



# Cisco Unified Presence Network Setup

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## Configuration Changes and Service Restart Notifications

### Service Restart Notifications

If you make a configuration change in Cisco Unified Presence Administration that impacts a Cisco Unified Presence XCP service, you will need to restart XCP services for your changes to take effect. Cisco Unified Presence notifies you of exactly which node the configuration change impacts and of any service that you must restart. An Active Notifications popup window displays on each page of Cisco Unified Presence Administration to serve as a visual reminder that you must restart services. Use your mouse to hover over the dialog bubble icon to see the list of active notifications (if any) and associated severity levels. From the list of active notifications you can go directly to Cisco Unified Serviceability, where you can restart the required service.

The topics in this module indicate if you need to perform a service restart, however it is good practice to monitor the service restart popup window for these notifications, particularly if you make any configuration changes after you deploy Cisco Unified Presence in the network.

See the Online Help topic on Service Restart Notifications for information about the types of service notifications, and the service notification security levels.

#### Related Topic

[Cisco UP XCP Router Restart, page 7-2](#)

## Cisco UP XCP Router Restart

The Cisco UP XCP Router must be running for *all* availability and messaging services to function properly on Cisco Unified Presence. This applies to both SIP-based and XMPP-based client messaging. If you restart the Cisco UP XCP Router, Cisco Unified Presence automatically restarts *all* active XCP services.

The topics in this module indicate if you need to restart the Cisco UP XCP Router following a configuration change. Note that you must *restart* the Cisco UP XCP Router, *not* turn off and turn on the Cisco UP XCP Router. If you turn off the Cisco UP XCP Router, rather than restart this service, Cisco Unified Presence stops all other XCP services. Subsequently when you then turn on the XCP router, Cisco Unified Presence will *not* automatically turn on the other XCP services; you need to manually turn on the other XCP services.

### Related Topic

[DNS Domain Configuration, page 7-3](#)

## Restart the Cisco UP XCP Router Service

### Procedure

- 
- Step 1** On Cisco Unified Presence, choose **Cisco Unified Serviceability > Tools > Control Center - Network Services**.
  - Step 2** Choose the server from the Server list box and click **Go**.
  - Step 3** Click the radio button next to the Cisco UP XCP Router service in the Cisco Unified Presence Services section.
  - Step 4** Click **Restart**.
  - Step 5** Click **OK** when a message indicates that restarting may take a while.
- 

### Related Topics

- [Service Restart Notifications, page 7-1](#)
- [Cisco UP XCP Router Restart, page 7-2](#)

## Turn on the Cisco UP XCP Text Conference Service

This procedure applies if you configure the persistent chat room settings, or manually add one or more aliases to a chat node. You must also turn on this service if you want to enable temporary (ad-hoc) chat on a node.

### Before You Begin

If persistent chat is enabled, an external database must be associated with the Text Conference Manager service, and the database must be active and reachable or the Text Conference Manager will not start. If the connection with the external database fails after the Text Conference Manager service has started, the Text Conference Manager service will remain active and functional, however, messages will no longer be persisted to database and new persistent rooms cannot be created until the connection recovers.

### Procedure

- 
- Step 1** Choose **Cisco Unified Serviceability > Tools > Service Activation**.
- Step 2** Choose the chat node from the Server menu.
- Step 3** Choose the Cisco UP XCP Text Conference Manager service to turn it on.
- Step 4** Click **Save**.
- 

### Related Topics

- [Enable Persistent Chat, page 18-6](#)
- [Manage Chat Node Aliases Manually, page 18-10](#)
- [DNS Domain Configuration, page 7-3](#)

## DNS Domain Configuration

### Cisco Unified Presence Release 8.6(4) and Earlier

For Cisco Unified Presence Release 8.6(4) and earlier the enterprise-wide presence domain and the DNS domain of any server must match.

### Cisco Unified Presence Release 8.6(5) and Later



#### Note

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From Cisco Unified Presence Release 8.6(5), there is no requirement that the enterprise-wide presence domain aligns with the network-level DNS domain of any server.

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Cisco Unified Presence deployments can potentially have nodes deployed across multiple network-level DNS domains. What can be supported is dependant on the Cisco Unified Presence node name configuration of each server in the deployment.

If *any* Cisco Unified Presence node name is set to its hostname, then all Cisco Unified Presence nodes must share the same DNS domain. However, Cisco Unified Presence nodes within a cluster may be deployed in a DNS domain that differs from the associated Cisco Unified Communications Manager cluster.

