Configure IM and Presence Service

Configure IM and Presence Service for an On-Premises Deployment

Configure IM and Presence Service for On-Premises Deployments with Cisco Unified Communications Manager 10.5 and Later

Procedure

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Configure IM and Presence Service

Configure IM and Presence Service for On-Premises Deployments with Cisco Unified Communications Manager 9.x and Later

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Configure IM and Presence Service for On-Premises Deployments with Cisco Unified Communications Manager 9.x and Later

Procedure

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Configure IM and Presence Service

Configure IM and Presence Service for On-Premises Deployments with Cisco Unified Communications Manager 8.x and Cisco Unified Presence

Configure IM and Presence Service for On-Premises Deployments with Cisco Unified Communications Manager 8.x and Cisco Unified Presence

Procedure

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Activate and Start Essential Services

Essential services enable communication between servers and provide capabilities to the client.

Procedure

Step 1   Open the **Cisco Unified IM and Presence Serviceability** interface.

Step 2   Select **Tools** > **Control Center - Feature Services**.

Step 3   Select the appropriate server from the **Server** drop-down list.

Step 4   Ensure the following services are started and activated:

- **Cisco SIP Proxy**
- **Cisco Sync Agent**
- **Cisco XCP Authentication Service**
- **Cisco XCP Connection Manager**
- **Cisco XCP Text Conference Manager**
- **Cisco Presence Engine**

Step 5   Select **Tools** > **Control Center - Network Services**.

Step 6   Select the appropriate server from the **Server** drop-down list.

Step 7   Ensure **Cisco XCP Router Service** is running.

Create a Service Profile

You create a service profile that contains the configuration settings for the services you add on Cisco Unified Communications Manager. You add the service profile to the end user configuration for your users. The client can then retrieve settings for available services from the service profile.

Before you begin

Procedure

Step 1	Open the **Cisco Unified CM Administration** interface.
Step 2	Select **User Management** > **User Settings** > **Service Profile**. The **Find and List Service Profiles** window opens.
Step 3	Select **Add New**. The **Service Profile Configuration** window opens.
Step 4	Enter settings on the **Service Profile Configuration** window as follows: a) Specify a unique name for the service profile in the **Name** field. b) Select **Make this the default service profile for the system**, if appropriate. **Note** For phone mode, in the **IM and Presence Profile** section ensure that the **Primary** field has **<None>** selected.
Step 5	Select **Save**.

Prepopulate Contact Lists in Bulk

You can pre-populate user contact lists with the Bulk Administration Tool (BAT).

In this way you can prepopulate contact lists for users so that they automatically have a set of contacts after the initial launch of the client.

Cisco Jabber supports up to 300 contacts in a client contact list.

Procedure

	Command or Action	Purpose
Step 1	Create a CSV file that defines the contact list you want to provide to users.	
Step 2	Use the BAT to import the contact list in bulk to a set of users.	For more information about using BAT and the format of the CSV file, see the *Deployment Guide for Cisco Unified Communications Manager IM & Presence* for your release.

Enable Message Settings

Enable and configure instant messaging capabilities.

Before you begin

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Procedure

Step 1	Open the **Cisco Unified CM IM and Presence Administration** interface.
Step 2	Select **Messaging** > **Settings**.
Step 3	Select the following options:

- **Enable instant messaging**
- **Allow clients to log instant message history**
- **Allow cut & paste in instant messages**

Step 4	Select other messaging settings as appropriate.
Step 5	Select **Save**.

> **Important** Cisco Jabber does not support the following settings on the **Presence Settings** window on Cisco Unified Communications Manager IM and Presence Service release 9.0.x:
>
> - **Use DND status when user is on the phone**
> - **Use DND status when user is in a meeting**

What to do next

- If you have Cisco Unified Communications Manager IM and Presence Service release 9.x and later, .
- If you have Cisco Unified Presence Release 8.6, .

Specify Capabilities Assignments

Complete the steps in this task to provide users with instant messaging and presence capabilities when using Cisco Unified Presence.

