



# Availability and Instant Messaging on IM and Presence Service Configuration

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- [Availability Setup on IM and Presence Service, on page 1](#)
- [IM Setup On IM and Presence Service, on page 4](#)
- [Stream Management, on page 6](#)
- [Availability and Instant Messaging Interactions and Restrictions, on page 8](#)

## Availability Setup on IM and Presence Service

### Turn On or Off Availability Sharing for IM and Presence Service Cluster

This procedure describes how to turn on or off availability sharing for all client applications in a IM and Presence Service cluster.

Availability sharing is turned on by default on IM and Presence Service.

#### Procedure

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- Step 1** Choose **Cisco Unified CM IM and Presence Administration > Presence > Settings > Standard Configuration**.
- Step 2** Configure the availability setting. Perform one of the following actions:
- To turn on availability sharing in the IM and Presence Service cluster, check **Enable availability sharing**. If you turn on this setting, IM and Presence Service shares availability information for a user amongst all users in the cluster, based on the policy settings for that user.  
  
The default policy setting for a user is to allow all other users view their availability. Users configure their policy settings from the Cisco Jabber client.
  - To turn off availability sharing for all clients in the IM and Presence Service cluster, uncheck **Enable availability sharing**. If you turn off this setting, IM and Presence Service does not share any availability to other users in the IM and Presence Service cluster, nor does it share availability information it receives from outside the cluster. Users can only view their own availability status.
- Step 3** Click **Save**.

**Step 4** Restart the following services:

- a) Cisco XCP Router
- b) Cisco Presence Engine

- Tip**
- When you turn off availability sharing, a user can view their own availability status on the client application; the availability status for all other users are greyed out.
  - When you turn off availability sharing, when a user enters a chat room, their availability status shows a status of “Unknown” with a green icon.

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## Configure Ad-Hoc Presence Subscription Settings



**Note** These settings allow users to initiate ad-hoc presence subscriptions to users that are not on their contact list.

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### Procedure

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**Step 1** Choose **Cisco Unified CM IM and Presence Administration > Presence > Settings > Standard Configuration**.

**Step 2** Check **Enable ad-hoc presence subscriptions** to turn on ad-hoc presence subscriptions for Cisco Jabber users.

**Step 3** Set the maximum number of active ad-hoc subscriptions that IM and Presence Service permits at one time. If you configure a value of zero, IM and Presence Service permits an unlimited number of active ad-hoc subscriptions.

**Step 4** Set the time-to-live value (in seconds) for the ad-hoc presence subscriptions.

When this time-to-live value expires, IM and Presence Service drops any ad-hoc presence subscriptions and no longer temporarily monitors the availability status for that user.

**Note** If the time-to-live value expires while the user is still viewing an instant message from a ad-hoc presence subscription, the availability status that displays may not be current.

**Step 5** Click **Save**.

You do not have to restart any services on IM and Presence Service for this setting, however Cisco Jabber users will have to sign out, and sign back in to retrieve the latest ad-hoc presence subscriptions settings on IM and Presence Service.

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## Configure Maximum Contact List Size Per User

You can configure the maximum contact list size for a user; this is the number of contacts the user can add to their contact list. This setting applies to the contact list on Cisco Jabber client applications and on third-party client applications.

Users who reach the maximum number of contacts are unable to add new contacts to their contact list, nor can other users add them as a contact. If a user is close to the maximum contact list size, and the user adds a group of contacts that pushes the contact list over the maximum number, IM and Presence Service does not add the surplus contacts. For example, if the maximum contact list size on IM and Presence Service is 200. A user has 195 contacts and attempts to add 6 new contacts to the list, IM and Presence Service adds five contacts and does not add the sixth contact.



**Tip** The System Troubleshooter in Cisco Unified CM IM and Presence Administration indicates if there are users who have reached the contact list limit.

If you are migrating users to IM and Presence Service, Cisco recommends that you set the Maximum Contact List Size and Maximum Watchers settings to Unlimited while importing user contact lists. This ensures that each migrated user contact list is fully imported. After all users have migrated, you can reset the Maximum Contact List Size and Maximum Watchers settings to the preferred values.

### Procedure

**Step 1** Choose **Cisco Unified CM IM and Presence Administration > Presence > Settings**.

**Step 2** Edit the value of the **Maximum Contact List Size (per user)** setting.

The default value is 200.