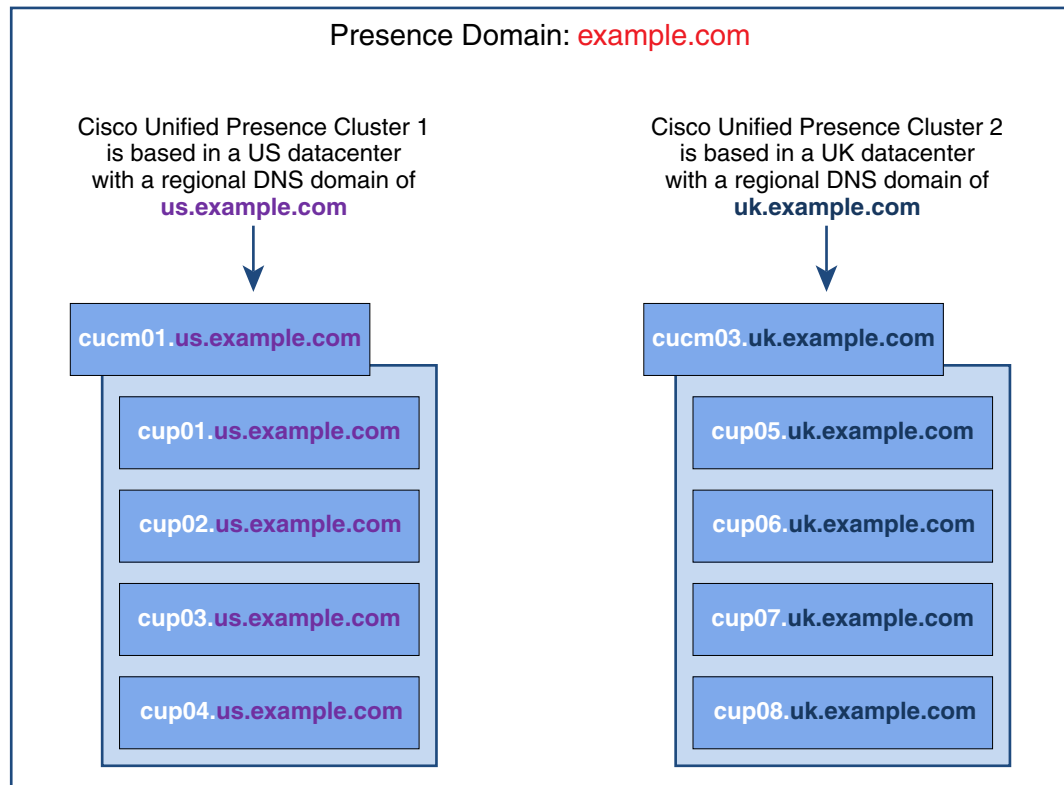
If *all* Cisco Unified Presence nodes within the deployment have a node name set to that node's Fully Qualified Domain Name (FQDN) or IP Address, the following deployment options are supported:

- Cisco Unified Presence clusters deployed in different DNS domains or subdomains
- Cisco Unified Presence nodes within a cluster deployed within different DNS domains or subdomains
- Cisco Unified Presence nodes within a cluster deployed in a DNS domain that is different to the associated Cisco Unified Communications Manager cluster

## Cisco Unified Presence Clusters Deployed in Different DNS Domain or Subdomains

Cisco Unified Presence supports having the nodes associated with one Cisco Unified Presence cluster in a different DNS domain or subdomain to the nodes that form a peer Cisco Unified Presence cluster. The diagram below highlights a sample deployment scenario supported by Cisco Unified Presence.