Before you begin

Procedure

Step 1	Open the **Cisco Unified CM Administration** interface.
Step 2	Select **System** > **Licensing** > **Capabilities Assignment**.
	The **Find and List Capabilities Assignments** window opens.
Step 3	Specify the appropriate filters in the **Find Capabilities Assignment where** field and then select **Find** to retrieve a list of users.
Step 4	Select the appropriate users from the list.
	The **Capabilities Assignment Configuration** window opens.
Step 5	Select both of the following in the **Capabilities Assignment Configuration** section:

- **Enable CUP**
- **Enable CUPC**

Step 6	Select **Save**.

Enable File Transfers and Screen Captures

This applies to Cisco Unified Communication Manager IM and Presence Service 9.x, 10.0.x, and 10.5.1. You can enable or disable file transfers and screen captures using the Cisco XCP Router service on Cisco Unified Communications Manager IM and Presence Service. File transfers and screen captures parameter is enabled by default.

File transfers and screen captures are supported for both desktop and mobile clients.

Procedure

Step 1	Open the **Cisco Unified CM IM and Presence Administration** interface.
Step 2	Select **System** > **Service Parameters**.
Step 3	Select the appropriate server from the **Server** drop-down list.
Step 4	Select **Cisco XCP Router** from the **Service** drop-down list.
	The **Service Parameter Configuration** window opens.
Step 5	Locate the **Enable file transfer** parameter.
Step 6	Select the appropriate value from the **Parameter Value** drop-down list.
	Remember If you disable the setting on Cisco Unified Communications Manager IM and Presence Service, you must also disable file transfers and screen captures in the client configuration.
Step 7	Select **Save**.

Enable File Transfer

Cisco Jabber 10.5 supports peer-to-peer file transfer and transfering screen captures on Cisco Unified Communications Manager IM and Presence Service release 10.5(2) or later.

Procedure

Step 1	Open the **Cisco Unified CM IM and Presence Administration** interface.
Step 2	Select **Messaging** > **File Transfer**.
Step 3	In the **File Transfer Configuration** section, select **Peer-to-Peer**.
Step 4	Select **Save**.

Prompts for Presence Subscription Requests

Applies to: All clients

You can enable or disable prompts for presence subscription requests from contacts within your organization. The client always prompts users for presence subscription requests from contacts outside your organization.

Users specify privacy settings in the client as follows:

Inside Your Organization

Users can choose to allow or block contacts from inside your organization.

- If users choose to allow presence subscription requests and

  - you select **Allow users to view the availability of other users without being prompted for approval**, the client automatically accepts all presence subscription requests without prompting users.

  - you do not select **Allow users to view the availability of other users without being prompted for approval**, the client prompts users for all presence subscription requests.

- If users choose to block contacts, only their existing contacts can see their availability status. In other words, only those contacts who have already subscribed to the user's presence can see their availability status.

Note When searching for contacts in your organization, users can see the temporary availability status of all users in the organization. However, if User A blocks User B, User B cannot see the temporary availability status of User A in the search list.

Outside Your Organization

Users can choose the following options for contacts from outside your organization:

- Have the client prompt them for each presence subscription request.

• Block all contacts so that only their existing contacts can see their availability status. In other words, only those contacts who have already subscribed to the user's presence can see their availability status.

Before you begin

This feature is supported for on-premises deployments and is only available on Cisco Unified Communications Manager, release 8.x or later.

Procedure

Step 1	Open the **Cisco Unified CM IM and Presence Administration** interface.
Step 2	Select **Presence** > **Settings**.

The **Presence Settings** window opens.

Step 3 Select **Allow users to view the availability of other users without being prompted for approval** to disable prompts and automatically accept all presence subscription requests within your organization.

This option has the following values:

• Selected—The client does not prompt users for presence subscription requests. The client automatically accepts all presence subscription requests without prompting the users.

• Cleared—The client prompts users to allow presence subscription requests. This setting requires users to allow other users in your organization to view their availability status.

Step 4 Select **Save**.

