



IM and Presence Service Node Setup

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Set Up Service Parameters

The SIP message routing from IM and Presence Service to Microsoft Lync is based on the Record-Route header added by Microsoft Lync in the initial request. IM and Presence Service resolves the hostname in the Record-Route header to an IP address and routes the SIP messages to the Microsoft Lync client.

In addition the transport type on IM and Presence Service should be the same as the transport type configured on Microsoft Lync for the IM and Presence Service route.

Procedure

- Step 1** Select **Cisco Unified CM IM and Presence Administration > System > Service Parameters**.
- Step 2** Select the IM and Presence server.
- Step 3** Select the service **Cisco SIP Proxy**.
- Step 4** Verify that the following parameters are configured correctly:
- The proxy domain must define the enterprise top-level domain (for example, "example.com"). This value can be entered in the **CUCM Domain** service parameter field.

This parameter specifies which URIs are treated as local and handled by this IM and Presence Service installation. Other SIP requests may be proxied.
 - Enable the Add Record-Route Header parameter.
 - Enable the Use Transport in Record-Route Header parameter.
 - The SIP Route Header Transport Type parameter value must be set to the same type as the transport parameter configured on Microsoft Lync for the Microsoft Lync to IM and Presence Service route.
- Step 5** Select **Save**.
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What to do next

[Set Up Incoming and Outgoing Access Control Lists, on page 2](#)

Set Up Incoming and Outgoing Access Control Lists

This procedure involves adding four access control list (ACL) entries:

- The FQDN of the Lync server for the incoming ACL
- The IP address of the Lync server for the incoming ACL
- The FQDN of the Lync server for the outgoing ACL
- The IP Address of the Lync server for the outgoing ACL

Procedure

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- Step 1** Select **Cisco Unified CM IM and Presence Administration > System > Security > Incoming ACL > Add New**.
- Step 2** Enter a description of the incoming ACL, for example, Lync Standard Server.
- Step 3** Enter the FQDN of the Lync server in the **Address Pattern** field and select **Save**.
- Tip** To view the new Incoming ACL entry, select **Go** from the top right of the window. A list of all configured Incoming ACLs is displayed.
- Step 4** Select **Add New**.
- Step 5** Enter a description of the incoming ACL, for example, Lync Standard Server.
- Step 6** Enter the IP address of the Lync server in the **Address Pattern** field and select **Save**.
- Step 7** Select **Cisco Unified CM IM and Presence Administration > System > Security > Outgoing ACL > Add New**.
- Step 8** Enter a description of the outgoing ACL, for example, Lync Standard Server.
- Step 9** Enter the FQDN of the Lync server in the **Address Pattern** field and select **Save**.
- Tip** To view the new Outgoing ACL entry, select **Go** from the top right of the window. A list of all configured Outgoing ACLs is displayed.
- Step 10** Select **Add New**.
- Step 11** Enter a description of the outgoing ACL, for example, Lync Standard Server.
- Step 12** Enter the IP address of the Lync server in the **Address Pattern** field and select **Save**.
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What to do next

[Set Up Routing Settings, on page 2](#)

Set Up Routing Settings

Complete the following procedure to configure the routing settings.

Procedure

- Step 1** Select **Cisco Unified CM IM and Presence Administration > Presence > Routing > Settings**.
 - Step 2** Select **On** for **Method/Event Routing Status**.
 - Step 3** Select **Default Cisco SIP Proxy TCP Listener** for the Preferred Proxy Server.
 - Step 4** Select **Save**.
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What to do next

[Remote Call Control Setup, on page 3](#)

Remote Call Control Setup

Set Up IM and Presence Service CTI Connection

Complete the following procedure to configure the CTI connections on IM and Presence Service.

Before you begin

Obtain the username and password that you configured for the application user account on the associated Cisco Unified Communications Manager server for the CTI Gateway.

Procedure

- Step 1** Select **Cisco Unified CM IM and Presence Administration > Application > Microsoft RCC > Settings**.
- Step 2** Select **On** from the **Application Status** menu.
- Step 3** Enter the CTI Gateway application username and password.
 - Tip** The username and password are case-sensitive and must match what is configured on Cisco Unified Communications Manager.
- Step 4** Enter a value (in seconds) for the heartbeat interval.

This is the length of time between heartbeat messages sent from IM and Presence Service to the Cisco Unified Communications Manager nodes to monitor the CTI connections.
- Step 5** Enter a value (in seconds) for the session timer.

This is the session timer for the Microsoft Lync sign-in session.
- Step 6** Select the type of Microsoft server you are using from the Microsoft Server Type menu.
 - Note** For Microsoft Lync integration, you must select **MOC server OCS**.
- Step 7** As required, enter the IP address of each Cisco Unified Communications Manager node with which you want to establish a CTI connection.

Note You can configure a CTI connection with up to eight Cisco Unified Communications Manager nodes. These nodes must all belong to the same Cisco Unified Communications Manager cluster.

Step 8 Select **Save**.

Important If you select MOC server OCS as the Microsoft Server Type, you must install the IM and Presence Service Lync Remote Call Control Plug-in on the Microsoft Lync client for any users who use more than one line appearance for remote call control. The IM and Presence Service Lync Remote Call Control Plug-in adds a menu item to the Microsoft Lync client that enables the user to select a line appearance to control.

What to do next

[Assign User Capabilities, on page 4](#)

Related Topics

[Set Up CTI Gateway Application User
Lync Remote Call Control Installation](#)
[Run Microsoft RCC Troubleshooter, on page 5](#)

Assign User Capabilities

Complete the following procedure to assign Microsoft Remote Call Control (RCC) capabilities to users.

Procedure

- Step 1** Select **Cisco Unified CM IM and Presence Administration > Application > Microsoft RCC > User Assignment**.
- Step 2** Select **Find**.
- Step 3** Check the users to whom you want to assign remote call control capabilities.
- Step 4** Select **Assign Selected Users**.
- Step 5** Check **Enable Microsoft RCC** in the **Microsoft RCC Assignment** window.
- Step 6** Select **Save**.

Important Make sure that you have assigned remote call control capabilities to each Microsoft Lync user.

What to do next

[Run Microsoft RCC Troubleshooter, on page 5](#)

Related Topics

[Set Up IM and Presence Service CTI Connection, on page 3](#)
[Run Microsoft RCC Troubleshooter, on page 5](#)

Run Microsoft RCC Troubleshooter

The Microsoft RCC Troubleshooter validates the configuration that supports the integration of the Microsoft Lync client with IM and Presence Service.

Procedure

Step 1 Select **Cisco Unified CM IM and Presence Administration > Diagnostics > Microsoft RCC Troubleshooter**.

Step 2 Enter a valid user ID.

Tip Select Search to find the ID for a user.

Step 3 Enter the Microsoft Lync server address.

Step 4 Select **Submit**.

What to do next

[Microsoft Component Integration Setup for IM and Presence Service](#)