**Figure 7-1** Cisco Unified Presence Clusters Deployed in Different DNS Domain or Subdomains



## Cisco Unified Presence Nodes within a Cluster Deployed within Different DNS Domains or Subdomains

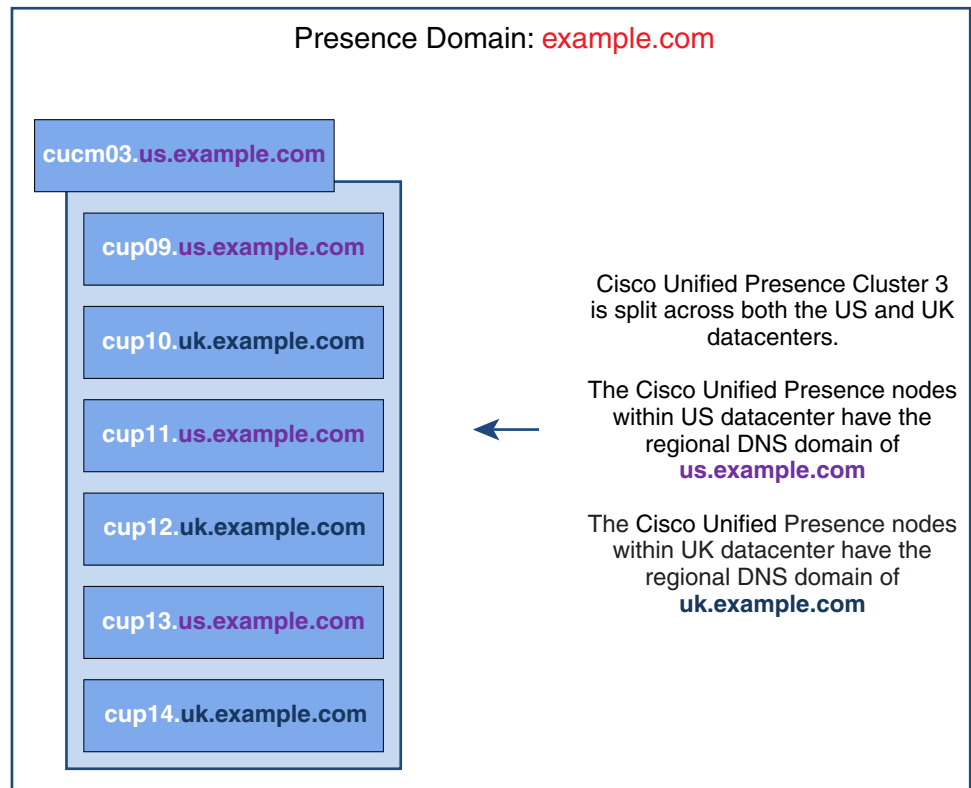
Cisco Unified Presence supports having the nodes within any Cisco Unified Presence cluster deployed across multiple DNS domains or subdomains. The following diagram highlights a sample deployment scenario supported by Cisco Unified Presence.



### Note

Although the sample deployment in [Figure 7-2](#) shows the Cisco Unified Presence node name set to the FQDN on all nodes, this deployment is also supported if the node name is set to hostname of IP address.

**Figure 7-2 Cisco Unified Presence Nodes within a Cluster Deployed within Different DNS Domains or Subdomains**



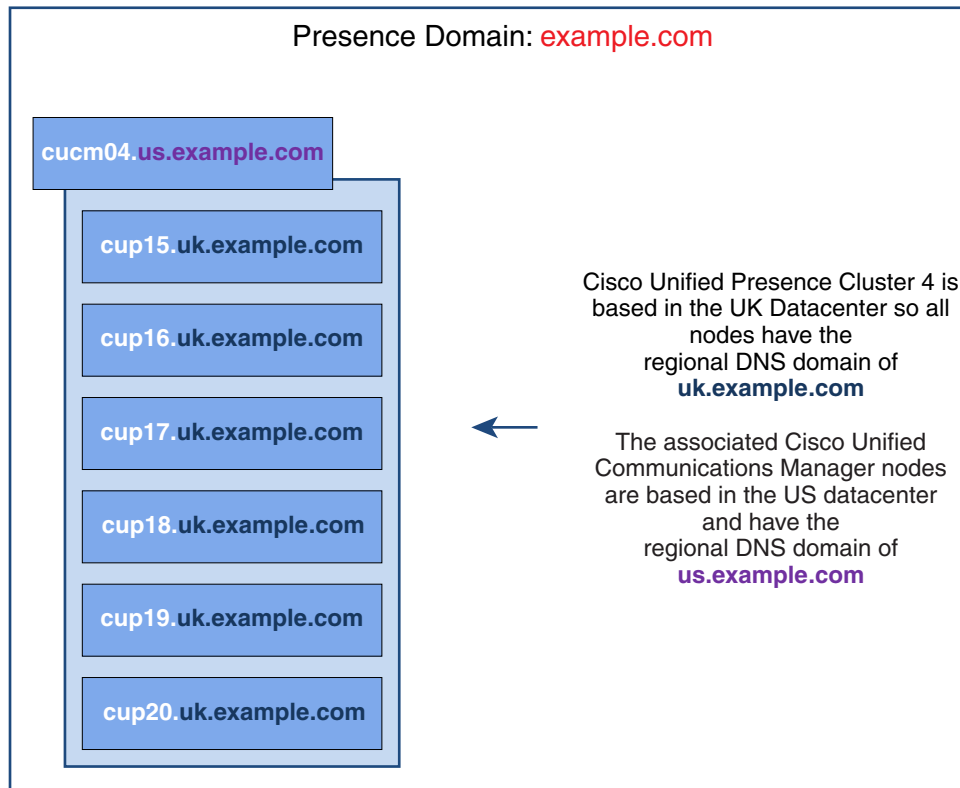
**Note**

High availability is also fully supported in scenarios where the two nodes within a High Availability subcluster are in different DNS domains or subdomains.