**Tip** Check the **No Limit** check box to allow an unlimited contact list size.

**Step 3** Click **Save**.

**Step 4** Restart the Cisco XCP Router service.

### Related Topics

[Restart Cisco XCP Router Service](#)

## Configure Maximum Number of Watchers Per User

You can configure the number of watchers for a user, specifically the maximum number of people that can subscribe to see the availability status for a user. This setting applies to the contact list on Cisco Jabber clients and on third-party clients.

If you are migrating users to IM and Presence Service, Cisco recommends that you set the Maximum Contact List Size and Maximum Watchers settings to Unlimited while importing user contact lists. This ensures that each migrated user contact list is fully imported. After all users have migrated, you can reset the Maximum Contact List Size and Maximum Watchers settings to the preferred values.

### Procedure

**Step 1** Choose **Cisco Unified CM IM and Presence Administration > Presence > Settings**.

**Step 2** Edit the value of the **Maximum Watchers (per user)** setting.

The default value is 200.

**Tip** Check the **No Limit** check box to allow an unlimited number of watchers.

**Step 3** Click **Save**.

**Step 4** Restart the Cisco XCP Router service.

## IM Setup On IM and Presence Service

### Turn On or Off Instant Messaging for IM and Presence Service Cluster

This procedure describes how to turn on or off instant message capabilities for all client applications in a IM and Presence Service cluster. Instant message capabilities is turned on by default on IM and Presence Service.



**Caution**

When you turn off instant message capabilities on IM and Presence Service, all group chat functionality (ad hoc and persistent chat) will not work on IM and Presence Service. We recommend that you do not turn on the Cisco XCP Text Conference service or configure an external database for persistent chat on IM and Presence Service.

**Procedure**

**Step 1** Log in to **Cisco Unified CM IM and Presence Administration**, choose **Messaging > Settings**.

**Step 2** Configure the instant messaging setting. Do one of the following actions:

- To turn on instant message capabilities for client applications in the IM and Presence Service cluster, check **Enable instant messaging**. If you turn on this setting, local users of client applications can send and receive instant messages.
- To turn off instant message capabilities for client applications in the IM and Presence Service cluster, uncheck **Enable instant messaging**.

**Note** If you turn off this setting, local users of client applications cannot send and receive instant messages. Users can only use the instant messaging application for availability and phone operations. If you turn off this setting, users do not receive instant messages from outside the cluster.

**Step 3** Click **Save**.

**Step 4** Restart the Cisco XCP Router service.

### Turn On or Off Offline Instant Messaging

By default IM and Presence Service stores (locally) any instant messages that are sent to a user when they are offline, and IM and Presence Service delivers these instant messages to the user the next time they sign in to

the client application. You can turn off (suppress) this feature so IM and Presence Service does not store offline instant messages.



**Note** IM and Presence Service limits offline messages to 100 per user up to a maximum of 30000 per node.

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### Procedure

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- Step 1** Choose **Cisco Unified CM IM and Presence Administration > Messaging > Settings**.
- Step 2** Configure the offline instant messaging. Perform one of the following actions:
- To turn off the storage of offline instant messages on IM and Presence Service, check **Suppress Offline Instant Messaging**. If you check this setting, any instant messages that are sent to a user when they are offline, IM and Presence Service does not deliver these instant messages to the user the next time they sign in to the client application.
  - To turn on the storage of offline instant messages on IM and Presence Service, uncheck **Suppress Offline Instant Messaging**. If you uncheck this setting, any instant messages that are sent to a user when they are offline, IM and Presence Service delivers these instant messages to the user the next time they sign in to the client application.
- Step 3** Click **Save**.
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## Allow Clients to Log Instant Message History

You can prevent or allow users to log instant message history locally on their computer. On the client side, the application must support this functionality; it must enforce the prevention of instant message logging.

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### Procedure

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- Step 1** Choose **Cisco Unified CM IM and Presence Administration > Messaging > Settings**.
- Step 2** Configure the log instant message history setting as follows:
- To allow users of client applications to log instant message history on IM and Presence Service, check **Allow clients to log instant message history (on supported clients only)**.
  - To prevent users of client applications from logging instant message history on IM and Presence Service, uncheck **Allow clients to log instant message history (on supported clients only)**.
- Step 3** Click **Save**.
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## Allow Cut and Paste in Instant Messages

You can prevent or allow users to log instant message history locally on their computer. On the client side, the application must support this functionality; it must enforce the prevention of instant message logging.

