server for SIP and SCCP protocols.

**Table 1-1** Supported Cisco IP Phones

Phone Type/Model	SIP	SCCP
12 SP	NA	No
30 VIP	NA	No
7902	NA	Yes
7910	NA	Yes
7905	No	Yes
7912	No	Yes
7940	No	Yes
7960	No	Yes
7935	NA	Yes
7936	NA	Yes
7920	NA	Yes
7911	Yes	Yes
7941	Yes	Yes
7961	Yes	Yes
7970	Yes	Yes
7971	Yes	Yes
7985 (Ocius)	NA	Yes
Cisco Unified Video Advantage	Yes <b>Note</b> This option specifies Yes only if SIP is available at the CTI gateway.	Yes
IP Communicator	NA	Yes
Cisco Unified Personal Communicator	No	NA

# Browsing to Cisco Unified Presence Server Administration

You access the Cisco Unified Presence Server Administration program from a PC that is not the web server and that does not have Cisco Unified Presence Server installed. No browser software exists on the server. See the “[Web Browsers](#)” section on page 1-4 for more information on browsing to the server.

## Additional Information

See the “[Related Topics](#)” section on page 1-9.

## Web Browsers

Cisco Unified Presence Server Administration supports the following Microsoft Windows operating system browsers:

- Microsoft Internet Explorer (IE) 6.0 or higher
- Netscape 7.2 or higher

From any user PC in your network, browse into a server that is running Cisco Unified Presence Server Administration and log in with administrative privileges.



### Note

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Simultaneous logon to Cisco Unified Presence Server Administration by a large number of users can cause performance to suffer. Try to limit the number of users and administrators that are logged on simultaneously.

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## Cisco Unified Presence Server Administration Logon

Use the following procedure to log on to Cisco Unified Presence Server Administration.

### Procedure

Use the following procedure to browse into the server and log on to Cisco Unified Presence Server Administration.

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- Step 1** Start your preferred operating system browser.
- Step 2** In the address bar of the web browser, enter the following case-sensitive URL:  
`https://<server-name>`  
where: <server-name> equals the name or IP address of the server
- Step 3** To log on to Cisco Unified Presence Server Administration, click the **Cisco Unified Presence Server Administration** link.
- Step 4** A Security Alert dialog box displays. Click the appropriate button.
- Step 5** At the Logon window, enter the application user password that you specified during Cisco Unified Presence Server installation and click **Submit**.
- The Cisco Unified Presence Server Administration window displays.
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**Note**

For security purposes, Cisco Unified Presence Server Administration logs you out after 30 minutes, and you must log back in to continue using it.

**Additional Information**

See the [“Related Topics” section on page 1-9](#).

## Cisco Unified Presence Server Administration Logoff

**Procedure**

Use the following procedure to log off Cisco Unified Presence Server Administration.

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- Step 1** From the main Cisco Unified Presence Server Administration window, click the **Log Off** button that is in the upper, right corner (see [Figure 1-1](#)).
- Step 2** The Logon window displays.
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**Additional Information**

See the [“Related Topics” section on page 1-9](#).

## Hypertext Transfer Protocol Over Secure Sockets Layer (HTTPS)

Hypertext Transfer Protocol over Secure Sockets Layer (SSL), which secures communication between the browser client and the web server (for Microsoft Windows users), uses a certificate and a public key to encrypt the data that is transferred over the internet. HTTPS also ensures that the user login password transports securely via the web. The following Cisco Unified CallManager applications support HTTPS, which ensures the identity of the server: Cisco Unified CallManager Administration, Cisco Unified CallManager Serviceability, the Cisco Unified CallManager User Options, Trace Collection Tool, the Real-Time Monitoring Tool (RTMT), and the XML (AXL) application programming interface.

A self-signed certificate gets generated on the web server at installation (the certificate also gets migrated during upgrades).

**Note**

If you access the web application by using the hostname and install the certificate in the trusted folder and then try to access the application by using the localhost or IP address, the Security Alert dialog box displays to indicate that the name of the security certificate does not match the name of the site.

If you use the localhost, the IP address, or the hostname in the URL to access the application that supports HTTPS, you must save the certificate in the trusted folder for each of type of URL (with the local host, IP address, and so on); otherwise, the Security Alert dialog box displays for each type.