## Cisco Unified Presence Nodes within a Cluster Deployed in a DNS Domain that is Different to the Associated Cisco Unified Communications Manager Cluster

Cisco Unified Presence supports having the Cisco Unified Presence nodes in a different DNS domain to their associated Cisco Unified Communications Manager cluster. The diagram below highlights a sample deployment scenario supported by Cisco Unified Presence.

**Figure 7-3** Cisco Unified Presence Nodes within a Cluster Deployed in a DNS Domain that is Different to the Associated Cisco Unified Communications Manager Cluster



**Note**

To support Availability Integration with Cisco Unified Communications Manager, the **CUCM Domain SIP Proxy** service parameter must match the DNS domain of the Cisco Unified Communications Manager cluster.

By default, the **CUCM Domain SIP Proxy** service parameter is set to the DNS domain of the Cisco Unified Presence publisher node. Therefore, if the DNS domain of the Cisco Unified Presence publisher node differs from the DNS domain of the Cisco Unified Communications Manager cluster, you must update this service parameter using the Cisco Unified Presence Administration GUI on the Cisco Unified Presence publisher node.

**Related Topics**

- [Specify the DNS Domain Associated with Cisco Unified Communications Manager Cluster, page 7-7](#)
- [Domain Value Configuration, page 7-7](#)
- [Node Name Recommendations, page 17-6](#)
- [Changing the IP Address, Hostname and Domain Name for Cisco Unified Presence on cisco.com](#)

## Specify the DNS Domain Associated with Cisco Unified Communications Manager Cluster

**Note**

- This procedure applies only to Cisco Unified Presence Release 8.6(5) and later.
- This procedure is required only if the DNS domain of the Cisco Unified Presence publisher node differs from that of the Cisco Unified Communications Manager servers.

Cisco Unified Presence maintains Access Control List (ACL) entries for all Cisco Unified Communications Manager servers within the cluster. This enable seamless sharing of Availability between the servers. These ACL entries are FQDN based and are generated by appending the Cisco Unified Communications Manager hostname to the DNS domain of the Cisco Unified Presence publisher node.

If the DNS domain of the Cisco Unified Presence publisher node differs from that of the Cisco Unified Communications Manager servers, then invalid ACL entries will be added. To avoid this, you must perform the following procedure from the Cisco Unified Presence Administration GUI of the Cisco Unified Presence publisher node.

**Procedure**

- Step 1** Choose **Cisco Unified Presence Administration > System > Service Parameters**.
- Step 2** From the **Server** drop-down list, choose the Cisco Unified Presence server.
- Step 3** From the **Service** drop-down list, choose **Cisco UP SIP Proxy**.
- Step 4** Edit the **CUCM Domain** field in the General Proxy Parameters (Clusterwide) section to match the DNS domain of the Cisco Unified Communications Manager servers.  
By default this parameter is set to the DNS domain of the Cisco Unified Presence publisher node.
- Step 5** Click **Save**.

## Domain Value Configuration

- [Replacing the Default Presence Domain after Installation, page 7-7](#)
- [Changing the Presence Domain Value, page 7-9](#)

## Replacing the Default Presence Domain after Installation

Cisco Unified Presence automatically defaults the presence domain for the cluster to the DNS domain specified during Cisco Unified Presence installation. If you are not using DNS in your network and you did not set a DNS domain at install, the presence domain is set to “DOMAIN.NOT.SET” by default. You must replace this default value with the enterprise-wide presence domain.

**Note**

The presence domain must be identical across all clusters in the enterprise. If not, then intercluster communication will not be possible.

## Cisco Unified Presence Release 8.6(4) and Earlier

For Cisco Unified Presence Release 8.6(4) and earlier, the presence domain and the DNS domain must match. Perform the following procedure to configure a new presence domain value for the cluster. If you use DNS, this procedure also sets the DNS domain to the same value.

