Configuration of IM and Presence Service for Integration with Microsoft OCS

Configure Service Parameters

The SIP message routing from IM and Presence Service to Microsoft Office Communicator is based on the Record-Route header added by Microsoft OCS 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 Office Communicator client.

In addition the transport type on IM and Presence Service should be the same as the transport type configured on Microsoft OCS for the IM and Presence Service route (either TLS or TCP respectively).

Procedure

Step 1 Select **Cisco Unified CM IM and Presence Administration** > **System** > **Service Parameters**.

Step 2 Select the IM and Presence Service node.

Step 3 Select the service **Cisco SIP Proxy**.

Step 4 Verify that the following parameters are configured correctly:

a) The **Proxy Domain** parameter value must define the enterprise top-level domain name (e.g. "example.com"). This parameter specifies which URIs are treated as local and handled by this IM and Presence Service installation. Other SIP requests may be proxied.

b) Enable the **Add Record-Route Header** parameter.

c) Enable the **Use Transport in Record-Route Header** parameter.

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d) The **SIP Route Header Transport Type** parameter value must be set to the same type as the transport parameter configured on Microsoft OCS for the Microsoft OCS to IM and Presence Service route.

Step 5   Click **Save**.

Step 6   Restart the Cisco UP SIP Proxy service on IM and Presence Service. For more information, see the *Cisco Unified Serviceability Administration Guide*.

Configure an Incoming Access Control List

Procedure

Step 1   Select **Cisco Unified CM IM and Presence Administration** > **System** > **Security** > **Incoming ACL**.

Step 2   Click **Add New**.

Step 3   Enter a description in the Description field.

Step 4   Enter IP address, host name, or Fully Qualified Domain Name (FQDN) of the associated Microsoft OCS server in the Address Pattern field.

Step 5   Click **Save**.

What to Do Next

Configure Routing Settings

Procedure

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

Step 2   Click **On** for Method/Event Routing Status.

Step 3   Click **Default Cisco SIP Proxy TCP Listener** for the Preferred Proxy Server.

Step 4   Click **Save**.

What to Do Next

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Remote Call Control Settings Configuration

Configure 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 Office Communicator sign-in session.

Step 6 Select **MOC server OCS** as the Microsoft Server Type.

Note You must install the Phone Selection plug-in on Microsoft Office Communicator for any users who use more than one line appearance for remote call control. The Phone Selection plug-in adds a tab to the Microsoft Office Communicator client that enables the user to select a line appearance to control.

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**.

What to Do Next

Assign User Capabilities, on page 4

Related Topics

Configure an Application User for CTI Gateway

Deployment of Phone Selection Plug-in

Run Microsoft RCC Troubleshooter, on page 4

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Assign User Capabilities

Procedure

Step 1   Select **Cisco Unified CM IM and Presence Administration** > **Application** > **Microsoft RCC** > **User Assignment**.

Step 2   Click **Find**.

Step 3   Check the users to whom you want to assign the remote call control capabilities and click **Assign Selected Users**.

Step 4   Check **Enable Microsoft RCC** in the **Microsoft RCC Assignment** window and click **Save**.
Troubleshooting Tips

   • Make sure that you have assigned remote call control capabilities to each Microsoft Office Communicator user.

What to Do Next

Configuration of Microsoft Components for Integration with IM and Presence Service

Related Topics

Run Microsoft RCC Troubleshooter

The Microsoft RCC Troubleshooter validates the configuration that supports the integration of the Microsoft Office Communicator 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 OCS server address.

Step 4   Click **Submit**.

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