Temporary Presence

Applies to: All clients

Disable temporary presence to increase privacy control. When you configure this parameter, Cisco Jabber displays availability status only to contacts in a user's contact list.

Before you begin

This feature is supported for on-premises deployment and requires Cisco Unified Communications Manager, release 9.x or later.

Procedure

Step 1	Open the **Cisco Unified CM IM and Presence Administration** interface.
Step 2	Select **Presence** > **Settings** > **Standard Configuration**.
Step 3	Uncheck **Enable ad-hoc presence subscriptions** and then select **Save**.

Cisco Jabber does not display temporary presence. Users can see availability status only for contacts in their contact list.

Disable Temporary Presence in Cisco Unified Presence

Disable temporary presence to increase privacy control. When you configure this parameter, Cisco Jabber displays availability status only to contacts in a user's contact list.

Before you begin

This feature is supported for on-premises deployment and requires Cisco Unified Communications Manager, release 8.x or later.

Procedure

Step 1   Open the **Cisco Unified Presence Administration** interface.

Step 2   Select **Presence** > **Settings**.

Step 3   Uncheck **Enable ad-hoc presence subscriptions** and then select **Save**.

Cisco Jabber does not display temporary presence. Users can see availability status only for contacts in their contact list.

Add an IM and Presence Service

Provide users with IM and Presence Service capabilities.

Procedure

Step 1   Open the **Cisco Unified CM Administration** interface.

Step 2   Select **User Management** > **User Settings** > **UC Service**.

The **Find and List UC Services** window opens.

Step 3   Select **Add New**.

The **UC Service Configuration** window opens.

Step 4   In the **Add a UC Service** section, select **IM and Presence** from the **UC Service Type** drop-down list.

Step 5   Select **Next**.

Step 6   Provide details for the IM and Presence Service as follows:

a)   Select **Unified CM (IM and Presence)** from the **Product Type** drop-down list.

b)   Specify a name for the service in the **Name** field.

The name you specify displays when you add the service to a profile. Ensure the name you specify is unique, meaningful, and easy to identify.

    c) Specify an optional description in the **Description** field.

    d) Specify the instant messaging and presence service address in the **Host Name/IP Address** field.

        Important The service address must be a fully qualified domain name or IP address.

Step 7   Select **Save**.

Apply an IM and Presence Service

After you add an IM and Presence Service on Cisco Unified Communications Manager, you must apply it to a service profile so that the client can retrieve the settings.

Before you begin

Procedure

Step 1   Open the **Cisco Unified CM Administration** interface.

Step 2   Select **User Management** > **User Settings** > **Service Profile**.

The **Find and List Service Profiles** window opens.

Step 3   Find and select your service profile.

The **Service Profile Configuration** window opens.

Step 4   In the **IM and Presence Profile** section, select up to three services from the following drop-down lists:

- **Primary**

- **Secondary**

- **Tertiary**

Step 5   Click **Save**.

Step 6   Add users to the service profile.

    a) Select **User Management** > **End User**.

        The **Find and List Users** dialog box opens.

    b) Specify the appropriate filters in the **Find User where** field and then select **Find** to find a user.

    c) Click the user in the list.

        The **End User Configuration** window appears.

    d) Under the **Service Settings** area, check the **Home Cluster** check box.

    e) Check the **Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)** check box.

    f) Select your service profile from the **UC Service Profile** drop-down list.

Step 7   Click **Save**.

Configure Presence in Microsoft SharePoint 2010 and 2013

If your organization defines users' profiles where their IM address is different from their email address, then additional configuration is required to enable presence integration between the client and Microsoft SharePoint 2010 and 2013.

Before you begin

- For Cisco Jabber for Windows clients only.

- Ensure that all sites are in sync with Microsoft SharePoint Central Administration (CA).

- Ensure that synchronization between Microsoft SharePoint and Active Directory is set up.