## Using Internet Explorer and HTTPS with Cisco Unified Presence Server Administration

The following section describes how to save the CA Root certificate in the trusted folder, so the Security Alert dialog box does not display each time that you access the web application. The first time that you (or a user) access Cisco Unified Presence Server Administration or other Cisco Unified CallManager

SSL-enabled virtual directories after the Cisco Unified CallManager 5.0 installation/upgrade from a browser client, a Security Alert dialog box asks whether you trust the server. When the dialog box displays, you must perform one of the following tasks:

- By clicking **Yes**, you choose to trust the certificate for the current web session only. If you trust the certificate for the current session only, the Security Alert dialog box displays each time that you access the application; that is, until you install the certificate in the trusted folder.
- By clicking **View Certificate > Install Certificate**, you indicate that you intend to perform certificate installation tasks, so you always trust the certificate. If you install the certificate in the trusted folder, the Security Alert dialog box does not display each time that you access the web application.
- By clicking **No**, you cancel the action. No authentication occurs, and you cannot access the web application. To access the web application, you must click **Yes** or install the certificate via the **View Certificate > Install Certificate** option.

For other tasks that you can perform in the Security Alert dialog box, refer to the *Cisco Unified CallManager Security Guide*.

### Procedure

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- Step 1** Browse to the application on the web server.
- Step 2** When the Security Alert dialog box displays, click **View Certificate**.
- Step 3** In the Certificate pane, click **Install Certificate**.
- Step 4** Click **Next**.
- Step 5** Click the **Place all certificates in the following store** radio button; click **Browse**.
- Step 6** Browse to **Trusted Root Certification Authorities**.
- Step 7** Click **Next**.
- Step 8** Click **Finish**.
- Step 9** To install the certificate, click **Yes**.  
A message states that the import was successful. Click **OK**.
- Step 10** In the lower, right corner of the dialog box, click **OK**.
- Step 11** To trust the certificate, so you do not receive the dialog box again, click **Yes**.




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**Note** If you use the localhost, the IP address, or the hostname in the URL to access the application that supports HTTPS, you must save the certificate in the trusted folder for each of type of URL (with the local host, IP address, and so on); otherwise, the Security Alert dialog box displays for each type.

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### Additional Information

See the [“Related Topics”](#) section on page 1-9.

## Using Netscape and HTTPS with Cisco Unified Presence Server Administration

When you use HTTPS with Netscape, you can view the certificate credentials, trust the certificate for one session, trust the certificate until it expires, or not trust the certificate at all.

**Tip**

If you trust the certificate for one session only, you must repeat the following procedure each time that you access the HTTPS-supported application. If you do not trust the certificate, you cannot access the application.

Perform the following procedure to save the certificate to the trusted folder:

**Procedure**

**Step 1** Browse to the application, for example, Cisco Unified Presence Server Administration, by using Netscape.

The certificate authority dialog box displays.

**Step 2** Click one of the following radio buttons:

- Accept this certificate for this session
- Do not accept this certificate and do not connect
- Accept this certificate forever (until it expires)

**Note**

If you choose Do not accept, the application does not display.

**Note**

To view the certificate credentials before you continue, click **Examine Certificate**. Review the credentials, and click **Close**.

**Step 3** Click **OK**.

The Security Warning dialog box displays.

**Step 4** Click **OK**.

**Additional Information**

See the [“Related Topics” section on page 1-9](#).

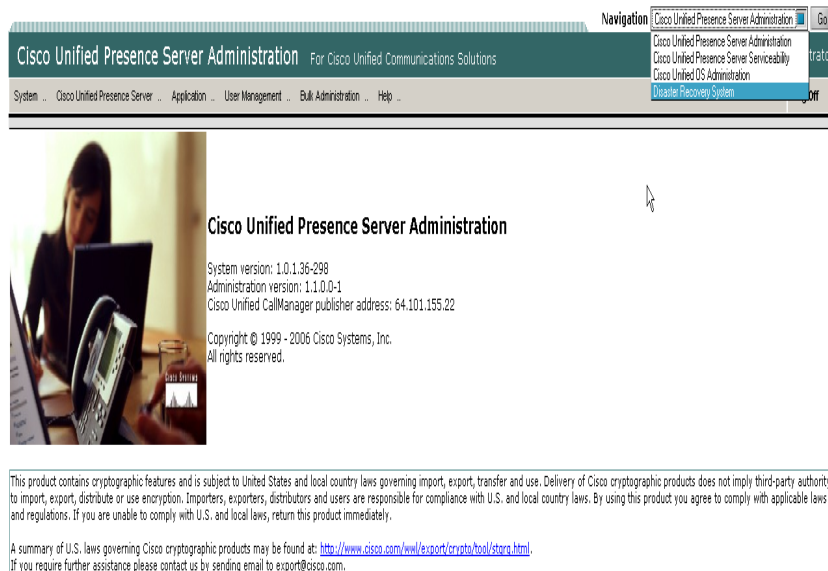
## Navigating the Cisco Unified Presence Server Administration Application