### Procedure

- 
- Step 1** Stop the Cisco UP SIP Proxy, Cisco UP Presence Engine and Cisco UP XCP Router services on all Cisco Unified Presence nodes in your cluster.
- Step 2** Perform the following steps to configure the new domain value:
- a. Choose **Cisco Unified Presence Administration > System > Cluster Topology**.
  - b. In the right pane, choose **Settings**.
  - c. In the **Domain Name** field, enter the new presence domain and click **Save**.
  - d. Choose **Cisco Unified Presence Administration > System > Service Parameters**, and choose the **Cisco UP SIP Proxy** service.
  - e. Configure the Federation Routing Cisco Unified Presence FQDN with the new domain.
  - f. You will be prompted to confirm these configuration changes. Click **OK** for both prompts, and then click **Save**.
- Step 3** (DNS deployments only, for non-DNS deployments proceed to Step 4) Use this CLI command to set the new domain:
- ```
set network domain <new_domain>
```
- This CLI command invokes a reboot of the server.
- Step 4** (DNS and non-DNS deployments) On all nodes in the cluster, manually start the Cisco UP SIP Proxy, Cisco UP Presence Engine and Cisco UP XCP Router services after the reboot is complete (if required). If you are not using DNS, you have completed the replacement of the default domain value.
- Step 5** (DNS deployments only) Manually regenerate all certificates on the local Cisco Unified Presence server.

**Note**

When you regenerate the Tomcat certificate, you must restart Tomcat. You can restart Tomcat after you regenerate all of the certificates on the local server. Use this CLI command to restart Tomcat: **utils service restart Cisco Tomcat**

## Cisco Unified Presence Release 8.6(5) and Later

For Cisco Unified Presence Release 8.6(5) onwards, there is no requirement for the presence domain and the DNS domain to match. Perform the following procedure to configure a new presence domain for the cluster.



**Note**

The following procedure only changes the presence domain of the cluster. It does not change the DNS domain associated with any Cisco Unified Presence node within that cluster. For instructions on how to change the DNS domain of a Cisco Unified Presence node, see *Changing the IP Address, Hostname and Domain Name for Cisco Unified Presence*.

**Procedure**

- 
- Step 1** Stop the Cisco UP SIP Proxy, Cisco UP Presence Engine and Cisco UP XCP Router services on all Cisco Unified Presence nodes in your cluster.
- Step 2** Choose **Cisco Unified Presence Administration > System > Cluster Topology**.
- Step 3** From the left pane, choose **Settings**.
- Step 4** In the **IM and Presence Domain** field, enter the new presence domain and click **Save**.
- Step 5** On all nodes in the cluster, manually start the Cisco UP SIP Proxy, Cisco UP Presence Engine and Cisco UP XCP Router services after the reboot is complete (if required).
- 

## Changing the Presence Domain Value

Follow this procedure if you want to change the presence domain value within a cluster

The following procedures are applicable if you have a DNS or non-DNS deployment.

### Cisco Unified Presence Release 8.6(4) and Earlier

**Note**

Cisco highly recommends that you use a DNS deployment. In order to be considered valid, the domain value must match the DNS domain name.

**Procedure**

- 
- Step 1** Stop the Cisco UP SIP Proxy, Presence Engine and XCP Router services on Cisco Unified Presence on all nodes in your cluster.
- Step 2** On the publisher node, perform the following steps to configure the new domain value:
- Choose **Cisco Unified Presence Administration > System > Cluster Topology**.
  - In the right pane, choose **Settings**.
  - Configure the Domain Name value with the new domain.
  - Choose **Cisco Unified Presence Administration > System > Service Parameters**, and choose the **Cisco UP SIP Proxy** service.
  - Configure the Federation Routing Cisco Unified Presence FQDN with the new domain.
  - You will be prompted to confirm these configuration changes. Click **OK** for both prompts, and then click **Save**.

**Step 3** (DNS deployments only, for non-DNS deployments proceed to Step 4) On all nodes in the cluster, use this CLI command to set the new domain:

```
set network domain <new_domain>
```

This CLI command invokes a reboot of the servers

**Step 4** (DNS and non-DNS deployments) On all nodes in the cluster, manually start the Cisco UP SIP Proxy, Cisco UP Presence Engine and Cisco UP XCP Router services after the reboot is complete (if required). If you are not using DNS, you have completed the replacement of the default domain value.

**Step 5** (DNS deployments only) Manually regenerate all certificates on each node in the cluster.

**Note**

When you regenerate the Tomcat certificate, you must restart Tomcat. You can restart Tomcat after you regenerate all of the certificates on the local server. Use this CLI command to restart Tomcat: **utils service restart Cisco Tomcat**

**Step 6** (DNS deployments only) Update the DNS configuration for the new domain. Update any host records and any DNS SRV records that you require for the new domain

**Step 7** (DNS deployments only) Configure any XMPP clients with the new domain.

## Cisco Unified Presence Release 8.6(5) and Later

For Cisco Unified Presence Release 8.6(5) onwards, there is no requirement for the presence domain and the DNS domain to match.

