Configure User Settings

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End User Settings Overview

You can use user settings such as Service Profiles and Feature Group Templates to apply common settings to your end users via an LDAP Directory sync. When the LDAP Directory sync occurs the configured settings get applied to all synced users.

Note This chapter covers user settings that apply to the IM and Presence Service, specifically. For general UC user configurations, including UC services such as voicemail and conferencing, refer to the "Configure End Users" section of the *System Configuration Guide for Cisco Unified Communications Manager*. You can apply these configurations as a part of your LDAP sync.

Service Profiles

A service profile contains common Unified Communications (UC) Services settings. You can configure different service profiles for different groups of users so that each group of users has the appropriate services configured for their job. To enable end users to access the IM and Presence Service configure the service profile so that it includes the IM and Presence Service.

You can use the following methods to apply a service profile to an end user:

- For LDAP Synchronized Users—If you have imported end users from an LDAP directory, you can assign the service profile to a feature group template and then apply that feature group template to your end users. The settings in the template get applied to all synchronized users.
- For Active Local Users (i.e. non-LDAP users)—To apply settings to a large number of users at once, use the Bulk Administration Tool to apply service profile settings via a csv file or spreadsheet. For details on how to use the Bulk Administration Tool at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

  Otherwise, you can configure user settings manually, on a user-by-user basis.

Feature Group Template Overview

Feature group templates help you to quickly apply common settings to groups of end users via an LDAP directory sync. For example, you can use the Feature Group Template to enable the IM and Presence Service for your end users. This is accomplished by applying an IM and Presence-enabled Service Profile to the template. When you apply the feature group template to an LDAP directory sync, when the sync occurs the settings from the template, including the configured Service Profile and User Profile settings, get applied to all synced users.

Feature group template configuration includes the following profiles that you can assign to the feature group template:

- User Profile—contains a set of common phone and phone line settings. You must configure the user profile with a universal line template, which assigns the common phone line settings, and a universal device template, which assigns the common phone settings. These templates assist users who are set up for self-provisioning to configure their own phones.
- Service Profile—contains a group of common UC services, such as the IM and Presence Service, directory, or voicemail.

User Settings Prerequisites

If you want to move users between IM and Presence Service clusters, you must do so before you configure end users. For information about how to use Cisco Unified CM IM and Presence Administration to migrate users, and export or import contact lists.

Note Migrating users between clusters should not be confused with the User Migration Tool used for Partitioned Intra-domain Federation.

Note If you have Cisco Jabber connected over VPN, during the TLS handshake between the IM and Presence Service and the Cisco Jabber client, the IM and Presence server performs a reverse lookup for the client's IP subnet. If the reverse lookup fails, the TLS handshake times out in the client machine.

Configure User Settings Task Flow

Complete these tasks to configure user templates with common service and feature settings, such as enabling end users for the IM and Presence Service. When you complete an LDAP sync, your template settings will be applied to your end users.

Note This chapter task flow user settings that apply to the IM and Presence Service, specifically. For general UC user configurations, including UC services such as voicemail and conferencing, refer to the "Configure End Users" section of the *System Configuration Guide for Cisco Unified Communications Manager*. You can apply these configurations as a part of your LDAP sync.

Procedure

	Command or Action	Purpose
Step 1	Configure the User Assignment Mode, on page 3	Set the user assignment mode to balanced, active-stand-by, or none.
Step 2	Add an IM and Presence UC Service, on page 4	Set up an IM and Presence UC service on Cisco Unified Communications Manager.
Step 3	Configure a Service Profile, on page 4	Configure a service profile that contains the IM and Presence UC service that you added.
Step 4	Configure a Feature Group Template, on page 5	Configure a feature group template that includes the service profile that you set up in addition to other common feature settings.

What to do next

Complete an LDAP sync to apply the settings to LDAP-synchronized users.

Configure the User Assignment Mode

Use this procedure to configure the way in which the sync agent will distribute users to the nodes in the cluster.

Procedure

Step 1 From Cisco Unified CM Administration, choose **System** > **Enterprise Parameters**.

Step 2 In the **User Management Parameters** Area, choose one of the following options for the **User Assignment Mode for Presence Server** parameter:

- **Balanced**—This mode assigns users equally to each node in each subcluster and attempts to balance the total number of users equally across each node. This is the default option.
- **Active-Standby**—This mode assigns all users to the first node of the subcluster, leaving the secondary server as a backup.
- **None**—This mode results in no assignment of the users to the nodes in the cluster by the sync agent.

Step 3 Click **Save**.

What to do next

Add an IM and Presence UC Service, on page 4

Add an IM and Presence UC Service

Use this procedure in Cisco Unified Communications Manager add a UC service for the IM and Presence Service.

Procedure

Step 1 From Cisco Unified CM Administration, choose **User Management** > **User Settings** > **UC Service**.

Step 2 Click **Add New**.

Step 3 From the **UC Service Type** drop-down list box, choose **IM and Presence**.

Step 4 From the **Product Type** drop-down list box, choose **Unified CM (IM and Presence)**.

Step 5 Enter a **Name** and **Description** for the IM and Presence service.

Step 6 In the **Hostname/IP Address** field, enter a hostname, IP address, or DNS SRV for the server that hosts the IM and Presence Service.

Step 7 Click **Save**.

What to do next

To enable users for the IM and Presence Service, assign the UC Service to a Service Profile and assign that profile to you users.

Configure a Service Profile, on page 4.

Configure a Service Profile

Use this procedure to configure a service profile that contains the IM and Presence Service.

Before you begin

Add an IM and Presence UC Service, on page 4

Procedure

Step 1 From Cisco Unified CM Administration, choose **User Management** > **User Settings** > **Service Profile**.

Step 2 Do either of the following

- Click **Find** and select an existing profile
- Click **Add New** to create a new profile

Step 3 In the **IM and Presence Profile** section, select the **Primary** IM and Presence server.

Step 4 Complete the remaining fields in the **Service Profile Configuration** window. For help with the fields and their settings, see the online help

Step 5 Click **Save**.

What to do next

Configure a Feature Group Template, on page 5

Configure a Feature Group Template

Configure a feature group template that includes common feature settings as well as the IM and Presence-enabled service profile that you set up.

Before you begin

Configure a Service Profile, on page 4

Procedure

Step 1 In Cisco Unified CM Administration, choose **User Management** > **User/Phone Add** > **Feature Group Template**.

Step 2 Click **Add New**.

Step 3 Enter a **Name** and **Description** for the Feature Group Template.

Step 4 Check the **Home Cluster** check box if you want to use the local cluster as the home cluster for all users whom use this template.

Step 5 Check the **Enable User for Unified CM IM and Presence** check box to allow users whom use this template to exchange instant messaging and presence information.

Step 6 From the drop-down list, select a **Services Profile** and **User Profile**.

Step 7 Complete the remaining fields in the **Feature Group Template Configuration** window. Refer to the online help for field descriptions.

Step 8 Click **Save**.

What to do next

Configure an LDAP Directory sync that includes this feature group template. When you complete the LDAP Sync, the IM and Presence settings in the template get applied to synchronized users. See LDAP Synchronization Configuration Task Flow.