### Procedure

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- Step 1** Choose **Cisco Unified CM IM and Presence Administration > Messaging > Settings**.
- Step 2** Configure the cut and paste in instant messages setting as follows:
- To allow users of client applications to cut and paste in instant messages, check **Allow cut & paste in instant messages**.
  - To prevent users of client applications from cutting and pasting in instant messages, uncheck **Allow cut & paste in instant messages**.
- Step 3** Click **Save**.
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## Stream Management

The IM and Presence Service supports Stream Management for instant messaging. Stream Management is implemented using the XEP-0198 specification, which defines an Extensible Messaging and Presence Protocol (XMPP) extension for active management of an XML stream between two XMPP entities, including features for stanza acknowledgements and stream resumption. For more information about XEP-0198, see the specification at <http://xmpp.org/extensions/xep-0198.html>

If there is a temporary loss of communication between IM and Presence Service and Cisco Jabber, Stream Management ensures that any instant messages that are sent during the communications outage are not lost. A configurable timeout period determines how such messages are handled:

- If Cisco Jabber reestablishes communication with IM and Presence Service within the timeout period, the messages are resent.
- If Cisco Jabber does not reestablish communication with IM and Presence Service within the timeout period, the messages are returned to the sender.
- Messages that are sent after the timeout period lapses are stored offline and delivered when Cisco Jabber resumes communication with IM and Presence Service.

Stream Management is enabled by default on a cluster-wide basis. However, you can use the Stream Management service parameters to configure the feature.

## Configure Stream Management

Use this procedure to configure Stream Management (XEP-0198) on the IM and Presence Service.

## Procedure

- Step 1** From Cisco Unified CM IM and Presence Administration, choose **System > Service Parameters**.
- Step 2** From the **Server** drop-down, choose an IM and Presence node.
- Step 3** From the **Service** drop-down, choose **Cisco XCP Router**.
- Step 4** Set the **Enable Stream Management** service parameter to **Enabled**.
- Step 5** Under **Stream Management Parameters (Clusterwide)**, configure any of the Stream Management parameters:

**Table 1: Stream Management Service Parameters**

Service Parameter	Description
Enable Stream Management	Enables or disables Stream Management cluster-wide. The default setting is Enabled.
Stream Management Timeout	<p>The timeout controls how long a session (whose connection has been severed) will allow for a resume (in seconds) before giving up. If the client attempts to negotiate a longer timeout (or does not specify a desired timeout) this maximum will apply.</p> <p>Any messages that are sent after this timeout ends and before Cisco Jabber logs in again with IM and Presence Service are stored offline and resent after relogin.</p> <p>The range is 30 seconds—90 seconds. The default value is 60 seconds.</p>
Stream Management Buffer	<p>Defines the maximum number of packets (packet history) that will be kept in buffer for a stream management-enabled session. A stream resume will fail if the client needs more history than what is available in the buffer.</p> <p>The range is 5—150 packets with a default value of 100 packets.</p>
Acknowledgement Request Rate	<p>Defines the number of stanzas that the server sends before asking the client to provide the count of the last stanza received. A smaller number makes for more network traffic, but helps the server prune the stanza history buffer and reduces memory used.</p> <p>The range is 1—64 stanzas with a default value of 5.</p> <p><b>Note</b> A smaller Acknowledgement Request Rate leads to increased network traffic, but reduced memory use.</p>

- Step 6** Click **Save**.

## Availability and Instant Messaging Interactions and Restrictions

Feature	Interactions and Restrictions
Block Everyone	<p>When a Cisco Jabber user enables the "Block Everyone" feature from within their Cisco Jabber policy settings, the block prevents other Jabber users from viewing or exchanging IMs and Presence with the blocking user, unless they are listed as a contact in the blocking user's contact list.</p> <p>For example, a Cisco Jabber user (Andy) has enabled Block everyone within his personal Jabber settings. The following list breaks down how Andy's block affects other Jabber users whom may or may not be included in Andy's personal contact list. In addition to the block, Andy has a personal contact list that:</p> <ul style="list-style-type: none"> <li>• Includes Bob—Because Bob is in Andy's personal contact list, he can still send IMs and view Andy's presence despite the block.</li> <li>• Omits Carol—Carol cannot view Andy's presence or send IMs due to the block..</li> <li>• Omits Deborah as a personal contact. However, Deborah is a member of an enterprise group that Andy has listed as a contact—Deborah is blocked from viewing Andy's presence or sending IMs to Andy.</li> </ul> <p>Note that Deborah is blocked from viewing Andy's presence, or sending IMs to Andy, despite the fact that she is a member of an enterprise group in Andy's contact list. For additional details on enterprise group contacts behavior, see CSCvg48001.</p>