**Note**

The following procedure only changes the presence domain of the cluster. It does not change the DNS domain associated with any Cisco Unified Presence node within that cluster. For instructions on how to change the DNS domain of a Cisco Unified Presence node, see *Changing the IP Address, Hostname and Domain Name for Cisco Unified Presence*.

### Procedure

**Step 1** Stop the Cisco UP SIP Proxy, Cisco UP Presence Engine and Cisco UP XCP Router services on all Cisco Unified Presence nodes in your cluster.

**Step 2** On the publisher node, choose **Cisco Unified Presence Administration > System > Cluster Topology**.

**Step 3** From the left pane, choose **Settings**.

**Step 4** In the **IM and Presence Domain** field, enter the new presence domain and click **Save**.

**Step 5** On all nodes in the cluster, manually start the Cisco UP SIP Proxy, Cisco UP Presence Engine and Cisco UP XCP Router services after the reboot is complete (if required).

# Routing Information Configuration on Cisco Unified Presence

## Routing Communication Recommendations

MDNS is the default mechanism for establishing the XCP route fabric on Cisco Unified Presence; the network automatically establishes router-to-router connections between all Cisco Unified Presence nodes in a cluster. A requirement for MDNS routing is that all nodes in the cluster are in the same multicast domain. Cisco recommends MDNS routing because it can seamlessly support new XCP routers joining the XCP route fabric.

If you choose MDNS as the routing communication, you must have multicast DNS enabled in your network. In some networks multicast is enabled by default, or enabled in a certain area of the network, for example, in an area that contains the nodes that form the cluster. In these networks, you do not need to perform any additional configuration in your network to use MDNS routing. When multicast DNS is disabled in the network, MDNS packets cannot reach the other nodes in a cluster. If multicast DNS is disabled in your network, you must perform a configuration change to your network equipment to use MDNS routing.

Alternatively, you can choose router-to-router communication for your deployment. In this case, Cisco Unified Presence dynamically configures all router-to-router connections between nodes in a cluster. Choose this routing configuration type if all the nodes in your cluster are *not* in the same multicast domain. Note that when you choose router-to-router communication:

- Your deployment will incur the additional performance overhead while Cisco Unified Presence establishes the XCP route fabric.
- You do not need to restart the Cisco UP XCP Router on *any* node in your deployment when you add a new node.
- If you delete or remove a node, you must restart the Cisco UP XCP Router on *all* nodes in your deployment.

### Related Topic

[Configure Routing Communication, page 7-12](#)

## Configure MDNS Routing and Cluster ID

At installation, the system assigns a unique cluster ID to the Cisco Unified Presence publisher node. The system distributes the cluster ID so that all nodes in your cluster share the same cluster ID value. The nodes in the cluster use the cluster ID to identify other nodes in the multicast domain using MDNS. A requirement for MDNS routing is that the cluster ID value is unique to prevent nodes in one standalone Cisco Unified Presence cluster from establishing router-to-router connections with nodes in another standalone cluster. Standalone clusters should only communicate over intercluster peer connections.

Choose **Cisco Unified Presence Administration > Presence > Settings** to view or configure the cluster ID value for a cluster. If you change the cluster ID value, make sure that the value remains unique to your Cisco Unified Presence deployment.



### Note

If you deploy the Chat feature, Cisco Unified Presence uses the cluster ID value to define chat server aliases. There are certain configuration scenarios that may require you to change the cluster ID value. See the Group Chat module for details.

**Related Topics**

- [Routing Communication Recommendations, page 7-11](#)
- [Configure Cluster ID, page 7-13](#)
- [Configure Routing Communication, page 7-12](#)
- [Chat Setup and Management, page 18-1](#)

## Configure Routing Communication

To allow the nodes in a cluster to route messages to each other, you must configure the routing communication type. This setting determines the mechanism for establishing router connections between nodes in a cluster. Configure the routing communication type on the publisher node, and Cisco Unified Presence applies this routing configuration to all nodes in the cluster.

For single node Cisco Unified Presence deployments, Cisco recommends that you leave the routing communication type at the default setting.

**Caution**

You must configure the routing communication type before you complete your cluster configuration and start to accept user traffic into your Cisco Unified Presence deployment.

