



CHAPTER 10

User-Agent Configuration

Use the User-Agent Configuration window to configure the reachability version per Client User-Agent. Setting the reachability version provides backwards compatibility with previous versions of Cisco Unified Personal Communicator. By default, all user-agents that are not specifically configured use reachability version 2, which complies with RFC 4479.

Finding User Agents

Cisco Unified Presence lets you locate specific user-agents on the basis of specific criteria. Use the following procedure to locate user-agents.

**Note**

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence search preferences until you modify your search.

Procedure

Step 1 Choose Cisco Unified Presence > **Presence Engine** > **User-Agent Configuration**.

The Find and List User Agent window displays. Records from an active (prior) query may also display in the window.

Step 2 To find all records in the database, ensure the dialog box is empty; go to [Step 3](#).

To filter or search records

- From the drop-down list box, choose a search pattern.
- Specify the appropriate search text, if applicable.

**Note**

To add additional search criteria, click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the – button to remove the last added criterion or click the **Clear Filter** button to remove all added search criteria.

Step 3 Click **Find**.

All matching records display. You can change the number of items that display on each window by choosing a different value from the Rows per Page drop-down list box.



Note You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking **Delete Selected**. You can delete all configurable records for this selection by clicking **Select All** and then clicking **Delete Selected**.

Step 4 From the list of records that display, click the link for the record that you want to view.

Note To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

Additional Information

See the [“Related Topics” section on page 10-4](#).

Configuring a User-Agent

This section describes how to add or update user-agents in the Cisco Unified Presence database.

Procedure**Step 1** Perform one of the following tasks:

- To add a user-agent, choose Cisco Unified Presence > **Presence Engine** > **User-Agent Configuration** and click **Add New**.
- To update a user-agent, find the user-agent by using the procedure in the [“Finding User Agents” section on page 10-1](#).

The User-Agent Configuration window displays.

Step 2 Enter the appropriate settings as described in [Table 10-1](#).**Step 3** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).**Additional Information**

See the [“Related Topics” section on page 10-4](#).

User-Agent Configuration Settings

[Table 10-1](#) describes the user-agent configuration settings. For related procedures, see the [“Related Topics” section on page 10-4](#).

Table 10-1 User-Agent Configuration Settings

Field	Description
Client User-Agent Version	This parameter specifies the client user-agent header. Maximum characters: 255
Reachability Version	This parameter specifies the version of reachability that the client uses in the presence document: <ul style="list-style-type: none"> • 1 - draft-ietf-simple-simple-rpid-07 • 2 - RFC 4479

Deleting a User-Agent

This section describes how to delete a user-agent.

Procedure

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- Step 1** Find the user-agent by using the procedure in the [“Finding User Agents” section on page 10-1](#).
- Step 2** From list of matching records, choose the user-agent that you want to delete.
- Step 3** To delete the user-agent, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).
If the user-agent is not in use, Cisco Unified Presence deletes it. If it is in use, a message displays.
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Additional Information

See the [“Related Topics” section on page 10-4](#).

Copying a User-Agent

This section describes how copy a user-agent.

Procedure

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- Step 1** Find the user-agent by using the procedure in the [“Finding User Agents” section on page 10-1](#).
- Step 2** From list of matching records, choose the user-agent that you want to copy.
- Step 3** To copy the user-agent, click the **Copy** icon that displays in the tool bar in the upper, left corner of the window (or click the **Copy** button that displays at the bottom of the window).
The User-Agent Configuration window displays.
- Step 4** Enter the appropriate settings as described in [Table 10-1](#).
- Step 5** Click **Save**.
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Additional Information

See the “[Related Topics](#)” section on page 10-4.

Related Topics

- [Finding User Agents](#), page 10-1
- [Configuring a User-Agent](#), page 10-2
- [Deleting a User-Agent](#), page 10-3