Procedure

Step 1   If you have Microsoft SharePoint 2013, update the SharePoint CA profile pages for users with the following information:

a) For the **SIP Address** profile field, leave it blank.

b) In the **Work email** profile field, enter the user profile. For example, `john4mail@example.pst`.

Step 2   If you have Microsoft SharePoint 2010, update the SharePoint CA profile pages for users with the following information:

a) For the **SIP Address** profile field, enter the user profile. For example, `john4mail@example.pst`

b) In the **Work email** profile field, leave it blank.

Configure Users with IM and Presence Service

You can enable users for IM and Presence.

Configure Users Individually

Enable instant messaging and presence service and add your service profile to individual users.

Procedure

Step 1   Open the **Cisco Unified CM Administration** interface.

Step 2   Select **User Management** > **End User**.

The **Find and List Users** window opens.

Step 3   Specify the appropriate filters in the **Find User where** field and then select **Find** to retrieve a list of users.

Step 4   Select the appropriate username from the list.

The **End User Configuration** window opens.

Step 5   Locate the **Service Settings** section and do the following:

a) Select **Home Cluster**.
b) Select **Enable User for Unified CM IM and Presence**.
c) Select your service profile from the **UC Service Profile** drop-down list.

> **Important** Cisco Unified Communications Manager release 9.x only—If the user has only instant messaging and presence capabilities (IM only), select **Use Default**. Cisco Unified Communications Manager release version 9.x applies the default service profile regardless of what you select from the **UC Service Profile** drop-down list.

Step 6   Select **Save**.

Configure Users in Bulk

Enable instant messaging and presence and add your service profile to multiple users.

Procedure

Step 1   Open the **Cisco Unified CM Administration** interface.

Step 2   Select **Bulk Administration** > **Users** > **Update Users** > **Query**.

The **Find and List Users To Update** window opens.

Step 3   Specify the appropriate filters in the **Find User where** field and then select **Find** to retrieve a list of users.

Step 4   Select **Next**.

The **Update Users Configuration** window opens.

Step 5   Select both of the **Enable User for Unified CM IM and Presence** check boxes.

> **Important** There are two check boxes for **Enable User for Unified CM IM and Presence**. To disable instant messaging and presence, you select one check box. To enable instant messaging and presence, you select both check boxes.

Step 6   Select the **UC Service Profile** check box and then select your service profile from the drop-down list.

> **Important** Cisco Unified Communications Manager release 9.x only — If the user has only instant messaging and presence capabilities (IM only), you must select **Use Default**.
>
> For IM only users — Cisco Unified Communications Manager release 9.x always applies the default service profile regardless of what you select from the **UC Service Profile** drop-down list.

Step 7   In the **Job Information** section, specify if you want to run the job immediately or at a later time.

Step 8   Select **Submit**.

Enable Presence for Calendar Events

To enable presence status for calendar events, users must individually enable a preference in the **Cisco Unified CM IM and Presence User Options** page.

☞

Important
- This feature is not available for the Cisco Jabber mobile clients.

- This preference is disabled by default.
- As of this release, users must enable the preference individually after deployment. You cannot enable this preference for multiple users with a bulk task.

Procedure

Step 1 Log in to the **Cisco Unified CM IM and Presence User Options** page.

The user options page is located at: `https://server_name:port_number/cupuser/showHome.do`

Step 2 Select **User Options** > **Preferences**.
The **Preferences** page opens.

Step 3 Navigate to the **Calendar Settings** section of the **Preferences** page.

Step 4 Select **On** from the drop-down menu for the **Include Calendar information in my Presence Status** field.

Step 5 Select **Save**.

Step 6 Log out and close the **Cisco Unified CM IM and Presence User Options** page.

Calendar events change the user's availability status in the client. For example, when meetings occur in the calendar, the availability status is automatically set to **In a meeting**.

Configure Persistent Chat

Persistent chat must be enabled and configured on Cisco Unified Communications Manager IM and Presence Service before it can be used by the client.

Before you begin

For Cisco Jabber desktop clients Persistent chat is available on Cisco Unified Communications Manager IM and Presence Service 10.0 and later.