**Before You Begin**

- If you want to use MDNS routing, confirm that MDNS is enabled in your network.
- If you want to use router-to-router communication, and DNS is not available in your network, for each node you must configure the IP address as the node name in the cluster topology. To edit the node name, choose **Cisco Unified Presence Administration > System > Cluster Topology**, and click the edit link on a node. Perform this configuration after you install Cisco Unified Presence, and before you restart the Cisco UP XCP Router on all nodes.

**Note**

When using the Cisco Jabber client, certificate warning messages can be encountered if the IP address is configured as the IM and Presence Service node name. To prevent Cisco Jabber from generating certificate warning messages, the FQDN should be used as the node name.

**Procedure**

- 
- Step 1** Choose **Cisco Unified Presence Administration > System > Cluster Topology**.
- Step 2** In the right pane, choose **Settings**.
- Step 3** Choose one of these Routing Communication Types from the menu:
- Multicast DNS (MDNS)**- Choose Multicast DNS communication if the nodes in your cluster are in the same multicast domain. Multicast DNS communication is enabled by default on Cisco Unified Presence.
  - Router to Router** - Choose Router-to-Router communication if the nodes in your cluster are not in the same multicast domain.
- Step 4** Click **Save**.
- Step 5** Restart the Cisco UP XCP Router service on all nodes in your deployment.
-

**Related Topics**

- [DNS Domain Configuration, page 7-3](#)
- [Routing Information Configuration on Cisco Unified Presence, page 7-11](#)
- [Configure Cluster ID, page 7-13](#)
- [Domain Value Configuration, page 7-7](#)

## Configure Cluster ID

At installation, the system assigns a default unique cluster ID to the Cisco Unified Presence publisher node. If you configure multiple nodes in the cluster, the system distributes the cluster ID so that each node in your cluster shares the same cluster ID value.

Cisco recommends that you leave the cluster ID value at the default setting. If you do change the cluster ID value, note the following:

- If you choose MDNS routing, all nodes must have the same cluster ID to allow them to identify other nodes in the multicast domain.
- If you are deploying the Group Chat feature, Cisco Unified Presence uses the cluster ID value for chat server alias mappings, and there are certain configuration scenarios that may require you to change the cluster ID value. See the Group Chat module for details.

If you change the default Cluster ID value, you only need to make this change on the publisher node, and the system replicates the new Cluster ID value to the other nodes in the cluster.

**Procedure**

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**Step 1** Choose **Cisco Unified Presence Administration > System > Cluster Topology**.

**Step 2** In the right pane, choose **Settings**.

**Step 3** View or edit the Cluster ID value.



---

**Note** By default, Cisco Unified Presence assigns the cluster ID value “StandaloneCluster” to a cluster. If you are changing this default value, note that the underscore character (\_) is not permitted in the Cluster ID value.

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**Step 4** Click **Save**.

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**Related Topics**

- [Routing Information Configuration on Cisco Unified Presence, page 7-11](#)
- [Chat Setup and Management, page 18-1](#)

## Configure the Throttling Rate for Availability State Change Messages

To prevent an overload of the on Cisco Unified Presence, you can configure the rate of availability changes sent to the Cisco UP XCP Router in messages per second. When you configure this value, Cisco Unified Presence throttles the rate of availability changes back to meet the configured value.

**Procedure**

- 
- Step 1** Choose **Cisco Unified Presence Administration > System > Service Parameters**.
  - Step 2** Choose the Cisco Unified Presence server from the Server menu.
  - Step 3** Choose **Cisco UP Presence Engine** from the Service menu.
  - Step 4** In the Clusterwide Parameters section, edit the **Presence Change Throttle Rate** parameter. This parameter defines the number of availability updates per second.
  - Step 5** Click **Save**.
- 

## Configure the Proxy Server Settings

**Procedure**

- 
- Step 1** Choose **Cisco Unified Presence Administration > Presence > Routing > Settings**.
  - Step 2** Choose **On** for the Method/Event Routing Status.
  - Step 3** Choose **Default SIP Proxy TCP Listener** for the Preferred Proxy Server.
  - Step 4** Choose **Save**.
- 

**What To Do Next**

- [Cisco IP PhoneMessenger Configuration on Cisco Unified Presence, page 14-3](#), or
- Section “About Configuring Cisco Unified Personal Communicator on Cisco Unified Presence” in the *Cisco Unified Personal Communicator Administration Guide for Cisco Unified Presence Release 8.6*

## SIP Digest Authentication

Digest Authentication is enabled by default on Cisco Unified Presence SIP interfaces.

Therefore any user that is using Cisco Unified Personal Communicator 7, **must** have digest credentials configured on CUCM.