After you log on, the main Cisco Unified Presence Server Administration window displays. The window includes the drop-down list box called **Navigation** in the upper, right corner (see [Figure 1-1](#)). To access the applications in the drop-down list box, choose the program that you want and click **Go**. The choices in the drop-down list box include the following Cisco Unified Presence Server applications:

- Cisco Unified Presence Server Administration—Shows the default when you access Cisco Unified Presence Server. Use Cisco Unified Presence Server Administration to configure system parameters, applications, and much more.

- Cisco Unified Presence Server Serviceability—Takes you to the main Cisco Unified Presence Server Serviceability window that is used to configure trace files and alarms and to activate and deactivate services.
- Disaster Recovery System—Takes you to the Cisco Disaster Recovery System, a program that provides full data backup and restore capabilities for all servers in a Cisco Unified Presence Server cluster.
- Cisco Unified OS Administration—Takes you to a logon window, so you can configure and administer the Cisco Unified Presence Server platform.

**Figure 1-1 Cisco Unified Presence Server Administration Navigation**



These applications include additional security, so you must enter a userid and password before you can access these programs.

#### Additional Information

See the “[Related Topics](#)” section on page 1-9.

## Accessibility

Cisco Unified Presence Server Administration and Cisco Unified Presence Server User Options provide functionality for users that allows them to access buttons on the window without using a mouse. You can perform the following procedures from any point on the window, so the user does not have to scroll or tab through various fields.

#### Accessing the Icons in the Window

Many of the windows in Cisco Unified Presence Server and Cisco PCA have icons that display at the top of the window; for example, an icon of a disk for Save, an icon that is a plus sign (+) for Add, and so on. To access these icons, perform the following procedure.

1. Press **Alt**, press **1**, then press **Tab**. The cursor will highlight the first icon from the left. To move to the next icon, press **Tab** again.

2. Press **Enter**. The system performs the function of the icon; for example, Add.

#### Accessing the Buttons in the Window

Many of the windows in Cisco Unified Presence Server and Cisco PCA have buttons that display at the bottom of the window; for example, a button for Save, a button for Add, and so on. To access these buttons, perform the following procedure.

1. Press **Alt**, press **2**, and then press **Tab**. The cursor will highlight the first button from the left. To move to the next button, press **Tab** again.
2. Press **Enter**. The function of the button gets performed; for example, Save.

## Where to Find More Information

- *Cisco Unified CallManager System Guide*
- *Cisco Unified CallManager Features and Services Guide*
- *Cisco Unified CallManager Serviceability System Guide*
- *Cisco Unified CallManager Serviceability Administration Guide*
- *Cisco CDR Analysis and Reporting Administration Guide*
- *Cisco IP Telephony Solution Reference Network Design Guide*
- *Installing Cisco Unified Presence Server Release 5.0(1)*
- *Cisco Unified CallManager Security Guide 5.0*
- *Cisco IP Telephony Platform Administration Guide*
- *Cisco IP Telephony Disaster Recovery System Administration Guide*

## Related Topics

- [Browsing to Cisco Unified Presence Server Administration, page 1-4](#)
- [Using Internet Explorer and HTTPS with Cisco Unified Presence Server Administration, page 1-5](#)
- [Hypertext Transfer Protocol Over Secure Sockets Layer \(HTTPS\), page 1-5](#)
- [Navigating the Cisco Unified Presence Server Administration Application, page 1-7](#)
- [Accessibility, page 1-8](#)
- [Where to Find More Information, page 1-9](#)