Refer to *Database Setup for IM and Presence Service on Cisco Unified Communications Manager* for your release for information on the database configuration necessary to support the persistent chat feature. Database configuration must be performed before continuing with this task.

Local chat message archiving must be enabled for persistent chat. Local chat message archiving is enabled on Cisco Unified Communications Manager IM and Presence Service using the **Allow clients to log instant message history** setting, for more information, see the *Enable Message Settings* topic from the *On-Premises Deployment Guide*.

Procedure

Step 1	Open the **Cisco Unified CM IM and Presence Administration** interface.	
Step 2	Select **Messaging** > **Group Chat and Persistent Chat**.	
Step 3	Select **Enable Persistent Chat**.	
Step 4	Ensure the settings **How many users can be in a room at one time** and **How many hidden users can be in a room at one time** under the **Occupancy Settings** section contain the same, non-zero value.	
Step 5	Configure the remaining settings as appropriate for your persistent chat deployment. We recommend the persistent chat settings in the following table.	

Persistent Chat Setting	Recommended Value	Notes
System automatically manages primary group chat server aliases	Disabled	
Enable persistent chat	Enabled	
Archive all room joins and exits	Administrator Defined	This value is not currently used by for persistent chat.
Archive all room messages	Enabled	
Allow only group chat system administrators to create persistent chat rooms	Administrator Defined	Cisco recommends using the value Enabled unless Cisco Unified Personal Communicator is deployed in the enterprise environment.
Maximum number of persistent chat rooms allowed	Administrator Defined	
Number of connections to the database	Default Value	
Database connection heartbeat interval (seconds)	Default Value	
Timeout value for persistent chat rooms (minutes)	Default Value	
Maximum number of rooms allowed	Default Value	
Rooms are for members only by default	Disabled	
Room owners can change whether or not rooms are for members only	Enabled	Cisco Jabber requires this value to be Enabled.
Only moderators can invite people to members-only rooms	Enabled	Cisco Jabber requires this value to be Enabled.
Room owners can change whether or not only moderators can invite people to members-only rooms	Enabled	
Users can add themselves to rooms as members	Disabled	This value is not currently used by Cisco Jabber for persistent chat.

Persistent Chat Setting	Recommended Value	Notes
Room owners can change whether users can add themselves to rooms as members	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Members and administrators who are not in a room are still visible in the room	Enabled	Cisco Jabber requires this value to be Enabled.
Room owners can change whether members and administrators who are not in a room are still visible in the room	Enabled	
Rooms are backwards-compatible with older clients	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Room owners can change whether rooms are backwards-compatible with older clients	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Rooms are anonymous by default	Disabled	This value is not currently supported by Cisco Jabber for persistent chat. Cisco Jabber cannot join anonymous rooms.
Room owners can change whether or not rooms are anonymous	Disabled	This value is not currently supported by Cisco Jabber for persistent chat. Cisco Jabber cannot join anonymous rooms.
Lowest participation level a user can have to invite others to the room	Default Value	This value is not currently used by Cisco Jabber for persistent chat.
Room owners can change the lowest participation level a user can have to invite others to the room	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
How many users can be in a room at one time	Administrator Defined	Cisco recommends using the default value.
How many hidden users can be in a room at one time	Administrator Defined	
Default maximum occupancy for a room	Default Value	
Room owners can change default maximum occupancy for a room	Default Value	
Lowest participation level a user can have to send a private message from within the room	Default Value	
Room owners can change the lowest participation level a user can have to send a private message from within the room	Default Value	

Persistent Chat Setting	Recommended Value	Notes
Lowest participation level a user can have to change a room's subject	Moderator	
Room owners can change the lowest participation level a user can have to change a room's subject	Disabled	
Remove all XHTML formatting from messages	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Room owners can change XHTML formatting setting	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Rooms are moderated by default	Disabled	This value is not currently used by Cisco Jabber for persistent chat.
Room owners can change whether rooms are moderated by default	Default Value	This value is not currently used by Cisco Jabber for persistent chat.
Maximum number of messages that can be retrieved from the archive	Default Value	
Number of messages in chat history displayed by default	Administrator Defined	Cisco recommends a value between 15 and 50. The **Number of messages in chat history displayed by default** setting does not apply retroactively to persistent chat rooms. Rooms created before the setting is changed will continue to use their originally configured value.
Room owners can change the number of messages displayed in chat history	Default Value	This value is not currently used by Cisco Jabber for persistent chat.