Cisco Unified Personal Communicator will then retrieve these credentials through the Cisco Unified Presence SOAP APIs prior to connecting over the SIP interface.

To configure Digest Authentication credentials for a user:

- 
- Step 1** From the CUCM Administration GUI, navigate to the **User Management > End User**.
  - Step 2** Choose the user from the find list.
  - Step 3** Enter the credentials in the **Digest Credentials** text box.
  - Step 4** Confirm by re-entering the **Confirm Digest Credentials** text box.

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

---

**Note**

The CUCM Bulk Administration tool (From the CUCM Administration GUI, navigate to **Bulk Administration > Users > Update Users**) allows for digest credentials to be updated in bulk for a set of users.

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An alternative to configuring digest credentials is to add specific Access Control List (ACL) entries for each Client Machine on which Cisco Unified Personal Communicator is running.

Having an ACL entry for the client machine ensures that digest authentication is bypassed.

ACL entries are added on the Cisco Unified Presence Admin GUI by:

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**Step 1** Navigate to **System > Security > Incoming ACL**.

**Step 2** Click **Add New**.

**Step 3** Enter the IP address in **Address Pattern**.

**Step 4** Optionally enter in a **Description** value.

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

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**Note**

Bypassing Digest Authentication is not the Cisco recommended approach as the configuration is static and does not allow for deployments where IP addresses are not statically provisioned to machines.

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## Turn on Cisco Unified Presence Services

### Turn on the Sync Agent

Cisco recommends that you turn on the Sync Agent on all Cisco Unified Presence nodes in the cluster.

**Before You Begin**

- Configure the topology for your deployment *before* starting the Sync Agent.
- If you deploy the Cisco Unified Personal Communicator client with Cisco Unified Presence, and you configure system-wide default application profiles (LDAP, CTI Gateway, Voicemail, Conferencing profiles) for your users, configure and enable the default profiles *before* you activate the Sync Agent.

**Procedure**

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**Step 1** Choose **Cisco Unified Presence Administration > System > Service Parameters**.

**Step 2** Choose the Cisco Unified Presence server from the Server menu.

**Step 3** Choose **Cisco UP Sync Agent** server from the Service menu.

- Step 4** Choose a value for the User Assignment Mode as follows:
- If set to **Balanced**, the Sync Agent synchronizes user information to Cisco Unified Presence, and then assigns the users to each node in an attempt to balance the user assignment evenly across all nodes.
  - If set to **Active/Standby**, the Sync Agent synchronizes user information to Cisco Unified Presence, and assigns the total number of users to the first node of a subcluster only. If there is only a single node in the subcluster, the Sync Agent uses this node for assignment regardless of the location of the node within the subcluster.
  - If set to **None**, the Sync Agent synchronizes user information to Cisco Unified Presence but does not assign any users. You must manually assign your users to nodes using the system topology interface
- Step 5** Click **Save**.
- 

#### Related Topics

- [Configure Routing Communication, page 7-12](#)
- Chapter “Configuring Basic Features for Cisco Unified Personal Communicator” in the *Cisco Unified Personal Communicator Administration Guide for Cisco Unified Presence Release 8.6*
- [Turn on Cisco Unified Presence Services, page 7-16](#)

## Turn on Cisco Unified Presence Services

The procedure below lists out the services that you need to turn on when you deploy a basic Cisco Unified Presence configuration. You need to turn on these services on each node in your Cisco Unified Presence cluster.

There are other optional Cisco Unified Presence services that you may need to turn on depending on the additional features that you deploy on Cisco Unified Presence. See the Cisco Unified Presence documentation relating to those specific features for further details.

The Cisco UP XCP Router service must be running for a basic Cisco Unified Presence deployment. Cisco Unified Presence turns on the Cisco UP XCP Router by default. Verify that this network service is on by choosing **Cisco Unified Presence Serviceability > Control Center - Network Services**.

#### Procedure

---

- Step 1** Choose **Cisco Unified Presence Serviceability > Tools > Service Activation**.
- Step 2** Choose the Cisco Unified Presence server from the Server menu.
- Step 3** For a basic Cisco Unified Presence deployment, turn on the following services:
- Cisco UP SIP Proxy
  - Cisco UP Presence Engine
  - Cisco UP Sync Agent
  - Cisco UP XCP Connection Manager
  - Cisco UP XCP Authentication Service



**Step 4** Click **Save**.

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**Related Topics**

- *Serviceability Configuration and Maintenance Guide for Cisco Unified Presence*
- [Turn on the Sync Agent, page 7-15](#)

■ Turn on Cisco Unified Presence Services