Note Persistent Chat rooms inherit their settings at the time of creation. Values changed after a room is created only apply to rooms created after the change has taken effect.

What to do next

Ensure you configure any client-specific parameters for persistent chat. For more information, see the Client parameters section of the latest *Parameters Reference Guide for Cisco Jabber*.

Enable file transfer in chat rooms. For more information, see *Enable File Transfer and Screen Captures for Group Chats and Chat Rooms*.

Related Topics

Client Parameters

Configure IM and Presence Service for Cloud-Based Deployments

Procedure

	Command or Action	Purpose
Step 1	Configure IM and Presence Service, on page 17	
Step 2	Configure Presence in Microsoft SharePoint 2010 and 2013, on page 11	
Step 3	Configure Privacy Options, on page 18	

Configure IM and Presence Service

When users successfully authenticate to the Cisco WebEx Messenger service, they get IM and Presence Service capabilities. You can optionally configure IM and Presence Service federation with the Cisco WebEx Administration Tool.

Configure Presence in Microsoft SharePoint 2010 and 2013

If your organization defines users' profiles where their IM address is different from their email address, then additional configuration is required to enable presence integration between the client and Microsoft SharePoint 2010 and 2013.

Before you begin

- For Cisco Jabber for Windows clients only.

- Ensure that all sites are in sync with Microsoft SharePoint Central Administration (CA).

- Ensure that synchronization between Microsoft SharePoint and Active Directory is set up.

Procedure

Step 1 If you have Microsoft SharePoint 2013, update the SharePoint CA profile pages for users with the following information:

a) For the **SIP Address** profile field, leave it blank.

b) In the **Work email** profile field, enter the user profile. For example, `john4mail@example.pst`.

Step 2 If you have Microsoft SharePoint 2010, update the SharePoint CA profile pages for users with the following information:

a) For the **SIP Address** profile field, enter the user profile. For example, `john4mail@example.pst`

b) In the **Work email** profile field, leave it blank.

Configure Privacy Options

You can specify the default settings for presence subscription requests in cloud-based deployments.

Procedure

Step 1	Open the Cisco WebEx Administration Tool.
Step 2	Select the **Configuration** tab.
Step 3	Select **General IM** in the **Connect Client** section. The **General IM** pane opens.
Step 4	Select the appropriate options for contact list requests as follows:

Option	Description
Select **Allow users to set "Options for contact list requests"**	**Accept requests automatically from contacts in my organization** automatically becomes the default option to configure how the client handles presence subscription requests. Users can change the default option in the **Options** window.
Do not select **Allow users to set "Options for contact list requests"**	You configure how the client handles presence subscription requests. Users cannot change this configuration. The settings are not available in the **Options** window. Select one of the following options: • **Accept requests automatically from all contacts** • **Accept requests automatically from contacts in my organization** • **Prompt me for each request**

The options for configuring how the client handles contact list requests are as follows:

 • Accept requests automatically from all contacts — The client automatically accepts presence subscription requests from any domain. If you specify this setting, users from any domain can automatically add users to their contact list and view their availability status.

 • Accept requests automatically from contacts in my organization — The client automatically accepts presence subscription requests only from users in the domains you specify. To specify a domain, select **Domain(s)** in the **System Settings** section on the **Configuration** tab.

> **Note** When searching for contacts in your organization, users can see the temporary availability status of all users in the organization. However, if User A blocks User B, User B cannot see the temporary availability status of User A in the search list.

 • Prompt me for each request — The client prompts users to accept each presence subscription request.

Step 5   Select **Save**.